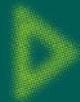


# SCOTLAND'S SOCIAL SERVICES LABOUR MARKET: 2nd REPORT OF NATIONAL WORKFORCE GROUP



NATIONAL WORKFORCE GROUP



## **SCOTLAND'S SOCIAL SERVICES LABOUR MARKET: 2nd REPORT OF NATIONAL WORKFORCE GROUP**





## **the National Workforce Group**

chaired by the Deputy Minister for Education and Young People

The NWG comprises the following member organisations:

Aberdeenshire Council

Aberlour Trust

Association of Directors of Social Work

Care Commission

Community Care Providers Scotland

Convention of Scottish Local Authorities

Scottish Executive

Scottish Institute for Excellence in Social Work Education

Scottish Social Services Council

Scottish Trades Union Congress

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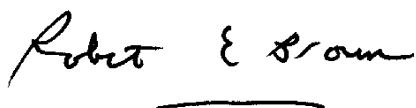
# Ministerial Foreword

This report is the second of its kind to look at key trends in the Scottish Social Services Labour Market. It builds on the 2004 report and continues to develop our understanding of the social services workforce in Scotland.

There is a growing demand for social services in an increasingly complex world. In order to deliver an effective service to a population with high expectations we need to recognise that the success of social services depends on those who work in them.

This document will prove an invaluable source of good quality information that contributes to improved workforce planning and to the continuing development of effective policy decisions. It underlines the trends emerging in the first report such as demographic change and shifting working patterns across the age groups, a comparison between the genders, and differences between urban and rural locations. It covers early years and child care as well as social work and social care under the collective term of social services.

Being aware and taking account of such trends will be crucial for a range of stakeholders, from managers in the front line to government policy-makers. By doing so, we can continue to work towards ensuring all our social service providers have the right people in the right place, at the right time. This will not happen by accident. It will take time to achieve and this document will help in the planning of that future.



**Robert Brown, MSP**  
Deputy Minister for Education and Young People



## Executive Summary

This report brings together a number of key data sources to analyse some of the key trends in the Scottish social services labour market and is intended to inform workforce planning in the sector.

The social service sector covers a diverse range of services delivered by a variety of staff with assorted skills. It can broadly be split into children & young people and adult services. Adult services include residential care homes, day care, home care, work with people with learning difficulties and mental health problems. The main component of child services is early education and childcare, which encompasses playgroups, crèches, nurseries and child minding. Care homes for children and young people make up another significant element of child social services.

The delivery of social services places wide ranging demands on employees in the sector from the qualified specialists such as social workers and occupational therapists to the equally essential ancillary staff and care assistants. Responsibility for ensuring that those charged with delivering these services are appropriately equipped to do the job falls on both employees and employers. This report aims to support those planning training and recruitment by highlighting a number of key trends in the Scottish social services labour market in order to inform the process.

The sector's workforce has grown faster than the Scottish workforce as a whole over the last ten years and this continued in 2005. Over the past ten years:

- the composition of the workforce has changed with the private and voluntary sectors now employing more staff and providing more services than previously;
- full time employment has grown faster than part-time employment;
- the average age of the workforce has increased;
- male employment has grown faster than female employment although women still account for 81% – according to the Labour Force Survey – of the workforce.

**Key 2005 messages:**

- Overall the local authority sector provides the highest number of services. However, services are not delivered uniformly, with each sector providing varying degrees of services dependent on the service area, e.g. the private sector provides over 50% of care homes for adult services but less than 10% of care homes for children and young people.
- The social service workforce is slightly older than the Scottish workforce as a whole.
- Social service employment has a higher percentage of part-time staff, around 40%, than the Scottish average.
- The urban-rural staff dispersion of the social service workforce follows a similar pattern to the overall population in Scotland. It is also broadly similar in terms of gender profile, though the rural workforce has a slightly older age profile than the urban workforce.
- Analysis of qualifications shows that around 60% of the workforce is qualified to SVQ Level 3 or above. 18% of the workforce has no qualifications.
- Age is not a factor in determining whether or not staff will possess qualifications. Although, where qualifications are held, age does have some impact on the type of qualification held.

The analysis presented in this report should be taken into account in future workforce planning. The broad trends also provide useful context for wider policy decisions at a national and regional level. At a more detailed level, the findings can also help guide responses to changing demographics, which may require a rebalancing of the workforce between the various services provided within social services.

# 1

# Recent Developments



- 1.1** This report is the second Scottish Executive publication looking at the Social Services Labour Market. The 18 months since the publication of the first report have seen the sector continue to grow in prominence, with a number of key developments taking place.
- 1.2** The social service sector covers a varied range of services, providing direct care and support to service users. The workforce provide care in many different settings including home care, independent living, care home services for adults, supported accommodation, offender support, day care services and early education and childcare, which includes playgroups, crèches, nurseries and child minding. The workforce has a range of different skills and qualifications, from food hygiene and moving and handling qualifications, through to HNC and higher degrees in everything from management to professional social work qualifications.
- 1.3** As with the inaugural report, this 2nd report is a product of the National Workforce Group (NWG), which was established in October 2003 to provide cohesion and strategic direction to the development of the social service workforce of the future. The NWG has three separate but complementary workstreams: the Human Resources Group, the Workforce Intelligence Group (WIG) and the Education, Training and Development Group. This report is specifically the work of the WIG, a workstream which comprises an array of professional analysts from different disciplines within the Scottish Executive and from key stakeholder groups, including the Scottish Social Services Council (SSSC), the Care Commission, the Voluntary Sector Social Services Workforce Unit, COSLA and the Association of Directors of Social Work (ADSW).
- 1.4** The on-going need for analysis of the kind provided in this report is very clear. Policy developments to ensure that services are delivered more effectively to those in need of care and protection require to be supported by a solid understanding of those who deliver the services.
- 1.5** The last 12 months have seen a number of important policy documents emerge, all of which rely on us possessing good evidence about the social services workforce if they are to be successfully implemented. In May 2005, in partnership with the ADSW, the Human Resources workstream of the NWG launched *Improving Frontline Services: A Framework for Supporting Frontline Staff* which sets out a system for helping employers improve how they recruit, manage and develop their staff.



- 1.6** In November 2005, the *National Strategy for the Development of the Social Service Workforce in Scotland: A Plan for Action 2005-2010* was published. This strategy – the work of the Education, Training and Development workstream of the NWG – aims to ensure that employers have the right people with the right skills in the right place at the right time. It calls for employers to use a mix of routes to ensure employee development is available for all posts and people in this sector so that staff can validate their competences and experience, and also ensure that their organisations' standards of competence, experience and qualifications continue to rise as part of the overarching agenda to upskill the workforce over the coming decade.
- 1.7** The Framework and the Strategy both complement the 21st Century Social Work Review (*Changing Lives*) and the National Review of the Early Years and Childcare Workforce.
- 1.8** The 21st Century Social Work Review was commissioned by Scottish Ministers in summer 2004. The overall aim of the Review was to take a fundamental look at all aspects of social work in order to strengthen its contribution to the delivery of integrated services. Its key objectives included identifying improvements in the organisation and delivery of social work services as a whole, and ensuring a competent and confident workforce – both of these objectives relying heavily on understanding the shape and dynamics of the workforce at present. The report of the review was published in February 2006.
- 1.9** The National Review of the Early Years and Childcare Workforce was also commissioned by Ministers in the summer of 2004. Its aim was to increase employment opportunities for workers and raise the status of the early years and childcare sector. The review looked at five key areas: recruitment and retention; qualifications and training; workforce planning; roles and responsibilities and career pathways. The review report will be published in 2006 and its contents will be consulted on. The review is looking to the future and will benefit the sector in the medium to long term.
- 1.10** The registration of the workforce by the Scottish Social Services Council continues to be rolled out across the Scottish social services sector. Qualifications' criteria for registration have now been set for 16 groups of staff including all grades of staff working in: residential child care; adult residential care; early years services; and housing support. The gradual nature of the registration process means that the register has been opened for 6 of these groups of staff thus far, with more in the next 12 months.
- 1.11** As with the first Labour Market publication of August 2004,<sup>1</sup> this report combines a number of discrete data sources including the Labour Force Survey, the Annual Business Inquiry, the Care Commission's Pre-Inspection Returns (PIRs) and the Scottish Executive Social Work Services Census. One consequence of using these different data sources is that the findings emerging are not always fully consistent because they all measure slightly different sub-sections of the workforce. The Appendix gives further detail on each of the data sources.

