

WORKFORCE

SURVEY

2020

RESULTS

Out of School Care
Workforce Statistics

SCOTTISH OUT OF SCHOOL CARE NETWORK

Background

The Scottish Out of School Care Network has been conducting an annual workforce survey since 2008. The 2020 survey was conducted from November 2020 – January 2021 during the COVID-19 pandemic. In total 282 responses were received; although this is much less than previous years, it is understandable considering the current circumstances.

Methodology

Individuals were able to access the survey online via online survey tool- freeonlinesurveys.com Paper copies were also sent to SOSCN member services. The data from any returned paper surveys was inputted into the online survey tool. Results were analysed using excel.

Results

The results have been analysed according to job categories: Lead Practitioner, Practitioner and Support Worker.

Lead Practitioner Overview

93% are female and 7% are male. The average age is 46 years old.

78% work in OSC-only services and 15% work in combined ELC and OSC services.

98% are registered with the SSSC, 2% are registered with GTCS and 70% currently possess the appropriate qualification for their job.

85% see working OSC as a career. 62% are 'very satisfied', and 34% are 'fairly satisfied' with their job.

The average number of working hours is 21 term-time and 26 holiday-time, but ranges from 3 – 45 hours term-time and 3.5 – 55 hours holiday-time.

The average pay is £13.34 but ranges from £7.80 - £22.33.

The average number of years working in OSC is 14 years but ranges from 1 – 37 years.

The top 3 'best things' about working in OSC are:

"Children"	43%
"Seeing children grow, develop & be happy"	26%
"Having fun"	10%

The top 3 'biggest challenges about working in OSC are:

"Lack of time/hours available"	17%
"Lack of professional recognition"	15%
"Staffing"	15%

The top 3 'things to change' about working in OSC are:

"Professional recognition"	29%
"Better pay"	14%
= "Funding"	12%
= "Own premises/more space"	12%

Practitioner Overview

87% are female, 12% are male and 1% is non-binary. The average age is 39 years old.

83% work in OSC-only services and 17% work in combined ELC and OSC services.

98% are registered with the SSSC and 83% currently possess the appropriate qualification for their job.

65% see working OSC as a career. 58% are 'very satisfied', and 39% are 'fairly satisfied' with their job.

The average number of working hours is 21 term-time and 26 holiday-time, but ranges from 2 – 45 hours term-time and 5 – 45 hours holiday-time.

The average pay is £9.97 but ranges from £4.15 - £15.

The average number of years working in OSC is 8 years but ranges from 0.5 – 30 years.

The top 3 'best things' about working in OSC are:

"Children"	27%
"Seeing children learn, develop and be happy"	26%
"Relationships with children and families"	12%

The top 3 'biggest challenges about working in OSC are:

"COVID-19 restrictions"	21%
"Hours/lack of time"	13%
"Children's behaviour"	11%

The top 3 'things to change' about working in OSC are:

"Nothing"	24%
"More hours"	14%
= "Professional recognition"	13%
= "Own/better premises"	13%

= "Getting back to normal" 13%

Support Worker Overview

87% are female, 12% are male. The average age is 40 years old.

79% work in OSC-only services and 17% work in combined ELC and OSC services.

100% are registered with the SSSC and 51% currently possess the appropriate qualification for their job.

69% see working OSC as a career. 62% are 'very satisfied', and 34% are 'fairly satisfied' with their job.

The average number of working hours is 17 term-time and 26 holiday-time, but ranges from 3.5 – 30 hours term-time and 5 – 45 hours holiday-time.

The average pay is £9.27 but ranges from £8.00 - £10.80.

The average number of years working in OSC is 5 years but ranges from 1 – 23 years.

