

Out of School Care Worker Survey Results

Scottish Out of School Care Network,
November 2013



Research Methodology and Summary

Over 500¹ surveys (see Appendix One to view the survey form) were distributed to SOSCN member organizations; for the first time the survey was also available online via www.freeonlinesurveys.com. Any data received via paper copies was also inputted into the online survey, which was also able to analyse the results. 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, **190** completed surveys were received.

Of this number, **51** were from Lead Practitioners, **81** from Practitioners, **31** from Support Workers, and **27** were unknown. **157** females and **27** males responded (6 unknown).

5 had a registered disability (25 were unknown). In terms of ethnicity **166** were White: Scottish/English/Welsh/Northern Irish; **1** was White: Irish; **1** was Asian/Asian UK: Indian; **1** was Asian/Asian UK: Pakistani; **1** was Black/African/Caribbean/Black UK: African; **2** were Asian/Asian UK: Chinese and **18** were unknown.

107 (55%) returns were from the voluntary sector, **39 (20%)** from the private, **15(8%)** from the public, **10 (5%)** were "other", **2 (1%)** "didn't know" and **17 (7%)** unknown.

Note: This is the sixth year of this survey being undertaken, and although there were some minor changes and additions, many of the questions remain the same as 2012, allowing for direct comparisons between the years to be made.

¹ 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

	2013	2012	2011	2010	2009
Profile					
Average Age	45	43	45	42	50
Average Term time Hours	28	27	28	27.5	28
Average Holiday Time Hours	32	34	33	32	34
Average Wage	£10.75	£10.74	£10.44	£10.26	£10.22
Average Time Working in OSC for (years)	12	10	11	10	9
Registered with SSSC	90%	95%	99%	93%	70%
See OSC as Career	90%	90%	91%	93%	91%
Very/Fairly Satisfied with Job	88%		97%	98%	98%
Qualifications (Results based on known-value answers)					
Qualified to BA Degree Level	11%	10%	10%	3%	3%
Working towards Level 9 (BA/PDA)	37%	-	-	-	-
Qualified to SVQ Level 4	47%	44%	-	-	-
Paid for Additional Training/Study Hours	25%	21%	11%	33%	32%
Average Number of Additional Hours	27	36	25	17	21
Difficulty Accessing Qualifications Locally	24%	28%	19%	29%	-
Receive Funding from Local Authority	45%	50%	32%	45%	-
Receive Funding from Employer	29%	23%	17%	7%	-
Receive Funding from ILA	14%	34%	24%	5%	-
Self Funded	4%	10%	14%	2%	-
Funded by another source	8%	2%	1%	-	-
2nd Job					
Would Like More Hours	35%	34%	20%	38%	36%
Second Job	18%	24%	23%	19%	29%
Of Which % is Childcare Job	44%	80%	77%	75%	68%
Average Number of 2 nd Job Hours	*	23	18	12	14
Average 2 nd Job Pay	*	£10.20	£7.54	£9.02	£7.98

*Insufficient data

It was found that the “average” lead practitioner is **45** years old, employed for **28** hours (term-time) and **32** hours (holiday-time), earning **£10.75** per hour and has been employed in out of school care for **12** years.

90% are currently registered with the Scottish Social Services Council (SSSC), although 6% was unknown.

90% see out of school care as a career, **88%** are either very or fairly satisfied with their job, **4%** are not very satisfied.

11% are qualified to BA degree level. **47%** are qualified to SVQ 4, **23%** are qualified to SVQ 3, **6%** are qualified to PDA (Level 8), **4%** are qualified to HNC, **2%** are qualified to SVQ2 and **6%** are unknown. **12%** are working towards BA Childhood Practice, **25%** are working towards PDA Level 9 in Childhood Practice, **2%** are working towards post grad in childhood Practice, **19%** are working towards SVQ 4 and **39%** is unknown.

25% are paid for additional training/study and the average number of additional hours per month taken for study is **27**. **24%** said they had difficulty accessing qualifications/training locally. **45%** receive funding from the local authority; **29%** from their employer; **14%** are funded through ILA, **35%** are funded through SAAS, **4%** are self-funded, and **8%** are funded by another source.

In terms of comments about registration with the SSSC there was little response, although one stated this was good but two were unhappy with the Level 9 requirement as they felt this did not take into account years of prior practice. One was unwilling to undertake the Level 9 qualification.