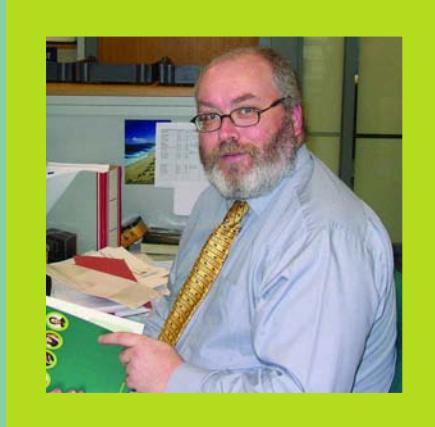
<sup>1</sup> <http://www.scotland.gov.uk/library5/social/ssclm-00.asp>



- 1.12** The headline messages emerging from this second report are consistent with the key findings of the first report. This update, while re-enforcing consistent messages we have found between the two reports, also explores other areas of interest emerging in the last year.
- 1.13** With experience, we have made improvements in the PIR data collection exercise which has allowed for some deeper analysis in a number of areas in this year's report. The quality of the data has improved. We have reduced the frequency of missing entries. For the first time, we have allowed for some spatial analysis looking at differences between urban and rural areas. These improvements have implications for annual comparisons, see Appendix, but help to make this year's report much more robust.

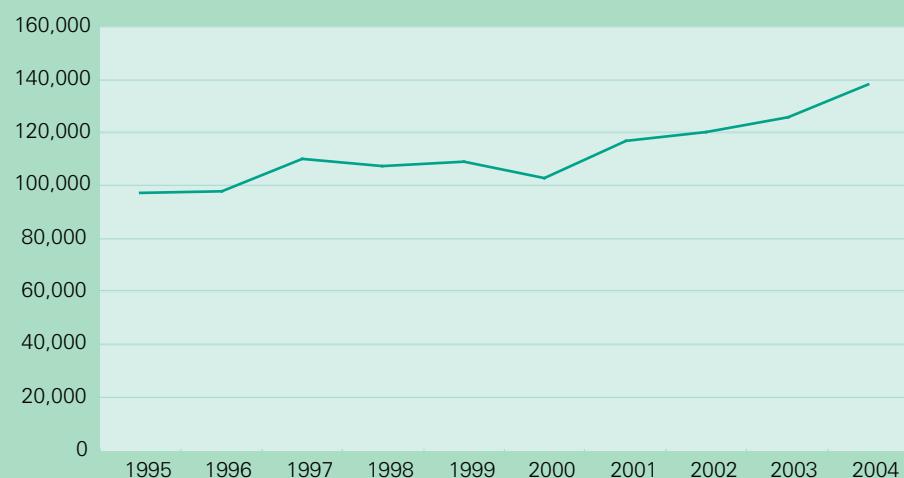
**2**

# National Picture



- 2.1** This chapter looks at the aggregate social services workforce using Office for National Statistics data including the Labour Force Survey (LFS) and Annual Business Inquiry (ABI). The LFS is a sample survey which limits the extent to which component parts of the sector can be analysed in isolation but does allow us to put the social services workforce in the context of the whole Scottish economy.
- 2.2** According to the LFS, there were 138,000 people working in the social services workforce in 2004 across the public, private and voluntary sectors. This represents a significant level of growth both in the whole sector and also in each of the three sub-sectors. In the decade to 2004, the workforce has grown by around 44%. This compares with a Scotland-wide increase in employment of 7%.

**FIGURE 2.1** Total Social Services employment (SIC 85.3)



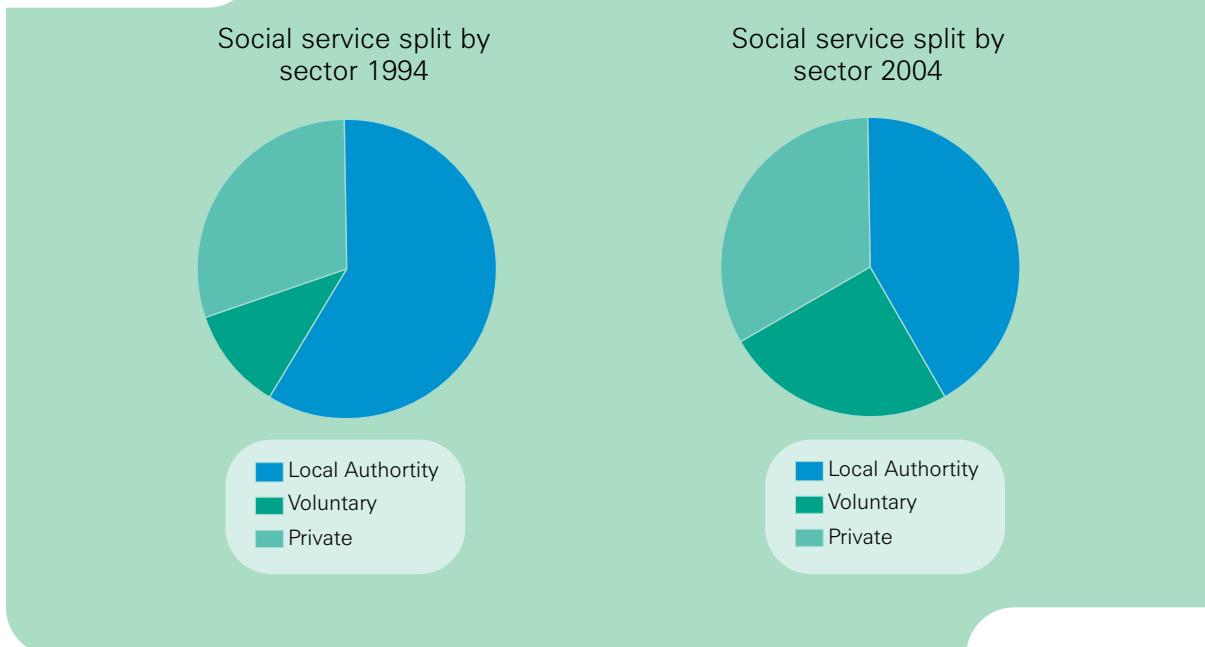
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- 2 More information on data sources and definitions are contained in the Appendix and Glossary respectively.
- 3 Social Work activities (SIC 85.3) is the category name used by the Office for National Statistics. This covers the broad spectrum of social services employees including early education and childcare where there is no significant education role. Where there is a formal education role, employment is categorised in Education (SIC 80)

- 2.3** As overall employment levels have risen across the economy over the past few years, vacancy data from the ABI suggests that the number of vacant posts across the economy have also risen. Analysis of the ABI data by Future Skills Scotland<sup>4</sup> suggests that vacancy rates in social services in 2004 were around 5% compared with 4% across the economy as a whole. However, vacancies in the sector would appear to be more short term, with only 35% of the vacancies being defined as hard to fill as opposed to 47% more generally. Interestingly, hard to fill vacancies are also less likely to be a consequence of skills shortages than other sectors and this will have implications for recruitment and training.
- 2.4** The LFS also shows that the composition of the workforce has changed noticeably over the last decade. Figure 2.2 illustrates that from a low base, the voluntary sector has grown the most rapidly of all the sectors, and now accounts for approximately 25% of the total workforce. From 1994 to 2004 the private sector has grown at a slower rate than the voluntary sector, whilst the local authority workforce is now at a similar level to that of ten years ago.

