



Director of Social Services Annual Report 23/24

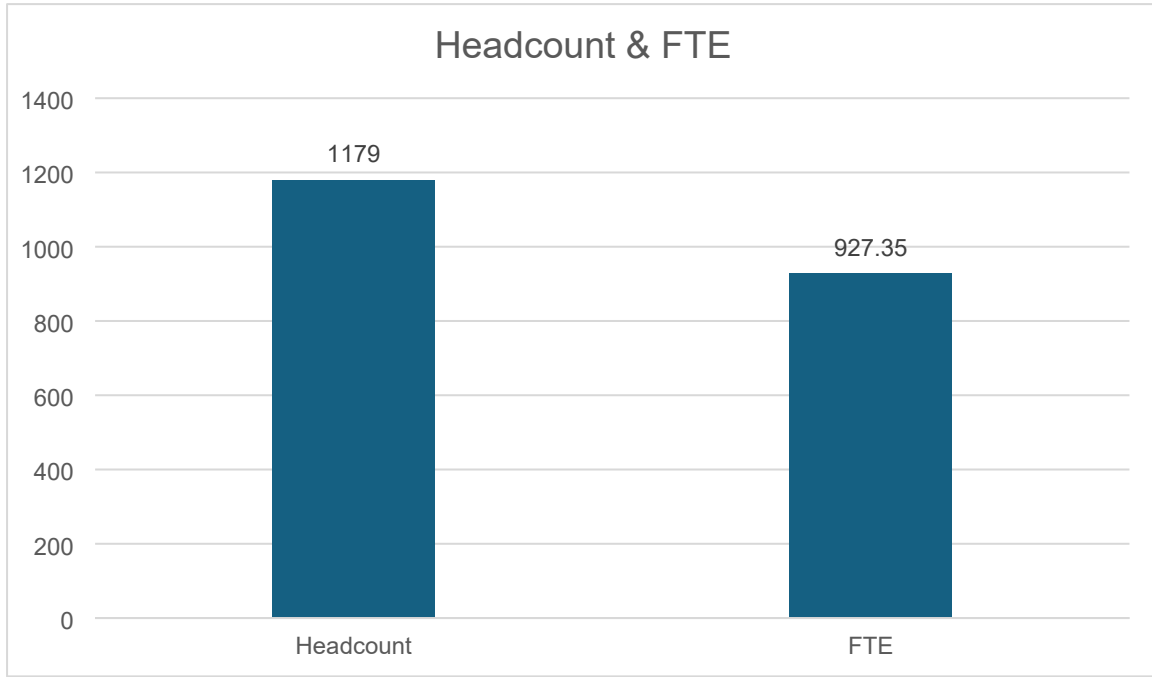
App 1, HR Data

11 JUNE 2024

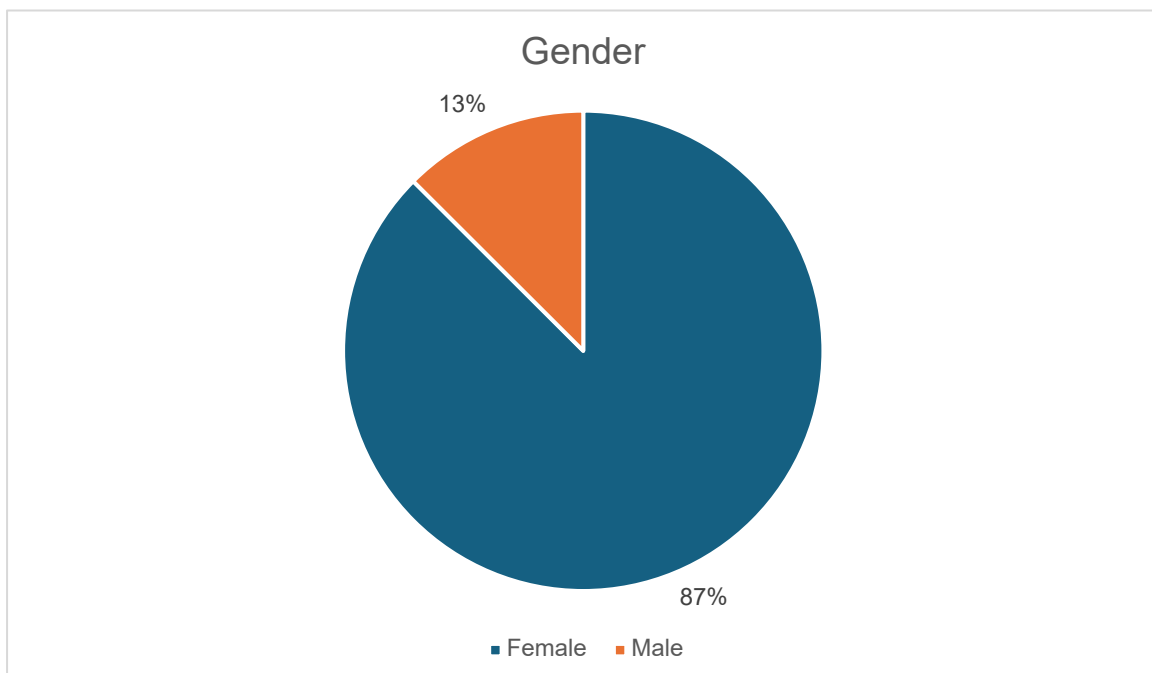
Workforce Information for Social Services Director's Report 2023-24

All data is accurate as of 31st March 2024.

