

# WORKFORCE SURVEY 2024 RESULTS

School Age Childcare  
Workforce Statistics

SCOTTISH OUT OF SCHOOL CARE NETWORK

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## School Age Childcare Workforce Statistics

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## Overview

### Introduction

The Scottish Out of School Care Network (SOSCN) has conducted an annual survey of the out of school childcare workforce in Scotland since 2008. All previous survey reports can be found at <https://soscn.org/policy/workforce-survey>

### Methodology

The survey was open for a 5-month period from October 2024 to February 2025 and was publicised widely through membership e-mailings, SOSCN website and social media channels; The survey was only available online and was hosted on [freeonlinesurvey.com](https://www.freeonlinesurvey.com).

## Executive Summary of Results

### General Overview

There was a total of 283 responses, all of which were included in the analysis. 125 (44%) responses were completed by Lead Practitioners; 116 (41%) responses were completed by Practitioners and 42 (15%) by Support Workers. This year we saw an overall increase in the number of responses since the last survey (up by 50).

Responses were received from OSC services located in 24 (out of 32) Scottish local authorities: Aberdeen City, Aberdeenshire, Angus, Argyll and Bute, Edinburgh City, Dumfries and Galloway, Dundee, East Dunbartonshire, East Lothian, East Renfrewshire, Falkirk, Fife, Glasgow, Inverclyde, Midlothian, North Lanarkshire, Perth and Kinross, Renfrewshire, Scottish borders, Shetland, South Ayrshire, South Lanarkshire, Stirling, and West Lothian.

92% of respondents were female, 7% male, <1% non-binary and <1% transgender.

64% of respondents worked in the voluntary sector; 24% in the private sector, and 12% in the public sector.

83% of respondents worked in services only providing out of school childcare (OSC) and 17% worked in combined ELC and OSC services.

75% of respondents said they saw working in OSC as a career; 11% said they didn't, and 13% were unsure.

51% of respondents said they were very satisfied working in OSC; 40% said they were fairly satisfied; 7% said they were not very satisfied, and 2% said they were dissatisfied.

In response to the question: Currently how stressed do you feel?

24% of respondents said they felt 'not at all stressed'; 47% said they felt 'slightly stressed'; 20% said they felt 'stressed'; 6% said they felt 'very stressed' and 3% said they were 'at breaking point'.

In response to the question: Currently how physically tired do you feel?

10% of respondents said they felt 'not at all tired'; 45% said they felt 'slightly tired'; 33% said they felt 'tired'; 10% said they felt 'exhausted', and 2% said they were 'at breaking point'.

In response to the question: Currently how would you rate your mental wellbeing?

11% of respondents said they felt 'great'; 42% said they felt 'good'; 36% said they felt 'OK'; 11% said they felt 'not very good', and 1% said they were 'at breaking point'.

## Overview of Results by Job Category

Below are the main results, however we would encourage readers to read the whole report as there is in-depth information and quotes from individuals about their health and wellbeing, as well as their thoughts and experiences of undertaking registerable qualifications.

### Lead Practitioner Overview

94% were female, 5% were male and <1% was transgender.

The average age was 47 years old, and ranged from 24 – 69 years old.

6% said they had a disability.

65% worked in the voluntary/3<sup>rd</sup>/charitable sectors; 24% in the private sector, and 8% in the public sector.

88% worked in services providing only OSC, and 12% worked in ELC & OSC combined services.

95% were registered with the SSSC, 1% was registered with GTCS (General Teaching Council for Scotland), <1% was registered with neither, and 1% was registered with the NMC (Nursing and Midwifery Council).

91% saw working in OSC as a career; 5% didn't, and 2% were unsure.

50% were very satisfied in their job; 42% were 'fairly satisfied'; 6% were 'not very satisfied' and 2% were dissatisfied.

The average working week term time was 31 hours, and ranged from 8 – 48 hours. The average working week holiday time was 35 hours, and ranged from 8 – 53 hours.

