

# Out of School Care Worker Survey Results

Scottish Out of School Care Network,  
October 2012



## Research Methodology and Summary

Over 500<sup>1</sup> surveys (see Appendix One to view the survey form) were distributed to SOSCN member organisations. As an incentive to complete and return the form, all completed surveys received before the closing date were entered into a prize draw. In total, **181** completed surveys were received.

Of this number, **62** were from Lead Practitioners, **84** from Practitioners, **32** from Support Workers, and **3** were unknown. **167** females and **13** males responded.

**4** had a registered disability and **5** described their ethnicity as being something other than “White/Scottish/English/British-white/Scottish-white”.

**99 (55%)** returns were from the voluntary sector, **63 (35%)** from the private, **6 (3%)** from the public and **13 (7%)** unknown.

**Note: This is the fifth year of this survey being undertaken, and although there were some minor changes and additions, many of the questions remain the same as 2011, allowing for direct comparisons between the years to be made.**

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<sup>1</sup> It is not possible to give a more precise figure as additionally to a membership mailing; the survey was sent all OSC development officers across Scotland for distribution locally.

## 1.1 Lead Practitioner Profile

	2012	2011	2010	2009	2008
<b>Profile</b>					
Average Age	43	45	42	50	46
Average Term time Hours	27	28	27.5	28	26
Average Holiday Time Hours	34	33	32	34	31
Average Wage	£10.74	£10.44	£10.26	£10.22	£8.93
Average Time Working in OSC for (years)	10	11	10	9	8
Registered with SSSC	95%	99%	93%	70%	-
See OSC as Career	90%	91%	93%	91%	85%
Very/Fairly Satisfied with Job	95%	97%	98%	98%	95%
<b>Qualifications (Results based on known-value answers)</b>					
Qualified to SVQ Level 4 and Higher	77%	69%	80%	53%	13%
Qualified to BA Degree Level	10%	10%	3%	3%	3%
Paid for Additional Training/Study Hours	21%	11%	33%	32%	-
Average Number of Additional Hours	36	25	17	21	-
Difficulty Accessing Qualifications Locally	28%	19%	29%	-	-
Receive Funding from Local Authority	50%	32%	45%	-	-
Receive Funding from Employer	23%	17%	7%	-	-
Receive Funding from ILA	34%	24%	5%	-	-
Self Funded	10%	14%	2%	-	-
Funded by another source	2%	1%	-	-	-
<b>2<sup>nd</sup> Job</b>					
Would Like More Hours	34%	20%	38%	36%	-
Second Job	24%	23%	19%	29%	25%
Of Which % is Childcare Job	80%	77%	75%	68%	-
Average Number of 2 <sup>nd</sup> Job Hours	23	18	12	14	-
Average 2 <sup>nd</sup> Job Pay	£10.20	£7.54	£9.02	£7.98	-

It was found that the “average” lead practitioner is **43** years old, employed for **27** hours (term-time) and **34** hours (holiday-time), earning **£10.74** per hour and has been employed in out of school care for **10** years.

**95%** are currently registered with the Scottish Social Services Council (SSSC)

**90%** see out of school care as a career, **95%** are either very or fairly satisfied with their job.

**77%** are qualified to SVQ 4 or and higher, and **10%** are qualified to BA degree level. **21%** are paid for additional training/study and the average number of additional hours per month taken for study is **36**. **28%** said they had difficulty accessing qualifications/training locally. **50%** receive funding from the local authority; **23%** from their employer; **34%** are funded through ILA, **10%** are self-funded; and **2%** are funded by another source

**34%** of lead practitioners require/would like more hours in their job. The most common reasons were financial or to give them more time to study and to complete their workloads.

The majority of lead practitioners however were happy with the number of hours they had, the main reasons being that their hours were already sufficient, or that the hours suited their family commitments.

**24%** have a secondary job; of this figure, **80%** have another childcare job. The average number of additional hours per week in the secondary job is **23** and the average pay is **£10.20**.