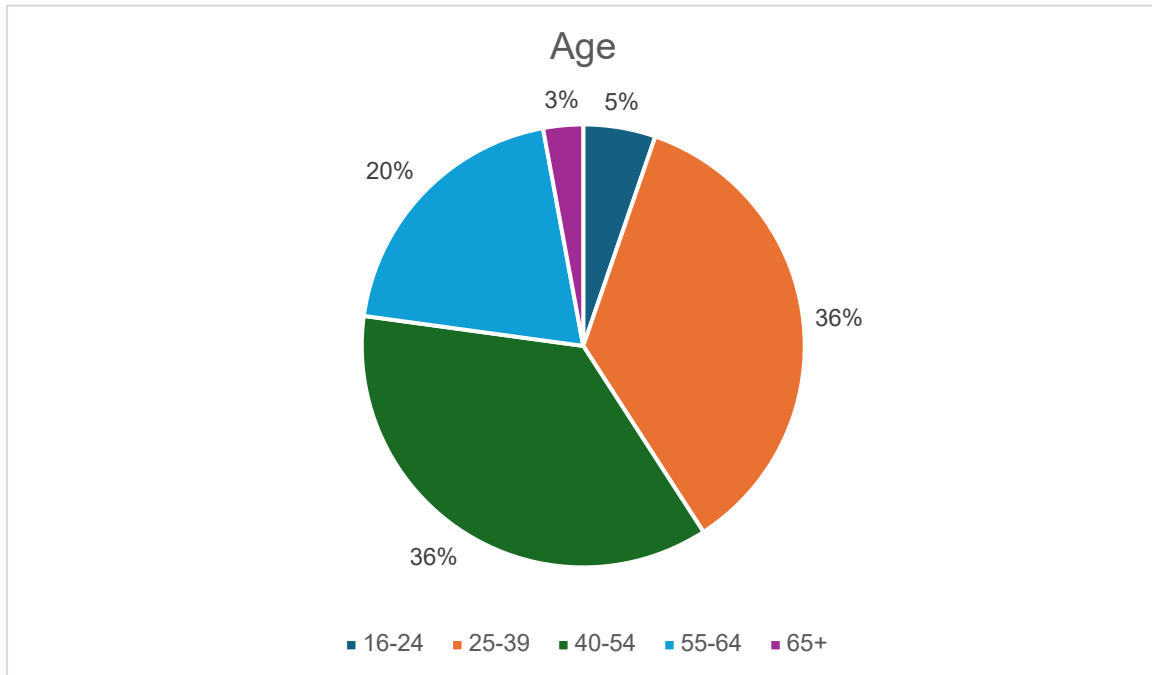
SOCIAL SERVICES DIRECTORATE



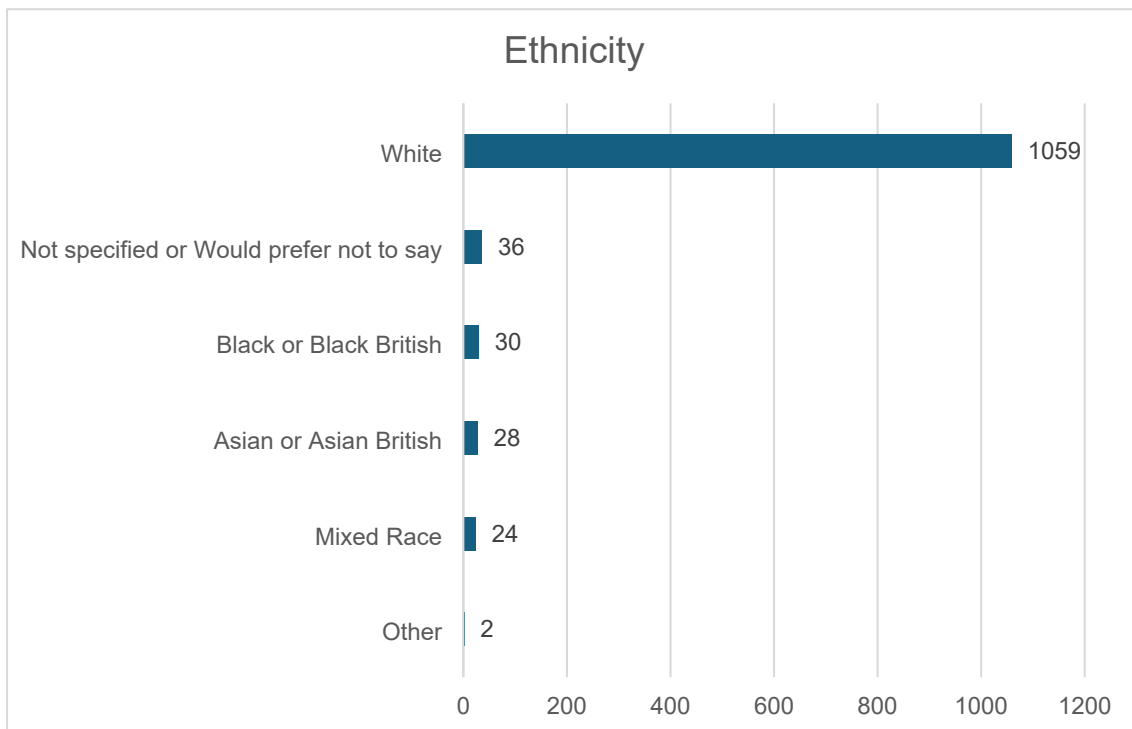
The headcount of the Social Services' workforce is 1,179. This headcount is equivalent to 927.35 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements.



The gender make-up of Social Services is 87% female and 13% male.

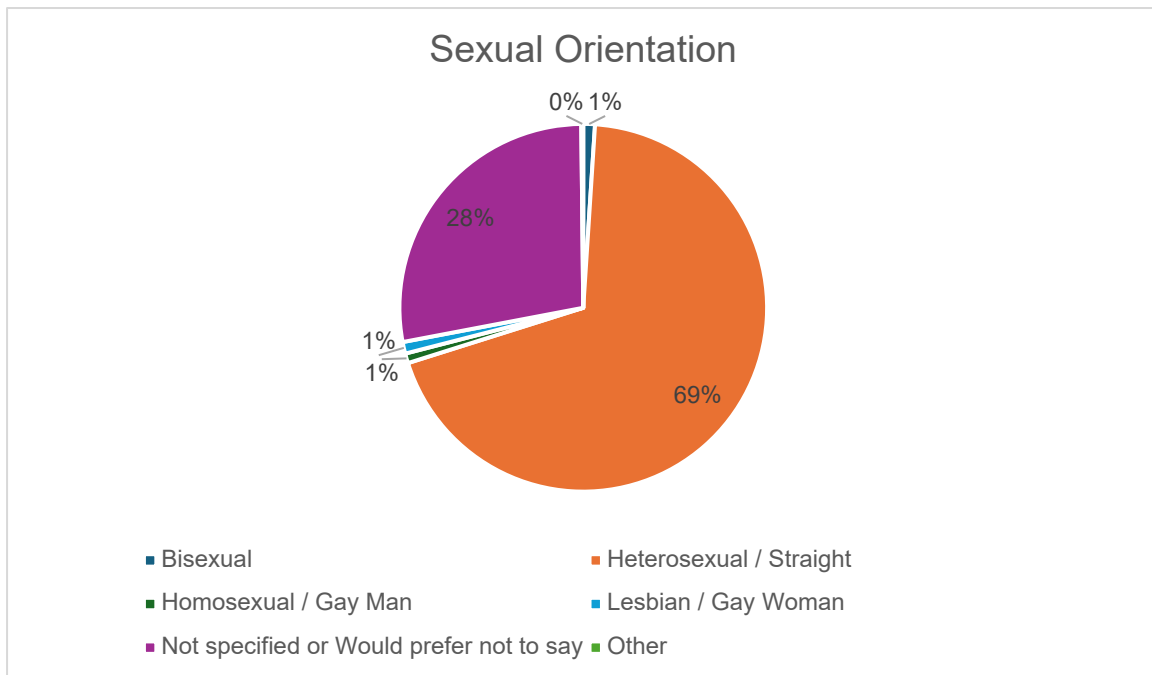


The chart demonstrates that 5% of the workforce within Social Services falls in the 16-24 age bracket, 36% within the 25-39 age bracket, 36% in the 40-54 age bracket, 20% in the 55-64 age bracket and 3% of staff are aged over 65.

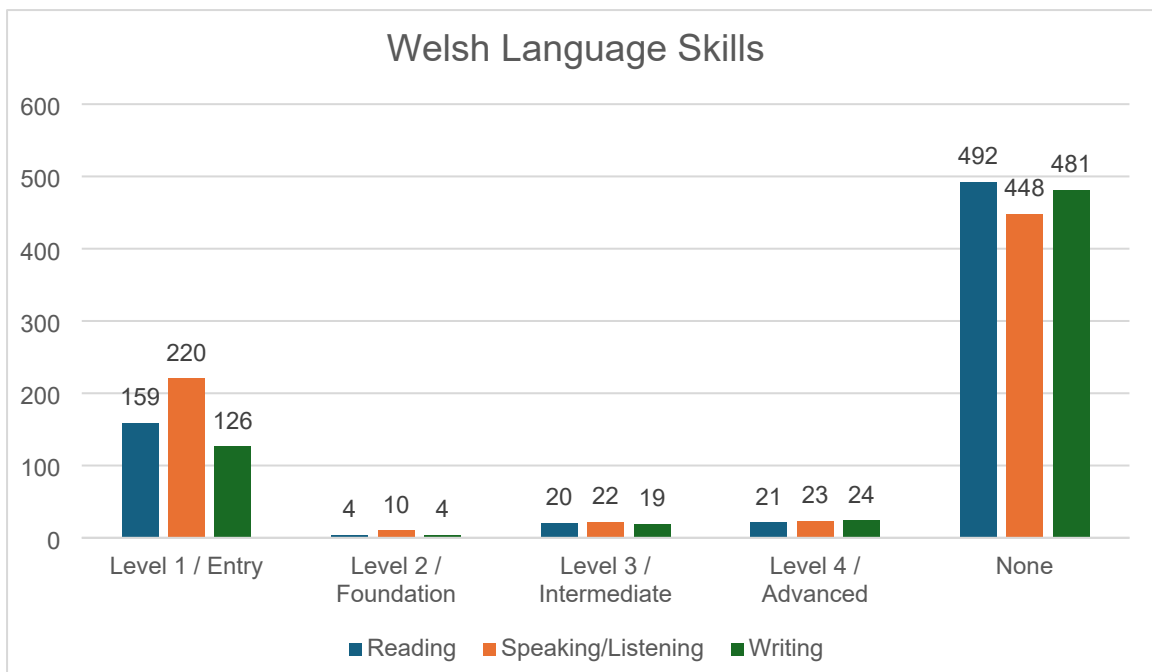


The graph demonstrates that the majority of the Council's workforce within Social Services is of White ethnicity (1,059 headcount), but there are staff that are of Black (30 headcount),

Asian (28 headcount) and Mixed Race (24 headcount) ethnicities. This data has been presented at directorate level only, to be compliant with GDPR legislation.

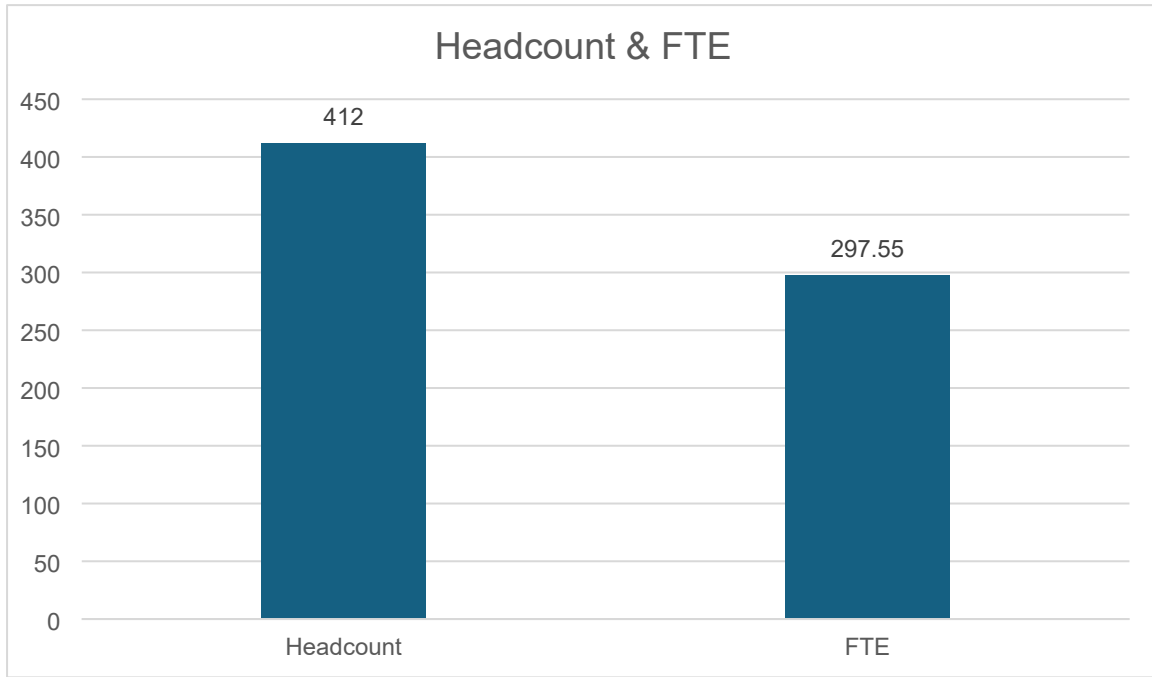


The graph demonstrates that 69% of employees within the Social Services' workforce identified as heterosexual. 10 employees identified as a gay man, 12 employees as a gay woman and 12 employees as bisexual. This data has been presented at directorate level only, to be compliant with GDPR legislation.