The top 3 'best things' about working in OSC are:

"Children" 57%

"Seeing children learn, develop & be happy" 22%

"Staff team/colleagues" 12%

The top 3 'biggest challenges about working in OSC are:

"Meeting every child's individual needs" 24%

= "Children's behaviour" 13%

= "Limited time" 13%

"Pay and conditions" 11%

The top 3 'things to change' about working in OSC are:

= "Better pay" 31%

= "Nothing" 31%

"Better resources" 12%

= "Better outdoor space" 9%

= "More time" 9%

Lead Practitioner Responses – 110 responses

1. What is your gender?

Male: 7% (8) Female: 93% (102)

2. What is your age?

Average age: 46 years Age range: 24 – 68 years Median age: 48 years

3. Do you have a registered disability?

Yes: 5% (5) No: 94% (103) Prefer not to say: 2% (2)

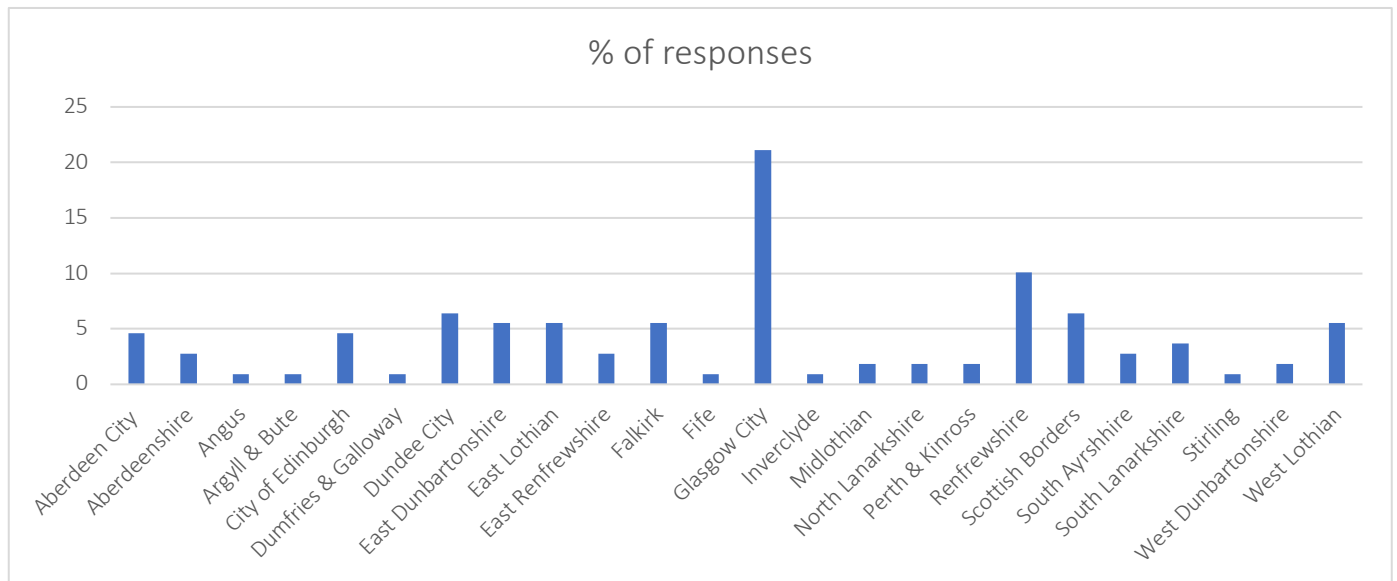
4. What is your ethnic background?

Prefer not to say: 3% (3) White Scottish/English/Welsh/Northern Irish: 93% (99)

White Irish: 1% (1) White Other: 3% (3) Other: Turkish 1% (1)

5. In which local authority do you work?

Responses from a total of 24 local authorities.



6. Is the OSC you work in based in the voluntary, private or public sector?

Voluntary: 46% (50) Private: 39% (42) Public: 10% (11) Don't know: 6% (6)

7. Does your service deliver only OSC or combined Early Learning and Childcare (ELC) and OSC?

Only OSC: 78% (86) Combined ELC & OSC: 15% (17) No answer: 6% (7)

8. Are you registered with the SSSC, the GTCS or another professional body?

SSSC: 98% (107) GTCS: 2% (2)

9. Do you currently possess the appropriate qualification for your job?

Yes: 70% (77) No: 30% (33)

10. Are you currently working towards the appropriate qualification for your job?

Yes: 23% (25) No: 21% (23) Not applicable as already qualified: 56% (62)

BUT this isn't accurate when compared with previous result- think some of the no answers should be within the 'already qualified category'. So, instead we should perhaps relate the yes answers to the 33 who said they are not qualified.