**FIGURE 2.2** Staff by sector

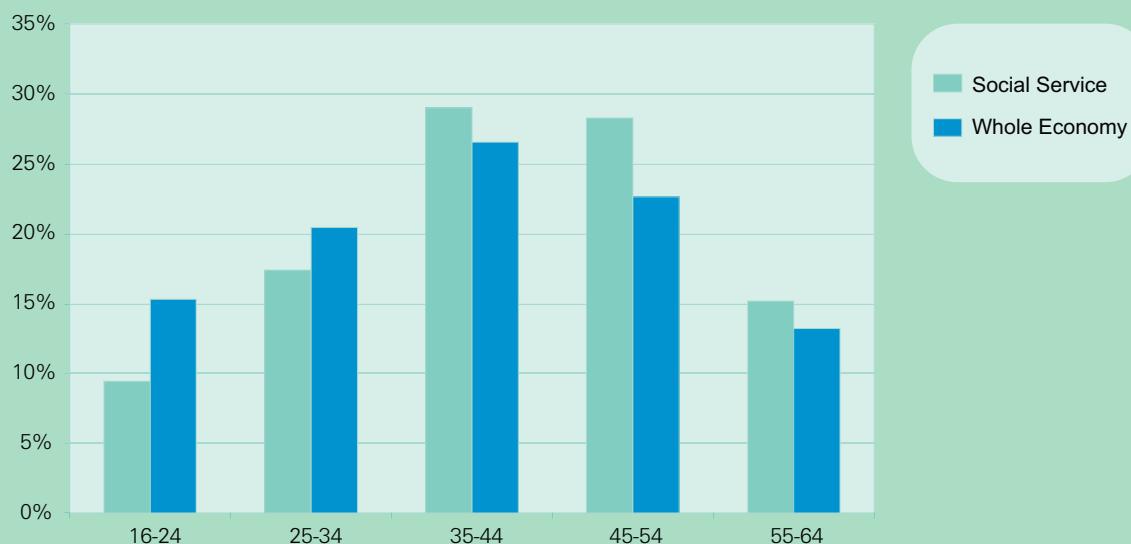


4 <http://www.futureskillsscotland.org.uk/web/site/home/home.asp>

**FIGURE 2.3**

- 2.5** Figure 2.3 illustrates the change in employment structure within the social services sector in the last ten years. The local authority sector remains the largest sector representing 42% of the workforce but this is a significant decline from around 60% in 1994. Over the same period, as a percentage of the workforce, the private sector has expanded slightly up from 30% to 33% and the voluntary sector has also grown.
- 2.6** Similarly to last year, the sector continues to operate with a primarily female workforce with men representing less than a fifth, 19%, of employees. The trend growth in the social services labour force runs counter to the rest of the economy. Economy-wide, the rate of job growth since 1995 has seen a higher rate of growth for female employment. However, within social services, male employment has risen by 70% compared with 27% for women. This partly reflects the low percentage of men in the workforce, but also suggests that efforts to dispel the view that the sector is solely a female domain have been successful.
- 2.7** Another obvious demographic characteristic is that the social services workforce tends to be slightly older than the aggregate Scottish workforce. Since 1995, social service employment has grown steadily in the 35-64 age group. Compared with the Scottish workforce as a whole, the social services workforce has a lower proportion of employees below 35. This is highlighted by Figure 2.4 which shows a greater proportion of workers in each age cohort over 35.

**FIGURE 2.4** Age cohort comparison



**2.8** A further contrast with the wider economy is evident in the nature of the jobs being created in the sector. In the overall economy, the growth rate in part-time jobs has been double the 5% growth in full time jobs since 1995. However, in social services the number of part-time jobs has remained fairly static over the same period, with the growth in the sector primarily seen in full time employment. Since 1995, 42,000 full time jobs have been created, meaning that 63% of the social service workforce is now employed full time.

- **Key Points:**
- The social service workforce continues to grow.
- Over the last ten years there has been an adjustment in employment in the sector, with the voluntary and private sectors expanding while local authority employment has remained at the same level as ten years ago.
- Full time job growth has been stronger than part-time growth and male employment has grown faster than female employment, in contrast to the wider economy.

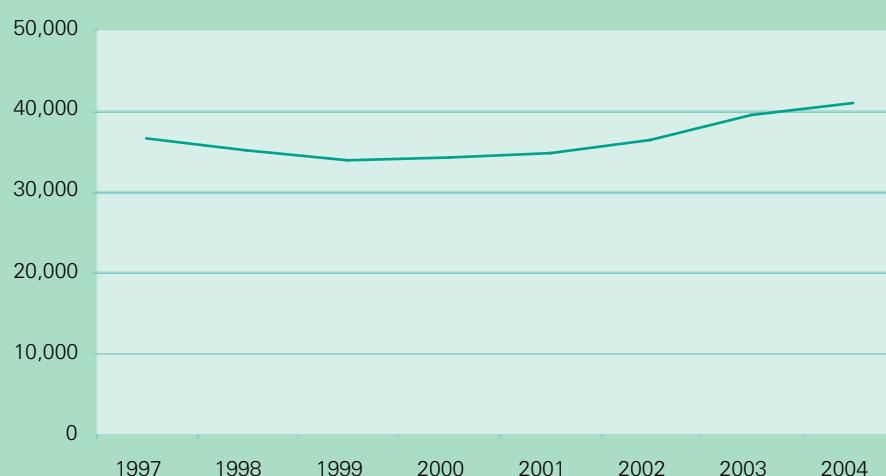
# 3

# Local Authority Workforce



- 3.1** This chapter examines the social work services staff of local authorities using data taken from Scottish Executive's<sup>5</sup> *Staff of Scottish Local Authority Social Work Services* publication. This includes social workers, social work assistants, home carers, day care, residential care, management and support staff. It does not include Early Education and Childcare. The majority of data in this chapter are reported at an aggregate Scotland level and refer to social work service departments as a whole, although there are some exceptions towards the end of the chapter where the focus shifts specifically to qualified social workers.
- 3.2** Figure 3.1 shows that local authorities employed 40,985 whole time equivalent<sup>6</sup> (WTE) staff in 2004. This represents an overall increase of 3.9% from the previous year and a 6.9% increase since the previous peak in 1995.

**FIGURE 3.1** Local authority social work services staff



- 5 Scottish Executive "Staff of Scottish Local Authority Social Work Services" publication.  
<http://www.scotland.gov.uk/stats/bulletins/00420> This includes social workers, social work assistants, home carers, day care, residential care, management and support staff. It does not include Early Education and Childcare.
- 6 Whole Time Equivalent (WTE) represents a figure where part-time and full-time posts are adjusted to illustrate the number of equivalent full-time posts.

- 3.3** The actual number of social work staff in 2004 was 52,376. Within this total there were 24,697 full-time workers, an increase of 5.3%, and 27,679 part-time workers, a rise of 3.8%. Therefore, the greater increase in local authority full-time posts mirrors the increase in full-time posts in the overall social services sector. This rise in social work staff from 2003 continues the trend that started in 1999.
- 3.4** The staffing census also collects information on the number of vacancies reported by social work services departments across Scotland. One important consideration in interpreting this data is the discrepancy between the census vacancy rate and the official ABI vacancy rate presented in paragraph 2.3. This difference means that the census data is useful for comparing vacancy rates within and between social work departments but comparisons with other sectors of the economy, or the economy more generally, are inappropriate and misleading.
- 3.5** Total vacancies as a percentage of posts in local authorities peaked at 9.6% in 2002, as illustrated in Figure 3.2 below. Since then there has been a slow but steady decline in vacancies to 8.5%, as recruitment has increased and as the expansion of social work staffing levels slows down.<sup>7</sup>

**FIGURE 3.2** Vacancies as a percentage of total posts

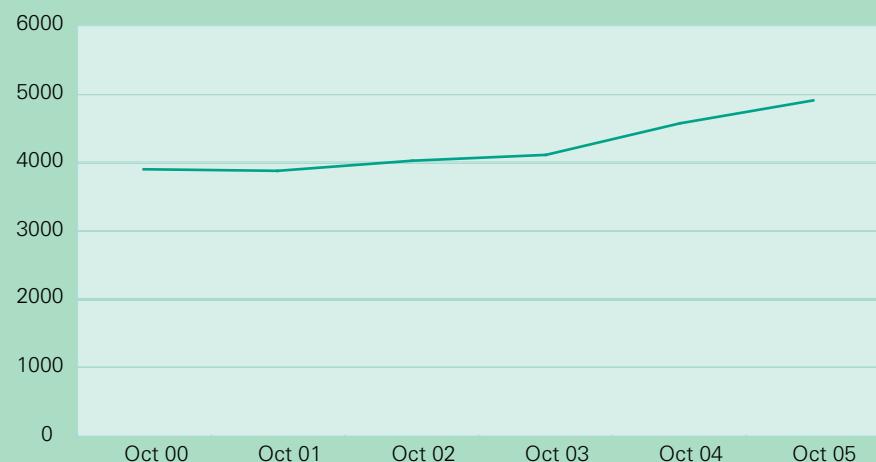


- 3.6** The 2004 social work vacancy rates were not uniform across local authorities. The vacancy rates ranged from a low of around 3.5% to a high of just over 13%. This highlights the variety of local labour market characteristics and circumstances across Scotland, but could also identify differences in the way local authorities interpret the term vacancy or undertake workforce planning.

