

WORKFORCE

SURVEY

2019

RESULTS

Out of School Care
Workforce Statistics

SCOTTISH OUT OF SCHOOL CARE NETWORK

SUMMARY

1. Methodology

The workforce survey was open to responses from September 2019 to November 2019. Participants were able to complete an online survey using freeonlinesurveys.com, or hard copies which were returned to SOSCN. All membership services were sent hardcopies of the survey and once these were returned to SOSCN, the data was inputted into the online version for analysis. In total, 401 responses were received which represents about 8% of the overall workforce for main-service out of school cares in Scotland.

2. Overview

From the total responses we found that 90% of the workforce are female and 9% male, 1% was unknown. This level remains the same as for 2018 results.

The average age of worker is 40 with age range from 16 – 69 years old.

3% said they have a registered disability and 2% said they preferred not to say. This remains more or less the same as for 2018, which was 4% of staff stating they had a disability.

Sector response is as follows: 45% (43%- 2018) voluntary, 33% (38% - 2018) private, 10% (14%- 2018) public.

72% are working in main-service out of school care, 27% are working in ELC and OSC combined services. 1% was unknown.

In terms of the job categories, 33% are lead practitioners, 50% are practitioners and 14% are support workers. 96% are registered with the SSSC, 1% is registered with GTCS and 3% were unknown.

When asked 'Do you see working in OSC as a career?' 77% said 'yes', 9% said 'no', 13% were 'unsure' and 1% of responses were unknown.

When asked 'How satisfied are you in your job?' 66% (56%) said 'very', 31%(39%) said 'fairly', 1%(3%) said 'not very', 1% were 'dissatisfied' and 1% of responses were unknown.

3. Scottish Social Services Council OSC Workforce Statistics 2017

In January 2019 the Scottish Social Services Council (SSSC) published their most recent figures relating to the Children's Services Workforce. [It should be noted that the OSC stats relate only to the workforce employed in the 736 stand-alone services and does not include the OSC workforce in additional OSC services e.g. OSC attached to a nursery where the nursery is the main service.]

It was found that 4,850 workers were employed in 736 stand-alone out of school care services with an average of 5 workers in every OSC.

490 workers were employed in the public sector, 1830 in the private and 2530 were employed in the voluntary sector.

The average number of hours per week worked in OSC was 17.5, and the average age of worker was 34.

92% of workers worked part-time and 8% were full-time (more than 30 hours per week).

88% of the workforce were female and 12% were male.

4. Lead Practitioner Information

There was a total of 134 responses from Lead Practitioners, of which 91% are female and 9% are male. 99% is registered with the Scottish Social Services Council (SSSC) and 1% is registered with the GTCS.

The average age of a Lead Practitioner is 45 years old with the youngest being 20, and the oldest 66. The median age is 47 years old.

The average pay for a Lead Practitioner is £13.28ph (£24,169.60 pro rata 35 hour week); the pay range is £8.21 - £25.60ph (£14,942.20 – £46,592 pro rata 35 hour week), and the median pay is £12.66ph (£23,041.20 pro rata 35 hour week).

76% are working in a main-service OSC and 24% are working in an ELC-OSC combined service.

49% are working in the voluntary sector, 34% are working in the private sector and 10% are working in the public sector. 6% are unknown.

For a Lead Practitioner, the average number of years working in out of school care is 12, with a range from 1 – 36 years, and a median of 10 years.

87% of Lead Practitioners see working in out of school care as a career, whilst 5% do not, 7% are unsure, and 1% of responses was unknown.

71% (64%) said they are 'very satisfied' with their job whilst 27% (29%) said they were 'fairly satisfied' and <1% (5%) said they were 'not very' satisfied. 1% was unknown.

66% said they already had the appropriate qualification for their job; of those who said they did not have the qualification, 91% said they were currently working towards it.

Lead practitioners said that they worked between 10 and 47.5 hours term-time per week with the average being 29 hours, and the median 30 hours.

Lead practitioners said that they worked between 5 and 50 hours holiday-time per week with the average being 33 hours, and the median 35 hours. (16% said they don't work holidays.)

5. Practitioner Information

There was a total of 202 responses from Practitioners, of which 92% are female and 8% are male. 98% is registered with the Scottish Social Services Council (SSSC) and 2% is unknown.

The average age of a Practitioner is 37 years old with the youngest being 18, and 69 the oldest. The median age is 35 years old.