75% of those who answered no are undertaking the qualification. 25% is unknown- may or may not be undertaking the qualification.

11. Do you see working in OSC as a career?

Yes: 85% (94) No: 5% (6) Unsure: 9% (10)

12. How satisfied are you in your job?

Very: 62% (68) Fairly: 34% (37) Not very: 5% (5) Dissatisfied: 0

13. How many hours per week do you work term-time?

Average number of hours: 29 Range of hours: 3 – 45 Median number of hours: 30

14. How many hours per week do you work holiday time?

Average number of hours: 33 Range of hours: 3.5 – 55 Median number of hours: 35

15. What is your pay per hour?

Average: £13.34 Range: £7.80 - £22.33 Median: £13

16. To the nearest year, how long have you been working in OSC?

Average: 14 years Range: 1 – 37 years Median: 15 years

17. What's the best thing about working in OSC?

"Children"	43% (46)
"Seeing children grow, develop & be happy"	26% (28)
"Having fun"	10% (11)
"Different every day"	9% (10)
"Staff team/colleagues"	8% (9)
"Play opportunities"	8% (9)
"Suits own life/childcare requirements"	8% (9)
"Rewarding/job satisfaction"	8% (8)
"Relationship with families"	7% (7)
"Variety of ages/older children"	6% (6)
"Being manager"	3% (3)
"Supporting children with ASN"	2% (2)
"Community relationships"	2% (2)
"Everything"	2% (2)

Selection of comments:

"The children are always the best part of the job, they have so much fun and are full of joy that it is a pleasure to be with them. Seeing their faces when they are engaged in fun play with other children and adults is fantastic, they are so creative and full of potential that it is impossible to work with them and not feel the same pleasure that they take from their play. Being able to have a different relationship with children than schools, early years etc. where there is a focus on learning is good, we are more relaxed, more able to follow what children want to do."

"The difference we can make to children's lives particularly to those who live in the most socially and economically deprived areas. To know that we've helped them and brought a little love joy and fun into their lives."

"Watching the children develop into adults and knowing you were part of that."

"Love everything about my job- very rewarding."

"As manager I enjoyed setting the out of School Club up, ready for opening. I enjoy mentoring the staff and meeting schema interests of the children through educational projects and so on. I enjoy building a relationship and rapport with all parents and receiving excellent feedback from the community."

“Spending time with the children, providing activities for them, being a part of their circle that encourage and help them to grow, building bonds and being there for them.”

“Feel confident I have managed this centre for 22 years, seen children's progression through the years and their achievements. Parents and children happy with the service provided.”

18. What is the biggest challenge about working in OSC?

“Lack of time/hours available”	17% (18)
“Lack of professional recognition”	15% (16)
“Staffing”	15% (16)
“COVID-19 Restrictions”	13% (14)
“Financial sustainability”	12% (13)
“Shared premises/lack of space”	10% (11)
“Paperwork”	8% (9)
“Children’s behaviour”	8% (8)
“Low pay”	8% (8)
“Qualifications/training requirements”	5% (5)
“Engaging parents”	4% (4)
“Supporting children with ASN”	3% (3)
“Supporting different ages of children”	2% (2)
“Nothing”	2% (2)
“Collection of fees”	2% (2)

A selection of comments:

“Sometimes it’s a short amount of time to be able to certain activities but we do our best! That’s the advantages to the holiday club, also with awkward hours not many people are wanting a long-term job in out of school care so there can be a high staff turnover.”