## 1.2 Practitioner Profile

	2012	2011	2010	2009	2008
<b>Profile</b>					
Average Age	34	32	35	33	32
Average Term time Hours	20	19.5	19	20	18
Average Holiday Time Hours	26	26.5	27	26	26
Average Wage	£7.88	£7.81	£7.43	£7.38	£6.63
Average Time Working in OSC for (years)	6.25	5.5	6	5	4
Registered with SSSC	95%	90%	71%	40%	-
See OSC as Career	83%	85%	80%	77%	65%
Very/Fairly Satisfied with Job	96%	98%	98%	97%	95%
<b>Qualifications (Results based on known-value answers)</b>					
Qualified to SVQ Level 3 and Higher	86%	87%	81%	57%	34%
Qualified to SVQ Level 4 and Higher	9%	11%	11%	8%	2%
Paid for Additional Training/Study Hours	38%	32%	45%	33%	-
Average Number of Additional Hours	20	25	19	16	-
Difficulty Accessing Qualifications Locally	16%	12%	14%	-	-
Receive Funding from Local Authority	47%	28%	39%	-	-
Receive Funding from Employer	27%	20%	24%	-	-
Receive Funding from ILA	50%	21%	2%	-	-
Self Funded	2%	5%	2%	-	-
Funded by another source	7%	4%	-	-	-
<b>2<sup>nd</sup> Job</b>					
Would Like More Hours	48%	61%	51%	-	-
Second Job	37%	33%	31%	30%	37%
Of Which % is Childcare Job	64%	53%	68%	67%	-
Average Number of 2 <sup>nd</sup> Job Hours	13	15	14	14	-
Average 2 <sup>nd</sup> Job Pay	£8.30	£8.30	£8.40	£8.77	-

It was found that the “average” practitioner is **34** years old, employed for **20** hours (term-time) and **26** hours (holiday-time), **£7.88** per hour and has been employed in out of school care for **6.25** years.

**95%** are currently registered with the Scottish Social Services Council.

**83%** see out of school care as a career, **95%** are either very or fairly satisfied with their job.

**86%** are qualified to SVQ 3 and higher. **9%** are qualified to SVQ 4 and higher. **38%** are paid for additional training/study and the average number of additional hours per month taken for study is **20**. **16%** said they had difficulty accessing qualifications/training locally. 47% receive funding from the local authority; **27%** from their employer; **50%** funded through ILA, **2%** are self-funded; and **7%** are funded by some other source.

**48%** of practitioners require/would like more hours in their job. The most common reasons were: financial, or that they simply would like a full-time position. However many stated that they would like to gain more experience or have more time to prepare. Many practitioners however were happy with the part-time hours as this fitted in with their childcare obligations, or allowed them to have a second job.

**37%** have a secondary job; of this figure, **64%** have another childcare job. The average number of additional hours per week in the secondary job is **13** and the average pay is **£8.30**.

### 1.3 Support Worker Profile

	2012	2011	2010	2009	2008
<b>Profile</b>					
Average Age	33	34	34	32	27
Average Term time Hours	15	16.5	25	16	16
Average Holiday Time Hours	28.5	26	23	34	20
Average Wage	£7.12	£7.00	£6.86	£6.62	£5.77
Average Time Working in OSC for (years)	3.5	4	3.5	4	-
Registered with SSSC	34%	59%	33%	22%	-
See OSC as Career	70%	64%	61%	61%	59%
Very/Fairly Satisfied with Job	100%	100%	95%	95%	95%
<b>Qualifications (Results based on known-value answers)</b>					
Qualified to SVQ Level 2 and Higher	51%	51%	55%	47%	40%
Qualified to SVQ Level 3 and Higher	32%	14%	18%	9%	15%
Paid for Additional Training/Study Hours	44%	51%	30%	37%	-
Average Number of Additional Hours	19	10.5	8	10	-
Difficulty Accessing Qualifications Locally	13%	3%	2%	-	-
Receive Funding from Local Authority	27%	32%	17%	-	-
Receive Funding from Employer	45%	37%	24%	-	-
Receive Funding from ILA	55%	20%	2%	-	-
Self Funded	10%	5%	0%	-	-
Funded by another source	18%	12%	-	-	-
<b>2<sup>nd</sup> Job</b>					
Would Like More Hours	48%	59%	54%	48%	-
Second Job	21%	21%	20%	32%	19%
Of Which % is Childcare Job	33%	12.5%	22%	42%	-
Average Number of 2 <sup>nd</sup> Job Hours	14	15	11	18.5	-
Average 2 <sup>nd</sup> Job Pay	£7.40	£6.84	£10.10	£7.77	-

It was found that the "average" support worker is **33** years old, employed for **15** hours (term-time) and **28.5** hours (holiday-time), earning **£7.12** per hour and has been employed in out of school care for **3.5** years.

**34%** are currently registered with the Scottish Social Services Council.

**70%** see out of school care as a career, **100%** are either very or fairly satisfied with their job.

**51%** are qualified to SVQ 2 and higher. **32%** are qualified to SVQ 3 and higher. **44%** are paid for additional training/study and the average number of additional hours per month taken for study is **19**. **13%** said they had difficulty accessing qualifications/training locally. **27%** receive funding from the local authority; **45%** from their employer; **55%** funded through ILA; **10%** are self-funded; and **18%** are funded by some other source.