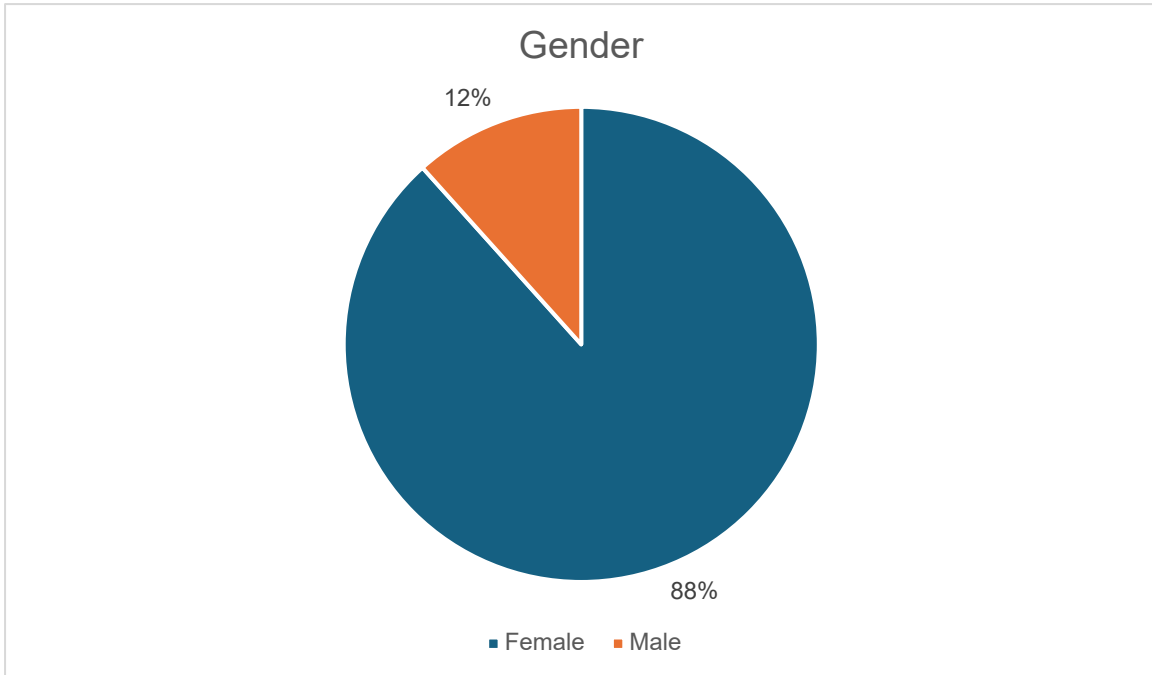


The graph demonstrates that most employees within Social Services do not have any Welsh Language skills. 21 employees have advanced Welsh Language reading ability, 23 employees have advanced Welsh Language speaking/listening ability, and 24 employees have advanced Welsh Language writing ability.

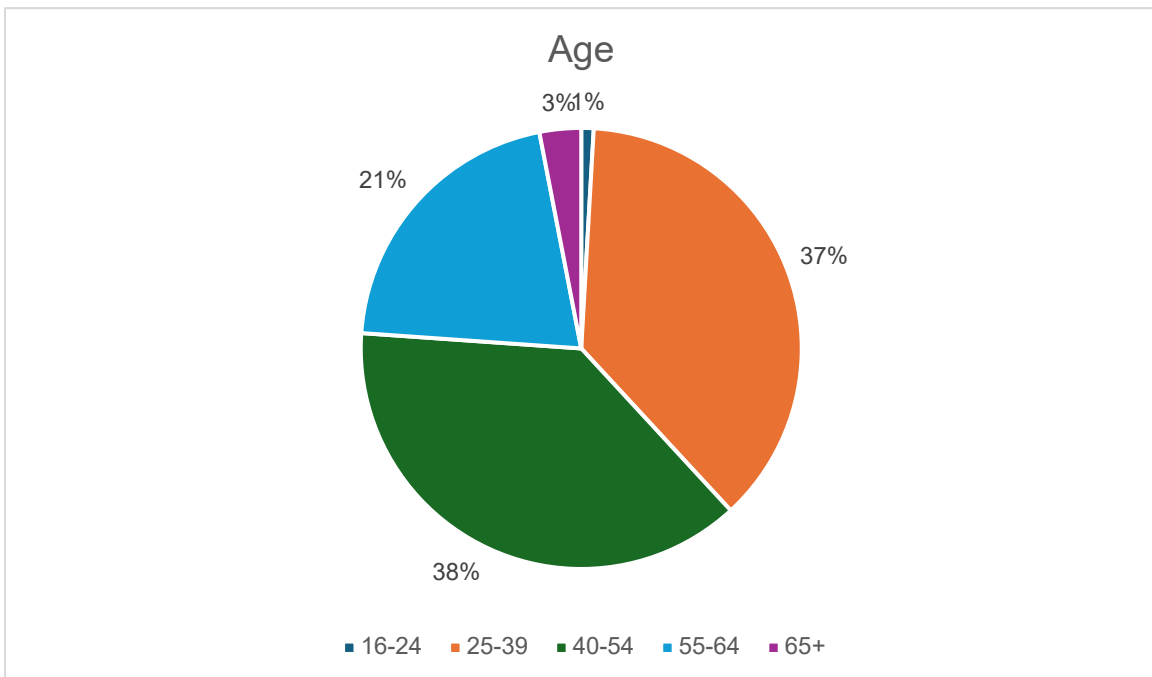
ADULT SERVICES



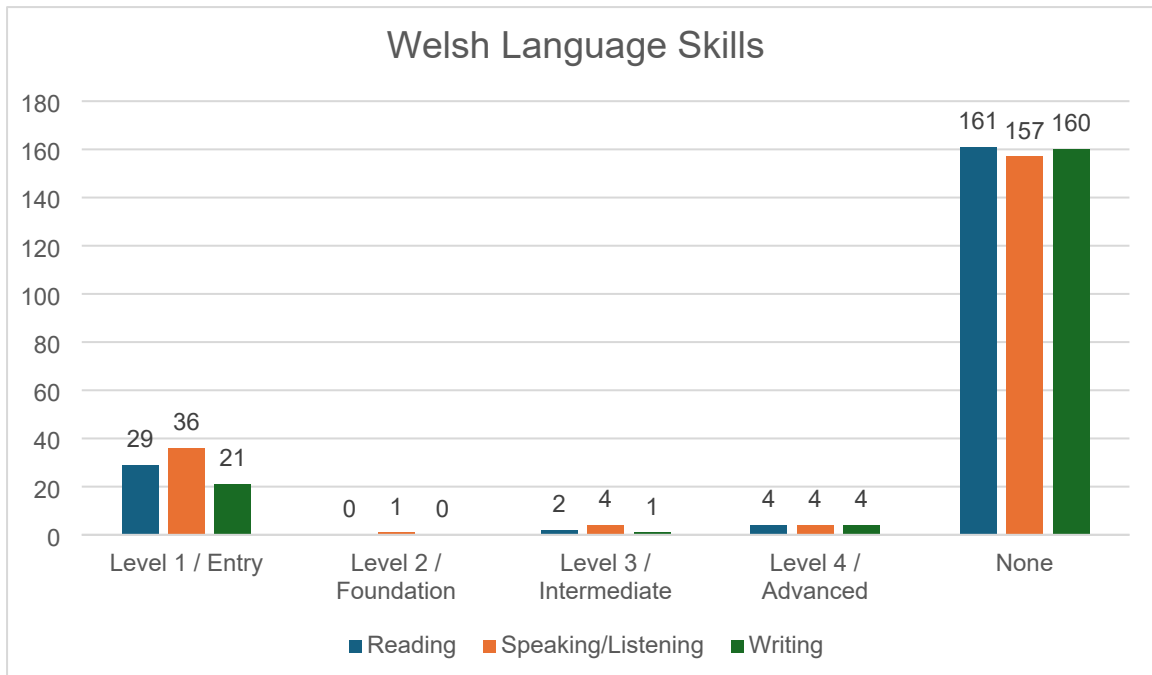
The current headcount of Adult Services is 412 employees. This headcount is equivalent to 297.55 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements.