<sup>7</sup> These figures exclude Home Care Staff where the data was not statistically reliable.

- 3.7** In addition, the latest annual vacancy rates were not uniform across social work services client groups. The client groups with the highest vacancy rate were children's services and those serving adults with mental health problems. The client groups with the lowest vacancy rates were adults with learning disabilities and adults with physical disabilities. However, there has been steady improvement in the vacancy rates of social work staff as a whole, with children's service recruitment reporting the greatest improvement.
- 3.8** The staffing census also allows us to isolate information on social workers specifically. The number of social workers in Scotland has increased six fold since the 1971 figure of 780. This rise disguises wide variation during the period but following a decline in the 1990s the number of social workers has grown in the last five years. In October 2005, the *Social Worker Posts and Vacancies* publication showed that there were 4,915 WTE social workers employed in local authorities, a rise of 7.4% from October 2004.

**FIGURE 3.3** Number of qualified social workers



- 3.9** The vacancy rates reported for social worker posts in the census have tended to be higher than those reported in Figure 3.2 for social work departments more generally. With the significant and rapid expansion in the number of social workers in the last few years, an increase in the vacancy rate would be expected. This is due to the lead-in time required to train or qualify as a social worker. Therefore, the supply of social workers has been unable to adjust as rapidly as the increase in demand for social workers. However, progress has been made as the proportion of vacancies in relation to posts has declined over the same period. This decline is forecast to continue in the future as more social workers graduate through the Fast Track Graduate Recruitment Scheme and the new Social Work Honours Degree.



- **Key Points:**

- Staffing levels in local authority social work departments have grown in the past year, although the rate of growth has slowed down from the rate of 2001-2003.
- The growth of full-time local authority jobs has been higher than the growth in part-time jobs, consistent with the rest of the sector.
- Against a backdrop of an expanding workforce the vacancy rates have shown a steady decline.

# 4

# Sectoral Analysis



- 4.1** Chapters 4-7 of the report use data from the Pre-Inspection Returns (PIRs) required by the Care Commission to inform their inspection process. PIRs contain anonymised information on the social services workforce within those services regulated by the Care Commission.<sup>8</sup>
- 4.2** The PIR data enables analysis of labour market characteristics at both service and staff levels across all parts of the sector, including voluntary, private and local authority sectors. The analysis focussed on four main service areas, Care Homes for Adults (CHA), Care Homes for Children and Young People (CHCYP), Early Education and Childcare (EECC) and Support Services (SS).<sup>9</sup>
- 4.3** Overall, information on 6,586 services employing a total of 79,888 staff was collected, this accounts for around 95% of the four main service areas. This robust sample means that the PIR data can be used to examine patterns of employment. This chapter will analyse the high level data while subsequent chapters will look at specific aspects of the workforce in more detail, including age, gender, qualifications and the urban-rural make up of the workforce.
- 4.4** Breaking down the data on services by service type shows that Early Education and Childcare (66.4%) and Care Homes for Adults (22.6%) account for almost 90% of all service units with Care Homes for Children and Young People only representing 2.6% of services.

<sup>8</sup> See appendix for more information on PIR data.

<sup>9</sup> Care Homes for Adults (CHA): residential care homes for adults including the elderly, those with learning difficulties and mental health problems.

Care Homes for Children and Young People (CHCYP): includes secure care homes, residential care homes and school care accommodation.

Early Education and Childcare (EECC): includes nurseries, playgroups, out of school clubs but does not include childminding services.

Support Services (SS): outwith the home day care services for adults. Does not include care at home.

**TABLE 4-1** Number and percentage of total services

<b>Service Type</b>	<b>Number of Services</b>	<b>Percentage of total number of Services</b>
Care Homes for Adults	1,491	22.6%
Care Homes for CYP	169	2.6%
Early Education and Childcare	4,373	66.4%
Support Services	553	8.4%
<b>Total</b>	<b>6,586</b>	<b>100.0%</b>

**TABLE 4-2** Number of employees and percentage of total by service

<b>Service Type</b>	<b>Number of Employees</b>	<b>Percentage of total number of Employees</b>
Care Homes for Adults	41,290	51.7%
Care Homes for CYP	3,293	4.1%
Early Education and Childcare	29,162	36.5%
Support Services	6,143	7.7%
<b>Total available</b>	<b>79,888</b>	<b>100.0%</b>

- 4.5** The prevalence of Care Homes for Adults and Early Education and Childcare is also reflected in the number of staff employed although interestingly the composition differs. Care Homes for Adults account for a proportionately greater number of employees than other service types with 41,290 staff employed, 51.7%. Early Education and Childcare is the second largest employer with 29,162 staff, 36.5%.
- 4.6** The discrepancy between the proportion of services and the proportion of staff helps to highlight the differences in the size of services between the different types of service. These size differences are likely to be influenced by the needs of the client group being served and subsequently the Care Commission requirements. On average, Early Years and Childcare service providers have fewer staff employed per unit than any of the other three services in the sector. In terms of the average number of staff per unit, Early Education and Childcare employ under 7 staff compared with 11 staff in Support Services, 20 in Care Homes for Children and Young People and 28 in Care Homes for Adults.

- 4.7** Across the whole sector, the average number of staff employed is slightly over 12 employees per service, which means that the organisations inspected by the Care Commission tend to be classified as Micro (1-10) or Small (11-49)<sup>10</sup> with only 300 service units employing more than 50 staff. Within this analysis there will be a number of small service delivery units affiliated to a larger organisation, e.g. Barnardos and NCH, which may introduce some downward bias into these figures. The relatively small scale of individual employers in the social services sector could have implications for the ability of the sector as a whole to provide training for employees where individual organisational capacity may be constrained. However, across the whole Scottish economy, 95% of businesses are defined as micro businesses therefore the social services sector is comparable to other sectors in Scotland.
- 4.8** Disaggregating the service unit information, by local authority, private and voluntary, Table 4-3 shows that local authorities operate the largest number of service units (41.1%). The private and voluntary sectors each account for just over a quarter of the total number of services.
- 4.9** Analysis of the numbers of staff employed shows that the private sector employs the highest proportion of staff at 45.5%, with the local authority and the voluntary sector employing 31.8% and 20.5% respectively. There is a slight discrepancy between the number of staff in Table 4-4 and that reported in paragraph 3.2. This discrepancy reflects the fact that the Care Commission does not inspect local authority fieldwork staff and therefore do not appear on PIR forms. Were these staff to be included the numbers employed by local authorities would be much closer to the figure reported in paragraph 3.2.

**TABLE 4-3** Number of services and percentage of total by sector

Sector	Number of Service Units	Percentage of total number of Service Units
Local Authority	2,708	41.1%
Private	1,868	28.4%
Voluntary	1,818	27.6%
Other <sup>11</sup>	165	2.5%
Missing <sup>12</sup>	27	0.4%
<b>Total</b>	<b>6,586</b>	<b>100%</b>

10 See Department of Trade and Industry small business website for more details:

<http://www.sbs.gov.uk/sbsgov/action/layer?r.l2=7000000243&r.l1=7000000229&r.s=t&topicId=7000000237classification>

11 Includes services run by health boards, and also services that do not define themselves as belonging to a particular sector.