The average salary was £17.05 per hour but ranged from £11.44 - £27.55 per hour.

The average number of years working in the sector was 16 but ranged from less than a year – 41 years.

When asked how stressed they currently feel, 15% said 'not at all'; 50% said 'slightly stressed'; 24% said 'stressed'; 7% said 'very stressed', and 3% were at 'breaking point'.

When asked how physically tired they feel, 6% said 'not at all'; 42% said 'slightly tired'; 35% said 'tired'; 13% said 'exhausted', and <1% said they were at 'breaking point'.

When asked how they would rate their mental wellbeing, 10% said 'great'; 41% said 'good'; 37% said 'OK'; 11% said 'not very good', and <1% said they were at 'breaking point'.

In general, for Lead Practitioners the best thing about working in OSC was the children which included seeing them develop and grow, and also their age- many preferred working with this older age group of children. Staff teams also scored highly as well as being able to support parents to work. (This was little changed from previous survey.)

The main challenges identified by Lead Practitioners were staffing (recruitment and retention); poor pay; paperwork and bureaucracy; Care Inspectorate expectations; funding; children's behaviour; meeting the needs of children with ASN and disabilities, and lack of professional recognition. (This was little changed from previous survey.)

In terms of what needs to change in addition to better pay, less paperwork etc, Lead Practitioners talked about the service having their own dedicated space. (This was little changed from previous survey.)

## Practitioners Overview

92% were female, 7% were male and <1% was non-binary.

The average age was 42 years old, and ranged from 17 – 65 years old.

7% said they had a disability.

53% worked in the voluntary/3rd/charitable sectors; 20% in the private sector, and 13% in the public sector.

78% worked in services providing only OSC, and 22% worked in ELC & OSC combined services.

97% were registered with the SSSC and <1% was registered with the GTCS.

74% saw working in OSC as a career; 16% don't, and 10% were unsure.

49% were very satisfied in their job; 40% were 'fairly satisfied'; 8% were 'not very satisfied' and 3% were dissatisfied.

The average working week term time was 22 hours, and ranged from 3 – 41 hours. The average working week holiday time was 26 hours, and ranged from 9 - 50 hours.

The average salary was £12.74 per hour but ranged from £7 - £19 per hour.

The average number of years working in the sector was 9.5 but ranged from less than a year – 37 years.

When asked how stressed they currently feel, 28% said 'not at all'; 47% said 'slightly stressed'; 16% said 'stressed'; 5% said 'very stressed', and 3% were at 'breaking point'.

When asked how physically tired they feel, 9% said 'not at all'; 52% said 'slightly tired'; 28% said 'tired'; 9% said 'exhausted', and 2% said they were at 'breaking point'.

When asked how they would rate their mental wellbeing, 9% said 'great'; 47% said 'good'; 29% said 'OK'; 13% said 'not very good', and 2% said they were at 'breaking point'.

In general, for Practitioners the best thing about working in OSC was the children, which included building relationships with them, and seeing them develop and grow. Practitioners also liked the fun environment and how every day was different. For a small number the work hours suited them. (This was little changed from previous survey.)

The biggest challenges in OSC as identified by Practitioners were: children's behaviour and engaging older children; supporting children with ASN and disabilities; paperwork; pay, conditions and hours of work; lack of space and shared premises; staffing issues, and for a small number, unsupportive or uncooperative parents. (This was little changed from previous survey.)

In terms of what Practitioners said they would like to see change, they mentioned: better pay; less paperwork; own space; more holidays; more funding, and better links with other professionals and better professional recognition. A few said that they would change nothing. (This was little changed from previous survey.)



## Support Workers Overview

86% were female, 12% were male, and 2% were non-binary.

The average age was 39 years old, and ranged from 16 – 64 years old.

10% said they had a disability.

43% worked in the voluntary/3<sup>rd</sup>/charitable sectors; 19% in the private sector, and 12% in the public.

79% worked in services providing only OSC, and 21% worked in ELC & OSC combined services.

