

# Out of School Care Worker Survey Results

Scottish Out of School Care Network,  
October 2011



## 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, **242** completed surveys were received.

Of this number, **63** were from Lead Practitioners, **126** from Practitioners, **41** from Support Workers, and **12** were unknown. **217** females and **25** males responded.

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

**161 (67%)** returns were from the voluntary sector, **66 (27%)** from the private, **5 (2%)** from the public and **10 (4%)** unknown.

**Note: This is the fourth year of this survey being undertaken, and although there were some minor changes and additions, many of the questions remain the same as 2010, allowing for direct comparisons between the years to be made.**

**The figure in round brackets represents findings from 2010; the figure in square brackets represents findings from 2009.**

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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 to all OSC development officers across Scotland for distribution locally.

<sup>2</sup> SOSCN is a Scottish registered charity SC020520  
Level 2, 100 Wellington St, Glasgow G2 6DH [www.soscn.org](http://www.soscn.org) 0141 564 1284

### Lead Practitioner Profile

It was found that the “average” lead practitioner is **45** (42) [50] years old, employed for **28** (27.5) [28] hours (term-time) and **33** (32) [34] hours (holiday-time), earning **£10.44** (£10.26) [£10.22] per hour and has been employed in out of school care for **11** (10) [9] years.

**99%** (93%) are currently registered with the Scottish Social Services Council (SSSC) - please note the 2010 survey took place prior to the submission deadline to the SSSC.

**91%** (93%) [91%] see out of school care as a career, **97%** (98%) [98%] are either very or fairly satisfied with their job.

**41%** (62%) [39%] are qualified to SVQ 4 and **11%** (7%) [17%] are working towards it. **10%** (2%) [2%] are qualified to BA degree level and **11%** (12%) [12%] are working towards it. **11%** (33%) [32%] are paid for additional training/study and the average number of additional hours per month taken for study is **25** (17) [21]. **19%** (29%) said they had difficulty accessing qualifications/training locally. **32%** receive funding from the local authority; **17%** from their employer; **24%** are funded through ILA, **14%** are self-funded; and **1%** are funded by another source

**20%** (38%) [36%] of lead practitioners require/would like more hours in their job. The most common reasons were financial or to give them more time to interact with the children. The majority of lead practitioners however were happy with the number of hours as they were already employed full time

**23%** (19%) [29%] have a secondary job; of this figure, **77%** (75%) [68%] have another childcare job. The average number of additional hours per week in the secondary job is **18** (12) [14] and the average pay is **£7.54** (£9.02) [£7.98].

## Practitioner Profile

It was found that the “average” practitioner is **32** (35) [33] years old, employed for **19.5** (19) [20] hours (term-time) and **26.5** (27) [26] hours (holiday-time), earning **£7.81** (£7.43) [£7.38] per hour and has been employed in out of school care for **5.5** (6) [5] years.

**90%** (71%) are currently registered with the Scottish Social Services Council.

**85%** (80%) [77%] see out of school care as a career, **98%** (98%) [97%] are either very or fairly satisfied with their job.

**50%** are qualified to SVQ 3 and **15%** are working towards it. **2%** are qualified to SVQ 4 and **6%** are working towards it. **32%** (45%) [33%] are paid for additional training/study and the average number of additional hours per month taken for study is **25** (19) [16]. **12%** (14%) said they had difficulty accessing qualifications/training locally. **28%** receive funding from the local authority; **20%** from their employer; **21%** funded through ILA, **5%** are self-funded; and **4%** are funded by some other source.

**61%** (51%) of practitioners require/would like more hours in their job. The most common reasons were: financial as many stated they were struggling to live off their wage. However many stated that they simply enjoyed their job so would like it to be full time. A number of practitioners however were happy with the part-time hours as it allowed them to work around family commitments, or they were happy with having a second job.

**33%** (31%) [30%] have a secondary job; of this figure, **53%** (68%) [67%] have another childcare job. The average number of additional hours per week in the secondary job is **15** (14) [14] and the average pay is **£8.30** (£8.40) [£8.77].