12 Missing numbers here are due to the fact that some employers did not make clear which sector their service was involved in operational delivery.

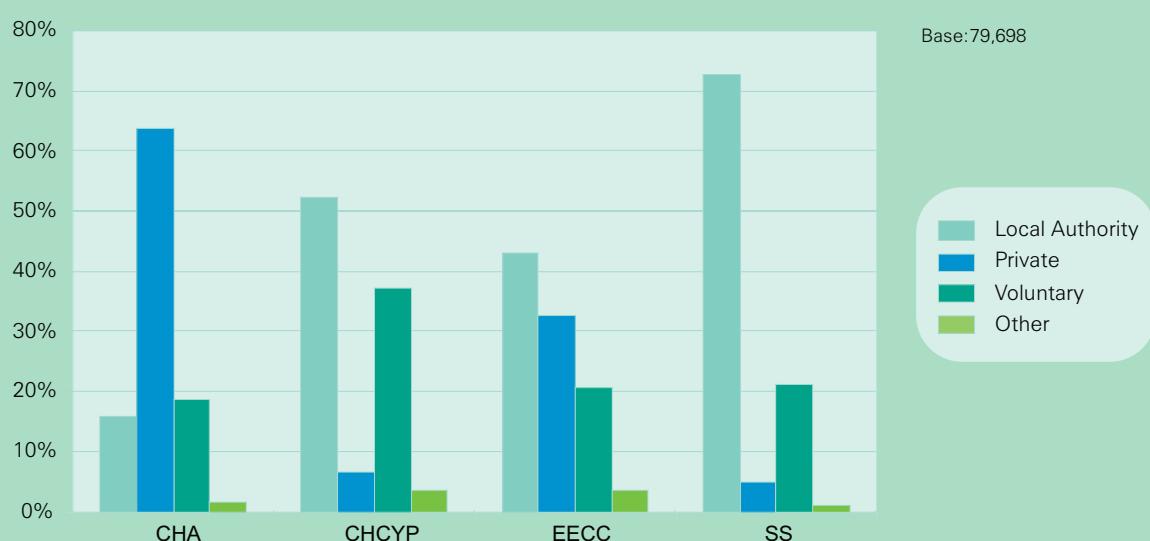


**TABLE 4-4** Number of employees and percentage of total by sector

Sector	Number of Employees	Percentage of total number of Employees
Local Authority	25,353	31.8%
Private	36,299	45.5%
Voluntary	16,303	20.5%
Other	1,669	2.1%
Missing	415	0.3%
<b>Total</b>	<b>79,888</b>	<b>100%</b>

**4.10** Table 4-3 and Table 4-4 show that the private sector employs a proportionately greater number of staff than the number of service units, suggesting that on average, individual private sector service units are larger than those in other parts of the social services sector. By comparing staff by service type and sector as shown in Figure 4.1 this message is reinforced, as the private sector employ more than 60% of staff in Care Homes for Adults which, as identified in paragraph 4.6, tend to have the largest complement of staff per unit.

**FIGURE 4.1** Staff by service type and sector



**4.11** Figure 4.1 also highlights the mixed economy that exists in social services, particularly in Early Education and Childcare, and emphasises the importance of the private and voluntary sectors in supporting publicly provided services. While the private sector represents more than 60% of staff in Care Homes for Adults, in contrast it employs less than 10% in Care Homes for Children and Young People and Support Services, where the voluntary sector is a much more prominent partner.

- **Key Points:**

- Early Education and Childcare provides the largest proportion of services, whereas Care Homes for Adults employs the largest number of staff.
- The private sector employs the highest number of staff, whilst the local authority sector operates the highest number of services.
- There is a mixed economy of provision within the aggregate social services sector and within particular services too. For example, in Early Education and Childcare, local authorities employ just over 40% of staff, the private sector around 33% and the voluntary sector employs about 20%.

# 5

# Workforce Participation



- 5.1** A crucial consideration for workforce planning is the nature and composition of the workforce. This chapter will look at some of the key demographic characteristics of the social services labour market in more detail.
- 5.2** Reinforcing the findings from the LFS, the PIR data shows that the social services workforce remains primarily female with women accounting for 89% of the overall sector, although there are some differences across service types and sectors. As shown in Figure 5.1, in both Support Services and Care Homes for Children and Young People, men account for almost a quarter of the workforce in comparison with only 4% in Early Years and Childcare.

**FIGURE 5.1** Gender by service

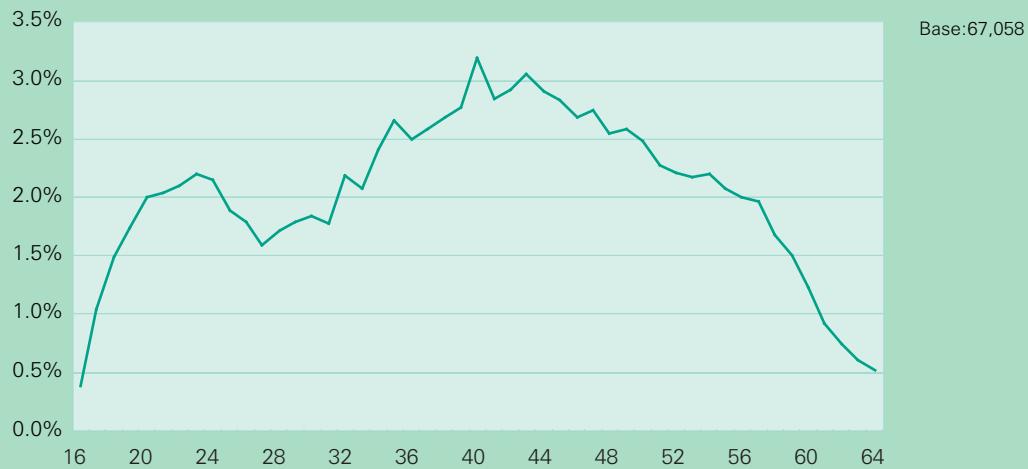


- 5.3** The gender split is far less evident across the sectors with the proportions of staff being broadly similar in each. The only minor exception is that men are slightly more likely to work in the voluntary sector perhaps reflecting the fact that more men work in Care Homes for Children and Young People where the voluntary sector is a key provider.

**FIGURE 5.2** Gender split by sector

- 5.4** The aggregate age profile of employees is another important piece of information to inform workforce planning. It is well documented that nations across the developed world are experiencing an ageing of their populations and Scotland is no different. With a declining and ageing population, Scotland faces a number of challenges, not least those presented to the social service sector in terms of both the workforce and the client group served. This situation has evolved over a number of years and will continue to develop in the years to come, but the sector will be well placed to meet these challenges with suitable forethought and consideration of the implications for the sector.
- 5.5** Figure 5.3 shows the age distribution of employees within the social services workforce. The distribution shows a marked decline in participation from the mid-twenties into the thirties. As this is a predominately female workforce, this decline appears likely to be related to women taking a career break to start a family.

