

# 2023/24 Social Work Employer Standard Health Check virtual event

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# Social work employer standards:

## **Standard 1 – Strong and clear social work framework**

This standard is about promoting a clear statement about the principles that constitute good social work practice, and how those principles function across the full range of social work settings.

## **Standard 2 – Effective workforce planning systems**

This standard is about using effective workforce planning systems to make sure that the right number of social workers, with the right level of skills and experience, are available to meet current and future service demands.

## **Standard 3 – Safe workloads and case allocation**

This standard is about ensuring employees do not experience excessive workloads, resulting in unallocated cases and long waiting times for individuals.

## **Standard 4 - Wellbeing**

This standard is about promoting a positive culture for employee wellbeing and supporting social workers to have practical tools, resources, and the organisational environment they need to practice effectively and safely.

## **Standard 5 – Supervision**

This standard is about making sure students and qualified practitioners can reflect critically on their practice through high quality, regular supervision being an integral part of social work practice.

## **Standard 6 – Continuing professional development (CPD)**

This standard is about social workers being provided with the time and opportunity to learn, keep their knowledge and skills up to date, and critically reflect on the impact on their practice.

## **Standard 7 – Professional registration**

This standard is about supporting social workers to maintain their professional registration with the regulator.

## **Standard 8 – Strategic partnerships**

This standard is about creating strong partnerships and good collaboration between employers, higher education institutions, and other training providers.

# Employer Standards Health Check 2024



The Employer Standards Health Check was run from 16<sup>th</sup> February 2024 to 28<sup>th</sup> March 2024. It was run by WorkInConfidence for the LGA.

169 Organisations participated:

- Local Authorities (major group)
- NHS Trusts
- Not for profit providers

Separate surveys were run for:

- Registered Social Workers
- Occupational Therapists
- Social Care Workers

Each survey contained a Digital Skills section which had the same questions for each survey

# Participation



## 8 Standards + Workplace Experiences Sections

- Questions on a 5 Point - Totally Disagree to Totally Agree - Scale. These were weighted:
  - Disagree - 0
  - Somewhat Disagree - 25
  - Neither Agree nor Disagree - 50
  - Somewhat Agree - 75
  - Agree – 100

To give a score on a 0-100 scale.

## Questions About

- Service Area / Employer Type
- Workload
- Work location, method of travel to work
- Bullying, Harassment & Discrimination
- Characteristics (gender, sexuality, religion, age, etc.)

## Free Text Response Questions

# Employer Standards Health Check 2024

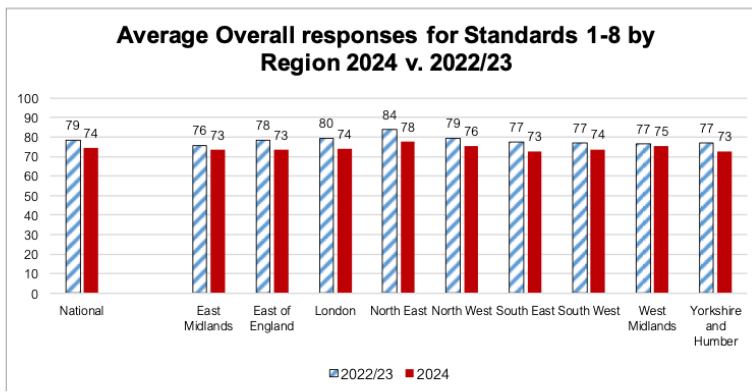


- A separate link was provided for each survey by WorkInConfidence to the LGA and these were distributed by the LGA
- QR Codes were also available to take people directly to completion from a mobile device
- No email or name of completers was collected
- Completers were provided with assurances that data would not be subdivided into groups where less than 10 people completed. For this reason, data on groups of less than 10 was not requested by, or provided to, the LGA
- Reports produced at National, Regional and Local level

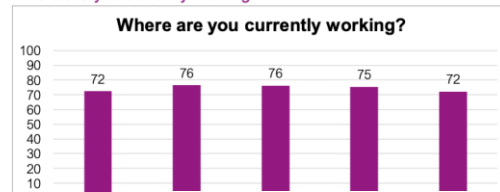
# Key Information - National Reports



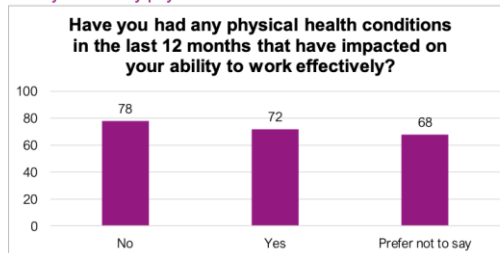
- How many people completed – by Service Area
- Average responses by Standard by Region
- Average Responses by Standard by Region v. 2022/23
- Average responses by Standard by Service Area
- National responses by question – with 2022/23 comparison where available
- Average responses nationally by characteristic



### Where are you currently working



### Have you had any physical health conditions in the last 12 months

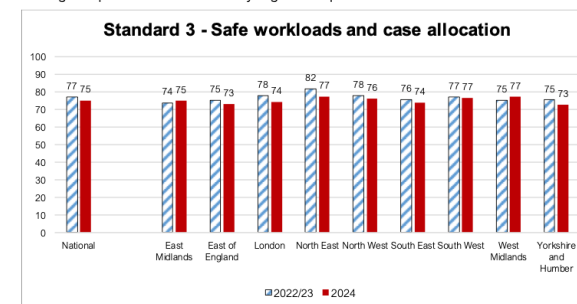


### Standard 3 - Safe workloads and case allocation

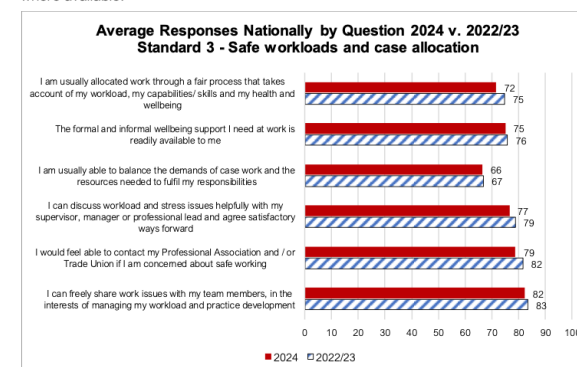
Average response for Standard 3 nationally by service area.