88% were registered with the SSSC, 2% with the GTCS, and 2% weren't registered with any registration body.

31% saw working in OSC as a career; 14% didn't, and 55% were unsure.

57% were very satisfied in their job; 36% were 'fairly satisfied'; 7% were 'not very satisfied' and none was dissatisfied.

The average working week term time was 17.5 hours, and ranged from zero hours (contract) – 31 hours. The average working week holiday time was 19.5 hours, and ranged from zero hours (contract) - 45 hours.

The average salary was £12 per hour but ranged from £6 - £18.95 per hour.

The average number of years working in the sector was 3.5 but ranged from less than a year – 10 years.

When asked how stressed they currently feel, 36% said 'not at all'; 36% said 'slightly stressed'; 21% said 'stressed'; 7% said 'very stressed', and none were at 'breaking point'.

When asked how physically tired they feel, 24% said 'not at all'; 33% said 'slightly tired'; 36% said 'tired'; 0% said 'exhausted', and 7% said they were at 'breaking point'.

When asked how they would rate their mental wellbeing, 17% said 'great'; 31% said 'good'; 50% said 'OK'; 2% said 'not very good', and none said they were at 'breaking point'.

In general, for Support Workers the best thing about working in OSC was the children. (This was little changed from previous survey.)

The biggest challenges in OSC as identified by Support Workers were: children's behaviour; meeting the needs of children; paperwork, and part-time hours. (This was little changed from previous survey.)

In terms of what they would like to see change, Support Workers said: less paperwork; better pay, and their own space. A few said that nothing needs to change. (This was little changed from previous survey.)

## Lead Practitioner- Results in Full

125 responses

### Gender

Female: 118 (94%)

Male: 6 (5%)

Transgender: 1 (<1%)

Unknown: 0 (0%)

### Age

Age range: 24 - 69

Median age: 47

Average age: 47

### Disability

Yes: 7 (6%)

No: 114 (91%)

Prefer not to say: 4 (3%)

Unknown: 0 (0%)

### Ethnicity

White Scottish: 115 (92%)    White other: 5 (4%)    Asian/Asian UK: other 1 (1%)    Mixed ethnic background 1 (<1%)    Prefer not to say: 2 (2%)    Other: German Jewish/Welsh 1 (<1%)

### Sector

Voluntary/3<sup>rd</sup>/Charitable: 81 (65%)

Private: 30 (24%)

Public: 10 (8%)

Don't know: 4 (3%)

Unknown: 0 (0%)

### **Service**

Only OSC: 110 (88%)

Combined ELC & OSC: 15 (12%)

Unknown: 0 (0%)

### **Registration**

SSSC: 119 (95%)

GTCS: 2 (1%)

NMC: 2 (1%)

Nothing: 1 (<1%)

Unknown: 1 (<1%)

### **Do you see working in OSC as a career?**

Yes: 114 (91%)

No: 8 (5%)

Unsure: 3 (2%)

Unknown: 0 (0%)

### **How satisfied are you in your job?**

Very: 62 (50%)

Fairly: 53 (42%)

Not very: 7 (6%)

Dissatisfied: 3 (2%)

Unknown: 0 (0%)

### **Hours term-time per week**

Range: 8 – 48 hours

Median: 30

Average: 31

### **Hours holiday-time per week**

Range: 8 – 53

Median: 37

Average: 35 hours

### **Salary per hour**

Range: £11.44 - £27.55

Median: £17.00

Average: £17.05

### **Years working in the sector**

Range: Less than a year – 41 years

Median: 15 years

Average: 16 years

### **Wellbeing - currently how stressed do you feel?**

Not at all stressed: 19 (15%)

Slightly stressed: 63 (50%)

Stressed: 30 (24%)

Very stressed: 9 (7%)

At breaking point: 4 (3%)

Unknown: 0 (0%)

### **Wellbeing - currently how physically tired do you feel?**

Not at all tired: 8 (6%)

Slightly tired: 53 (42%)

Tired: 44 (35%)