**FIGURE 5.3** PIR social services age profile

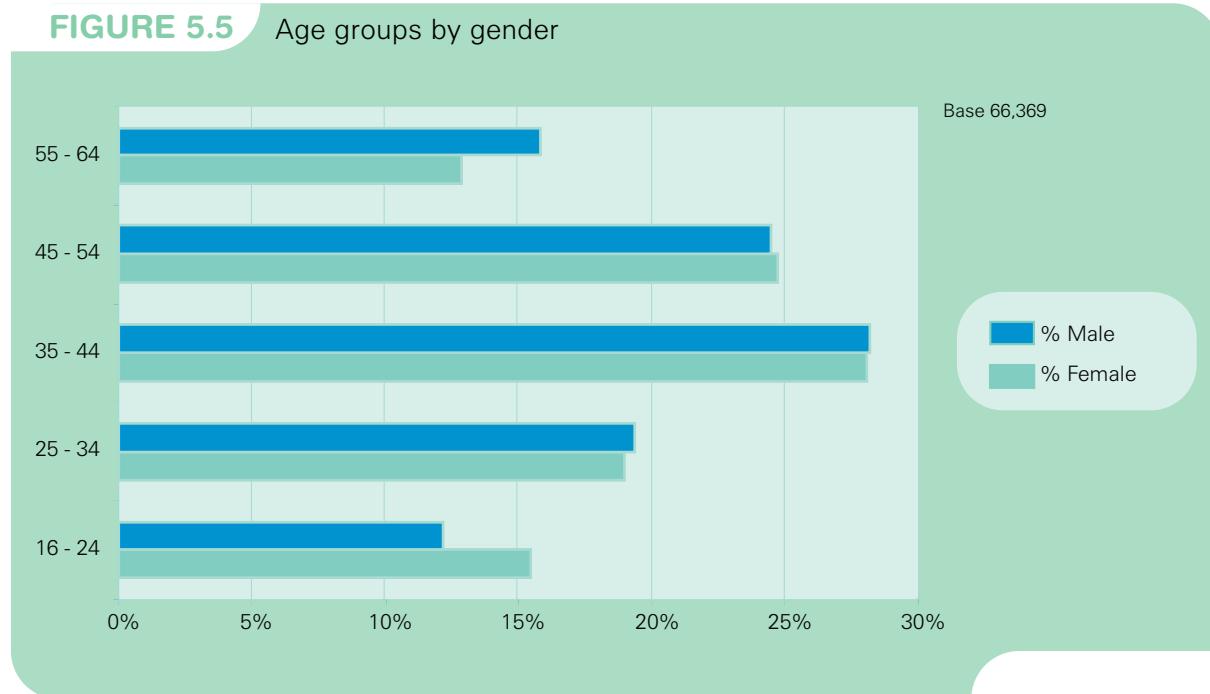


- 5.6** The average age of an employee in the social services workforce is 40 years old. In Support Services the average employee's age is 44 compared with 36 years of age in Early Education and Childcare. The average age of employees in Care Homes for both Adults and Children and Young people is 41 years.
- 5.7** The distribution of ages within the four service types is shown in Figure 5.4. Whilst there are similarities in the middle of the age range there are noticeable differences at either end of the age profiles. Reflecting the average ages identified in paragraph 5.6, employees in the Early Education and Childcare workforce are much more likely to be teenagers or young adults while a higher proportion of Support Service workers tend to work later in life.

**FIGURE 5.4** Age profile by service



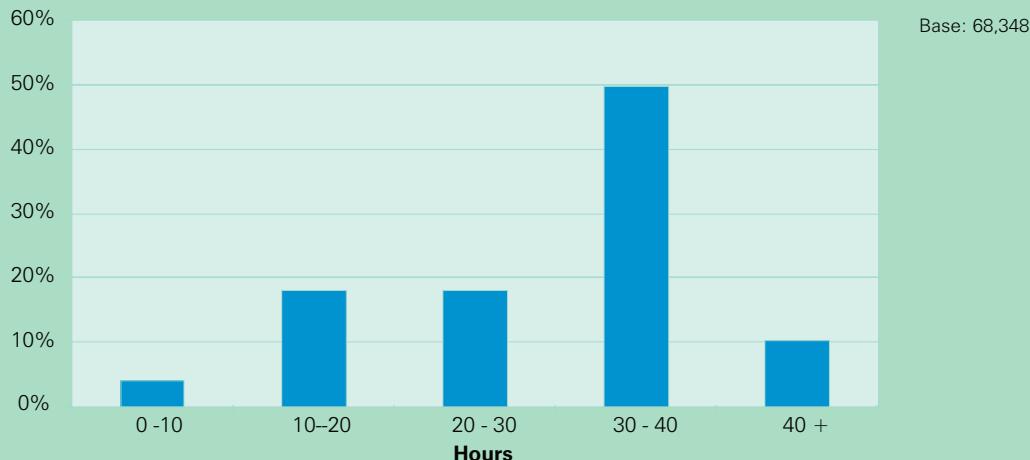
- 5.8** Figure 5.5 compares employees by both age and gender. Between the ages of 25 and 54 there is minimal difference between the two genders. However, there are noticeable differences below the age of 24 and above the age of 55. Women are far more likely to join the workforce below the age of 24, possibly suggesting that the sector remains a more attractive career option for female school leavers. Employees above the age of 55 are more likely to be male although some element of this disparity may reflect the differences in statutory retirement ages between men and women.



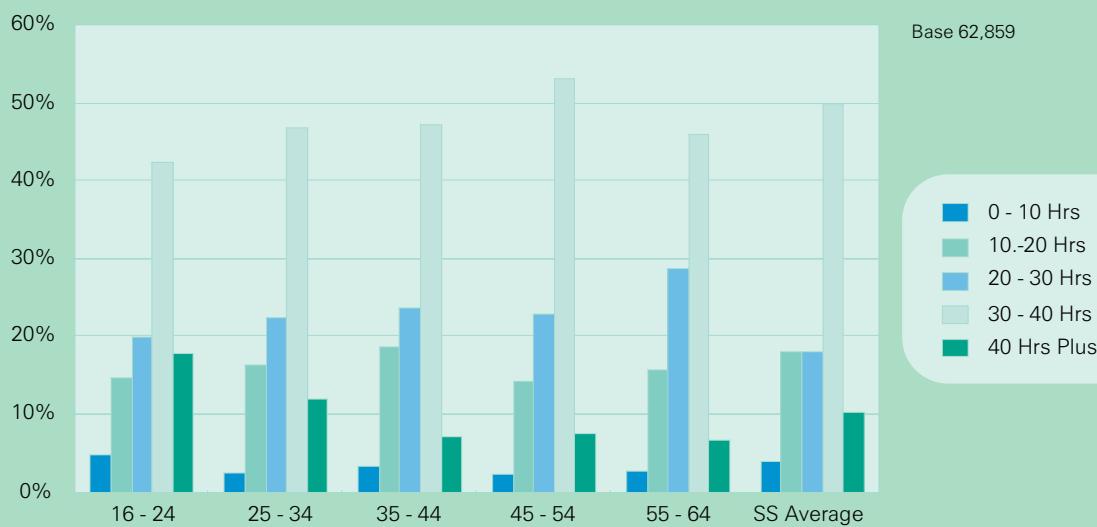
- 5.9** Another important consideration for workforce participation is the working patterns of current staff and this analysis is possible using PIR data. As previously identified in the Local Authority Workforce Chapter, social services contain slightly more employees than posts, suggesting some degree of part-time working. This suggestion is confirmed in Figure 5.6 which shows that the social services workforce is primarily full time with 60% of staff working more than 30 hours a week. However, the corollary of this statement is that two fifths of the workforce work part-time, which is markedly higher than the Scotland wide average of around 25% part-time working.