	Overall Average	Adults	Children	Mental Health
Standard 3 - Safe workloads and case allocation	75	77	73	75

Average response for Standard 3 by region compared to 2022/23.



Question by question national average response for Standard 3 compared to 2022/23 where available.



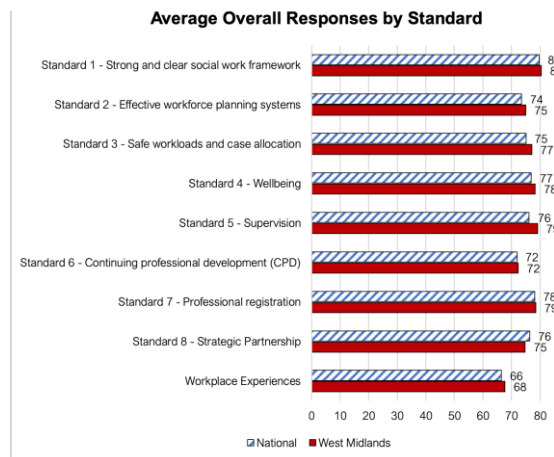
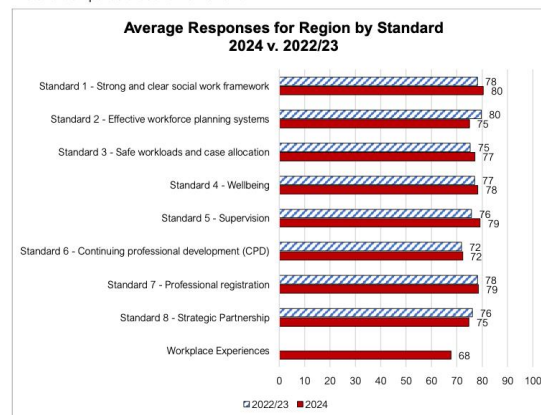
# Key Information - Regional Reports



- How many people completed – by Service Area
- Average responses by Standard for Region v. Nationally
- Average Responses by Standard for Region v. 2022/23
- Average responses by Standard by Service Area
- Region responses by question – with 2022/23 comparison where data available
- Average responses for region by characteristic

## Region 2022/2023 v. 2024

The following shows the average response for all completers in the region by each Standard 1-8 and compares these to 2022/2023



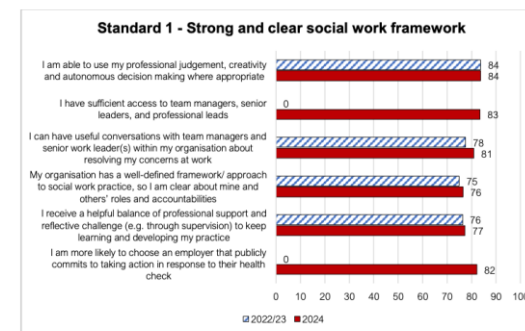
## The Standards: Responses

### Standard 1 - Strong and clear social work framework

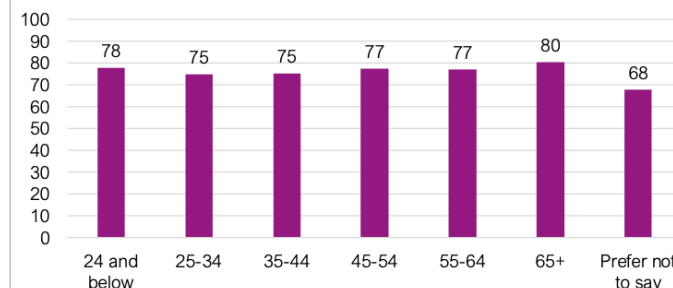
Averages responses for all completers in the region for Standard 1 by service area.

Question	Average Response	Adults	Children	Mental Health
Standard 1 - Strong and clear social work framework	80	81	80	81

Average responses from all completers in the region by question in Standard 1 compared to 2022/23 if available.