Exhausted: 16 (13%)

At breaking point: 1 (<1%)

Unknown: 3 (2%)

### Wellbeing - currently how would you rate your mental wellbeing?

Great: 13 (10%)

Good: 51 (41%)

OK: 46 (37%)

Not very good: 14 (11%)

At breaking point: 1 (<1%)

Unknown: 0 (0%)

**Wellbeing- would you like to provide any further information about the answers you have just provided? (All answers will be treated in confidence and anonymised in final result, if used.)**

Not all respondents completed this section. There was not one main overwhelming issue but a number which recurred throughout responses and these included: staffing issues (staff shortages, sickness and recruitment issues); financial difficulties; paperwork; underpaid staff; professional recognition; unreal expectations in terms of regulations, and difficulties of working with voluntary management committees. Below is a small selection of comments from respondents:

*"I feel that although I enjoy my job and working with the staff and children, everything that is expected via all the various regulatory bodies and their subsequent guidance documents is making everything time consuming, complicated and more expensive. Perhaps it is my age and I find this quite stressful. Especially in the OSC sector where being based in a school means having limited space to ensure you can meet the expectations of guidance requirements."*

*"I feel the last few years the job has become more challenging due to difficulties in recruitment staff, and the number of children with challenging behaviour. After 22 years working in after school, we are still not seen or recognised as professionals, from school staff and local councils."*

*"In this job, there is definitely periods that can be stressful and periods of slight calm! Right now, I am halfway through gaining my Level 9 in Childhood Practice qualification so that can cause stress, additional workload and absolutely adds to how tired I am. We are also*

*due to have an inspection quite soon as it has been over 5 years since we were last inspected (Covid backlog) so I have been trying to also make sure paperwork is up to date and there's nothing that can be picked up on that we should have covered. In addition to this, I have had a staff member off on Maternity Leave and we couldn't afford to recruit so I have had to make sure I added myself to the staff rota and place myself in the playrooms which has meant admin has suffered at times!"*

*"It has been stressful trying to keep the project viable. We have been on a rollercoaster with regards to our income. We get to a stage where we have enough children in to cover our expenditure, staff wages being the biggest expense, then we have children leaving the service. Parents are trying to keep their employment within school hours. We've had a few children move out the area. I've also had staff who have been on long term sickness, we've had to use sessional staff to cover some of these absences."*

*"Out of school care is so rewarding but there are so many challenges that come with it which frankly should not be worries to us. A few of the things that are daily battles for myself are: Relationships with schools- this is a battle on the daily to get simple communications from them, to be respected and not have our staff looked down on, to have our equipment respected and not taken without being returned. Qualifications and Training- We do not have the money for staff training and I feel in my organisation it really shows in the quality of care the children are receiving, qualifications can be time consuming and a lot of childcare qualifications looks at early years over school ages children more. I am currently completing my PDA L8 and it is hugely around early years which for me working in Out of school care which don't have to follow a curriculum I don't feel it is relevant and I am struggling to study work full time and balance family life."*

### **In general, what is the best thing about working in OSC?**

The vast majority of respondents talked about working with children: seeing them grow and develop, building relationships with the children and their families, seeing happy children having fun. Many respondents emphasised they enjoyed working with school-age children as opposed to other age groups.

Some respondents additionally mentioned they enjoyed working with their colleagues and parents, and enabling parents to access work or training. Some also mentioned that it was fun and that every day was different.

A small number of respondents said that the hours suited them. (All of this was little changed from the previous survey.)