“Keeping up to date with all the new local and national legislation and ensuring the staff team has a knowledge and understanding of them as there is very little prep time before clubs start.”

“The complete under recognition of the sector and how valuable and important it is for children and families. It is completely demoralising to constantly justify the work that we do and what a difference it makes for children. We are seen as "just childcare" without any thought to how complex it is to look after a wide age range of children.”

“Not many challenges as I have the best support behind me!”

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

“Professional recognition”	29% (28)
“Better pay”	14% (14)
“Funding”	12% (12)
“Own premises/more space”	12% (12)
“More government (local & national) support”	11% (11)
“Less paperwork”	8% (8)
“More hours”	5% (5)
“Nothing”	5% (5)
“Qualification requirements”	4% (4)
“Better relationships with schools”	3% (3)
“Own outdoor space”	2% (2)

A selection of comments:

“How other professionals view us and the importance of the services we provide. Other agencies see us as being there solely for the parents and not about what we contribute to the development and wellbeing of the children.”

“It (OSC) needs to be better recognised by the Government. We provide an essential service to parents and are asked by the Care Inspectorate and SSSC to have highly qualified managers in charge.”

“Reduce the amount of paperwork and extra things we have to do. It takes away from proper planning with the children. I feel we have to meet demands and expectations from other organisations before focussing on our own children at the service.”

“The amount of qualifications needed for the job. I feel we should be able to have a mixture of fully qualified staff along with some unqualified staff for example, older generation workers who bring different skills to the team.”

Practitioner responses – 125 responses

1. What is your gender?

Male: 12% (15) Female: 87% (108) Non-binary: 1% (1)

2. What is your age?

Average age: 39 years Age range: 17 – 65 years Median age: 37 years

3. Do you have a registered disability?

Yes: 2% (3) No: 96% (119) Prefer not to say: 2% (2)

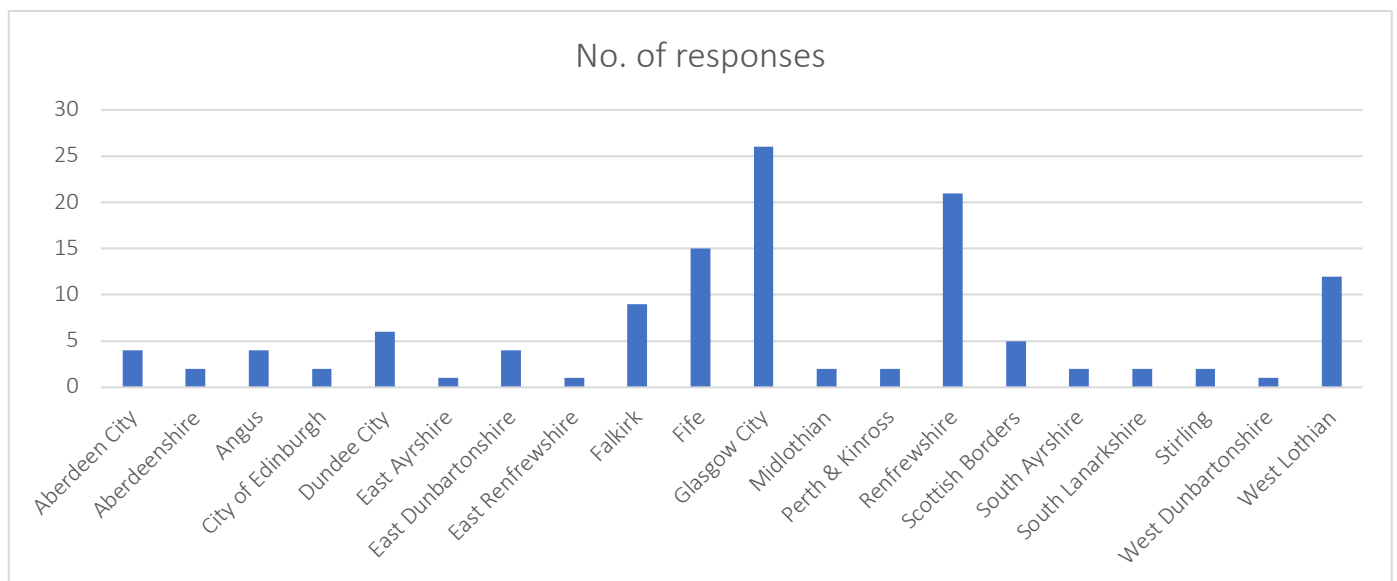
4. What is your ethnic background?