## What is your age group?

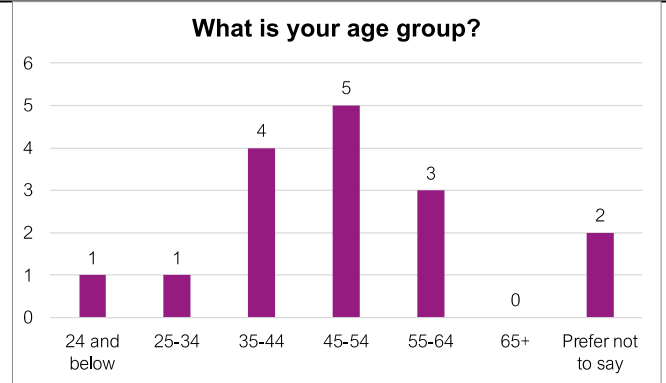
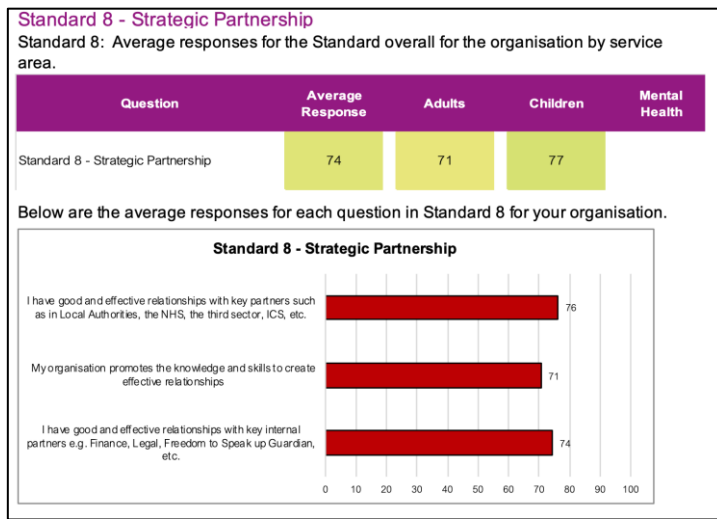
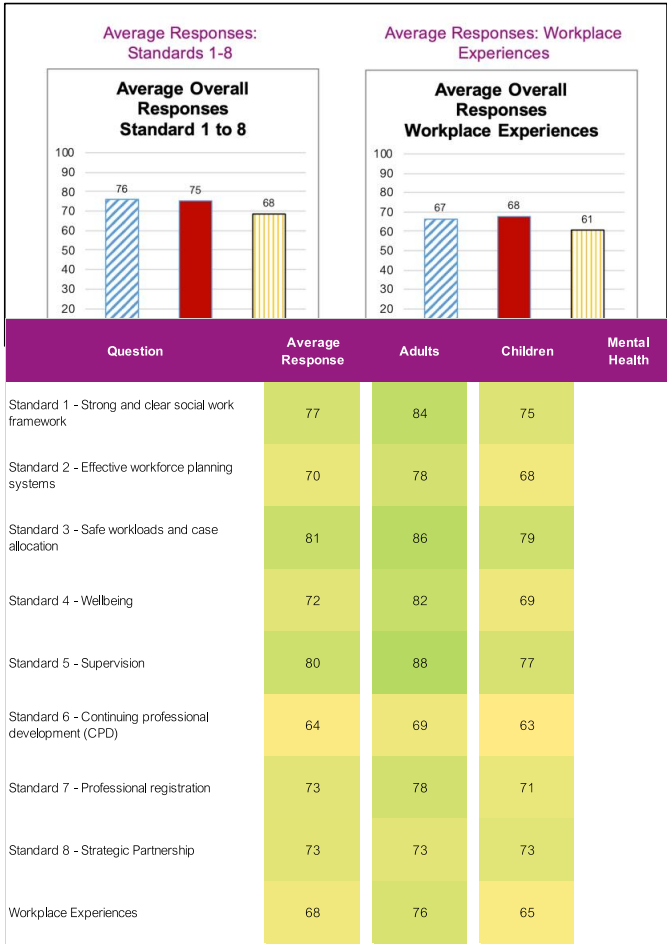




# Key Information - Local Reports



- How many people completed – by Services Area
- How you compared nationally and in your region for Standards 1-8 and Workplace Experiences
- If 10 or more people had completed in a Service Area breakdown for that Service Area
- Average responses by Standard
- Responses by question
- Who was represented in completion
- Because of group sizes, differences between responses for groups (such as age / gender) were not shown locally. **This should be reviewed regionally / nationally**