Below is a selection of comments from respondents:

*"Due to length of time I have worked in the service I am now working with children whose parents attended our service when it first opened!! It has been great to continue our relationships, and see how as a family they have all progressed. I love working with children you don't get two days the same. I like being able to pass on skills that I learned as a child (and a little bit of additional training!!) - arts & crafts, sports, group games etc. I like seeing children develop and gain confidence when doing activities and being able to direct their*

*own play experiences and older children taking time to encourage younger children to participate in activities when they might be unsure of the rules etc.”*

*“I have worked really hard at helping to create an amazing team of staff! I am incredibly lucky to have them on board and feel confident that they are in the playrooms with the children. There is a real good mix of age, genders and different personalities and it all just works! I also really enjoy leading the setting and learning more as I go which all helps me to be the best Manager I can for the setting.”*

*“I like working with the mixed age group of children including the older children. I like being able to chat to the children about their day and play board games or do arts and crafts with them. I also like playing hall games and sports with the children.”*

*“The bonds you build with children: you spend so much time with these children they really depend on you. You see some children every day for 7 years, you see them go through struggles and help them through that. You can see the difference you are making in a child's life and it is hugely rewarding.”*

*“Working in Play, spending time with children in a social setting and supporting the local community.”*

*“Every day is different. Lots of fun.”*

### **In general, what is the biggest challenge about working in OSC?**

The biggest challenges were fairly common: children's behaviour, meeting the needs of children with ASN and disabilities, bureaucracy and legislation; staffing issues; lack of professional recognition and status; lack of additional funding or support; training and qualification requirements; issues with premises, and Care Inspectorate expectations were all identified as ongoing challenges. (All of this was little changed from the previous survey.)

Below is a selection of comments from respondents:

*“CI and SSSC requirements make the job more difficult than it needs to be. Qualification requirements for managers in OSC is ridiculous, and there's no funding support. It has lost us very experienced and knowledgeable staff. CI recently commented that our development plan wasn't immediate enough, so they want another development plan, and an improvement plan. What's the difference? So much of the admin we do is for CI, not the children, families or staff that actually work in the service. It's a huge burden.”*

*“Currently everything is a challenge and all equally large: time constraints, budget issues, children's behaviour, regulatory expectations, staffing, parents' attitude, and lack of support from the school.”*

*“Finance, balancing the books is impossible, you want to give fair pay, terms and conditions to employees but this increases cost to parents.”*



*"Finding suitable premises in a rural location that would allow care inspectorate registration. No flexibility or compromise, in terms of things like access to the outdoors, when the rural nature of the area is very restrictive and means that there are no 'perfect' premises. Why can't we still run a high quality, registered service with different approaches (to things like outdoor play and learning) that suits the nature of the location and the available infrastructure?"*

*"Having to set up every day, sometimes access to the hall can be challenging when the school have other activities going on, shows etc. Storing resources, the volume of resources due to lack of storage. Support with ASN."*

*"Not being taken seriously as professionals, particularly education staff, who still have little or no idea about the level of qualification that OSC staff are required to have, not sharing relevant information, and not including OSC staff in Multi Agency Meetings. OSC is often seen as the poor relation with priority given to schools for space, resources etc despite it being the same children!"*

*"Providing support to children with additional needs, we no additional funding or support. Children with additional support needs who are in main stream school and at school provided 1-2-1 care at school being guided to OSC expecting that we can provide 121 care when we do not have and cannot get the resources or staff."*

### **If you could change one thing about working in OSC, what would it be?**

A number of main issues were identified from the responses: more hours; better pay; own premises; less paperwork, and better professional recognition and status (and to be valued more). (This was little changed from the previous year.)

Below are a selection comments from respondents:

*"Care Inspectorate and how they looked at OOS as a whole. Better funding overall & being able to hire staff."*

*"Have more government funding to allow employers to pay staff more then perhaps more would see it as a career."*

*"The amount of paperwork that's required to run an afterschool club. We are not ELC but are expected to complete same paperwork for each child in attendance. There is not enough hours at ASC to expect staff to be able to complete this as well as supervise and play support children."*

## Practitioner Results in Full

116 responses.