69% are working in a main-service OSC, 30% are working in an ELC OSC combined service and <1% is unknown.

47% are working in the voluntary sector, 42% in the private sector, 7% in the public and 4% were unknown.

The average pay for a Practitioner is £9.55ph (£17,381 pro rata, 35-hour week); the pay range is £3.70 - £23.25ph (£6,734 - £42,315 pro rata, 35-hour week) and the median pay is £9.10ph (£16,562 pro-rata, 35-hour week).

For a Practitioner, the average number of years working in out of school care is 7, with a range from 1 year – 34 years, and a median of 4 years.

78% of Practitioners see working in out of school care as a career, whilst 7% do not, and 14% are unsure.

63% (54%) said they are 'very satisfied' with their job whilst 36% (43%) said they were 'fairly satisfied' and 2% said they were 'not very' satisfied.

79% said that they were appropriately qualified while 21% said they were not. Of those that said they weren't qualified, 92% said they were currently undertaking the qualification.

The average weekly hours worked term-time are 22 hours, with a median of 20 and a range from 6 – 50.

The average weekly hours worked holiday-time are 25 hours, with a median of 26 and a range from 6 – 51.

6. Support Worker Information

There was a total of 56 responses from Support Workers, of which 86% are female and 14% are male. 95% is registered with the Scottish Social Services Council (SSSC) and 5% is unknown.

The average age of a Support Worker is 35 years old with the youngest being 16, and the oldest 66. The median age is 25 years old.

38% are working in the voluntary sector, 32% in the private sector, 21% in the public and 9% were unknown.

75% are working in a main-service OSC and 23% are working in an ELC-OSC combined service. 2% is unknown.

The average pay for a Support Worker is £8.28ph (£15,069.60 pro rata, 35-hour week); the pay range is £3.90 – £14ph (£7,098 - £25,480 pro rata, 35-hour week), and the median pay is £8.32ph (£15,142.4 pro rata, 35-hour week).

For a Support Worker, the average number of years working in out of school care is 5, with a range from 1 – 24 years, and a median of 2 years.

55% (64%) of Support Workers see working in out of school care as a career, whilst 27% (16%) do not, and 18% (20%) are unsure.

63% (49%) said they are 'very satisfied' with their job whilst 30% (45%) said they were 'fairly satisfied' and 4% (3%) said they were 'not very' satisfied. 4% was 'unknown'.

54% said they were currently qualified to the appropriate level and 46% said they were not. Of that those indicated they are not qualified, 77% said they were undertaking the qualification at present.