### Support Worker Profile

It was found that the “average” support worker is **34** (34) [32] years old, employed for **16.5** (25) [16] hours (term-time) and **26** (23) [34] hours (holiday-time), earning **£7.00** (£6.86) [£6.62] per hour and has been employed in out of school care for **4** (3.5) [4] years.

**59%** (33%) [22%] are currently registered with the Scottish Social Services Council.

**64%** (61%) [61%] see out of school care as a career, **100%** 95% [95%] are either very or fairly satisfied with their job.

**37%** are qualified to SVQ 2 and **22%** are working towards it. **7%** are qualified to SVQ 3 and **12%** are working towards it. **51%** (30%) [37%] are paid for additional training/study and the average number of additional hours per month taken for study is **10.5** (8) [10]. **3%** (2%) said they had difficulty accessing qualifications/training locally. **32%** receive funding from the local authority; **37%** from their employer; **20%** funded through ILA; **5%** are self-funded; and **12%** are funded by some other source.

**59%** (54%) [48%] of support workers require/would like more hours in their job. As per Lead Practitioner and Practitioner, the most common reasons were financial. But again, a number of support workers however were happy with the part-time hours as it allowed them to work around family commitments and/or education.

**21%** (20%) [32%] have a secondary job; of this figure, **12.5%** (22%) [42%] have another childcare job. The average number of additional hours per week in the secondary job is **15** (11) [18.5] and the average pay is **£6.84** (£10.10) [£7.77].

## **Challenges and Rewards**

The challenges identified by Lead Practitioners were as follows: premises issues, finding time to do paperwork, cutbacks in funding, and sourcing appropriate training for staff.

Practitioners identified as their main challenges: working with challenging behavior and maintaining children's interest in activities,

Likewise, support workers mostly identified challenging behavior. However many support workers stated that limited hours as the biggest challenge they faced.

The most common reward in all 3 categories was making a difference and seeing the children happy. This was stated in many ways including: "watching them grow", "building bonds", "getting feedback from parents", "hearing the children tell their parents/other children how much they enjoy coming to the club", "knowing that you are making young people's days better", "teaching them things that they take with them through school and onward"

<b>GENERAL INFORMATION – RETURNS</b>					
<b>TOTAL NUMBER OF RETURNS - 242</b>					
<b>GENDER</b>					
Unknown	-	Female	217 (90%)	Male	25 (10%)
<b>REGISTERED DISABILITY</b>					
Yes	1 (<1%)	No	225 (100%)		
<b>SECTOR</b>					
Unknown			161 (67%)		
Voluntary			66 (27%)		
Private			5 (2%)		
Public			10 (4%)		
<b>ETHNICITY</b>					
White/Scottish/English/British-white/Scottish-white			210 (87%)		
Unknown			27 (11%)		
Pakistani		2 (0.5%)	North African/French		1 (0.5%)
Bangladeshi		1 (0.5%)	Sri Lankan		1 (0.5%)

<b>TABLE ONE- LEAD PRACTITIONER INFORMATION</b>			
<b>Job titles:</b> Assistant Coordinator, Assistant Manager, Childcare Centre Manager, Childcare Supervisor, Coordinator, Deputy Manager, Head of Centre, Lead Practitioner, Manager, Play Business Manager, Play Leader, Playcare Leader, Pre School Team Leader, Project Leader, Project Manager, Senior Childcare Worker, Senior Practitioner, Sitter Service Coordinator, Supervisor			
<b>Average Age</b>	45 *	<b>Average Pay Per Hour</b>	£10.44 **
<b>Average Weekly Hours (Term)</b>	28	<b>Average Weekly Hours (Holiday)</b>	33
<b>Average length of time working in OSC</b>	11 ***	<b>See OSC as a career</b>	52 (91%)

<b>Scottish Social Services Council (SSSC) &amp; registration requirements</b>	
<b>Lead Practitioners currently registered with the Scottish Social Services Council (SSSC)</b>	39 (93%)