### Gender

Female: 107 (92%)

Male: 8 (7%)

Prefer not to say: 1 (<1%)

Unknown: 0 (0%)

### Age

Age range: 17 - 65

Median age: 43

Average age: 42

### Disability

Yes: 8 (7%)

No: 103 (89%)

Prefer not to say: 5 (4%)

Unknown: 0 (0%)

### Ethnicity

White Scottish: 105 (91%)    White other: 3 (3%)    Bulgarian: 1 (<1%) Asian/Asian UK-Indian: 2 (2%) Mixed Ethnicity: 1 (<1%)    Black/African/Caribbean/Black UK: African: 1 (<1%)    Prefer not to say: 2 (2%)

### Sector

Voluntary/3<sup>rd</sup>/Charitable: 61 (53%)

Private: 23 (20%)

Public: 15 (13%)

Don't know: 17 (15%)

Unknown: 0 (0%)

### **Service**

Only OSC: 90 (78%)

Combined ELC & OSC: 25 (22%)

Unknown: 1 (<%)

### **Registration**

SSSC: 112 (97%)

GTCS: 1 (<1%)

Unknown: 3 (3%)

### **Do you see working in OSC as a career?**

Yes: 86 (74%)

No: 18 (16%)

Unsure: 12 (10%)

Unknown: 0 (0%)

### **How satisfied are you in your job?**

Very: 57 (49%)

Fairly: 46 (40%)

Not very: 9 (8%)

Dissatisfied: 4 (3%)

Unknown: 0 (0%)

### **Hours term-time per week**

Range: 3 – 41 hours

Median: 22 hours

Average: 22 hours

**Hours holiday-time per week**

Range: 9 – 50 hours

Median: 25 hours

Average: 26 hours

**Salary per hour**

Range: £7.00- £19.00

Median: £12.50

Average: £12.74

**Years working in the sector**

Range: Less than a year – 37 years

Median: 6 years

Average: 9.5 years

**Wellbeing - currently how stressed do you feel?**

Not at all stressed: 33 (28%)

Slightly stressed: 54 (47%)

Stressed: 19 (16%)

Very stressed: 6 (5%)

At breaking point: 4 (3%)

Unknown: 0 (0%)

**Wellbeing - currently how physically tired do you feel?**

Not at all tired: 10 (9%)

Slightly tired: 60 (52%)

Tired: 33 (28%)

Exhausted: 11 (9%)

At breaking point: 2 (2%)

Unknown: 0 (0%)

### Wellbeing - currently how would you rate your mental wellbeing?

Great: 11 (9%)

Good: 54 (47%)

OK: 34 (29%)

Not very good: 15 (13%)

At breaking point: 2 (2%)

Unknown: 0 (0%)

**Wellbeing- would you like to provide any further information about the answers you have just provided? (All answers will be treated in confidence and anonymised in final results, if used.)**

Below is a selection of the comments:

*"I feel that I am managing however there isn't enough hours to accomplish everything that needs done. I feel that OSC isn't really considered as important as early years and education despite having the same expectations in the level of service and care we provide to children."*

*"The daily stresses of looking after and being responsible for children's well-being. The similar stresses of managing 6 full time staff and relief workers. The stresses associated with being accountable to various authoritative institutions, such as Care Inspectorate/ SSSC/ City council."*

*"When working with children, it can have its stressful moments especially with the increase of children with additional support needs. The paperwork and constant research and learning in your own time can be consuming also."*

### In general, what is the best thing about working in OSC?

Overwhelmingly the most common answer was in relation to working with children; this also included seeing them having fun, playing, developing and learning. Some respondents also specified that they enjoyed working with primary-age children rather than younger ones.

Some respondents specifically mentioned that the job was fun, and no day was the same.

A small number of respondents also indicated that the part-time hours suited their family life and other additional caring responsibilities. (These results were little changed from previous survey.)