White Scottish/English/Welsh/Northern Irish: 94% (115) White Other: 3% (4)

Other: Sri Lankan 1% (1) Mixed Ethnic Background 2% (2)

5. In which local authority do you work?

Responses from a total of 20 local authorities.



6. Is the OSC you work in based in the voluntary, private or public sector?

Voluntary: 24% (29) Private: 37% (46) Public: 25% (31)

Don't know: 14% (17)

7. Does your service deliver only OSC or combined Early Learning and Childcare (ELC) and OSC?

Only OSC: 83% (103) Combined ELC & OSC: 17% (21)

8. Are you registered with the SSSC, the GTCS or another professional body?

SSSC: 98% (122) GTCS: 0% (0) Unknown: 2% (3)

9. Do you currently possess the appropriate qualification for your job?

Yes: 83% (104) No: 15% (19) Unknown: 2% (2)

10. Are you currently working towards the appropriate qualification for your job?

Yes: 14% (18) No: 16% (20) Not applicable as already qualified: 69% (86)

Probably some of the 16% who indicated they are not undertaking a qualification are already appropriately qualified.

11. Do you see working in OSC as a career?

Yes: 65% (81) No: 21% (26) Unsure: 14% (17)

12. How satisfied are you in your job?

Very: 58% (72) Fairly: 39% (49) Not very: 2% (3) Dissatisfied: 1% (1)

13. How many hours per week do you work term-time?

Average number of hours: 21 Range of hours: 2 – 45 Median number of hours: 20

14. How many hours per week do you work holiday time?

Average number of hours: 26 Range of hours: 5 – 45 Median number of hours: 25

15. What is your pay per hour?

Average: £9.97 Range: £4.15 - £15 Median: £9.80

16. To the nearest year, how long have you been working in OSC?

Average: 8 years Range: 0.5 – 30 years Median: 5 years

17. What's the best thing about working in OSC?

"Children" 27% (32)

"Seeing children learn, develop and be happy" 26% (31)

"Relationships with children and families" 12% (14)

"Working with variety of (& older) ages" 9% (11)

"Fun times" 9% (10)

"Variety" 9% (10)

“Staff team/colleagues”	9% (10)
“Caring for children”	7% (8)
“Play opportunities”	7% (8)
“Activities and trips”	5% (6)
“Job satisfaction”	4% (5)
“Suits lifestyle”	3% (4)
“Nothing”	2% (2)

Selection of comments:

“My favourite part is collecting the children from school and asking how their day was. I love to hear their stories and I always ensure I ask all the kids if they had a good day and listening to what they say. The children are the best thing about working in OSC.”

“Great teamwork and love being able to plan and implement activities based on ages and stages of different children.”

“The freedom to inspire children to explore the world around them and create a sense of fun and learning balanced with valuable social interactions.”

“The children being funny.”

“Being part of children’s development.”

“Seeing how children grow over the years.”

“Loving working with children and getting their best by giving mine.”

18. What’s the biggest challenge about working in OSC?

“COVID-19 restrictions”	21% (23)
“Hours/lack of time”	13% (15)
“Children’s behaviour”	11% (12)
“Meeting children’s individual needs”	9% (10)
“Premises”	6% (7)
“Paperwork”	6% (7)
“Communication & relationship with school”	6% (7)
“Lack of professional recognition”	5% (6)

“Nothing”	4% (4)
“Funding”	4% (4)
“Parents”	4% (4)
“Supporting children with ASN”	2% (2)

Selection of comments:

“Justifying working during this current COVID epidemic has been extremely difficult. I have parents that I still care for and under no circumstances should I be the one that brings COVID into my household because of the place that I work. I’ve lost a lot of love I’ve had for the job because of this pandemic. I’m always happy and positive in front of the young people but I am exhausted with worry.”