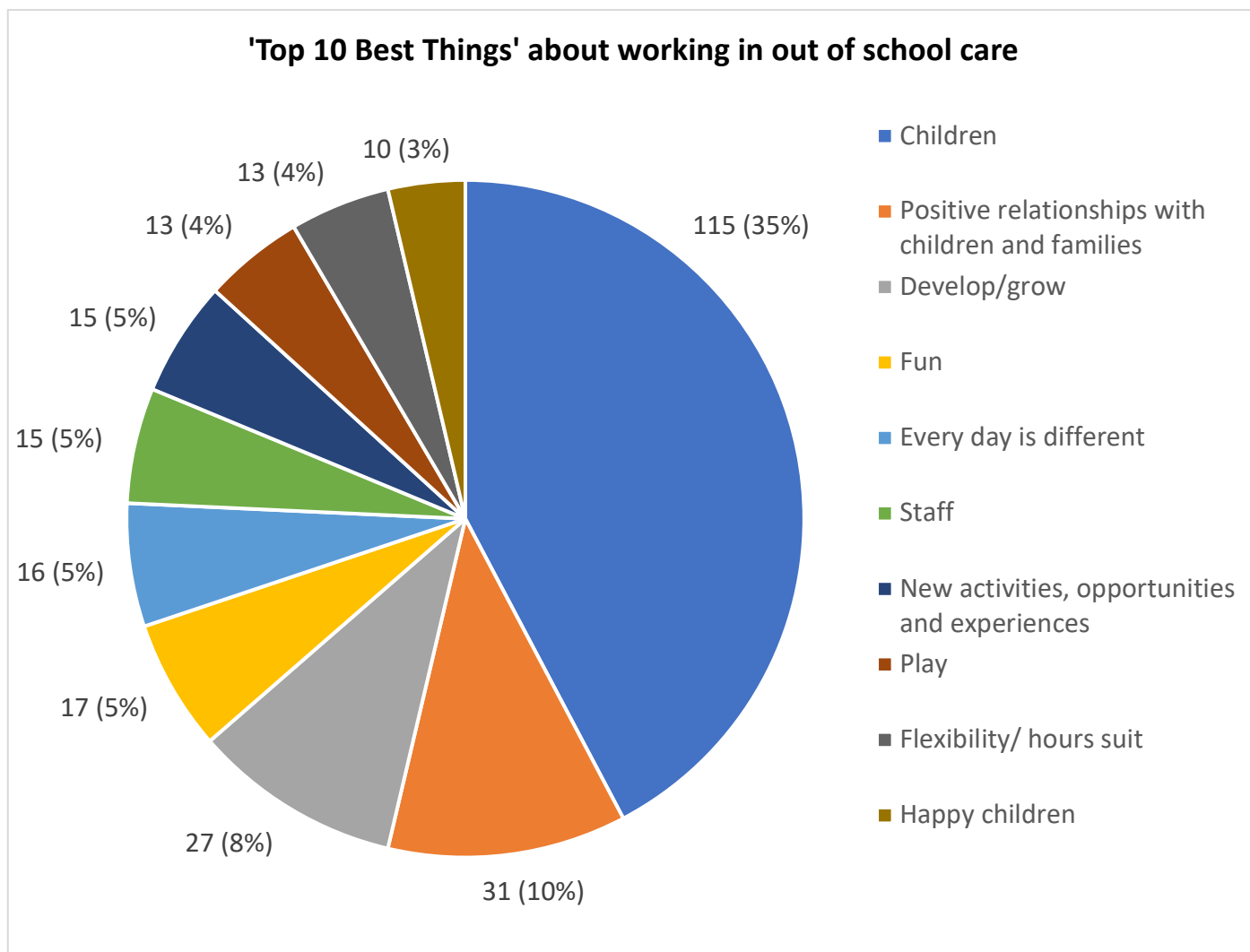
The average weekly hours worked term-time are 15 hours, with a median of 15 and a range from 3 – 38.

The average weekly hours worked holiday-time are 25 hours, with a median of 20 and a range from 9 - 40.

7. 'WHAT IS THE BEST THING ABOUT WORKING IN OUT OF SCHOOL CARE?'

The survey asked staff what the 'best thing is about working in out of school care'. This was an open question and responses were grouped thematically. A total of 325 people responded to this question – the top 10 answers can be found below with the number of overall responses and % in relation to number of answers.

By far the most popular answer given (35%), was one which mentioned 'children', followed by 'positive relationships with children and families'. Seeing children grow and develop as well as have fun were also of importance to staff. These answers show that relationships and positive experiences for children are at the heart of quality out of school care. For the full list of responses see Table 4.



A selection of comments from staff:

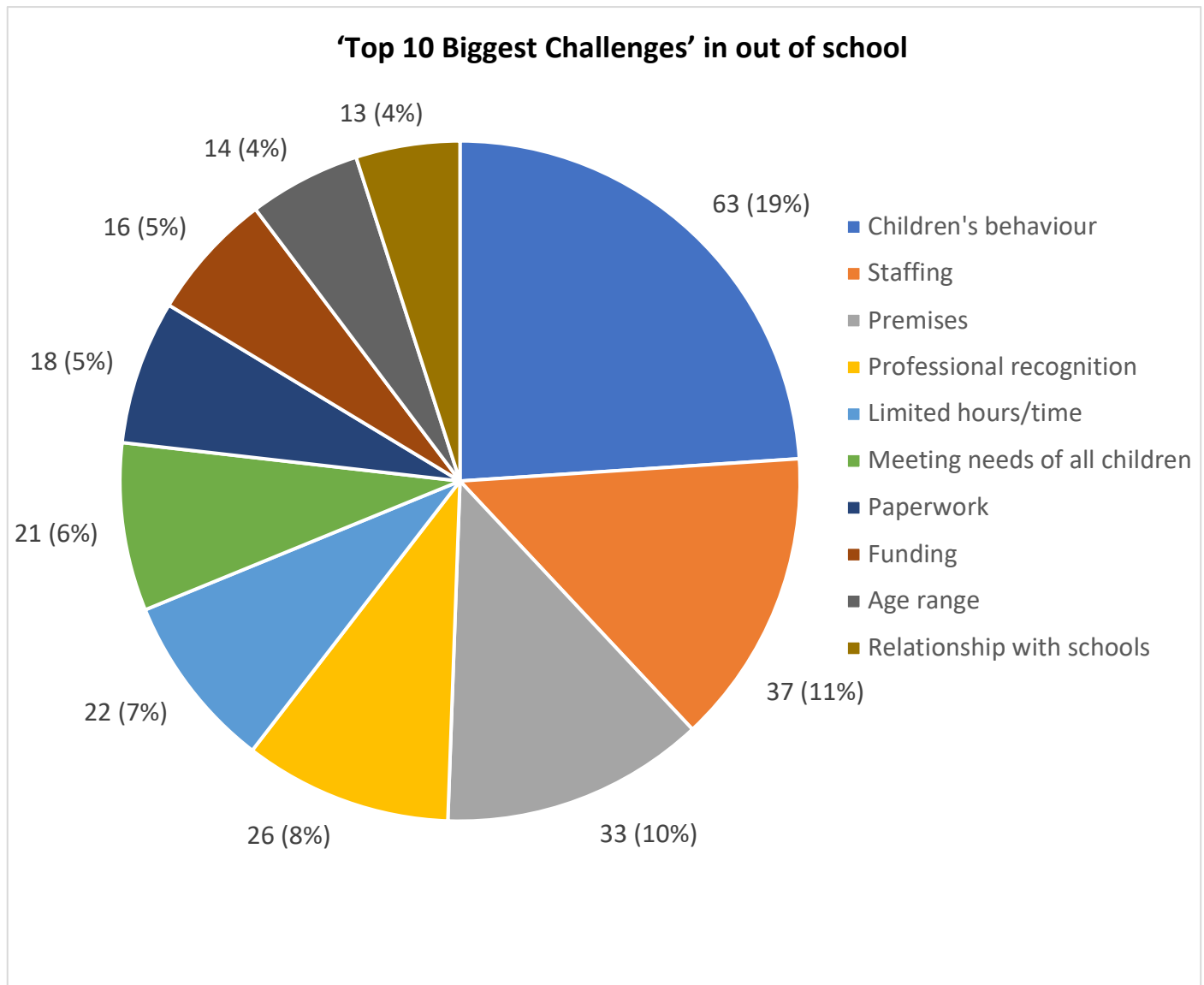
- *It's like having another family, and it's always nice when children are happy to see you.*
- *The variety of children that attend, seeing the children happy in their play.*
- *Working in a play environment- fun, tactile, creative learning space.*
- *The children, I like working with that age group.*
- *The kids! Being part of their day and providing a high-level of care.*
- *Getting to know the children and families and becoming a friendly welcoming face when they arrive at the centre.*
- *Every day is interesting - children lift your spirits and inspire your day-to-day practice.*
- *I enjoy my team and the young people. I just love my job!*

- *Creating fun and exciting memories for children who may have difficult family life.*
- *Watching the children grow and develop into caring individuals.*
- *Learning new skills from children - technologies, Raspberry Pi and others.*
- *Being able to be a person that the children trust and depend on. Someone they can learn from and play with throughout their time at OSC.*
- *The scope of what we can do with the children, the relationships that are built and the continuation of working with children and families and seeing long-term progression.*
- *Keeps me young at heart.*

8. 'WHAT IS THE BIGGEST CHALLENGE ABOUT WORKING IN OUT OF SCHOOL CARE?'

The survey asked staff what the 'biggest challenge is about working in out of school care'. This was an open question and responses were grouped thematically. A total of 333 people responded to this question – the top 10 answers can be found below with the number of overall responses and % in relation to number of answers.

The most common answer (21%) were ones which mentioned 'children's behaviour', this was followed by staffing issues (11%), premises issues (10%) and then professional recognition (8%). For the full list of responses see Table 5.