Below is a selection of the comments:

*"I like the inter-age aspect of out of school care. It's good to see children of different ages playing and working together on things. Some children don't have siblings, so they get a chance to mix on a regular basis with different age groups in a setting shared by all. Having worked in schools I'd say this doesn't always happen in schools. Staff can encourage joining in and cooperation as everyone has to share the same resources and there is a range of activities they can choose to do or not do. Whilst some children do stick with certain friends, there are some who come together with others from different schools and age groups."*

*"It's fun and great working with the children. No 2 days are the same."*

*"Keeps me busy, motivated, get to learn more skills, and meet people from different back grounds."*

*"Providing play-based care that is fun and building good relationships with the children and their families and community."*

*"The joy of interacting with the children. Being part of their world and the satisfaction of supporting them through good times, as well as not so good. The fun activities that we all create together."*

### **In general, what is the biggest challenge about working in OSC?**

The biggest challenge identified was children's behaviour and meeting the needs of children with ASN and disabilities. In addition to this, other challenges related to staffing; low pay; shared premises; regulation; Care Inspectorate expectations; paperwork, and meeting the needs of children. (These results were little changed from previous survey.)

Below is a selection of comments:

*"Children with additional support needs. Children having challenging days at school and it's brought into OSC with no information shared from the school; this then effects the other children and can be very challenging for staff to manage."*

*"Combination of lack of time and limited income making it difficult to increase staff hours to cope with the workload."*

*"That we are seen as glorified babysitters and not as fully qualified professionals that have worked hard and passionately in gaining qualifications to ensure we get it right for every child. Children need and are entitled to the right to play and rest and must be allowed to decompress after school. When Care Inspectorate measures our service in line with ELC it is*

*impossible to achieve the criteria they expect when we only see some children, perhaps, 2 hours per week."*

*"Too much expectation on roles - too many rules, regulations, guidelines, frameworks etc. to understand, requirement to undertake so much training and development and to quality within 3 years on part-time hours and poor pay. Too many extra costs such as SSSC registration, cost of qualifications etc."*

### **If you could change one thing about working in OSC, what would it be?**

Although a handful of responses indicated that they wouldn't change anything about working in OSC, the most common responses related to better pay and conditions; more hours of work; more holidays; less paperwork; better professional recognition and status; additional financial support, and for services to have their own premises. (These results were little changed from previous survey.)

Below is a selection of comments from respondents:

*"More hours to provide an even better service and actually get paid for all the hours you work as there is an unspoken expectation that you will do some things for work in your own time."*

*"Not enough time to set up due to funding to pay for staff. More training for additional support needs and behavioural issues."*

*"Recognition. That I am a qualified professional with over 37 years childcare experience."*

*"Purposes built room. More money for trips and resources."*

## Support Worker Results in Full

42 responses\*

(\*Due to the number of responses being less than 100, the percentages attached are only an indicative figure- greater accuracy requires 100 responses or more.)

### Gender

Female: 36 (86%)

Male: 5 (12%)

Non-binary: 1 (2%)

Unknown: 0 (0%)

### Age

Age range: 16 - 64

Median age: 36

Average age: 39

### Disability

Yes: 4 (10%)

No: 36 (86%)

Prefer not to say: 2 (5%)

Unknown: 0 (0%)

### Ethnicity

White Scottish: 33 (79%)      White other: 7 (17%)      Asian/Asian UK other: 1 (2%)      Mixed Ethnicity: 1 (2%)

### Sector

Voluntary/3<sup>rd</sup>/Charitable: 18 (43%)

Private: 8 (19%)

Public: 5 (12%)



Don't know: 9 (21%)

Unknown: 2 (5%)

### **Service**

Only OSC: 33 (79%)

Combined ELC & OSC: 9 (21%)

Unknown: 0 (0%)

### **Registration**

SSSC: 37 (88%)

GTCS: 1 (2%)

SSSC & GTCS: 1 (2%)

Nothing: 1 (2%)

Unknown: 2 (5%)

### **Do you see working in OSC as a career?**

Yes: 13 (31%)

No: 6 (14%)

Unsure: 23 (55%)

Unknown: 0 (0%)

### **How satisfied are you in your job?**

Very: 24 (57%)

Fairly: 15 (36%)

Not very: 3 (7%)

Dissatisfied: 0 (0%)

Unknown: 0 (0%)

**Hours term-time per week**

Range: 0 – 31 (1 person on zero-hour contract)