# The results at a glance:

Average national score 2022/23 **79**

Average national score 2023/24 **74**

Standard 1 is the only standard that did not see a decline in average score

## Average scores nationally

Standard 1: strong and clear social work framework

Standard 2: effective workforce planning systems

Standard 3: safe workloads and case allocation

Standard 4: wellbeing

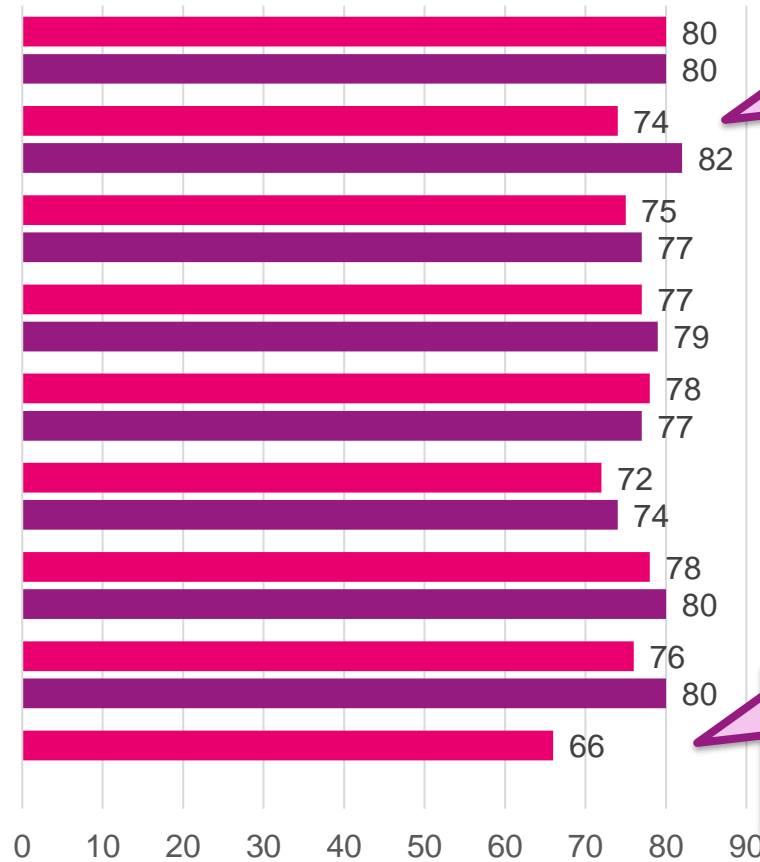
Standard 5: supervision

Standard 6: continuing professional development

Standard 7: professional registration

Standard 8: strategic partnership

Workplace experiences



Average score for standard 2 has decreased by 8 per cent

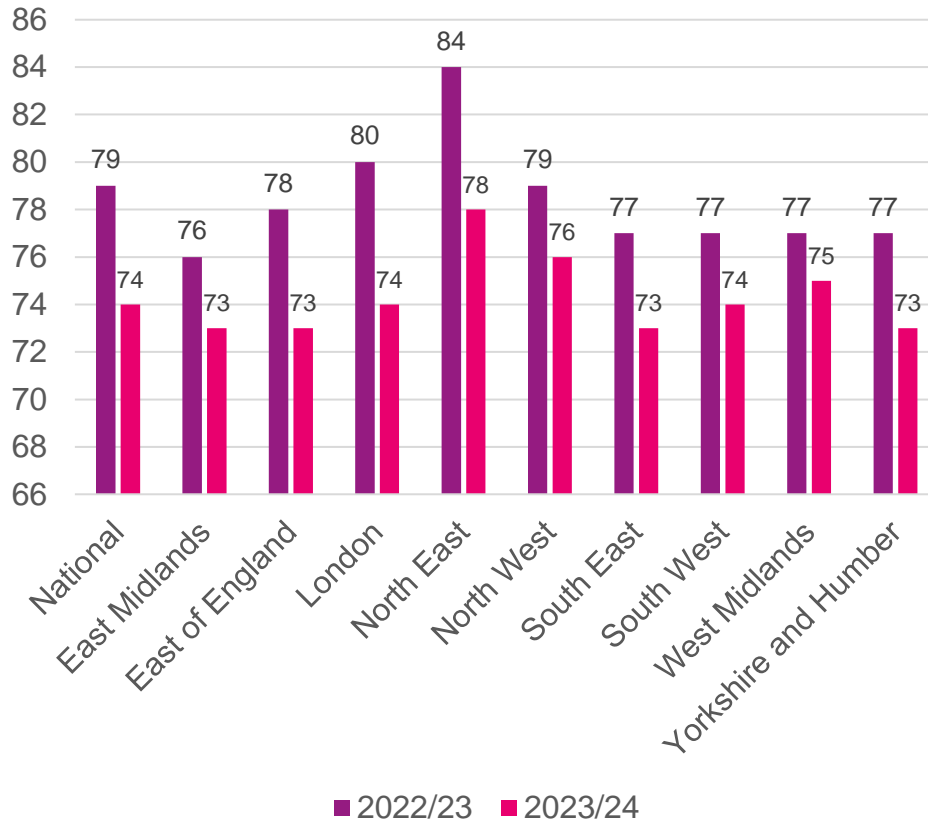
Standard 6 is the lowest scoring standard, with only a small decrease since last year

Relatively poor result for workplace experience section

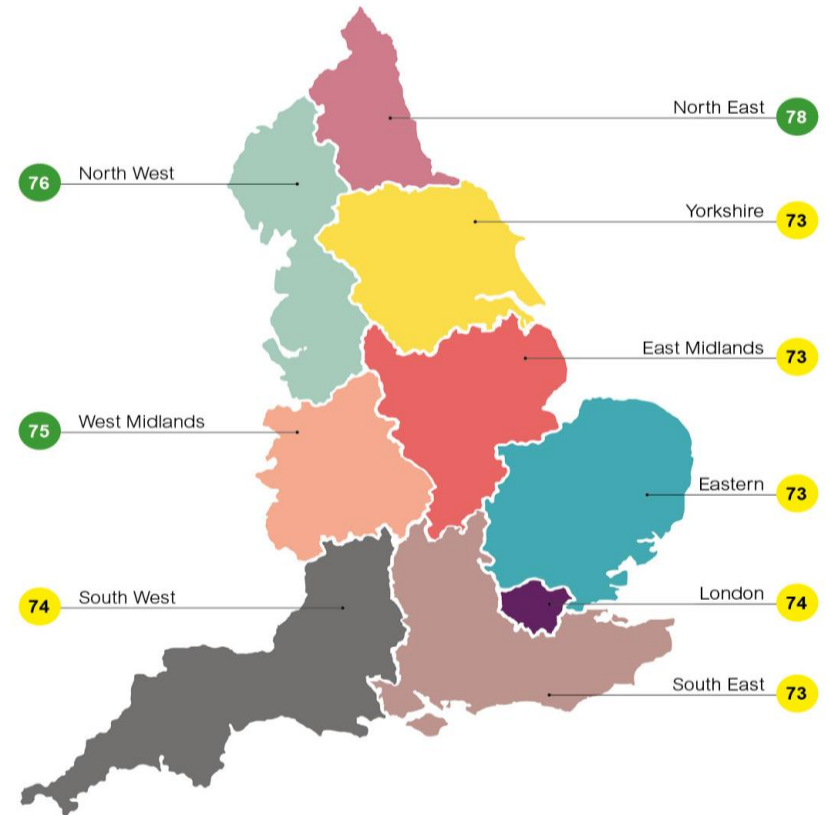
■ Mean score 2023/24 ■ Mean score 2022/23

# 2023/24 regional results

Average mean scores by region for 2022/23 and 2023/24



- **75+** Good score/outcome. To be celebrated.
- **51-74** Moderate score/outcome. Capable of improvement.
- **50 or less** Relatively poor score/outcome. A clear signal to take steps to improve.



# Average scores by service area

	Overall	Children	Adults	Mental health
Standards 1-8	74	74	77.5	75.5
Workplace experiences	66	65	68	64

**Social workers responded similarly across service areas with no significant differences**

**Children's social workers responded slightly less favourably on 7 out of 8 standards**

# What are social workers saying about how employers uphold the standards?

It's lip service - a tick box to complete, they aren't interested in employee views, anyone with an opinion is dismissed and undermined.

All my previous and present managers are outstanding and take into consideration my views.

Impossibly high caseloads – lack of supervision and reflection time

Managers in supervision always check my health and wellbeing and try to encourage me to maintain a work life balance

Consultation is tokenistic from above; I will share what my team are saying to me but feel unable to do anything about it which is very stressful.

Due to workload demand, I find I get little time to dedicate to CPD activities

There is a really good learning culture here

Supervision is infrequent, demand and resource focused and there is no space for reflection

I have a very supportive and proactive supervisor who supports me within my role

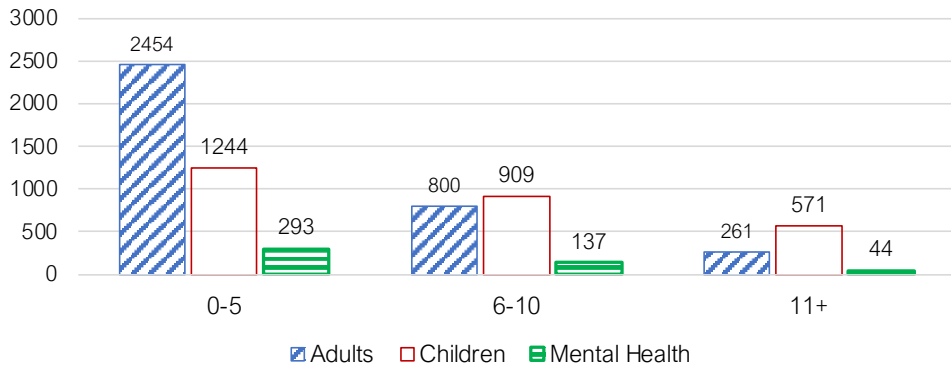
My manager is supportive and a critical friend.