<b>Qualifications</b>			
<b>Highest Currently Held Childcare Qualification</b>	(%)	<b>Qualification Working Towards</b>	(%)
BA Degree	6 (10%)	BA Degree	7 (11%)
SVQ 4	26 (41%)	SVQ 4	7 (11%)
SVQ 3	17 (27%)	SVQ 3	3 (5%)
SVQ 2	-	SVQ 2	-
PDA	7 (11%)	PDA	1 (2%)
HNC	1 (2%)	HNC	1 (2%)
PGDE Primary Education	2 (3%)	PGDE Primary Education	1 (2%)
Other	2 (3%)		
Unknown	2 (3%)	Unknown	43 (68%)
<b>Paid additional hours for study/training</b>	7 (11%)	<b>Average additional hours of study per month</b>	25
<b>How are your qualifications/study funded?</b>			
<b>Local authority</b> 20 (32%)	<b>Employer</b> 11 (17%)	<b>Self</b> 9 (14%)	<b>ILA</b> 15 (24%) <b>Other</b> 1 (1%)
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Yes</b> 9 (19%)
<b>Comments:</b>			
<i>"I will be applying for the BA in childhood studies, local authority may not be able to fund, and not possible for employee"</i>			
<i>"Sometimes it is being able to find the time to study, as well as finding the courses would like to do locally"</i>			



*“Not very much available locally”  
 “I have to travel to Dundee or Perth. Can't always get off work early to get there in time so have to use annual leave”*

<b>Overall Job Satisfaction</b>			
Very	38 (62%)	Fairly	21 (35%)
Not Very	2 (3%)	Dissatisfied	0
<b>Require more hours</b>	12 (20%)		

25 - 69 \*

£7.00 - £16.00 \*\*

1 month - 28 years \*\*\*

<b>TABLE TWO - PRACTITIONER INFORMATION</b>			
<b>Job titles:</b> Activity Assistant, Assistant Manager, Assistant Play Leader, Child Carer, Childcare Practitioner, Childcare Worker, Coordinator, Deputy Coordinator, Deputy Manager, Deputy Playleader, Deputy Supervisor, Driver Escort, Nursery Assistant, Nursery Nurse, Play Assistant, Play Carer, Play Leader, Play Practitioner, Playcare Worker, Playwork Practitioner, Playworker, Practitioner, Senior Childcare Worker, Senior Childcarer, Senior Playworker, Senior Practitioner, Senior Worker, Sessional Worker, Supervisor, Team Leader			
<b>Average Age</b>	32 *	<b>Average Pay Per Hour</b>	£7.81 **
<b>Average Weekly Hours (Term)</b>	19.5	<b>Average Weekly Hours (Holiday)</b>	26.5
<b>Average length of time working in OSC</b>	5.5 ***	<b>See OSC as a career</b>	103 (85%)

<b>Scottish Social Services Council (SSSC) &amp; registration requirements</b>	
<b>Lead Practitioners currently registered with the Scottish Social Services Council (SSSC)</b>	112 (90%)

<b>Qualifications</b>			
<b>Highest Currently Held Childcare Qualification</b>	(%)	<b>Qualification Working Towards</b>	(%)
BA Degree	2 (2%)	BA Degree	6 (5%)
SVQ 4	3 (2%)	SVQ 4	8 (6%)
SVQ 3	62 (50%)	SVQ 3	19 (15%)
SVQ 2	12 (10%)	SVQ 2	-
NC	2 (2%)	NC	-
HNC	18 (14%)	HNC	-
PDA	4 (3%)	PDA	4 (3%)
HND	2 (2%)	HND	1 (1%)
Other	6(4%)	Other	1(1%)
Unknown	15 (12%)	Unknown	87 (69%)
<b>Paid additional hours for study/training</b>	37 (32%)	<b>Average additional hours of study per month</b>	23
<b>How are your qualifications/study funded?</b>			
<b>Local authority</b> 35 (28%)	<b>Employer</b> 25 (20%)	<b>Self</b> 6 (5%)	<b>ILA</b> 27 (21%)
			<b>Other</b> 5 (4%)
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Yes</b> 12 (12%)
<b>Comments:</b>			
<i>"There should be more opportunities to further your studies"</i>			