35% 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.

18% have a secondary job; of this figure, **44%** have another childcare job. There was insufficient data to calculate average hours or pay.

1.2 Practitioner Profile

	2013	2012	2011	2010	2009
Profile					
Average Age	34	34	32	35	33
Average Term time Hours	20	20	19.5	19	20
Average Holiday Time Hours	27	26	26.5	27	26
Average Wage	£8.12	£7.88	£7.81	£7.43	£7.38
Average Time Working in OSC for (years)	6	6.25	5.5	6	5
Registered with SSSC	85%	95%	90%	71%	40%
See OSC as Career	77%	83%	85%	80%	77%
Very/Fairly Satisfied with Job	94%	96%	98%	98%	97%
Qualifications (Results based on known-value answers)-					
Qualified to SVQ Level 3	54%	55%	-	-	-
Working towards SVQ Level 3 or higher	21%	-	-	-	-
Qualified to SVQ Level 4 and Higher	19%	9%	11%	11%	8%
Paid for Additional Training/Study Hours	46%	38%	32%	45%	33%
Average Number of Additional Hours	17	20	25	19	16
Difficulty Accessing Qualifications Locally	7%	16%	12%	14%	-
Receive Funding from Local Authority	31%	47%	28%	39%	-
Receive Funding from Employer	28%	27%	20%	24%	-
Receive Funding from ILA	26%	50%	21%	2%	-
Self Funded	9%	2%	5%	2%	-
Funded by another source	20%	7%	4%	-	-
2nd Job					
Would Like More Hours	53%	48%	61%	51%	-
Second Job	26%	37%	33%	31%	30%
Of Which % is Childcare Job	38%	64%	53%	68%	67%
Average Number of 2 nd Job Hours	15	13	15	14	14
Average 2 nd Job Pay	£9.40	£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 **27** hours (holiday-time), **£8.12** per hour and has been employed in out of school care for **6** years.

85% are currently registered with the Scottish Social Services Council.

77% see out of school care as a career, **94%** are either very or fairly satisfied with their job.

56% are qualified to SVQ 3. **19%** are qualified to SVQ 4 and higher. **46%** are paid for additional training/study and the average number of additional hours per month taken for study is **17**. **7%** said they had difficulty accessing qualifications/training locally. **31%** receive funding from the local authority; **28%** from their employer; **26%** funded through ILA, **9%** are self-funded; and **20%** are funded by some other source.

53% 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, have more time to prepare or just be able to spend more time with the children so they get to know them better. Many practitioners however were happy with the part-time hours as this fitted in with their childcare obligations, caring responsibilities, studies, or allowed them to have a second job.

26% have a secondary job; of this figure, **38%** have another childcare job. The average number of additional hours per week in the secondary job is **15** and the average pay is **£9.40**.

1.3 Support Worker Profile

	2013	2012	2011	2010	2009
Profile					
Average Age	32	33	34	34	32
Average Term time Hours	14	15	16.5	25	16
Average Holiday Time Hours	21	28.5	26	23	34
Average Wage	£7.43	£7.12	£7.00	£6.86	£6.62
Average Time Working in OSC for (years)	4	3.5	4	3.5	4
Registered with SSSC	52%	34%	59%	33%	22%
See OSC as Career	45%	70%	64%	61%	61%
Very/Fairly Satisfied with Job	94%	100%	100%	95%	95%
Qualifications (Results based on known-value answers)					
Qualified to SVQ Level 2	19%*	-	-	-	-
Qualified to SVQ Level 3 and Higher	26%	32%	14%	18%	9%
Paid for Additional Training/Study Hours	61%	44%	51%	30%	37%
Average Number of Additional Hours	14	19	10.5	8	10
Difficulty Accessing Qualifications Locally	3%	13%	3%	2%	-
Receive Funding from Local Authority	29%	27%	32%	17%	-
Receive Funding from Employer	45%	45%	37%	24%	-
Receive Funding from ILA	35%	55%	20%	2%	-
Self Funded	0	10%	5%	0%	-
Funded by another source	29%	18%	12%	-	-
2nd Job					
Would Like More Hours	61%	48%	59%	54%	48%
Second Job	42%	21%	21%	20%	32%
Of Which % is Childcare Job	15%	33%	12.5%	22%	42%
Average Number of 2 nd Job Hours	17	14	15	11	18.5
Average 2 nd Job Pay	£9.41	£7.40	£6.84	£10.10	£7.77

*Majority of responses are unknown

It was found that the "average" support worker is **32** years old, employed for **14** hours (term-time) and **21** hours (holiday-time), earning **£7.43** per hour and has been employed in out of school care for **4** years.