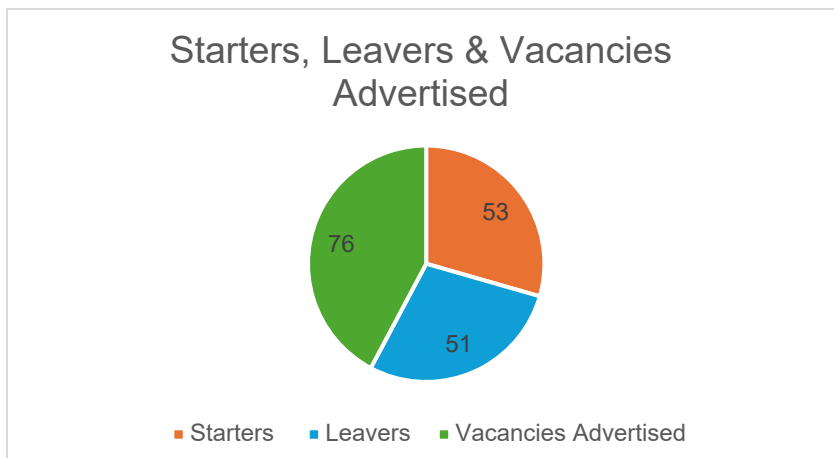
The gender make-up of Adult Services is 88% female and 12% male.



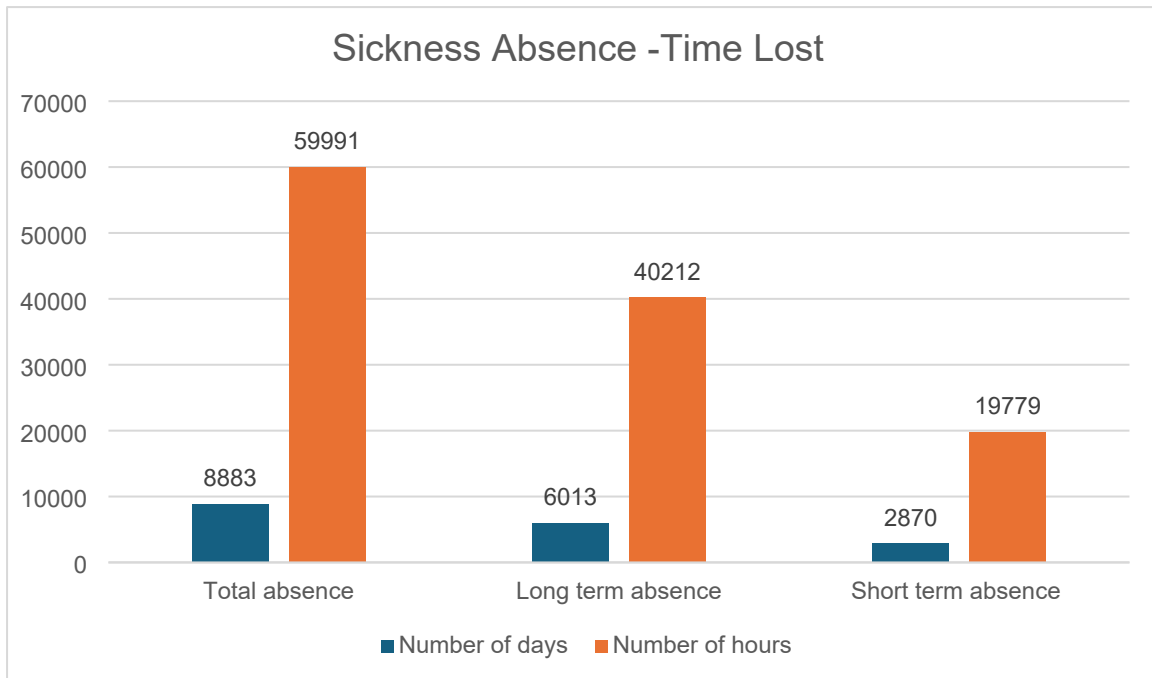
The chart demonstrates that 1% of the workforce within Adult Services falls in the 16-24 age bracket, 37% within the 25-39 age bracket, 38% in the 40-54 age bracket, 21% in the 55-64 age bracket and 3% of staff are aged over 65.



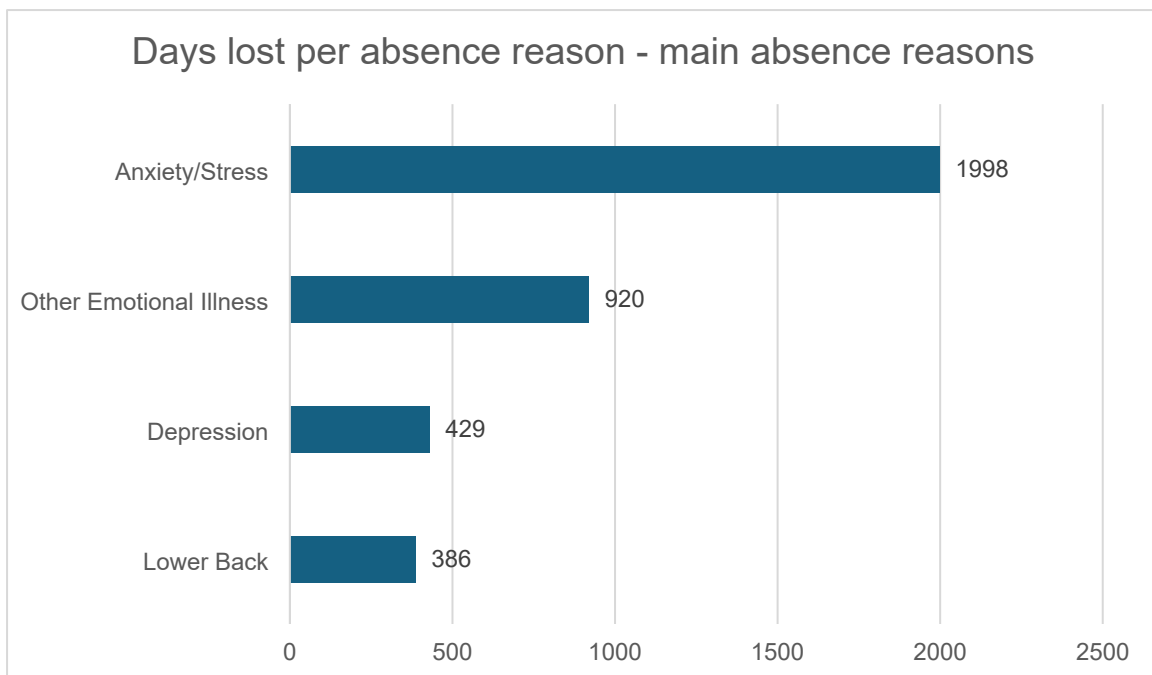
The graph demonstrates that majority of staff within Adult Services do not have any Welsh Language skills. 4 employees have advanced Welsh Language reading ability, speaking/listening ability and writing ability.



Within Adult Services, between 1st April 2023 – 31st March 2024, there were 76 vacancies advertised via Newport City Council’s website. There were 51 employees that left their role within Adult Services during the same period, and 53 employees that started a new role.

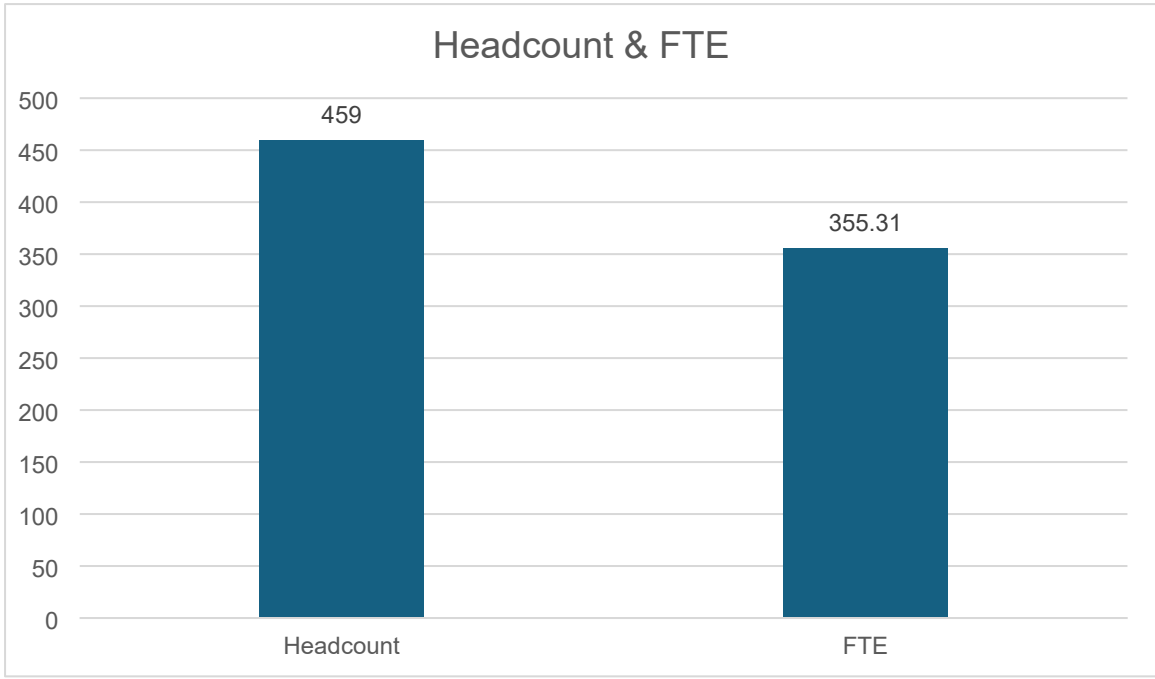


Within Adult Services, between 1st April 2023 – 31st March 2024, a total of 8,883 days were lost via sickness absence, which equates to 59,991 hours lost.

