

Out of School Care Worker Survey

Andrew Shoolbread
Communications & Research Manager

Scottish Out of School Care Network, October 2008



1. About the Scottish Out of School Care Network

The Scottish Out of School Care Network (SOSCN) is the lead national organisation promoting and supporting the development of high quality out of school care, play, care and learning activities in Scotland. SOSCN is a registered charity (SC020520) and has been in existence since 1991. The aims of the organisation are:

- To provide support, information and resources to all involved in out of school care
- To promote relevant research and the development of appropriate training and qualifications for workers in the field.
- To provide a forum for the exchange of ideas and experiences.
- To increase public awareness of the need for out of school care and thus encourage government at all levels to respond to that need.
- To explore opportunities for practical co-operation amongst SOSCN members.
- To encourage SOSCN members to provide a good quality service for children and parents.

The organisation provides support, directly or indirectly to all out of school care services in Scotland.

SOSCN works within the principles outlined in the UN Convention on the Rights of the Child, and our work has a focus on the most disadvantaged in society; including families affected by poverty, disability, rurality, lone parents, or other inequalities such as ethnicity, language or culture.

SOSCN is a member of the UK wide **End Child Poverty Campaign**.

2. Out of School Care in Scotland

There are over 46,000 out of school childcare places in Scotland delivered by over 1,000 out of school care services. Out of school care supports families in need, and give children and young people access to positive experiences and opportunities which may not be otherwise available to them. The age range of children can be from 3 (wraparound care) to 16 (services for young people). Out of school care enables parents to take up work and educational opportunities while at the same time giving children and young people access to play, care and learning opportunities in a safe and stimulating setting. Out of School Care contributes towards the aims of economic, social, health and educational policies set out by government.

3. Research Methodology and Summary

Over 500¹ 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, 354 completed surveys were received- a return rate of over 50%. Of this number, 109 were from Lead Practitioners, 213 from Practitioners and 32 from Support Workers.

3.1 Lead Practitioner Profile

It was found that the "average" lead practitioner is 46 years old, employed for 26 hours (term-time) and 31 hours (holiday-time), earning £8.93 per hour and has been employed in out of school care for 8 years.

43% have access to a pension through work but only 23% of this has one. 85% see out of school care as a career, 95% are either very or fairly satisfied with their job and 25% have secondary jobs. 10% are qualified to SVQ 4 and 36% are working towards it.

3.2 Practitioner Profile

It was found that the "average" practitioner is 32 years old, employed for 18 hours (term-time) and 26 hours (holiday-time), earning £6.63 per hour and has been employed in out of school care for 4 years.

30% have access to a pension but only 19% of this has one. 65% see out of school care as a career, 95% are either very or fairly satisfied with their job and 37% have secondary jobs. 16% are qualified to SVQ 3 or higher and 33% are working towards level 3 or higher.

3.3 Support Worker Profile

It was found that the "average" support worker is 27 years old, employed for 16 hours (term-time) and 20 hours (holiday-time), earning £5.77 per hour.

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.

59% see out of school care as a career, 97% are either very or fairly satisfied with their job and 19% have secondary jobs. 41% are qualified to SVQ 2 or higher and 59% are working towards level 2 or higher.

3.4 Challenges

The challenges have been organised thematically and are common to Lead Practitioners, Practitioners and Support Workers although the importance of each varies between jobs. The identified themes are as follow:

- Requirements & Legislation
- Recruitment & Retention of Staff
- Voluntary Management Committees
- Qualifications
- Challenging Behaviour of Children
- Not Being Valued
- Money/funding
- Providing new/age-appropriate activities
- Meeting the individual needs of children
- Poor work conditions (salaries, part-time hours etc)

3.5 Rewards

Approximately 95% stated working with children, seeing happy children etc as being the most rewarding aspect of working in out of school care.

4. Results

Total Returns 354

Lead Practitioner Returns 109 (31% overall returns)

Female 104 (95% LP returns)

Male 5 (5% LP returns)

Practitioner Returns 213 (60% overall returns)

Female 197 (93% P returns)

Male 16 (7% P returns)

Support Worker Returns 32 (9% overall returns)

Female 29 (91% SW returns)

Male 3 (9% SW returns)

Most returns did not indicate whether the individuals were a Lead Practitioner, Practitioner or Support Worker therefore an informed decision was made by the researcher and each job title was assigned to one of the above groups. The following table shows how job titles were allocated to each:

Lead Practitioner – any job title which contained any of the following.
“Lead Practitioner”; “Co-ordinator”; “Manager”; “Officer”; “Lead Playworker”; “Leader”; “Supervisor”
Practitioner – any job title which contained any of the following.
“Practitioner”; “Carer”; “Assistant Co-ordinator/Manager/Playleader” “Deputy Playleader/Manager”; “Playworker”; “Worker”
Support Worker – any job title which contained any of the following.
“Support worker”; “Play/Nursery Assistant”; “Escort”; “Trainee”

The survey did not record which sector the individuals worked in.