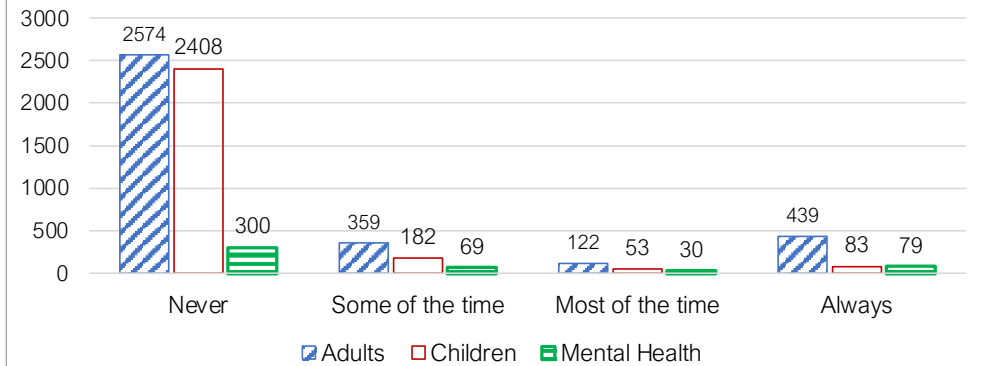
# National: Workload



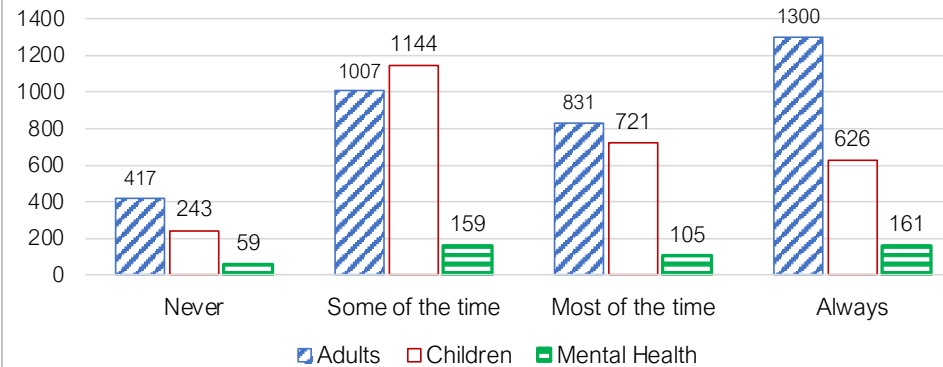
### How many additional hours do you work per week?



### Are you paid when you complete additional hours?



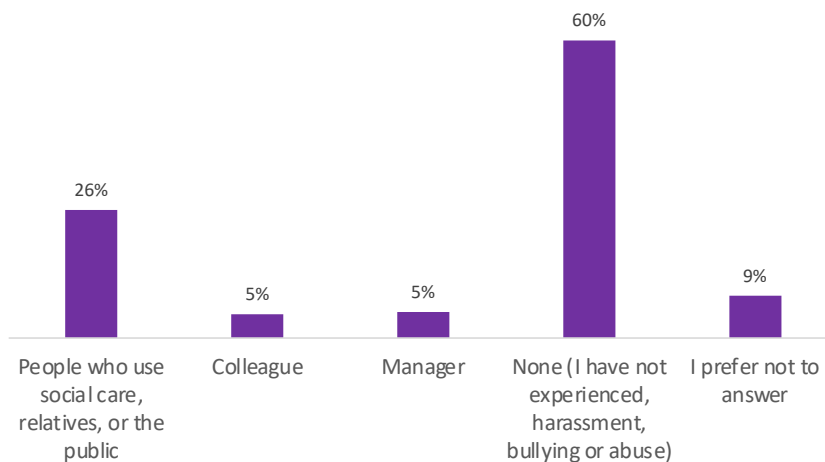
### Are you able to take Time Off In Lieu (TOIL) if you work over your contracted hours?



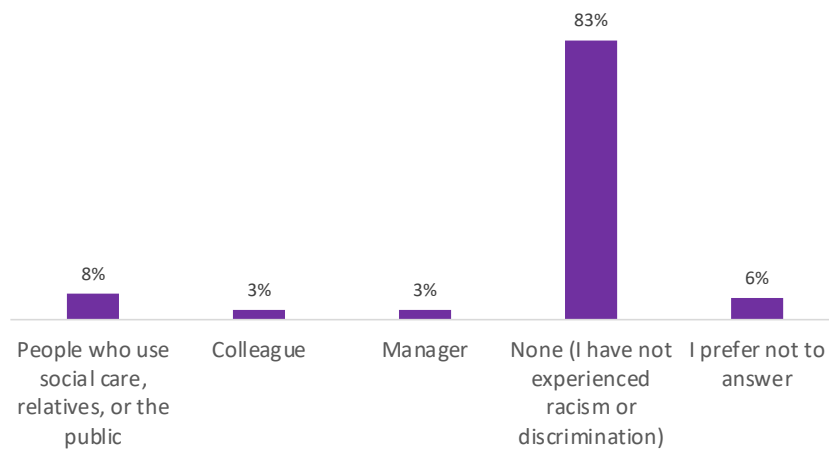
# National: Bullying, Harassment and Discrimination



In the last 12 months, I have experienced harassment, bullying or abuse from:



In In the last 12 months, I have experienced racism or discrimination related to another protected characteristic from:

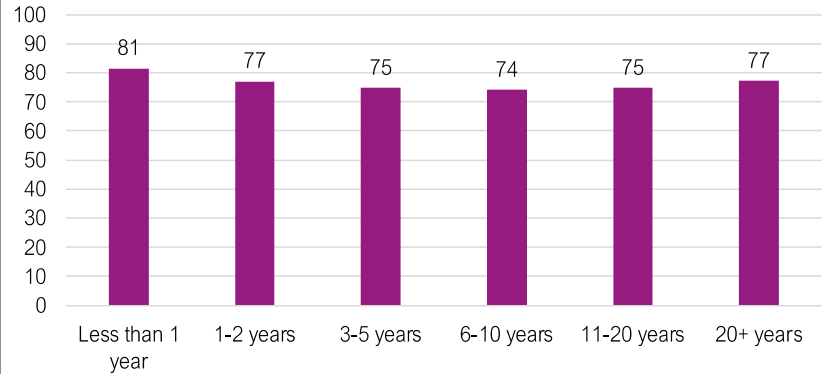




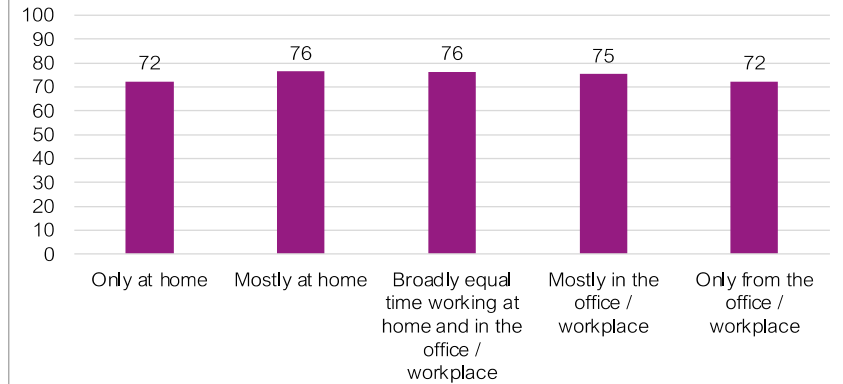
# National: Characteristic Variations [Also in regional]



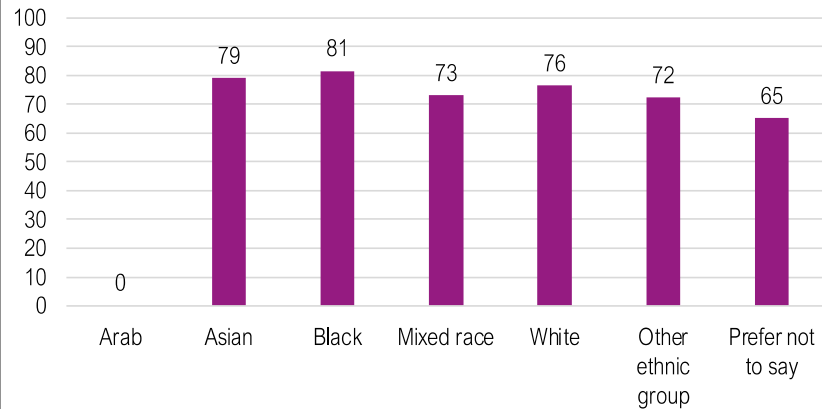
### What is your length of service?



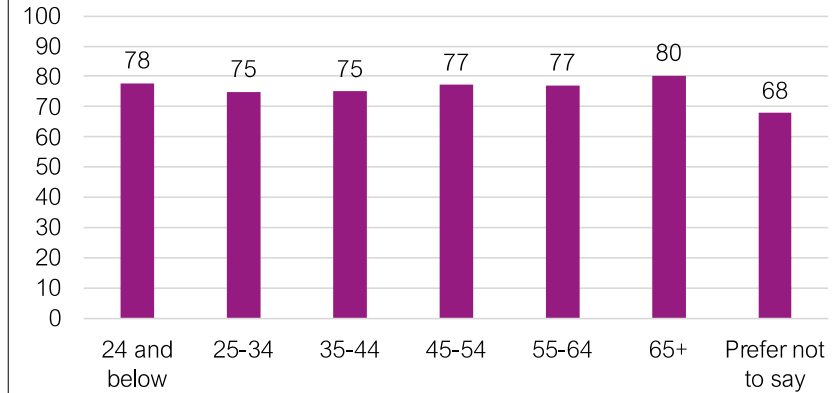
### Where are you currently working?



### What is your ethnic group?



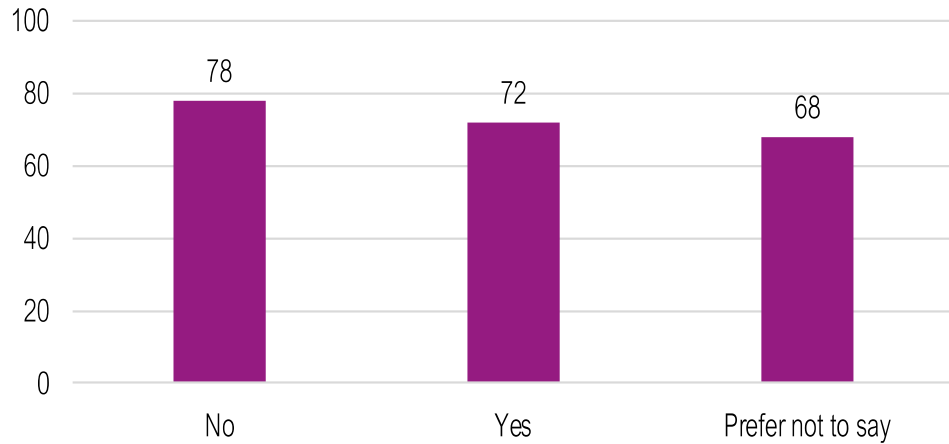
### What is your age group?