**FIGURE 5.6** Hours worked per week

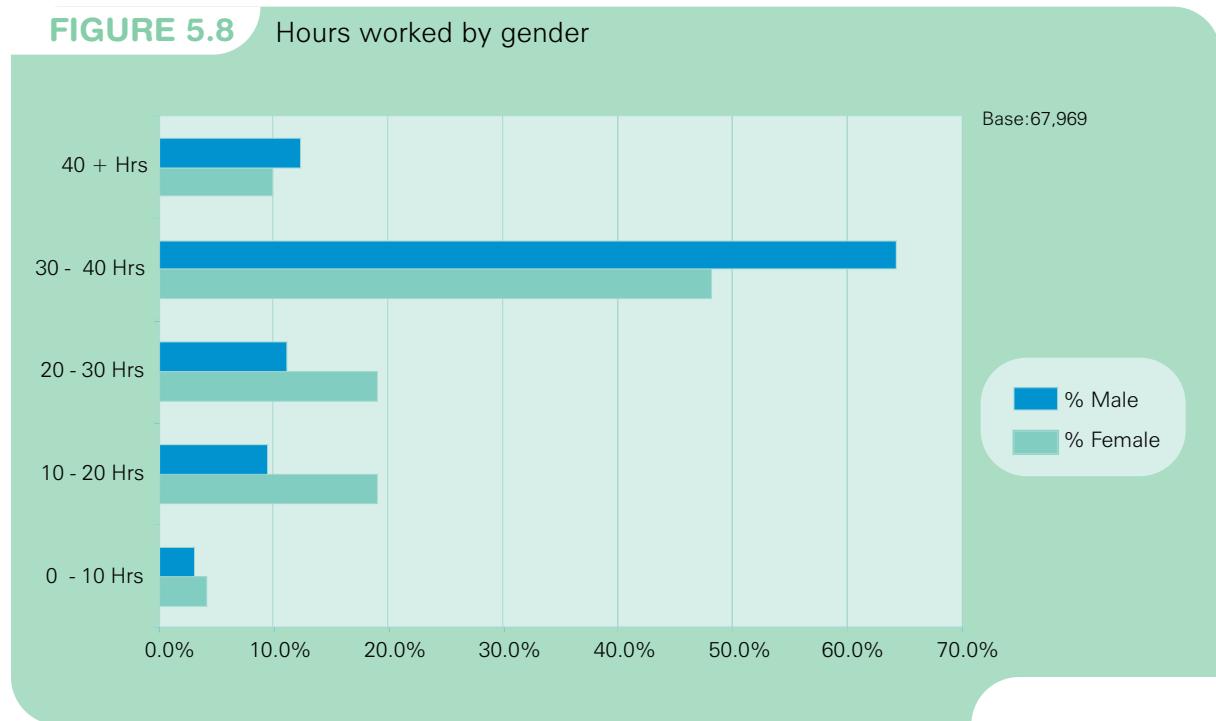


**FIGURE 5.7** Age by hours



- 5.10** Combining the data in the previous charts to show how hours worked differ by age highlights a number of interesting issues, not least the consistency across age groups. As shown in Figure 5.7, on the whole there is little difference between the five age bands and the social services average hours worked profile. However, the data does suggest that those aged 16-34 are more likely to work longer hours while there is also some evidence of workers moving towards part-time working patterns in the 55-64 age group.

**5.11** Unlike the consistency identified in Figure 5.5 and Figure 5.7, when looking at the working patterns by gender, there are a number of noticeable differences as shown below in Figure 5.8. Perhaps predictably, men are more likely than women to work full-time, but this distinction may have implications for workforce planning and recruitment strategies for employers. Employers need to be aware of the desire for different working patterns and the changing needs of service users in order that the workforce of the future is capable of delivering services that are tailored to the needs of the service user.



**5.12** This relationship between the relative sizes of the full- and part-time workforce could also have an impact on the flexibility and capacity of the sector into the future. As the demands placed on the sector shift in response to changes in demographics and the wider economy this may have an influence on the required balance between full- and part-time and also male and female employment.

- **Key Points:**
- Gender participation is different between services, e.g. over 20% of workers in Care Homes for Children and Young People are men compared with Early Education and Childcare where around 4% are men.
- There is a marked decline in workforce participation from mid-twenties to mid-thirties, likely to be related to women taking a career break to start a family.
- Younger workers are more likely to work longer hours than older workers.



## 6 Qualifications



- 6.1** One major addition to this report is the analysis of the qualifications held by the workforce for the first time. The complexity of qualifications relates primarily to confusion over inconsistencies in the titles of qualifications and this is reflected in the high level of 'missing' data entries in this chapter. However, the data provides a representative cross section of the workforce as a whole and there is no reason to believe that the analysis is skewed in any way.
- 6.2** Figure 6.1 shows the highest qualification obtained by individuals. Starting with essential ancillary qualifications such as Food Hygiene and Moving and Handling, through to HNC and degree level qualifications, the broad range of qualifications identified in Figure 6.1 reflects the diversity of the social services workforce.

**FIGURE 6.1** Highest qualifications of staff members



- 6.3** An SVQ at Level 3 is a relevant qualification for 9 of the 16 staff groups for whom qualifications criteria for registration have now been set.<sup>13</sup> Where staff reported qualifications, just over 60% have qualifications of SVQ 3 level or higher. However, 18% (8,673) of staff were reported as possessing no qualifications and this may be some cause for concern.
- 6.4** The PIR form also contains information on the number of staff currently undertaking new qualifications, Figure 6.2. Analysis of this data suggests that of the 9,600 staff making progress towards a new qualification, over 60% are at SVQ level 3 or higher. More importantly, of those staff who report no qualifications at present, just over one-third are currently undertaking some form of qualification.

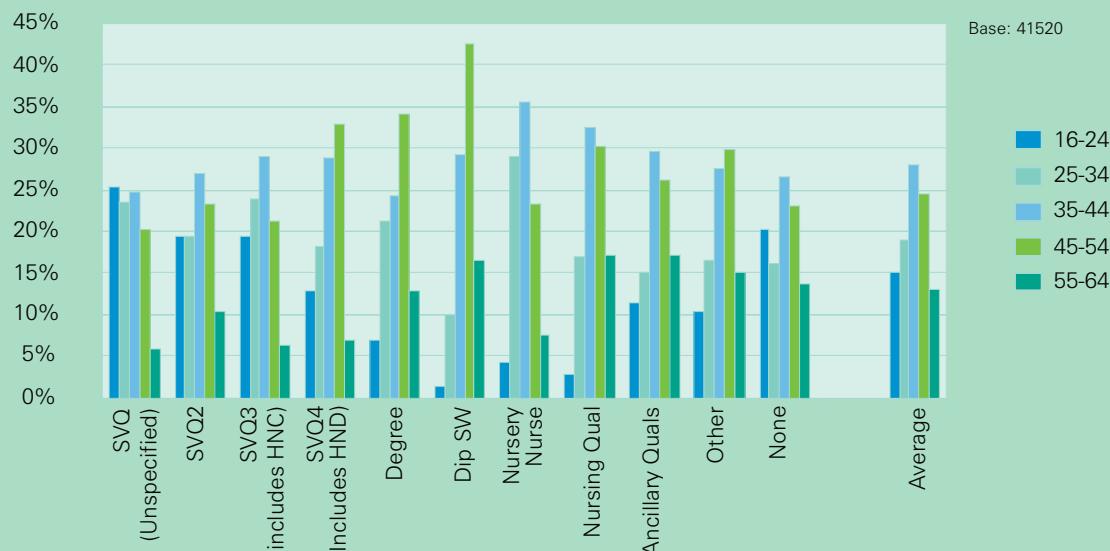
**FIGURE 6.2** Qualifications in progress



- 6.5** Figure 6.3 shows how the qualifications held differ across the five age cohorts. The final column shows the age profile of the total Scottish workforce regardless of qualification for comparison purposes. If qualifications were evenly distributed across the cohorts, we would expect the profile of each qualification to follow a similar pattern. However, few if any do, suggesting that generational differences exist.
- 6.6** Due to the time involved in achieving higher level qualifications such as degrees, it could be expected that the youngest cohort would be under-represented at higher levels and the data supports that expectation. In contrast, the data also shows that the youngest cohort is also more likely to hold a vocational qualification or no qualification at all.
- 6.7** Interestingly, the profile of those employees with no qualifications is broadly comparable with the overall age profile, suggesting that age has more impact on the type of qualification held rather than whether an individual holds a qualification or not.

<sup>13</sup> Further information can be obtained from the SSSC website at: <http://www.sssc.uk.com/Registration/About+registration.htm>

**FIGURE 6.3** Qualifications by age



**6.8** Figure 6.3 identifies some important challenges facing the sector in the next few years, as the sector moves towards meeting registration requirements. This chart, in combination with the age profile given in Figure 5.3, should inform discussion on how to allocate finite resources for training in order to maintain a suitably qualified and sustainable workforce into the future.

- **Key Points:**
- 60% of staff have qualifications of SVQ Level 3 or higher, whilst around 18% have no qualifications.
- Of those with no qualifications, around one-third are currently working towards a qualification.
- Age has more impact on what type of qualification an individual holds rather than whether they hold a qualification at all.