Out of School Care Worker Survey

Lead Practitioner Information			
Average Age	46	Average Pay Per Hour	£8.93*
Average Weekly Hours (Term)	26	Average Weekly Hours (Holiday)	31
Access to pension through work	43%	Uptake of pension through work	23%
Need for a professional body representing the rights of individual OSC workers			90%
Average length of time working in OSC	8 years	OSC as a career	85%

Qualifications** (% based upon 107 completed responses- 2 responses null)			
Currently held qualifications	(%)	Qualifications working towards	(%)
SVQ 4	11 (10)	SVQ 4	38 (36)
SVQ 3	49 (46)	SVQ 3	6(4)
SVQ 2	41 (38)	SVQ 2	0
HNC	23 (21)	HNC	0
S/NNEB	8 (7)	S/NNEB	0
BA/BSC	3 (3)	BA/BSC	4 (4)
None	7 (7)	PDA- levels 8/9	5 (5)
Overall	100 (93)	Overall	50 (47)

Overall level of Satisfaction with Job			
Very	51%	Fairly	44%
Not Very	3%	Dissatisfied	1%

*Range: £6 - £16

**According to the results: 100 (93%) lead practitioners currently have a qualification, 7 (7%) do not but are working towards a qualification (all SVQ4). Some responses indicated that individuals had more than one qualification. 50 (47%) individuals are undertaking further qualifications.



Practitioner Information			
Average Age	32	Average Pay Per Hour	£6.63*
Average Weekly Hours (Term)	18	Average Weekly Hours (Holiday)	26
Access to pension through work	30%	Uptake of pension through work	19%
Need for a professional body representing the rights of individual OSC workers			78%
Average length of time working in OSC	4 years	OSC as a career	65%

Qualifications** (% based upon 192 completed responses- 21 responses null)			
Currently held qualifications	(%)	Qualifications working towards	%
SVQ 4	2(1)	SVQ 4	6 (3)
SVQ 3	29 (15)	SVQ 3	58 (30)
SVQ 2	66 (35)	SVQ 2	15 (8)
HNC	33 (17)	HNC	4 (2)
S/NNEB	11(6)	S/NNEB	0
BA/BSC	2 (1)	BA/BSC	3 (2)
None	38 (20)		
Overall	154 (80)	Overall	91 (47)

Overall level of Satisfaction with Job			
Very	53%	Fairly	42%
Not Very	5%	Dissatisfied	0%

*Range: Minimum wage - £9

**According to the results: 154(80%) practitioners currently have a qualification, 38 (19%) do not but are working towards a qualification. Some responses indicated that individuals had more than one qualification. 91 (47%) individuals are undertaking further qualifications.

Support Worker Information			
Average Age	27	Average Pay Per Hour	£5.77*
Average Weekly Hours (Term)	16	Average Weekly Hours (Holiday)	20
Access to pension through work	25%	Uptake of pension through work	0%
Need for a professional body representing the rights of individual OSC workers			53%
Average length of time working in OSC	-	OSC as a career	59%
Qualifications** (% based upon 22 completed responses- 10 responses null)			
Currently held qualifications	%	Qualifications working towards	%
SVQ 4	0	SVQ 4	0
SVQ 3	2 (9)	SVQ 3	7 (32)
SVQ 2	7 (32)	SVQ 2	6 (27)
HNC	1 (5)	HNC	0
NC	2 (9)	S/NNEB	0
Diploma	1 (5)	BA/BSC	0
Teaching qualification	1 (5)	E123 Early Years CU	1 (5)
PDA Classroom Assistant	1 (5)		
	Overall 14 (64)		Overall 14 (64)

Overall level of Satisfaction with Job			
Very	81%	Fairly	16%
Not Very	3%	Dissatisfied	0%

*Range: Minimum wage - £6.65

**According to the results: 14(64%) practitioners currently have a qualification, 8 (36%) do not but are working towards a qualification. Some responses indicated that individuals had more than one qualification. 14 (64%) individuals are undertaking further qualifications.