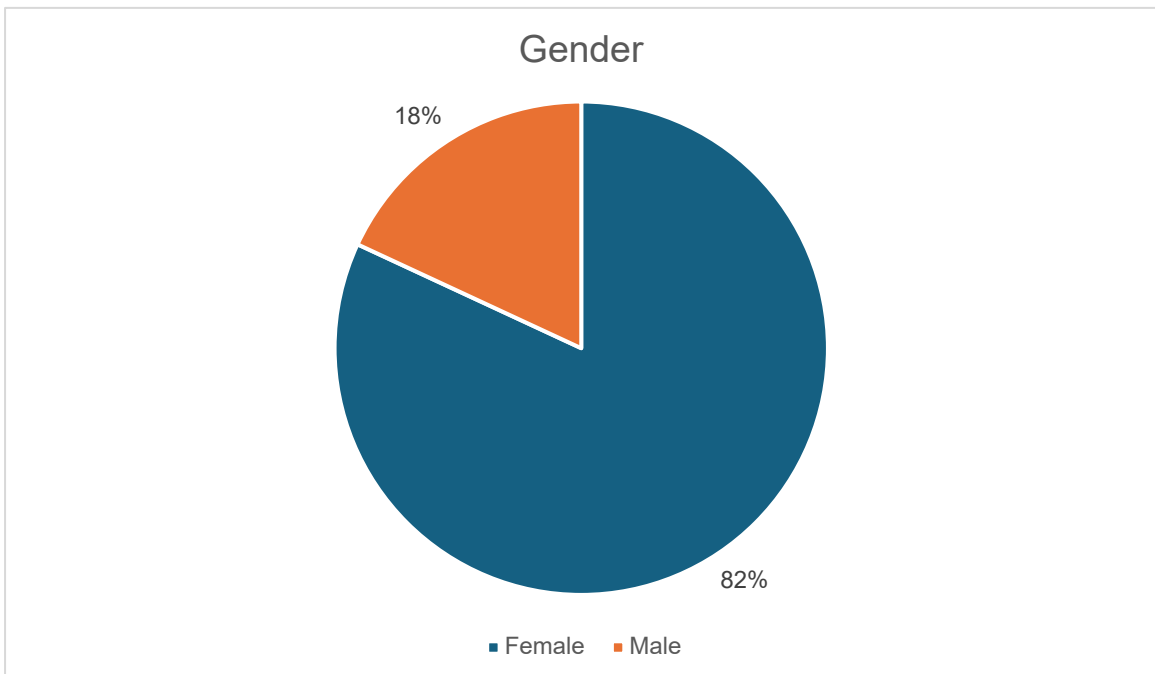


The graph identifies the main reasons for sickness absence within Adult Services, between 1st April 2023 – 31st March 2024. The main cause of sickness absence is linked to Anxiety/Stress which totalled 1,998 days lost.

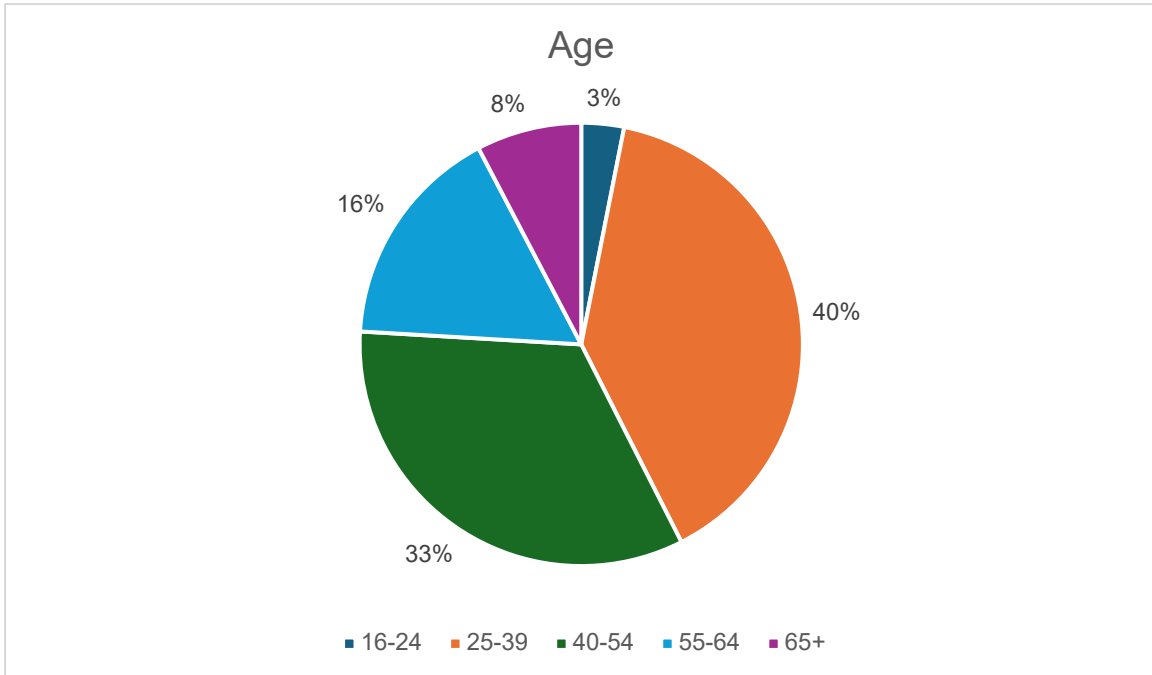
CHILDREN SERVICES



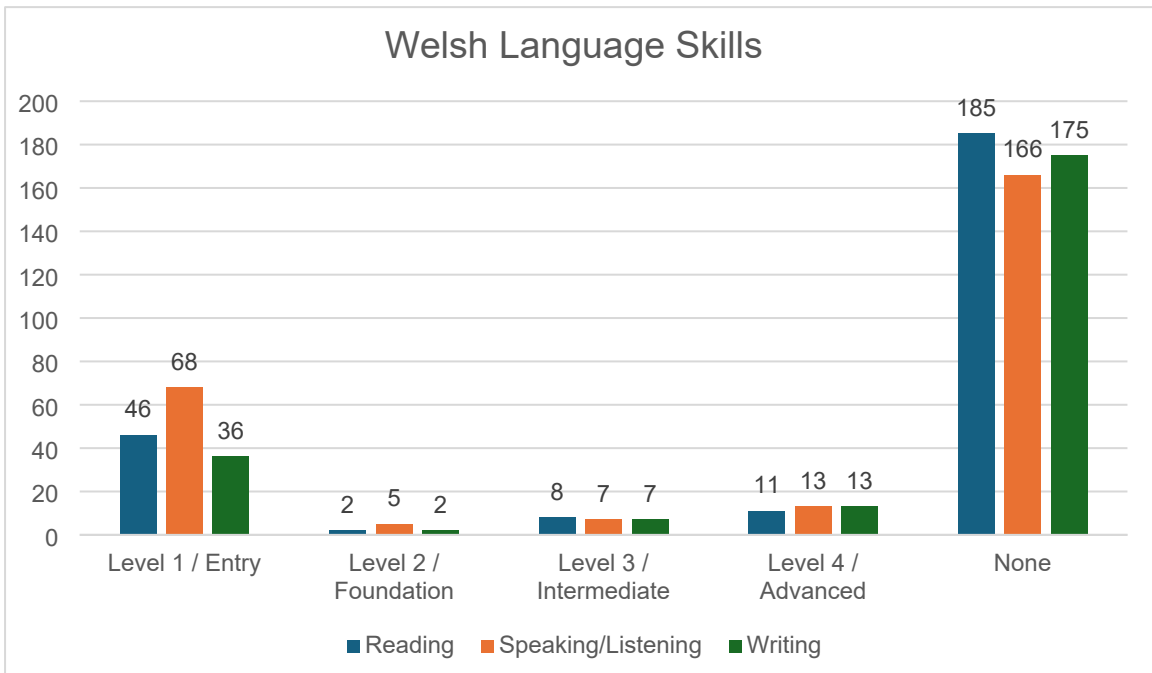
The current headcount of Children Services is 459 employees. This headcount is equivalent to 355.31 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements.