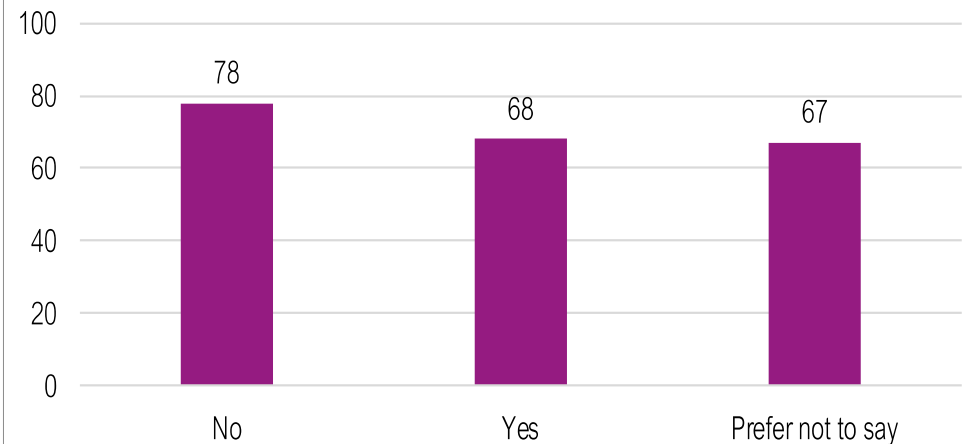
# National/Regional Reports: Characteristic Variations



**Have you had any physical health conditions in the last 12 months that have impacted on your ability to work effectively?**



**Have you had any mental health conditions in the last 12 months that have impacted on your ability to work effectively?**



# Your local results:

## Why is the health check important?

- Understand how social workers are feeling
- Measure how social workers feel you are delivering the standards
- Ensure that social workers feel listened to
- Contribute to a picture of the current mindset of social workers nationally

## How can we interpret them?

- Your 'ranking' compared to other participating authorities
- The RAG scale
- Comparing scores for specific standards to previous years

## How can we plan to improve?

- Identify specific areas with room to improve
- Prioritise each area identified
- Use the action plan template to structure actions
- Co-ordinate your response as an organisation



**75+** Good score/outcome. To be celebrated.



**51-74** Moderate score/outcome. Capable of improvement.



**50 or less** Relatively poor score/outcome. A clear signal to take steps to improve.

# Creating a plan for improvement

Goal one: write your goal here						
<b>Measures of success:</b>	<i>What does the desired outcome look like? It is important to set a clear and achievable vision of what a successful outcome would look like, to ensure accountability and measurability. Use this space to identify the key ways you will know if you have been successful in achieving your goal. This could refer to specific measures (eg the Health Check Survey) or outcomes.</i>					
<i>Having set your goal decided three actions that will help you achieve it</i>	<b>Step 1:</b>	<b>Step 2:</b>	<b>Step 3:</b>	<b>Lead officer:</b>	<b>Cost:</b>	<b>RAG rating:</b>
	<i>Break down each action into three smaller steps</i>	<i>Each step should be focused on fulfilling the action</i>		<i>Who is responsible for delivery?</i>		<i>What is the priority?</i>
<b>Action 1:</b>	Date:	Date:	Date:	Step 1:		
	Action:	Action:	Action:	Step 2:		
				Step 3:		
<b>Action 2:</b>	Date:	Date:	Date:	Step 1:		
	Action:	Action:	Action:	Step 2:		
				Step 3:		
<b>Action 3:</b>	Date:	Date:	Date:	Step 1:		
	Action:	Action:	Action:	Step 2:		
				Step 3:		



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**Work for your  
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**National recruitment campaign**

**for local government**



**Funded by  
UK Government**

# Background

- 94% of councils experiencing recruitment and retention difficulties
- Unlike other sectors, no national brand or campaign for local government careers
- 800 different roles, 1.3m people working in the sector
- Funding from UK Government to co-produce a national recruitment campaign for local government
- Pilot in year 1 (North East), roll-out year 2



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# Development of the campaign

**Co-produced with  
local government  
sector and Solace**

360+ attendees across  
19 events in late 2023

**National research  
with 2,300+  
participants**

Looking at perceptions  
and motivators

**Creative  
development,  
testing  
refinement**

Including specific  
feedback from  
North East

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# Campaign materials



**Hundreds of opportunities to change your future**

Find a career that suits your strengths - hundreds of different roles available from social media to social care.

Make a difference  
Work for your local council

Make a difference in your area, visit [northeastjobs.org.uk](http://northeastjobs.org.uk)





**Change your future and embrace new opportunities**

With professional training and development, and plenty of exciting opportunities, you could go further than you think at your local council.

Make a difference  
Work for your local council

Search hundreds of local council jobs at [northeastjobs.org.uk](http://northeastjobs.org.uk)





**Change more than your work/life balance**

Flexible working at your local council could mean hybrid, part time, term time only or compressed hours - and changes the lives of real people in your community.

Make a difference  
Work for your local council

Search hundreds of local council jobs at [northeastjobs.org.uk](http://northeastjobs.org.uk)





**Be the change you want to see**

Improve your work/life balance and develop your career. Choose from hundreds of rewarding roles and help us make a positive impact in your area.

Make a difference  
Work for your local council

Search hundreds of local council jobs at [northeastjobs.org.uk](http://northeastjobs.org.uk)




Make a difference  
Work for your local council



Change your future and embrace new opportunities


Make a difference

Work for your local council

Search hundreds of local council jobs at

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This campaign is funded by UK Government.

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Borough Council





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Change  
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balance



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YX72 OKU

**IN THE PARK FESTIVAL**  
LEazes PARK NEWCASTLE UPON TYNE



**TOM GRENNAN**  
FRIDAY 3RD MAY



**RAG 'N' BONE MAN**  
SUNDAY 5TH MAY

**TICKETS ON SALE NOW INTHEPARKFESTIVAL.COM**

Clear Channel

<b>10:17</b> Plat. 1 <b>Huddersbrough</b> Calling at: Page 1 of 1 Sunderland (09:40) Thornaby (09:50) & Huddersbrough (10:27)	<b>10:23</b> Plat. 7 <b>Carlisle via</b> Calling at: Page 1 of 1 Helmshore (09:30) Preston (09:40) Beilan (09:50) Ratcliffe (10:00) & Carlisle (10:40)	<b>10:27</b> Plat. 3 <b>London Kings X</b> Calling at: Page 1 of 1 Beilan (09:30) Helmshore (09:40) Ratcliffe (09:50) York (10:00) Bancroft (10:50) South Herts (11:00) Polethorpe (11:40) & London Kings X (12:40)
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Access to Platform 12  
Ticket Office  
Toilets/Carers Facility  
Customer Information/Assistance  
Cycle Hub "A"

