Snapshot of social workers registered for the SWPSS service

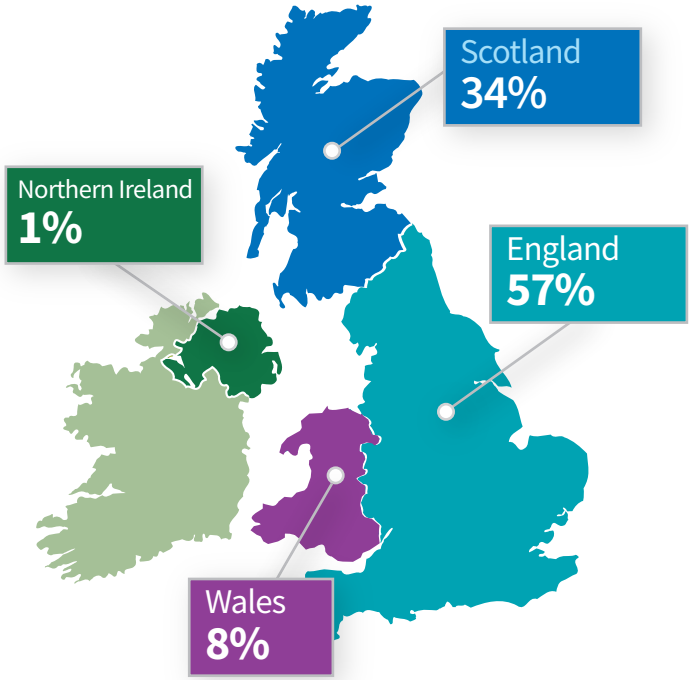
December 2021

Registrations (numbers) **540**

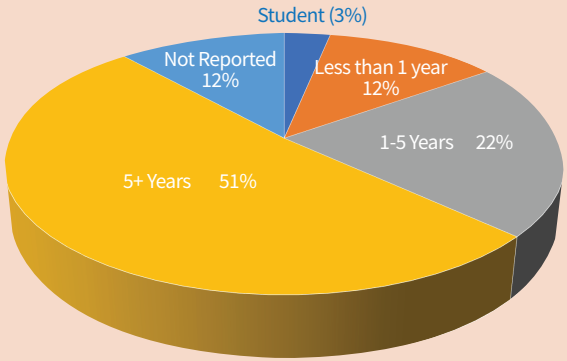
Volunteer Peer Coaches **53**

Hours of coaching **440**

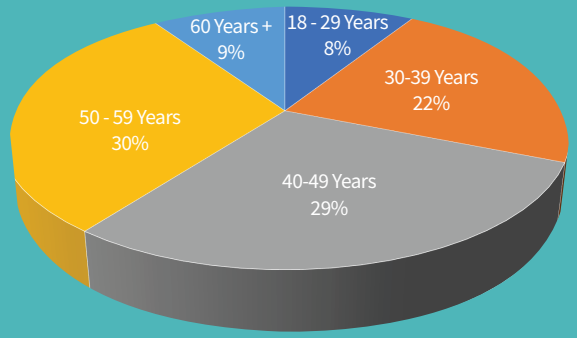
Geographical location by Country



Demographics - Career stage of registrants



Demographics - Age



Demographics - Gender

Female (83%)

Male (17%)

Other (0%)

37% BAME community registered

BASW
The professional association for social work and social workers

The Social Work Professional Support Service

In partnership with Strengthening Practice who also provide ...

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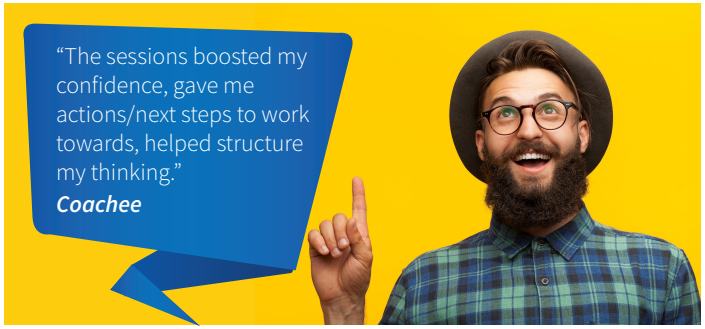
- supervision for the volunteer coaches
- the digital platform to support the bookings

Reach of the service -36.5K social worker across the UK

Scottish service went live in June 2021

Funded to support the whole social work workforce By end of the December there were **17 Scottish coaches and 178 registrations**

Welsh service went live in November 2021 and also funded to support the wider social work workforce



Reasons why social workers are using the service

- Impact of COVID on life/work
- Impact of personal life/health on work role
- Impact of work role on personal life/health
- Request for career planning
- Need for support with demands of role
- Need for support managing change/turbulence in organisation
- Need to gain confidence/skills in work role
- Process the experience of being bullied or racially targeted
- Need for support to deal with the emotional toxicity of the work

“I’m not sure if I’m burnt out but I’m feeling very stuck right now. I look forward to working with one of your volunteer coaches”.

"Off work with work related stress and would like to speak to someone to help me cope and recovery from the situation I find myself in”.

“Feel at times lacking confidence in meetings and make my voice heard”

Impact

“ I cant tell you how meaningful it was speaking to a social worker who understood… they provided a listening ear .. and were able to understand how tough the job is ”
“ gave me space to talk about myself … my learning and development needs”

“There when I needed it ….without the support of the SWPSS I would most likely have gone off on sick leave”

“I was pleased and surprised by the outcome of the session. This gave me (as a manager) space and time to think about what is important to me.”

Future developments

Grow
To sustain the service and widen its reach. Seek independent evaluation to reflect and learn

Influence and problem solve
Work with Employers and Policy makers to develop more positive self-care practices and improved working conditions

Care for
and develop our social work colleagues to retain staff within the profession

Key learning

- Peer support is highly valued by social workers
- Coaches benefit from the opportunities that volunteering brings enhancing their learning and skills
- Highlights the importance of providing a safe and confidential space away from the workplace Social workers find it difficult to accept help, focus on their own needs and prioritise their own wellbeing
- Increased levels of stress brought upon by the pandemic have compounded and intensified feelings of isolation, burnout, staff sickness and turnover

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