Median: 16.5

Average: 17.5

**Hours holiday-time per week**

Range: 0 – 45 hours (4 people on zero-hour contracts)

Median: 20

Average: 19.5

**Salary per hour**

Range: £6.00 - £18.95

Median: £12.00

Average: £12.00

**Years working in the sector**

Range: Less than a year – 10 years

Median: 3 years

Average: 3.5 years

**Wellbeing - currently how stressed do you feel?**

Not at all stressed: 15 (36%)

Slightly stressed: 15 (36%)

Stressed: 9 (21%)

Very stressed: 3 (7%)

At breaking point: 0 (0%)

Unknown: 0 (0%)

**Wellbeing - currently how physically tired do you feel?**

Not at all tired: 10 (24%)

Slightly tired: 14 (33%)

Tired: 15 (36%)

Very tired: 0 (0%)

At breaking point: 3 (7%)

Unknown: 0 (0%)

**Wellbeing - currently how would you rate your mental wellbeing?**

Great: 7 (17%)

Good: 13 (31%)

OK: 21 (50%)

Not very good: 1 (2%)

At breaking point: 0 (0%)

Unknown: 0 (0%)

**Would you like to provide any further information about the answers you have just provided? (All answers will be treated in confidence and anonymised in final results, if used.)**

There were very few responses to this question, however one respondent said:

*“Most of the reasoning for my answers is due to university commitments and deadlines rather my role as a support worker. However, managing the time of both can be quite stress inducing.”*

**In general, what is the best thing about working in OSC?**

The most common response focused on working with children: seeing them learn and develop, and building relationships with them, which made it a fun job. A number of respondents also highlighted their work colleagues and also some said the work hours suited. One respondent said it was useful work experience before applying to become a teacher. (There was little change in responses from previous survey.)

Below is a selection of comments from respondents:

*“All of it!”*

*“Developing positive relationships with children and families as well as working alongside my co-workers who are passionate about providing quality out-of-school care and fun play experiences for children and young people.”*

*“I want to be a primary teacher in the future so I like learning new things and getting the experience of working with children”*

*“Interacting with the children, hearing about their day at school, and seeing them learn new skills through different types of play and in their relationships with other children.”*

*“Working on a one to one basis with the children getting to help them and impact on their lives even in the small way that I do is the best thing I do as a support worker.”*

*“Seeing children grow mentally, and take onboard activities we have put on for them. To see their brains stimulated through problem solving play.”*

*“I enjoy the flexibility our work provides and the opportunity to build bonds with the children.”*

### **In general, what is the biggest challenge about working in OSC?**

Children’s behaviour, meeting the needs of children, paperwork, part-time hours, pay, and difficulties in the staff team were all highlighted. A few respondents highlighted that they don’t experience any challenges. (This was little changed from previous survey.)

Below is a selection of comments from respondents.

*“As we are a small team, sometimes it can be difficult when team member is absent and off sick because we need to stick to staffing ratios with children so our approach needs to be altered and adapt to staff changes.”*

*“More and more children attending really need 1-to-1 care and this can be exhausting but very challenging. Sadly, the responsibility versus pay is very unreasonable.”*

*“Poor communication amongst staff, navigating the job when each member of staff seems to have their own set of rules.”*

*“Too much paperwork having to be written to provide evidence for things that are not needed and taking you away from being with the children.”*

*“Trying to get the kids to take me seriously and listen to me as I’m only 16.”*

### **If you could change one thing about working in OSC, what would it be?**

The main responses related to better pay; less paperwork, and the service having their own space or premises.

Below is a selection of comments from respondents.

*"More hours, more support and more funding."*

*"I believe for the hours given the paperwork requirements are too high. Expectancy to complete similar files to that of a school/nursery in some level is a tall order and should be reviewed to reflect the time frame of the child's place in the service, or a better bridge between school and OSC to relate children's needs rather than doubling up."*

*"Increase my wage."*

*"Have our own premises."*

*"Less paperwork."*