A selection of comments from staff:

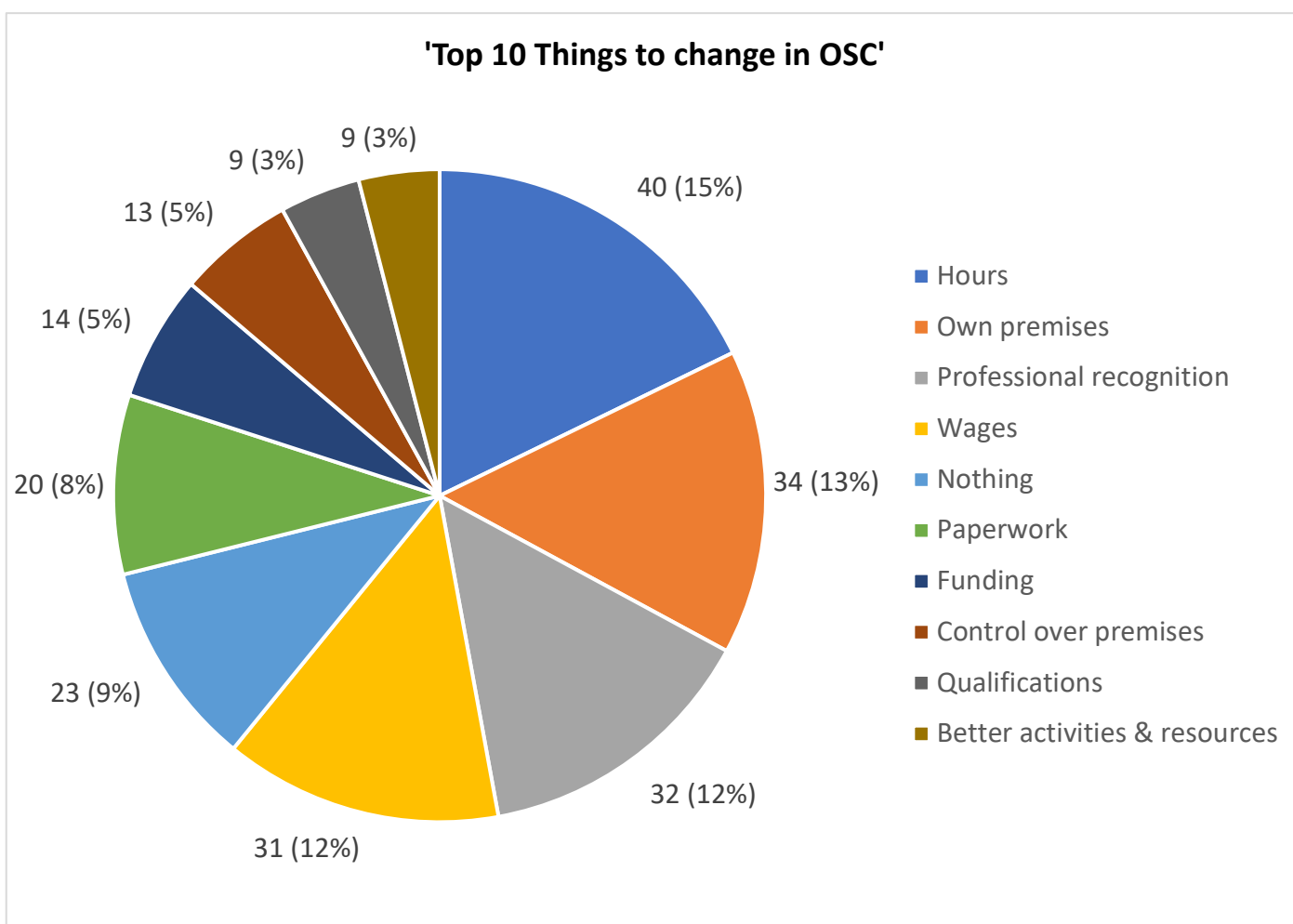
- *Can be emotionally draining.*
- *Sometimes it can be too busy. There are kids to supervise but also tons of paperwork.*
- *Shared space. We are constantly moved out of our 'let' because the school or other organisation need the space.*
- *The challenge is to create an environment that suits 40 children at one time with little funding.*
- *Challenging behaviour, as sometimes it can require to take two members of staff which takes away from the other children.*

- *Not recognised as a proper career path. 'Just babysitters' 'Not professionals' 'Just playing with kids'*
- *I enjoy a challenge.*
- *Children's behaviour but great to see it change when children settle and fee trust, cared for and safe.*
- *The personal challenge of being a male working in an all-female environment. Should be more professional importance being given to it.*
- *Staffing and recruitment - as a manger this is a nightmare. People don't want term-time working on split shifts.*
- *Trying to live on the wage.*

9. 'IF YOU COULD CHANGE ONE THING ABOUT WORKING IN OUT OF SCHOOL CARE, WHAT WOULD IT BE?'