**48%** of support workers require/would like more hours in their job. As per Lead Practitioners and Practitioners, the most common reasons were financial or in order to give them more experience. But again, a number of support workers were happy with part-time hours, the main reasons being that their hours suited them in terms of other commitments such as family commitments or having another job.

**21%** have a secondary job; of this figure, **33%** have another childcare job. The average number of additional hours per week in the secondary job is **14** and the average pay is **£7.40**.



## Challenges and Rewards

Frequently mentioned challenges as stated by lead practitioners were: finding time to undertake qualifications, including the BA in childhood practice; increasing levels of paperwork; support from parents and committee; maintaining numbers and a sustainable service.

The main challenges identified by practitioners were: challenging behavior; trying to keep all the children happy; insufficient hours and pay; lack of money and funding for resources. A few practitioners also found promotion prospects were also challenging.

As with practitioners, many support workers found challenging behavior and organising activities that keep all the children happy an issue. Moreover a lack of hours and prospects for promotion were also mentioned.

As has been found in previous years, the most common reward in all 3 categories was making a difference and seeing the children happy. There were numerous slants on this including: *"watching the children learn and grow"*; *"making a difference to children's play experiences"*; *"seeing children happy and content in a space we have created"*; *"seeing children grow and develop and earning their trust overtime"*; *"seeing children having fun and watching them grow and achieve new things"*; *"seeing children achieve goals"*.

Likewise, 'Doing a job you enjoy' was also frequently stated as a reward of the job across all 3 categories.

Lead practitioners also felt rewarded by seeing a happy staff team

All three categories also enjoyed receiving positive comments from parents

**2. GENERAL INFORMATION – RETURNS**

<b>TOTAL NUMBER OF RETURNS - 181</b>			
<b>GENDER</b>			
Unknown	1 (<1%)	Female	167 (92%)
		Male	13 (7%)
<b>REGISTERED DISABILITY</b>			
Yes	4 (2%)	No	164 (98%)
<b>SECTOR</b>			
Unknown / Other		13 (7%)	
Voluntary		99 (55%)	
Private		63 (35%)	
Public		6 (3%)	
<b>ETHNICITY</b>			
White/Scottish/English/British-white/Scottish-white		160 (88%)	
Unknown		16 (9%)	
Fijian	1 (<1%)	North African	1 (<1%)
Greek	1 (<1%)	Indian British	2 (1%)

<b>TABLE 3.1- LEAD PRACTITIONER INFORMATION</b>			
<b>Job titles:</b> Supervisor; Senior Childcare Worker; Project Manager; Project Leader; Playcare Leader; Play Leader; Owner; Network Manager; Manager; Head of ASC; Deputy Manager; Deputy Coordinator; Coordinator; Assistant Manager; Assistant Coordinator; Area Manager.			
<b>Average Age</b>	*43	<b>Average Pay Per Hour</b>	**£10.74
<b>Average Weekly Hours (Term)</b>	27	<b>Average Weekly Hours (Holiday)</b>	34
<b>Average length of time working in OSC</b>	***10	<b>See OSC as a career</b>	90

<b>Scottish Social Services Council (SSSC) &amp; registration requirements</b>	
<b>Lead Practitioners currently registered with the Scottish Social Services Council (SSSC)</b>	95%

<b>Qualifications</b>			
<b>Highest Currently Held Childcare Qualification</b>			
BA Degree	10%	PGDE Primary Education	2%
SVQ 4	44%	HND	3%
SVQ 3	15%	HNC	4%
PDA	18%	Unknown	4%
<b>Paid additional hours for study/training</b> 21% <b>Average additional hours of study per month</b> 36			
<b>How are your qualifications/study funded?</b>			
<b>Local authority</b> 50%	<b>Employer</b> 23%	<b>Self</b> 10%	<b>ILA</b> 34% <b>Other/unknown</b> 2%
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Yes</b> 28%
<b>Comments:</b> "no local colleges have been authorised to do Level 9 by SSSC"; "rural issues"; "ILA not enough to cover costs"; "few course providers".			

<b>Overall Job Satisfaction</b>			
Very	56%	Fairly	39%)
Not Very	5%	Dissatisfied	-
<b>Require more hours</b>	34%		

\*20 - 58

\*\*£6.35 - £17.00

\*\*\*3 months - 21 years

<b>TABLE 3.2 - PRACTITIONER INFORMATION</b>			
<b>Job titles:</b> Trainee; Team Leader; Supervisor; Senior Worker; Senior Practitioner; Senior Playworker; Senior Childcarer; Practitioner; Playworker; Playcare Worker; Play Leader; Play Assistant; OSC Leader; Nursery Practitioner; Nursery Nurse; Manager; Deputy Play Leader; Deputy Manager; Childcare Practitioner; Child Carer; Assistant Practitioner; Assistant Manager; ASC Assistant.			
<b>Average Age</b>	*34	<b>Average Pay Per Hour</b>	**£7.88
<b>Average Weekly Hours (Term)</b>	20	<b>Average Weekly Hours (Holiday)</b>	26
<b>Average length of time working in OSC</b>	***6.25	<b>See OSC as a career</b>	83%