52% are currently registered with the Scottish Social Services Council.

45% see out of school care as a career, **94%** are either very or fairly satisfied with their job.

19% are qualified to SVQ 2, **26%** are qualified to SVQ 3 and higher. **61%** are paid for additional training/study and the average number of additional hours per month taken for study is **14**. **3%** said they had difficulty accessing qualifications/training locally. **29%** receive funding from the local authority; **45%** from their employer; **35%** funded through ILA; **none** are self-funded; and **29%** are funded by some other source.

61% 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.

42% have a secondary job; of this figure, **15%** have another childcare job. The average number of additional hours per week in the secondary job is **17** and the average pay is **£9.41**.

Challenges and Rewards

Frequently mentioned challenges as stated by lead practitioners were: finding time and finances to undertake qualifications, including the BA in childhood practice; increasing levels of paperwork; keeping up-to-date with changes in legislation and regulation requirements; support from/communication with parents and committee; developing and maintaining positive relationships with schools; maintaining numbers and a sustainable service; providing a service which meets a wide range of ages and needs; premises; challenging behavior from children and difficult parents.

The main challenges identified by practitioners were: challenging behavior; meeting the needs of children of all ages and abilities, especially children with additional support needs; trying to keep all the children happy; insufficient hours; lack of money and funding for resources; meeting qualification requirements; keeping up-to-date with changes in legislation; lack of recognition from other professionals; difficulties within the staff team and trying to find new ideas for activities.

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: *"seeing happy children"*; *"playing a key role in the development of our children"*; *"seeing the children grow in knowledge and self-confidence"*; *"the children are a joy"*.

Some lead practitioners talked about the service overall: *"seeing the service grow over the years"* or improving the lives of families: *"allowing parents to improve their lifestyle by working with the knowledge their child is safe and entertained"*

Some people also talked about personal development in terms of qualifications gained.

Lead practitioners also felt rewarded by seeing a happy staff team and happy parents.

All three categories also enjoyed receiving positive comments from parents

2. GENERAL INFORMATION – RETURNS

TOTAL NUMBER OF RETURNS - 181			
GENDER			
Unknown	6 (3%)	Female	157 (83%)
		Male	27 (14%)
REGISTERED DISABILITY			
Yes	5 (3%)	No	179 (94%)
SECTOR			
Unknown / Other		29 (15%)	
Voluntary		107 (55%)	
Private		39 (20%)	
Public		15 (8%)	
ETHNICITY			
White: Scottish/English/Welsh/Northern Irish		166 (87%)	
Unknown		18 (9%)	
White: Irish	1 (<1%)	Asian/Asian UK: Pakistani	1 (<1%)
Asian/Asian UK: Chinese	2 (1%)	Asian/Asian UK: Indian	1 (<1%)
Black/African/Caribbean/Black UK: African			1 (<1%)

TABLE 3.1- LEAD PRACTITIONER INFORMATION			
Job titles: Team Leader, Manager, Play Assistant, Deputy Manager, Senior Playworker, Deputy Manager, Project Manager, Depute Head of Centre, Co-ordinator, Senior Childcare Worker, Childcare Manager, Project Manager, Area Manager, Senior Practitioner			
Average Age	*45	Average Pay Per Hour	**£10.75
Average Weekly Hours (Term)	28	Average Weekly Hours (Holiday)	32
Average length of time working in OSC	***12 years	See OSC as a career	90%

Scottish Social Services Council (SSSC) & registration requirements	
Lead Practitioners currently registered with the Scottish Social Services Council (SSSC)	90%

Qualifications			
Highest Currently Held Childcare Qualification			
BA Degree	11%	HNC	4%
SVQ 4	47%	Unknown	6%
SVQ 3	23%		
PDA	6%		
Paid additional hours for study/training			
	25%	Average additional hours of study per month	27
How are your qualifications/study funded?			
Local authority 45%	Employer 29%	Self 4%	ILA 14% Other/unknown 43%
Do you have problems accessing appropriate qualifications locally?			Yes 24%
Comments:			