The survey asked staff about the 'one thing they could change about working in out of school care'. This was an open question and responses were grouped thematically. A total of 266 people responded to this question – the top 10 answers can be found below with the number of overall responses and % in relation to number of answers.

Three of the four most common answers to this question related to conditions associated with the job: hours (15%), professional recognition (12%) and wages (12%) – whilst many workers enjoy their job, many would like more hours, higher pay and more professional recognition. For the full list of responses see Table 6.



A selection of comments from staff:

- *More excursions, outings and different experiences for children.*
- *The cost of SSSC registration- £80 for part-time manager is too much! Would change nothing about the job!*
- *The excessive cost of qualifications which have no likely prospect of leading to a salary increase.*
- *It would be great if childcare paid better. It annoys me that cleaners get paid more than those responsible for children.*
- *More hours as there are only 20 hours a week it means I need to get another part-time job to live off!*
- *Making it a better option for staff to see as a long-term career.*

TABLE 1. LEAD PRACTITIONER STATISTICS 2019
(Previous year's statistics in brackets)

RESPONSES						
Total number of responses		134 (135)				
Response by sector	Voluntary	49% (48%)	Private	34% (37%)	Public	10% (15%)
Response by service type	Main-service OSC	76%		ELC-OSC Combined	24%	
PROFESSIONAL BODY REGISTRATION						
SSSC	99% (98%)		GTCS	1% (0)		
GENDER						
Female	91% (92%)		Male	9% (8%)		
AGE						
Average age	45 (44)	Age range	20 – 66 (22 – 65)	Median age	47 (45.5)	
PAY						
Average pay	£13.28ph / £24,169.60 pro rata 35 hour week (£12.78ph)					
Pay range	£8.21 - £25.60 ph / £14,942.20 - £46,592 pro rata 35 hour week (£8 - £21ph)					
Median pay	£12.66ph / £23,041.20 pro rata 35 hour week (£12.24ph)					
YEARS WORKING IN OSC						
Average	12 (13)	Range	1-36 (1 – 35)	Median	10 (13)	
JOB SATISFACTION						
'Very satisfied'	71% (64%)	'Fairly satisfied'	27% (29%)	'Not very satisfied'	<1% (5%)	
DO YOU SEE WORKING IN OSC AS A CAREER?						
Yes	87% (93%)	No	5% (4%)	Unsure	7% (3%)	
HOURS WORKED						
Average Term-time	29		Average Holiday-time	33		
Range Term-time	10 – 47.5		Range Holiday-time	5 – 50		
QUALIFICATIONS						
Qualified	66%		Unqualified	33%		
Of those not qualified, how many working towards qualification				91%		

TABLE 2. PRACTITIONER STATISTICS 2019
 (Previous year's statistics in brackets)

RESPONSES					
Total number of responses		202 (167)			
Response by sector	Voluntary	47% (55%)	Private	42% (32%)	Public 7 % (13%)
Response by service type	Main-service OSC	69%		ELC-OSC Combined	30%
PROFESSIONAL BODY REGISTRATION					
SSSC	98% (97%)	GTCS	0 (0)	Unknown	2% (3%)
GENDER					
Female		92% (92%)		Male 8% (8%)	
AGE					
Average age	37 (38)	Age range	18 – 69 (18 – 70)	Median age	35 (35)
PAY					
Average pay	£9.55ph / £17,381 pro rata, 35-hour week (£9.26ph)				
Pay range	£3.70 - £23.25 ph/ £6,734 - £42,315pro rata, 35-hour week (£6.30 - £15ph)				
Median pay	£9.10ph / £16,562 pro-rata, 35-hour week (£8.87ph)				
YEARS WORKING IN OSC					
Average	7 (7)	Range	1 – 34 (1 – 27)	Median	4 (5)
JOB SATISFACTION					
'Very satisfied'	63% (54%)	'Fairly satisfied'	36% (43%)	'Not Very satisfied'	2% (3%)
DO YOU SEE WORKING IN OSC AS A CAREER?					
Yes	78% (78%)	No	7% (10%)	Unsure	14% (12%)
HOURS WORKED					
Average Term-time	22		Average Holiday-time	25	
Range Term-time	6 – 50		Range Holiday-time	6 - 51	
QUALIFICATIONS					
Qualified	79%		Unqualified	21%	
Of those not qualified, how many working towards qualification				92%	

TABLE 3. SUPPORT WORKER STATISTICS 2019
(Previous year's statistics in brackets)