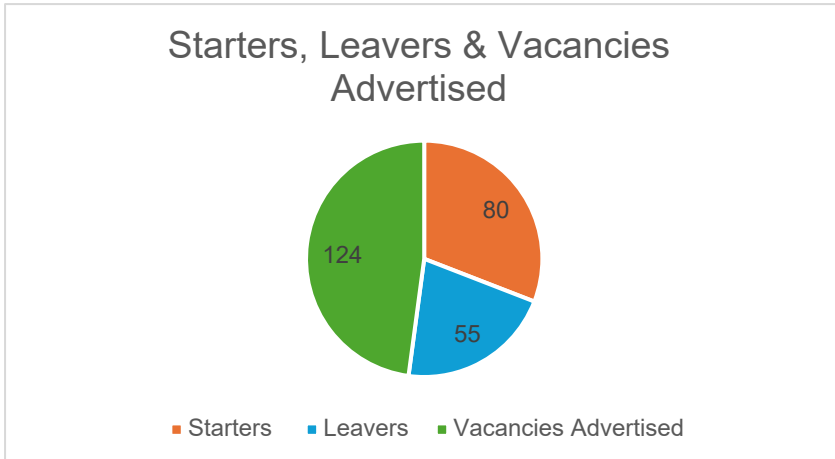
The gender make-up of Children Services is 82% female and 18% male.



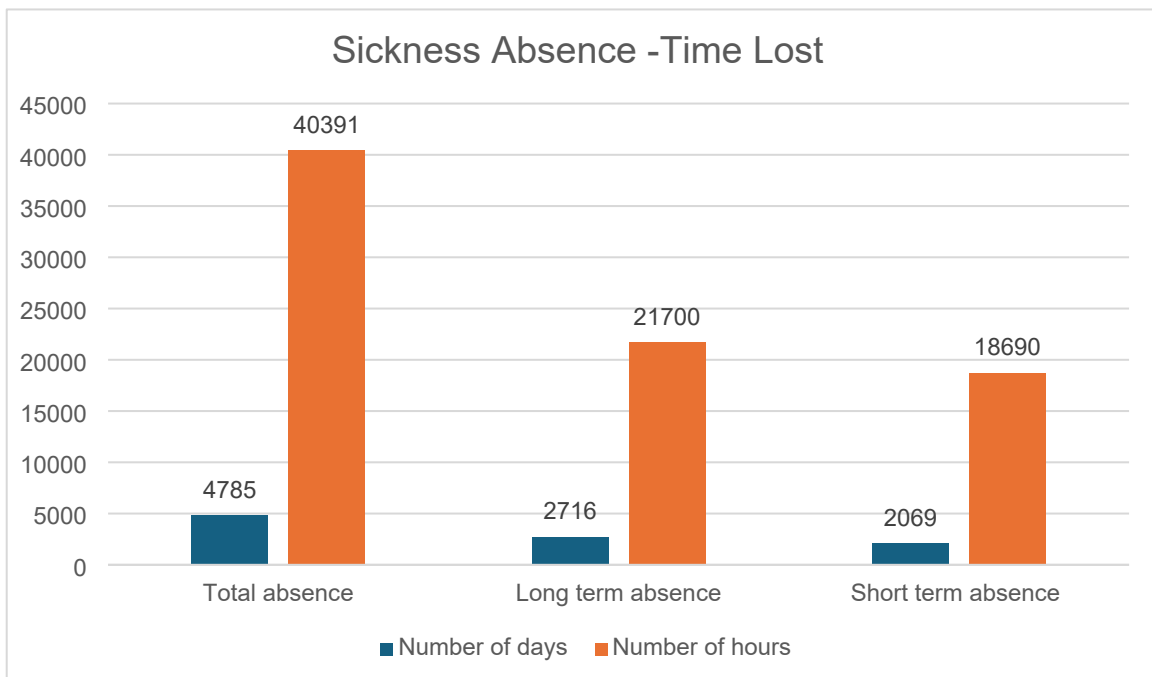
The chart demonstrates that 3% of the workforce within Children Services falls in the 16-24 age bracket, 40% within the 25-39 age bracket, 33% in the 40-54 age bracket, 16% in the 55-64 age bracket and 8% of staff are aged over 65.



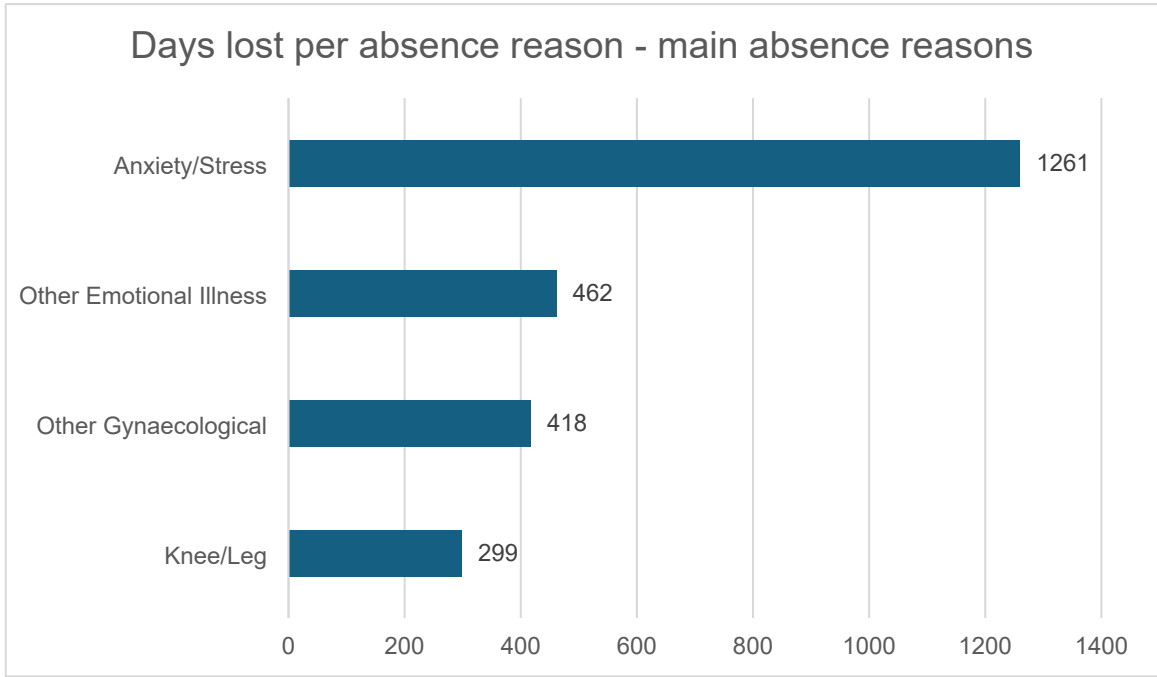
The graph demonstrates that majority of staff within Children Services do not have any Welsh Language skills. 11 employees have advanced Welsh Language reading ability, 13 employees have advanced speaking/listing ability, and 13 employees have advanced writing ability.



Within Children Services, between 1st April 2023 – 31st March 2024, there were 124 vacancies advertised via Newport City Council’s website. There were 55 employees that left their role within Children Services during the same period, and 80 employees that started a new role.

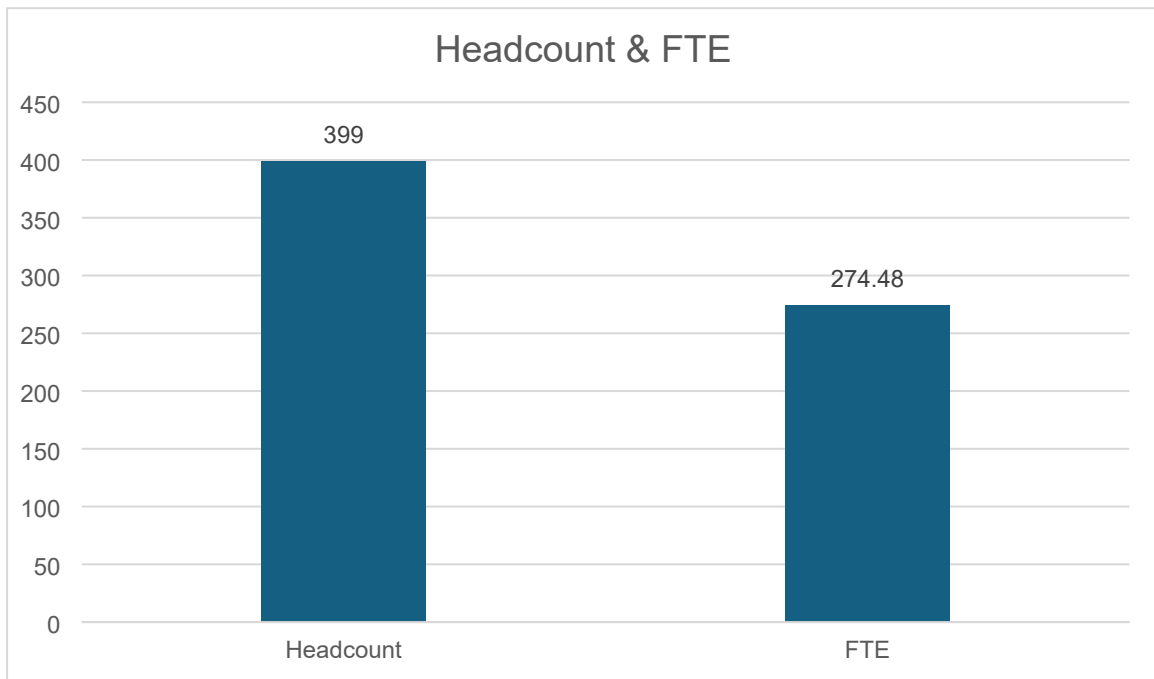


Within Children Services, between 1st April 2023 – 31st March 2024, a total of 4,785 days were lost via sickness absence, which equates to 40,391 hours lost.