Out of School Care Worker Survey

Additional Jobs Information					
Lead Practitioners		Practitioners		Support Workers	
No. of individuals	27 (25%)	No. of individuals	87 (37%)	No. of individuals	6 (19%)
Pay range	£5.78 - £25 ph	Pay range	£3.53 - £26 ph	Pay range	£4 - £11.77 ph
Average pay	£8.23 (£8.93)* ph	Average pay	£7.07 (£6.63) ph	Average pay	£7.90 (£5.77) ph
Additional Job		Additional Job		Additional Job	
Nursery Worker (4)		Shop Worker (13)		Caretaker (1)	
Youth Worker (3)		Nursery Worker (6)		ESOL Tutor (1)	
Learning Assistant (3)		Bar Worker (4)		Housekeeper (1)	
Crèche Worker (2)		Crèche Worker (4)		Leaflet Distributor (1)	
Classroom Assistant (2)		Classroom Assistant (3)		Nanny (1)	
Catering Assistant (1)		Playgroup Manager (3)		Pupil Support Assistant (1)	
SEN Worker (1)		Playworker (3)			
Cleaner (1)		Pupil Support Assistant (3)			
Drama Tutor (1)		Youth Worker (3)			
Kitchen Porter (1)		Catering Assistant (2)			
Marketing Manager (1)		Early Years Supply (2)			
Nursery Manager (1)		Nursery Manager (2)			
Playgroup worker (1)		Playground Supervisor (2)			
Research Assistant (1)		Support Worker (2)			
Playgroup Leader (1)		Airport Security (1)			
SVQ Assessor (1)		Artworker (1)			
		Clerical Worker (1)			
		Nursery Playleader (1)			
		Post Office Worker (1)			
		Receptionist (1)			
		Pottery Tutor (1)			
		University Tutor (1)			
		Waitress (1)			
		Warehouse Assistant (1)			

*Average pay as childcare Lead Practitioner, Practitioner or Support Worker



Out of School Care Worker Survey

Challenges	Rewards
<p>The following themes were identified as being the main challenges faced by out of school care workers. Overall, these themes were common to Lead Practitioners, Practitioners and Support Workers. However, Recruitment & Retention of Staff was of greater concern to Lead Practitioners, and Poor work conditions was of greater concern to Practitioners; challenging behaviour was also the most common answer for Practitioners.</p>	<p>Overall approximately 95% of responses stated that the greatest reward was working with children, seeing happy children etc. In short, the children's happiness and well-being was the greatest reward to nearly all workers.</p>
Requirements & Legislation	Rewards additional to children's happiness:
Recruitment & Retention of Staff	"Clearing the paperwork." (LP)
Voluntary Management Committees	"Developing the staff team." (LP)
Qualifications	"To see OSC progress." (LP)
Challenging Behaviour of Children	"Working towards qualifications." (SW)
Not Being Valued	"Working as a team." (SW)
Money/funding	
Providing new/age-appropriate activities	
Meeting the individual needs of children	
Poor work conditions (salaries, part-time hours etc)	



Scottish Out of School Care Network Out of School Care Worker Survey

February 2008

We need you! SOSCN is carrying out a survey on the pay, qualifications and conditions of out of school care workers, as well as their attitudes towards working in the sector. We would be very grateful if out of school care staff were to complete the survey below and return to the SOSCN offices before Friday 7th March- this information is vital for the development of, and support to, out of school care. All completed entries received on or before the deadline will be entered into a cash prize draw.

Job Title			
Gender	Female <input type="checkbox"/>	Male <input type="checkbox"/>	Age

No. of hours per week	Term-time		Holiday-time		Pay per hour	£
Do you have access to a pension scheme through work?					Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, are you a member of the scheme?			Yes <input type="checkbox"/>		No <input type="checkbox"/>	

What (childcare) qualification(s) do you currently possess?
What (childcare) qualification(s) are you currently working towards?

How long have you been working in out of school care?		
Do you see working in out of school care as a career?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please explain your last answer further:		

How satisfied are you in your job?	Very <input type="checkbox"/>	Fairly <input type="checkbox"/>	Not very <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	
Do you think there is a need for a professional body, which specifically represents the rights of individual out of school care workers?				Yes <input type="checkbox"/>	No <input type="checkbox"/>
As an individual working in out of school care, what is the biggest challenge you face?					
As an individual working in out of school care, what is the greatest reward?					

Do you have an additional paid job?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, what is the job?		
No. of hours per week		Pay per hour
		£

Thank you for your co-operation, if you require further copies of this survey, please photocopy, or contact Finlay on 0141 564 1284.

Return to: SOSCN , Level 2, 100 Wellington St, Glasgow G2 6DH before 07/04/08