Overall Job Satisfaction			
Very	57%	Fairly	31%)
Not Very	4%	Dissatisfied	-
Require more hours	35%		

*28-59

**£6.50 - £16.50

***3 months – 26 years

TABLE 3.2 - PRACTITIONER INFORMATION			
Job titles: Childcare Worker, Team Leader, Child Practitioner, playworker, Acting Service Manager, OSC Co-ordinator, Play Assistant, Senior Playworker, Practitioner, OSC Practitioner, After School Worker, Play Leader, Senior Childcare Worker, Deputy Manager, Assistant Manager			
Average Age	*34	Average Pay Per Hour	**£8.12
Average Weekly Hours (Term)	20	Average Weekly Hours (Holiday)	27
Average length of time working in OSC	***6.25	See OSC as a career	83%

Scottish Social Services Council (SSSC) & registration requirements	
Practitioners currently registered with the Scottish Social Services Council (SSSC)	85%

Qualifications			
Highest Currently Held Childcare Qualification			
BA Degree	-	HNC	15%
SVQ 4	5%	PDA	1%
SVQ 3	54%	HND	-
SVQ 2	11%	Unknown	14%
None	1%		
Paid additional hours for study/training 46%			
Average additional hours of study per month		17	
How are your qualifications/study funded?			
Local authority 31%	Employer 28%	Self 9%	ILA 26%
Do you have problems accessing appropriate qualifications locally?			Yes 7%
Comments:			

Overall Job Satisfaction			
Very	60%	Fairly	33%
Not Very	3%	Dissatisfied	-
Require more hours	53%		

*18 - 61

**£4.78 - £12.07

*** 5 months – 21 years

TABLE 3.3 - SUPPORT WORKER INFORMATION			
Job titles: Senior Support Worker, Support Worker, Child Support Worker, Playworker, Play Support Worker			
Average Age	*32	Average Pay Per Hour	**£7.43
Average Weekly Hours (Term)	14	Average Weekly Hours (Holiday)	21
Average length of time working in OSC	***4 years	See OSC as a career	45%

Scottish Social Services Council (SSSC) & registration requirements	
Support Workers currently registered with the Scottish Social Services Council (SSSC)	52%

Qualifications			
Highest Currently Held Childcare Qualification			
BA Degree	-	HNC	3%
SVQ 3	13%	None Held	6%
SVQ 2	19%	Unknown	55%

Paid additional hours for study/training	61%	Average additional hours of study per month	14
How are your qualifications/study funded?			
Local authority 27%	Employer 45%	Self 10%	ILA 55% Other 18%
Do you have problems accessing appropriate qualifications locally?			Yes 3%
Comments:			

Overall Job Satisfaction			
Very	74%	Fairly	19%
Not Very	-	Dissatisfied	-
Require more hours	61%		

*18 - 66

**£5.75 - £9.20

***4 months – 21 years

TABLE 4 – ADDITIONAL JOBS INFORMATION					
Lead Practitioners		Practitioners		Support Workers	
No. of individuals	18%	No. of individuals	26%	No. of individuals	42%
Childcare Jobs *	44%	Childcare Jobs *	38%	Childcare Jobs *	15%
Average pay		Average pay	£9.40	Average pay	£9.41
Average hours		Average hours	15	Average hours	17
Additional Jobs		Additional Jobs		Additional Jobs	
Playworker		Child development officer		Breakfast Club Worker	
Playgroup Manager		Early Years Lead Practitioner		Childcare	
Support Worker		Pupil Support Assistant		Education Department	
Tutor		Playground Supervisor		Sports Therapist	
Seamstress		Coordinator Summer School Programme		Support an adult with a disability	
Independent Examiner R&P Accounts		Waitress		Freelance Arts Practitioner	
Depute Head of Centre		Bar Person		Retail	
Several additional pieces of work		Retail Assistant		Clerical	
		Dog Walker		Catering Assistant	
		Clerical Assistant		Nightshift Employee	
		Cleaner		Takeaway Delivery Driver	
				Restaurant Supervisor	

* % of additional jobs