RESPONSES						
Total number of responses		56 (91)				
Response by sector	Voluntary	38% (57%)	Private	32% (29%)	Public	21% (14%)
Response by service type	Main-service OSC		75%	ELC-OSC Combined		23%
PROFESSIONAL BODY REGISTRATION						
SSSC	95% (97%)	GTCS	0 (0)	Unknown	5% (3%)	
GENDER						
Female		86% (85%)	Male		14% (13%)	
AGE						
Average age	35 (37)	Age range	16 – 66 (16 – 70)	Median age	25 (34)	
PAY						
Average pay	£8.28ph / £15,069.60 pro rata, 35-hour week (£8.34ph)					
Pay range	£3.90 - £14ph / £7,098 - £25,480 pro rata, 35-hour week (£4.20 – £11.06ph)					
Median pay	£8.32ph / £15,142.4 pro rata, 35-hour week (£8.50ph)					
YEARS WORKING IN OSC						
Average	5 (5)	Range	1 – 24 (1 – 23)	Median	2 (3)	
DO YOU SEE WORKING IN OSC AS A CAREER?						
Yes	55% (64%)	No	27% (16%)	Unsure	18% (20%)	
JOB SATISFACTION						
'Very satisfied'	63% (64%)	'Fairly satisfied'	30% (45%)	'Not very satisfied'	4% (3%)	
HOURS WORKED						
Average Term-time	15		Average Holiday-time	25		
Range Term-time	3 - 38		Range Holiday-time	9 - 40		
QUALIFICATIONS						
Qualified	54%		Unqualified	46%		
Of those not qualified, how many working towards qualification				77%		

TABLE 4. RESPONSES TO THE QUESTION: 'WHAT IS THE BEST THING ABOUT WORKING IN OUT OF SCHOOL CARE?'

BEST THING	NO. OF RESPONSES	% OF RESPONSES
Children	115	35
Positive relationships with children and families	31	10
Develop/grow	27	8
Fun	17	5
Every day is different	16	5
Staff	15	5
New activities, opportunities and experiences	15	5
Play	13	4
Flexibility/ hours suit	13	4
Happy children	10	3
Achieve	8	2
Changing live/ making a difference	8	2
Job satisfaction/rewarding job	8	2
Environment	7	2
New skills	6	2
Build confidence	4	1
Part of local community	3	1
Variety	3	1
High level of care provided	3	1
Role model	2	1
Exciting and new	1	0
TOTAL RESPONSES	325	

TABLE 5. RESPONSES TO THE QUESTION: 'WHAT IS THE BIGGEST CHALLENGE ABOUT WORKING IN OUT OF SCHOOL CARE?'

BIGGEST CHALLENGE	NO. OF RESPONSES	% OF RESPONSES
Children's behaviour	63	19
Staffing	37	11
Premises	33	10
Professional recognition	26	8
Limited hours/time	22	7
Meeting needs of all children	21	6
Paperwork	18	5
Funding	16	5
Age range	14	4
Relationship with schools	13	4
Pay and conditions	12	4
Parents	10	3
Changes in regulation/legislation	10	3
Older children	8	2
(Large) number of children	6	2
Training	5	2
Limited resources	3	1
Care Inspectorate	3	1
Staff behaviour	2	1
Qualifications	2	1
Travel time to work	2	1
Employment process	2	1
Ratios	2	1
Different pick-up times	2	1
Management committee	1	0
TOTAL RESPONSES	333	

TABLE 6. RESPONSES TO THE QUESTION: 'IF YOU COULD CHANGE ONE THING ABOUT WORKING IN OUT OF SCHOOL CARE, WHAT WOULD IT BE?'

ONE THING TO CHANGE	NO. OF RESPONSES	% OF RESPONSES
Hours	40	15
Own premises	34	13
Professional recognition	32	12
Wages	31	12
Nothing	23	9
Paperwork	20	8
Funding	14	5
Control over premises	13	5
Qualifications	9	3
Better activities & resources	9	3
Training	7	3
Relationship with school	5	2
More time with children	5	2
Less regulation	4	2
Better communication with Care Inspectorate	4	2
Free statutory provision	3	1
Support cost to parents	3	1
Working with committee	3	1
ASN support	3	1
Travel to work	2	1
Rent costs	1	0
Independence	1	0
TOTAL RESPONSES	266	

WORKFORCE SURVEY 2019 RESULTS

Out of School Care Workforce Statistics

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