“Require evening courses, HNC failed to go ahead 2010 due to lack of numbers”  
 “Not fully aware of what qualifications are available to the local area”  
 “Not enough courses or funding available”  
 “Difficulty in getting a first aid and food handling courses”

<b>Overall Job Satisfaction</b>			
<b>Very</b>	82 (67%)	<b>Fairly</b>	38 (31%)
<b>Not Very</b>	3 (2%)	<b>Dissatisfied</b>	0
<b>Require more hours</b>	75 (61%)		

18 - 57 \*

£6.00 - £11.44 \*\*

3 weeks - 18 years \*\*\*

<b>TABLE THREE - SUPPORT WORKER INFORMATION</b>			
<b>Job titles:</b> Childcare Worker, Childcare Practitioner, Support Worker, ASC Assistant, Playworker, Play Carer			
<b>Average Age</b>	34 *	<b>Average Pay Per Hour</b>	£7.00 **
<b>Average Weekly Hours (Term)</b>	16.5	<b>Average Weekly Hours (Holiday)</b>	26
<b>Average length of time working in OSC</b>	4 ***	<b>See OSC as a career</b>	25 (64%)

<b>Scottish Social Services Council (SSSC) &amp; registration requirements</b>	
<b>Lead Practitioners currently registered with the Scottish Social Services Council (SSSC)</b>	23 (59%)

<b>Qualifications</b>			
<b>Highest Currently Held Childcare Qualification</b>	(%)	<b>Qualification Working Towards</b>	(%)
BA Degree	1 (2%)	BA Degree	-
SVQ 4	-	SVQ 4	-
SVQ 3	3 (7%)	SVQ 3	5 (12%)
SVQ 2	15 (37%)	SVQ 2	9 (22%)
HND	-	HND	1 (2%)
HNC	2 (5%)	HNC	-
NC	4 (10%)	NC	-
Access to childcare	-	NPA	1 (2%)
Unknown	16 (40%)	Unknown	25 (61%)
<b>Paid additional hours for study/training</b>	18 (51%)	<b>Average additional hours of study per month</b>	10.5
<b>How are your qualifications/study funded?</b>			
<b>Local authority</b> 13 (32%)	<b>Employer</b> 15 (37%)	<b>Self</b> 2 (5%)	<b>ILA</b> 8 (20%)
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Other</b> 5 (12%)
<b>Do you have problems accessing appropriate qualifications locally?</b>			<b>Yes</b> 3 (9%)
<b>Comments:</b>			
<i>"I have found a lack of funding for appropriate childcare courses"</i>			

<b>Overall Job Satisfaction</b>			
<b>Very</b>	23 (59%)	<b>Fairly</b>	16 (41%)
<b>Not Very</b>	0	<b>Dissatisfied</b>	0
<b>Require more hours</b>	23 (59%)	<b>Unknown</b>	

17 - 66 \*

£5.00 - £10.00 \*\*

4 weeks - 13 years \*\*\*

<b>TABLE FOUR – ADDITIONAL JOBS INFORMATION</b>					
<b>Lead Practitioners</b>		<b>Practitioners</b>		<b>Support Workers</b>	
No. of individuals	13 (23%)	No. of individuals	38 (33%)	No. of individuals	8 (21%)
Childcare Jobs	10 (77%)	Childcare Jobs	20 (53%)	Childcare Jobs	3 (12.5%)
Average pay	£7.54	Average pay	£8.30	Average pay	£6.84
Average hours	18	Average hours	15	Average hours	15
<b>Additional Childcare Jobs</b>		<b>Additional Childcare Jobs</b>		<b>Additional Childcare Jobs</b>	
Head of centre		youth worker		support worker	
lead practitioner		wraparound worker		nursery cook	
Saturday service manager		play manager			
crèche assistant		nursery nurse			
playground supervisor		foster carer			
SEN worker		crèche deputy manager			
play worker		childminding assistant			
relief practitioner		breakfast club support worker			
		additional needs assistant			
		supply nursery nurse			
		senior play worker - playgroup			

\* % of additional jobs