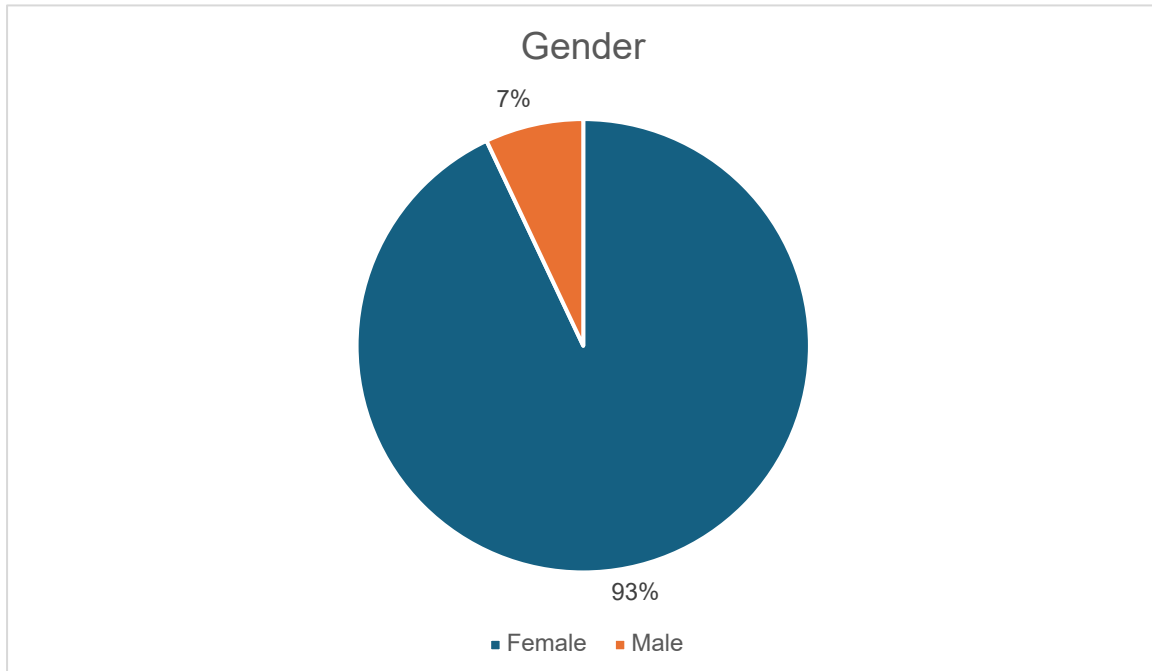


The graph identifies the main reasons for sickness absence within Children Services between 1st April 2023 – 31st March 2024. The main cause of sickness absence is linked to Anxiety/Stress, which totalled 1,261 days lost.

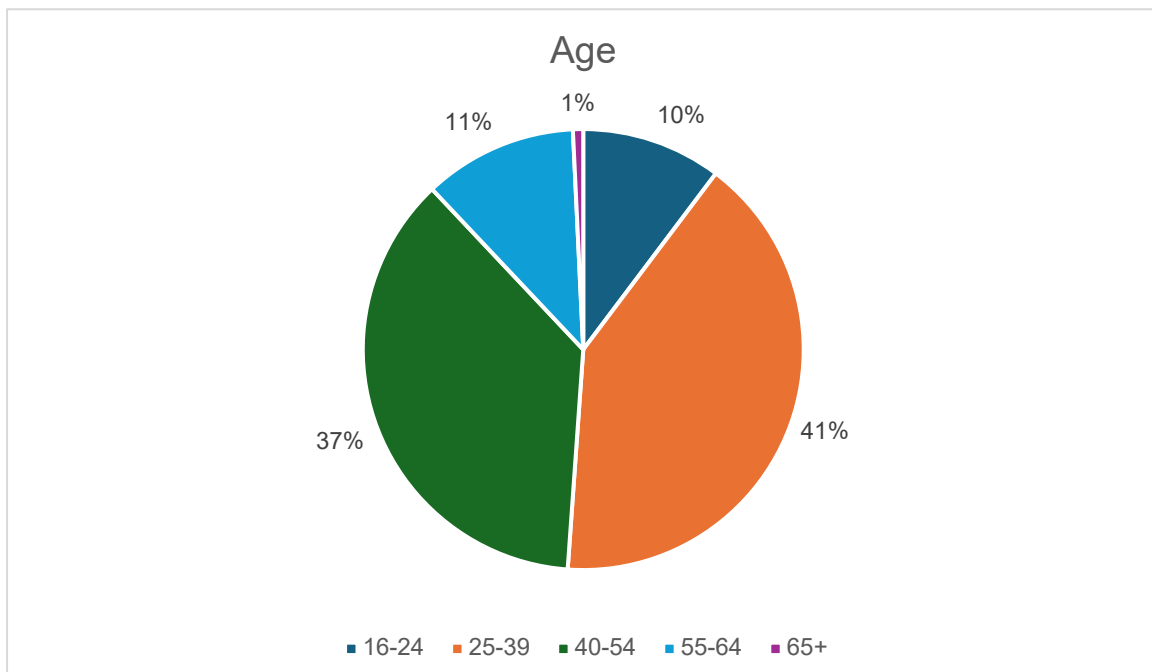
PREVENTION AND INCLUSION



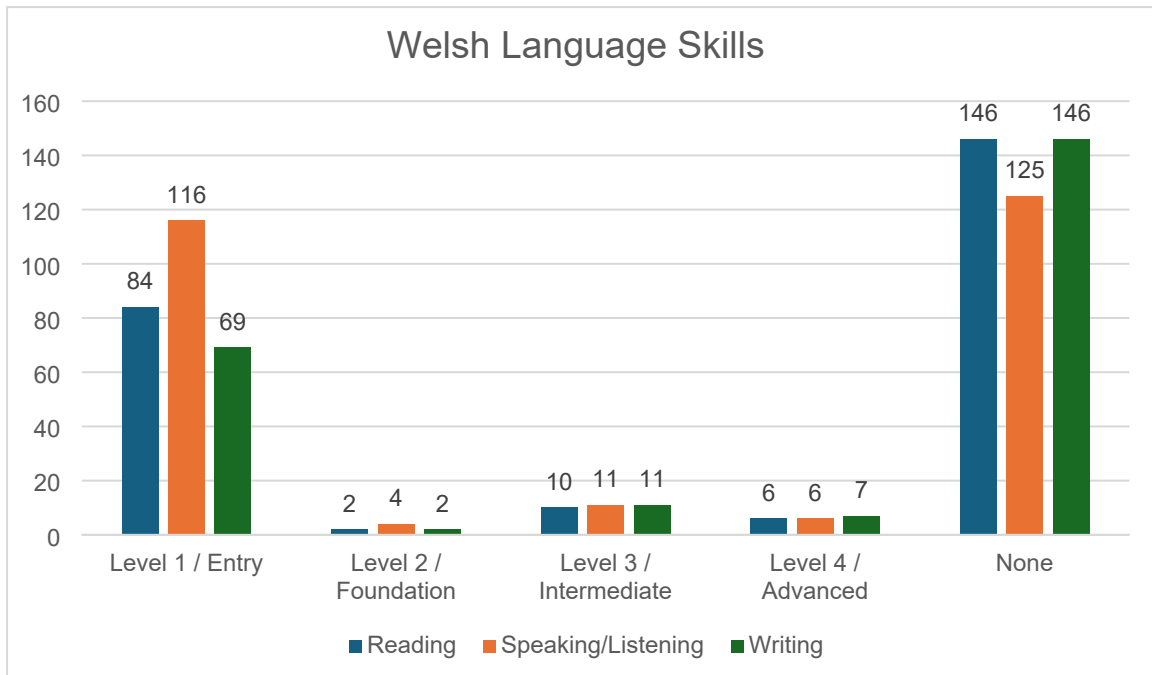
The current headcount of Prevention and Inclusion is 399 employees. This headcount is equivalent to 274.48 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements.



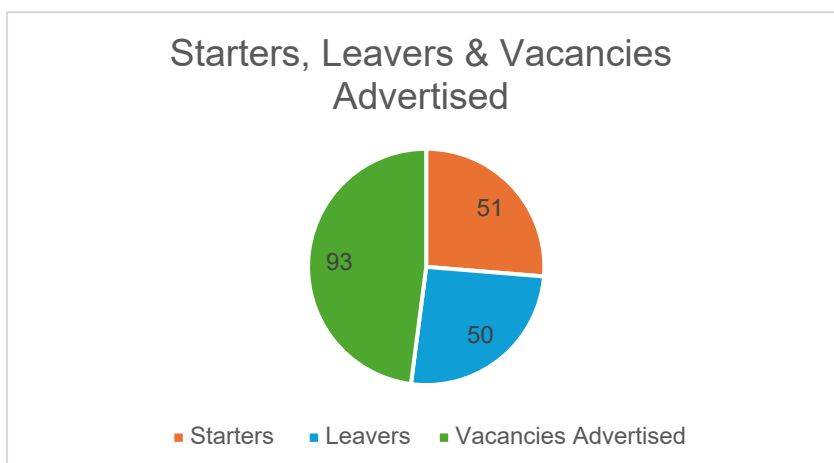
The gender make-up of Prevention and Inclusion is 93% female and 7% male.



