

# Workload and Wellbeing

Housing Support Network,  
Joy Williams and Ellie Howard



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# Background



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# Background to the survey

- The Housing Support Network
- The caseworker wellbeing survey
- Why was this survey devised?
- Development of the report

# Findings of the Survey

# Caseloads

- 91% said caseloads increased during Covid-19

“We have seen a massive rise in cases with mental health issues that we are just not equipped to deal with”

- Changing profile of cases and complexity

“I know that the service I am providing is not as full and thorough as it had been before”

- Managing the caseload
- Lack of sector research regarding optimum housing caseloads

# Service Delivery

- 54% of staff felt they could deliver an effective service
- Are staff enabled to provide an effective service?
- Lethargy from applicants

**“It feels like my clients are all sat in my tray waiting to move but there are not enough opportunities for them to move on”**

# Satisfaction and Wellbeing

- 47% of staff did not feel a sense of satisfaction from their work

“The sense of satisfaction is enormous, and the pride I feel after I have helped a client over a particularly difficult time in their lives gives me a massive sense of personal achievement”

“With inadequate supply of affordable housing I am at a loss – how can we resolve people’s homelessness?  
Satisfaction comes from positive outcomes”

- 77% of staff said that work negatively impacted their wellbeing

“My mental health is the worst it has ever been, and the main trigger is work”

# Recommendations of the Survey



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# For Welsh Government

- Ensure the voices of Local Authority operational staff are heard on Welsh Government working groups
- Work with Local Authority colleagues to develop a recruitment campaign to attract high quality staff to the homelessness sector
- Allow time before any further changes to policy for teams to manage and get on top of current workload
- Strengthening the legal duty for other services to co-operate to ensure that support can be sourced from the appropriate services at the right time
- Consider bench-marking a maximum staff caseload number

# For Local Authorities

- Ensure staff teams are of sufficient capacity to meet the demands on the service
- Dealing with homelessness must be a corporate, organisation-wide response
- Provide operational staff with regular clinical supervision and PIE training
- Ensure all staff are aware of the wellbeing services provided by the Local Authority and how to access these
- Consider the impacts on staff well-being when developing plans to move back to office working - consider a hybrid approach that emphasises choice

# Reflections



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# The relationship between workload and wellbeing

- Staff enjoy supporting people to relieve homelessness
- Delivering successful outcomes is important to staff
- It is when staff are unable to do this that their wellbeing is most negatively impacted

# How we can support people who help others

- 89% of staff said they could get support if they needed it
- Culture of support must be embedded into roles and the workplace
- Recognition of the specialist support required to address vicarious trauma

# Housing Support Network

**Any questions?**

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