<b>Scottish Social Services Council (SSSC) &amp; registration requirements</b>	
<b>Practitioners currently registered with the Scottish Social Services Council (SSSC)</b>	95%

<b>Qualifications</b>			
<b>Highest Currently Held Childcare Qualification</b>			
BA Degree	1%	HNC	12%
SVQ 4	4%	PDA	1%
SVQ 3	55%	HND	2%
SVQ 2	10%	Other	2%
NC	2%	Unknown	11%
<b>Paid additional hours for study/training</b> 38% <b>Average additional hours of study per month</b> 20			
<b>How are your qualifications/study funded?</b>			
<b>Local authority</b> 47%	<b>Employer</b> 27%	<b>Self</b> 2%	<b>ILA</b> 50% <b>Other</b> 7%
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Yes</b> 16%
<b>Comments:</b> "sometimes hard to find courses"; "never any funding".			

<b>Overall Job Satisfaction</b>			
<b>Very</b>	65%	<b>Fairly</b>	31%
<b>Not Very</b>	4%	<b>Dissatisfied</b>	-
<b>Require more hours</b>	48%		

\*19 - 53

\*\*£6.08 - £12.05

\*\*\* 3 months - 21 years

<b>TABLE 3.3 - SUPPORT WORKER INFORMATION</b>			
<b>Job titles:</b> Support Worker; Project Worker; Playworker; Play Assistant; Nursery Assistant.			
<b>Average Age</b>	*33	<b>Average Pay Per Hour</b>	**£7.12
<b>Average Weekly Hours (Term)</b>	15	<b>Average Weekly Hours (Holiday)</b>	28.5
<b>Average length of time working in OSC</b>	***3.5	<b>See OSC as a career</b>	70%

<b>Scottish Social Services Council (SSSC) &amp; registration requirements</b>	
<b>Support Workers currently registered with the Scottish Social Services Council (SSSC)</b>	34%

<b>Qualifications</b>			
<b>Highest Currently Held Childcare Qualification</b>			
BA Degree	-	PGDE Primary Education	3%
SVQ 3	13%	PDA Childhood Practice	-
SVQ 2	16%	Other	3%
HNC	16%	None Held	46%
NC	3%		
<b>Paid additional hours for study/training</b>			
	44%	<b>Average additional hours of study per month</b>	19
<b>How are your qualifications/study funded?</b>			
<b>Local authority</b> 27%	<b>Employer</b> 45%	<b>Self</b> 10%)	<b>ILA</b> 55%
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Yes</b> 13%
<b>Comments:</b> "lack of funding and courses available"; "college not responded to my enquiry".			

<b>Overall Job Satisfaction</b>			
<b>Very</b>	71%	<b>Fairly</b>	29%
<b>Not Very</b>	-	<b>Dissatisfied</b>	-
<b>Require more hours</b>	53%		

\*17 - 61

\*\*£6.08 - £8.74

\*\*\*3 months - 20 years

<b>TABLE 4 – ADDITIONAL JOBS INFORMATION</b>					
<b>Lead Practitioners</b>		<b>Practitioners</b>		<b>Support Workers</b>	
No. of individuals	24%	No. of individuals	37%	No. of individuals	21%
Childcare Jobs *	80%	Childcare Jobs *	64%	Childcare Jobs *	33%
Average pay	£10.20	Average pay	£8.30	Average pay	£7.40
Average hours	23	Average hours	13	Average hours	14
<b>Additional Jobs</b>		<b>Additional Jobs</b>		<b>Additional Jobs</b>	
Supply Nursery Worker		Housekeeper		Sales Assistant	
Secretary		Classroom Assistant		Playleader	
Sales Assistant		Playleader (playgroup)		Kitchen Porter	
Playleader - Playgroup		Sales Assistant		Housekeeper	
Nursery Nurse		Carer		Child Healthy Weight Coach	
Nursery Manager		Breakfast Club Worker			
DJ		Hotel Bar			
Childminder		Youth Worker			
Business Support Worker		Library Assistant			
Additional Support Needs Assistant		Nursery Officer			
		Playground Supervisor			
		Special Needs Assistant			
		Assistant Childcare Worker			
		Assistant Playleader			
		Administrator			
		Pottery Instructor			
		Support Worker			
		Kitchen Assistant			
		Learning Assistant - ASN			
		Practitioner (playgroup)			

\* % of additional jobs