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

“Nothing”	24% (24)
“More hours”	14% (14)
“Professional recognition”	13% (13)
“Own/better premises”	13% (13)
“Getting back to normal”	13% (13)
“Better/own outdoor space”	6% (6)
“Less paperwork”	5% (5)
“Better pay”	4% (4)
“More activities/trips”	4% (4)
“More funding”	3% (3)

Selection of comments:

“That OSC workers get the recognition they deserve, we are often looked upon as babysitters and most people don’t realise the hard work that goes on behind the scenes as well as on the floor.”

“I would be more settled in my job if the hours were slightly longer and if you got paid if you were off sick. Only getting SSP if you are off ill is a big worry, and can have major implications!!!”

“I would love more of a budget to be make real all the ideas we have, especially for outdoor play come to life.”

Support Worker responses – 47 responses

1. What is your gender?

Male: 12% (8) Female: 87% (38) Unknown: 1% (1)

2. What is your age?

Average age: 40 years Age range: 17 – 64 years Median age: 44 years

3. Do you have a registered disability?

Yes: 6% (3) No: 89% (42) Prefer not to say: 4% (2)

4. What is your ethnic background?

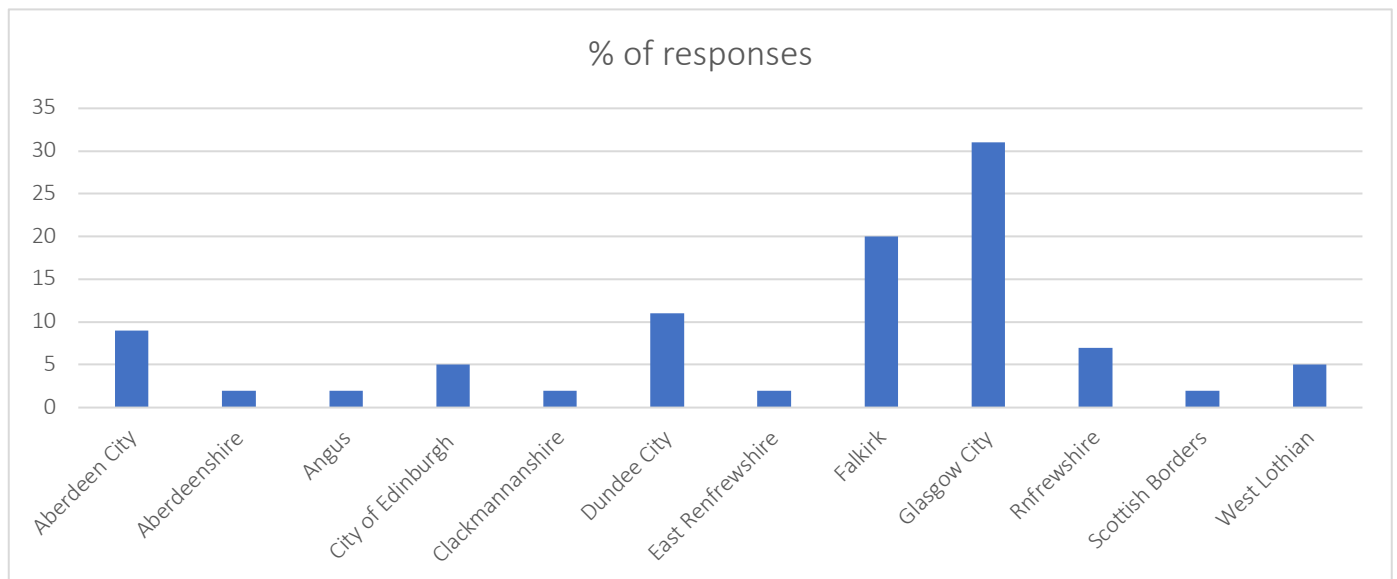
White Scottish/English/Welsh/Northern Irish: 74% (35) White Irish: 2% (1) White Other: 9% (4)

Mixed ethnic background: 2% (1) Asian/Asian UK: Other: 2% (1) Prefer not to say: 4% (2)

Unknown: 6% (3)

5. In which local authority do you work?

Responses from a total of 12 local authorities.