<b>10:42</b> Plat. 2 <b>Edinburgh</b> Calling at: Page 1 of 1 Helmshore (09:30) & Edinburgh (10:00)	<b>10:43</b> Plat. 8 <b>London Kings X</b> Calling at: Page 1 of 1 Beilan (09:30) Helmshore (09:40) Ratcliffe (09:50) York (10:00) Bancroft (10:50) South Herts (11:00) Polethorpe (11:40) & London Kings X (12:40)	<b>10:45</b> Plat. 6 <b>Carlisle via</b> Calling at: Page 1 of 1 Helmshore (09:30) Preston (09:40) Beilan (09:50) Ratcliffe (10:00) & Carlisle (10:40)	<b>10:51</b> Plat. 3 <b>Edinburgh</b> Calling at: Page 1 of 1 Helmshore (09:30) & Edinburgh (10:00)	<b>10:55</b> Plat. 5 <b>London Kings X</b> Calling at: Page 1 of 1 Beilan (09:30) Helmshore (09:40) Ratcliffe (09:50) York (10:00) Bancroft (10:50) South Herts (11:00) Polethorpe (11:40) & London Kings X (12:40)
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**TRAVELLING**  
with **lumo**

**luggage limits**

- small bag
- suitcase




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Find a career that suits your strengths - hundreds of different roles available from social media to social care.

Make a difference in your area, visit [northeastjobs.org.uk](http://northeastjobs.org.uk)

Make a difference. Work for your local council.

Clear Channel



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# Be the change you want to see

Improve your work/life balance and develop your career. Choose from hundreds of rewarding roles and help to make a positive impact in your area.

Make a difference

Search hundreds of local council jobs at

Work for your local council

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This campaign is funded by UK Government



**Wanns Beauty Saloon**  
Eyebrows  
Thread  
& Wax  
Eyebrow  
Tinted  
Eyelashes  
Extension  
Available

37 High Street



Food & Drink

# Evaluation findings

- **Across all channels:** 17m+ impressions, 100,00+ clicks
- **Diversity of career opportunities** and prospects messaging is performing best across all channels
- **Good level of recall of the campaign** for North East residents
- **More positive image** of their local council, and as an employer
- **More open to job opportunities** with their local council
- **Applications** to North East Jobs: +8.96% YOY in February 2024
- Visitors to North East Jobs were **more committed** to applying

Make

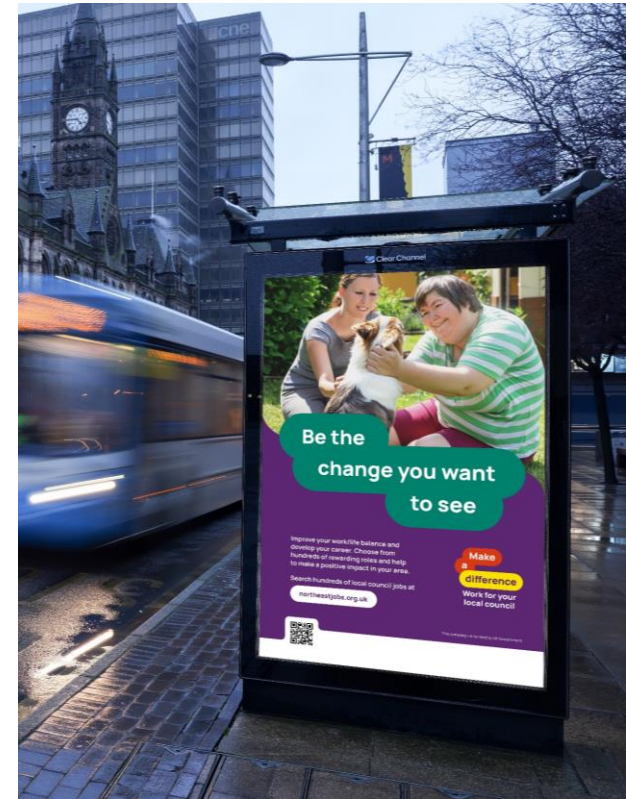
a

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# Next steps for the national roll-out

- Independent evaluation completed
- National roll-out funded by UK Government
- We will be engaging with all regions through **Spring/Summer 2024** to develop the national roll-out with councils
- Our ambition is to launch the national roll-out in **Autumn 2024**
- Together we can change perceptions and give people new reasons to consider working for local government



# Thank you

## For further information

- Please visit the LGA website:  
[www.local.gov.uk](http://www.local.gov.uk)
- Email:  
[William.Oldham@local.gov.uk](mailto:William.Oldham@local.gov.uk)  
[Leadership@local.gov.uk](mailto:Leadership@local.gov.uk)

The screenshot shows the Local Government Association website. The header includes the LGA logo and navigation links: About, Political, Our support, Case studies, Parliament, Topics, and Publications. The breadcrumb trail is Home > Our support. The main heading is 'Development of a national recruitment campaign for local government'. The text below the heading states: 'As part of our Sector Support offer 2024/25, we are developing a national recruitment campaign, co-produced with Solace and the local government sector. The campaign aims to attract new talent and highlight the benefits that a career in local government can offer.' Below this, there are two columns of text. The left column starts with 'Our Sector Support offer 2024/25, funded by the UK Government, provides local authorities with vital tools and support to deliver critical services to communities while helping to drive change and improvement in all regions. This includes a leadership offer which supports councils to attract new talent and develop greater skills and capability.' The right column has a purple box with the heading 'Sector support for local authorities' and text: 'The following summary sets out the sector support offer available to local authorities in 2024/25.' Below that is a grey box with the heading 'Our support' and text: 'Our sector support offer for 2024/25 continues to be shaped through consultation with councils.'

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**What are your key  
takeaways from this year's  
health check?**

## Looking forward...

- Every year, we want to continue to improve the health check
- If you would like to be part of its improvement, we are forming a focus group that will help to shape what the health check looks like in the future
- Please contact [emily.bennett@local.gov.uk](mailto:emily.bennett@local.gov.uk)