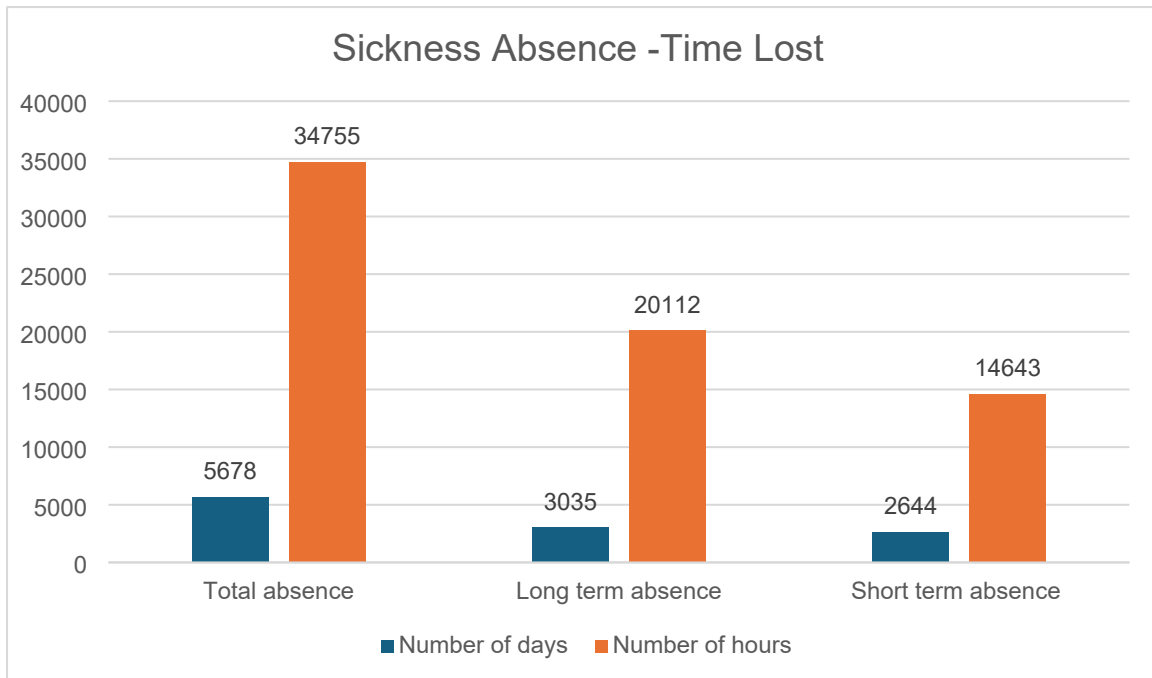
The chart demonstrates that 10% of the workforce within Prevention and Inclusion falls in the 16-24 age bracket, 41% within the 25-39 age bracket, 37% in the 40-54 age bracket, 11% in the 55-64 age bracket and 1% of staff are aged over 65.



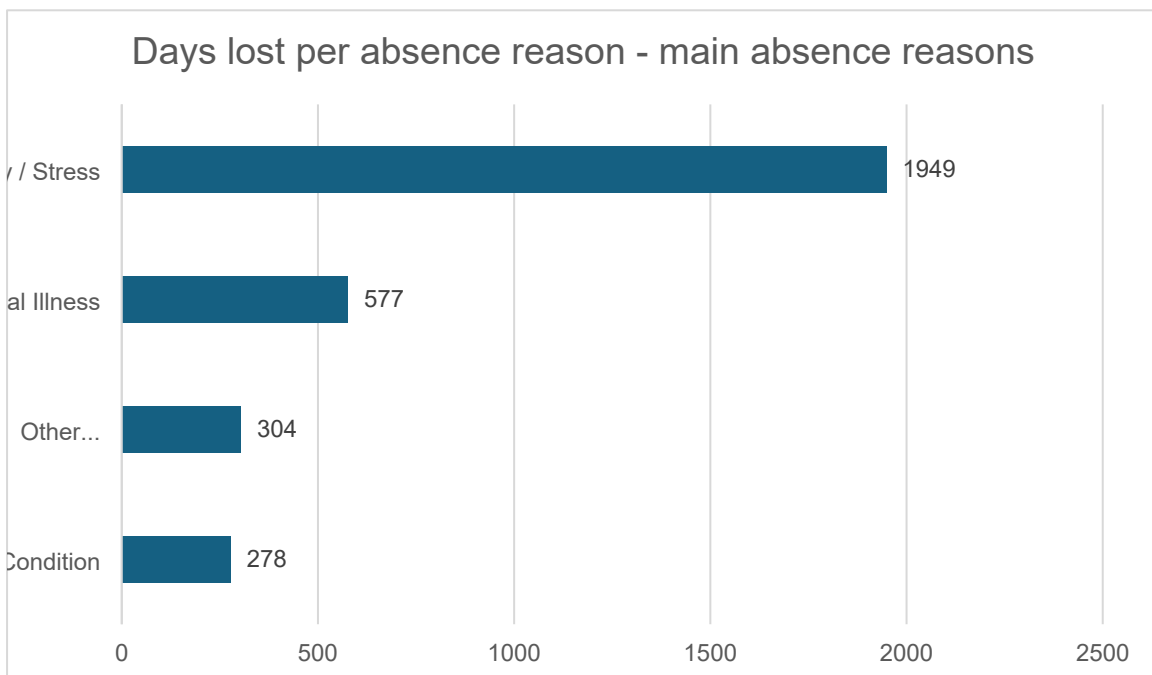
The graph demonstrates that majority of staff within Prevention and Inclusion do not have any Welsh Language skills or have entry level Welsh Language skills. 6 employees have advanced Welsh Language reading ability and speaking/listing ability and 7 employees have advanced Welsh Language writing ability.



Within Prevention and Inclusion, between 1st April 2023 – 31st March 2024, there were 93 vacancies advertised via Newport City Council’s website. There were 50 employees that left their role within Prevention and Inclusion during the same period, and 51 employees that started a new role.



Within Prevention and Inclusion, between 1st April 2023 – 31st March 2024, a total of 5,678 days were lost via sickness absence, which equates to 34,755 hours lost.



The graph identifies the main reasons for sickness absence within Prevention and Inclusion, between 1st April 2023 – 31st March 2024. The main cause of sickness absence is linked to Anxiety/Stress, which totalled 1,949 days lost.

1. Performance Management

Within Newport City Council, there is an established performance management system, which is undertaken via iTrent. This system supports performance management through check ins, setting performance and personal objectives and focussing on employee wellbeing, in line with the Council's Wellness at Work Policy. The check in function allows

managers to select conversation types, based on traditional check-ins, probation conversations, performance improvement reviews, wellbeing needs or Social Services Supervision processes.

2. Development

Each year, there is an opportunity for staff working within Social Services to apply for sponsorship, to undertake a Social Work Degree, via the Open University, alongside their role within Newport City Council. Currently, there is one employee being sponsored in their first year of qualification, ten employees in their second year of qualification and five employees in their third year of qualification.

Consideration is being given to additional development streams, to encourage more staff to enter Social Work roles in future years, such as the Social Care Wales accredited Social Services Practitioner qualification, which is one year in length, but on completion gives students the equivalent qualification and experience of the first year of the Social Work Degree.

There are currently fourteen employees in Children Services undertaking the All-Wales Induction Framework and thirty-five undertaking the Qualifications and Credit Framework, Level 2/3 in Health and Social Care. There are currently nineteen employees in Adult Services undertaking the Qualifications and Credit Framework, Level 3 in Health, and Social Care.

Within Prevention and Inclusion, between 1st April 2023 and 31st March 2024, four employees have been supported through a Level 2 Qualification, twenty employees have been supported through a Level 3 Qualification, four employees have been supported through a Level 4 Qualification and six employees have been supported through a Level 5 Qualification.

3. Workforce Planning

The Corporate HR Team supports Heads of Service and Service Managers in embedding workforce planning activities, as part of the day-to-day business. A formal analysis of workforce planning data takes place annually, to support in guiding these activities and enabling decision making.

In addition, each service is supported by the Social Services Workforce Development Team, to complete a Training Needs Analysis (TNA), prior to the start of the financial year. The TNA is informed by the monitoring matrix, which tracks the training that employees have undertaken, whether required for qualification and registration, to meet the specific needs of the service identified in the Statement of Purpose, or as required by Newport Council for its managers and employees.

Each member of the team has regular supervisions, at which their individual development and training requirements are identified. The TNAs are considered by our Social Care Workforce Development Team who deliver or commission any specialist training required. Training is booked and takes place in work time. Certificates received following training/qualification are saved on file.

4. Workforce Challenges

- Local Authority Budgets in relation to staffing.
- National Skills shortage of Social Worker positions.
- Sickness/burnout of employees.
- Recruitment and retention.