6. Is the OSC you work in based in the voluntary, private or public sector?

Voluntary: 11% (5) Private: 30% (14) Public: 43% (20) Don't know: 15% (7)

7. Does your service deliver only OSC or combined Early Learning and Childcare (ELC) and OSC?

Only OSC: 79% (37) Combined ELC & OSC: 17% (8) Unknown: 4% (2)

8. Are you registered with the SSSC, the GTCS or another professional body?

SSSC: 100% (47)

9. Do you currently possess the appropriate qualification for your job?

Yes: 51% (24) No: 40% (19) Unknown: 9% (4)

10. Are you currently working towards the appropriate qualification for your job?

Yes: 14% (18) No: 16% (20) Not applicable as already qualified: 69% (86)

Probably some of the 16% who indicated they are not undertaking a qualification are already appropriately qualified.

11. Do you see working in OSC as a career?

Yes: 69% (28) No: 23% (11) Unsure: 13% (6) Unknown: 4% (2)

12. How satisfied are you in your job?

Very: 62% (29) Fairly: 34% (16) Not very: 2% (1) Dissatisfied: 0% (0) Unknown: 2% (1)

13. How many hours per week do you work term-time?

Average number of hours: 17 Range of hours: 3.5 – 30 Median number of hours: 17

14. How many hours per week do you work holiday time?

Average number of hours: 26 Range of hours: 5 – 45 Median number of hours: 25

15. What is your pay per hour?

Average: £9.27 Range: £8.00 - £10.80 Median: £9.00

16. To the nearest year, how long have you been working in OSC?

Average: 5 years Range: 1 - 23 years Median: 2 years

17. What's the best thing about working in OSC?

'Children' 57% (24)

'Seeing children learn, develop & be happy' 22% (13)

'Staff team/colleagues' 12% (7)

'Having fun' 8% (5)

'Job satisfaction' 68% (4)

'Learning & training' 5% (3)

'Play' 5% (5)

Selection of comments:

"Knowing I'm making a difference in people's lives."

"Meeting all kinds of people."

"No day is the same when working with kids and building relationships with them."

"Children are lovely, you get to know them and their interests. You learn they think and promote their learning and teamwork skills, amongst others."

"How it draws me onto the present."

"A satisfactory long term pay-off as in seeing the kids around you grow up with you."

"The children: watching them growing and changing from 4/5 year olds to young adulthood."

"Planning and arranging activities for the children for their unique interests. Helping to support and encourage children to play and learn."

18. What is the biggest challenge about working in OSC?

"Meeting every child's individual needs" 24% (9)

"Children's behaviour" 13% (5)

"Limited time" 13% (5)

"Pay and conditions" 11% (4)

"None" 8% (3)

"Supporting children with ASN" 8% (3)

"COVID-19 restrictions" 8% (3)

Selection of comments:

"If I'm honest, I don't see challenges as a problem- I love what I do and do it to the very best of my ability."

"When partnerships are not in place."

"Not interfering during arguments, but letting children solve the conflict by themselves. It's hard to see friends fall out, but it's good for their development to learn how to resolve conflict."

"Dealing with parents."

"Management."

"The part of my job I find challenging is written parts, such as evaluation etc."

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

“Better pay”	31% (10)
“Nothing”	31% (10)
“Better resources”	12% (4)
“Better outdoor space”	9% (3)
“More time”	9% (3)

WORKFORCE SURVEY 2020 RESULTS

Out of School Care Workforce Statistics

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