## 7

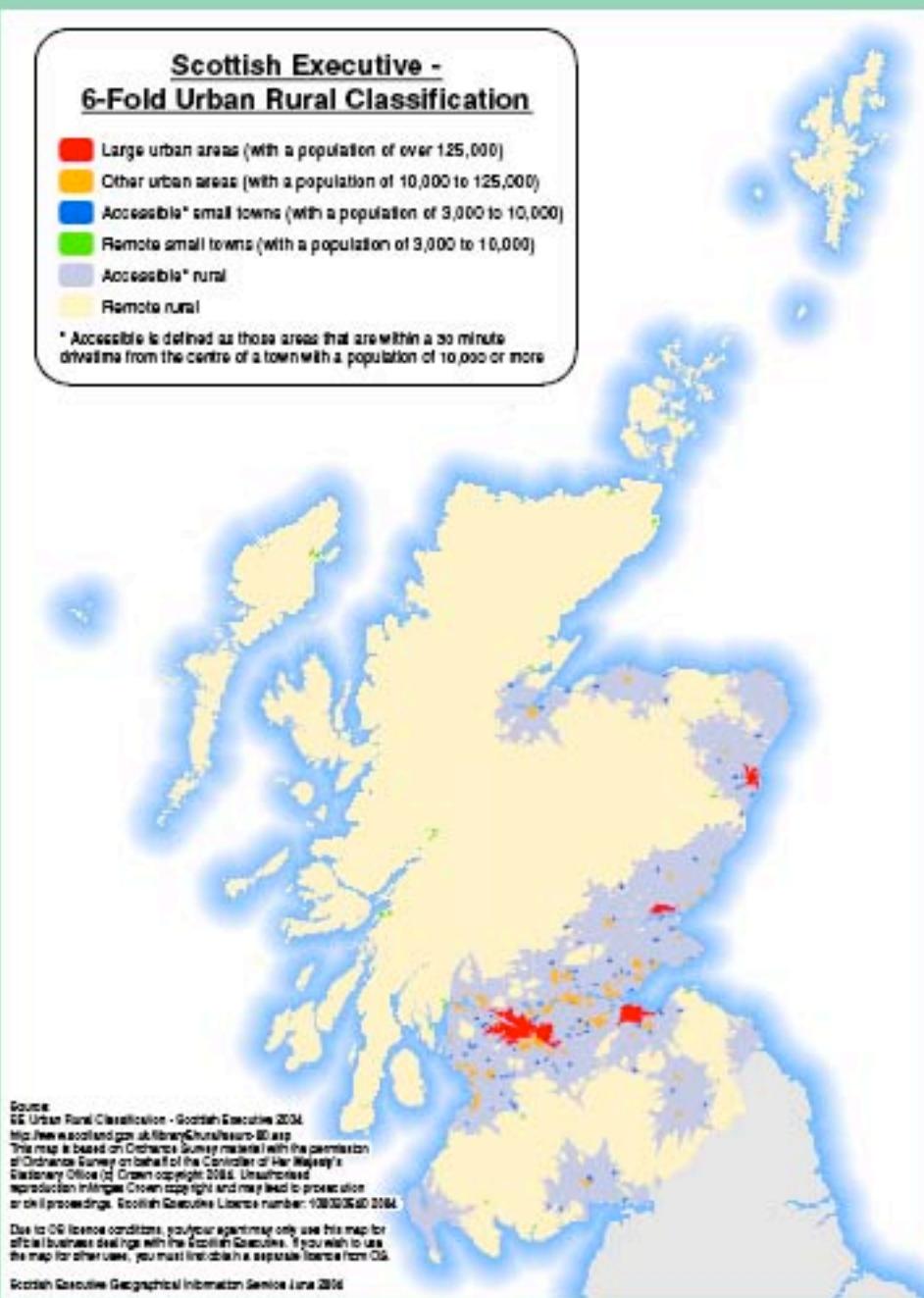
# Urban–Rural Scotland



## Scottish Executive - 6-Fold Urban Rural Classification

- Large urban areas (with a population of over 125,000)
- Other urban areas (with a population of 10,000 to 125,000)
- Accessible\* small towns (with a population of 3,000 to 10,000)
- Remote small towns (with a population of 3,000 to 10,000)
- Accessible\* rural
- Remote rural

\* Accessible is defined as those areas that are within a 30 minute drive time from the centre of a town with a population of 10,000 or more.



- 7.1** The primary focus of the report thus far has been on the aggregate national workforce. However, policy decisions and workforce implications are likely to differ by geography so this chapter will look at the data spatially. Using the official Scottish Executive definition it is possible to look at some of the key variables by comparing and contrasting urban and rural areas, as well as accessible and remote areas.
- 7.2** The official Scottish Executive Urban Rural Classification classifies areas on the basis of settlement size and distance to a settlement of 10,000 or more people.<sup>14</sup> This gives six geographies of varying rurality and accessibility. Table 7-1 shows the six categories and the map on Page 29 shows the information graphically. Combining the first 4 categories with the last 2 categories also allows for analysis of urban-rural areas more generally. Whilst combining categories 1-3 with 5 and categories 4 and 6 it is also possible to analyse the data on an accessible-remote basis.

**TABLE 7-1**

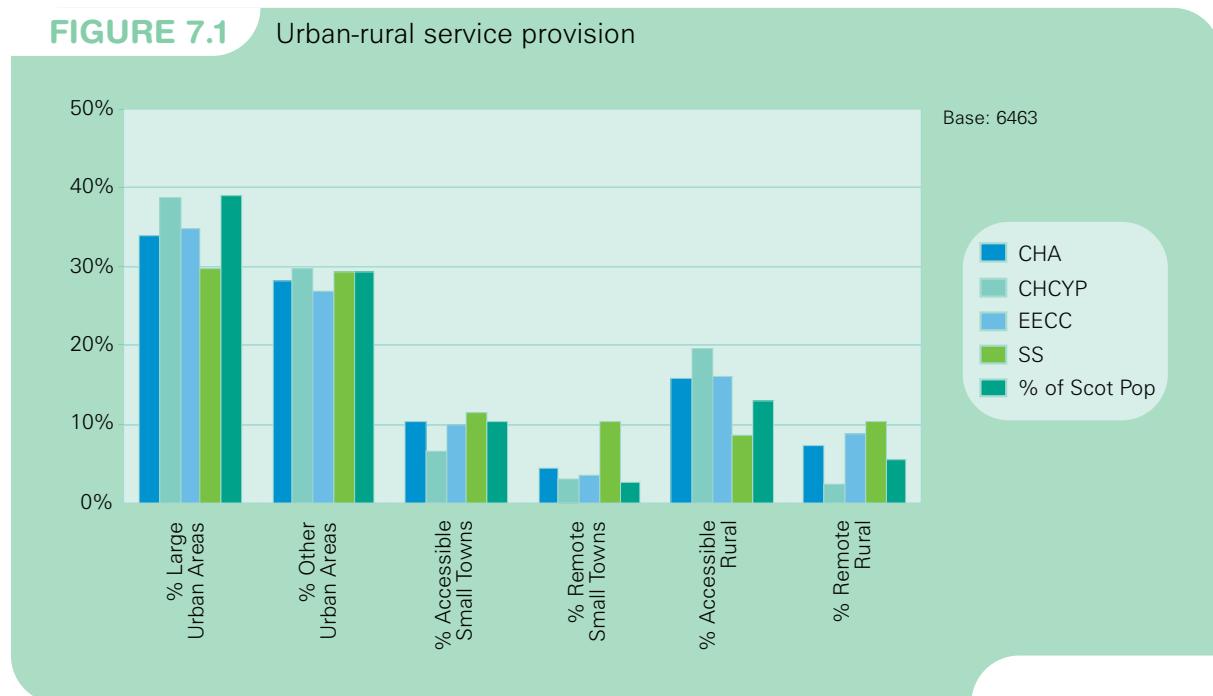
<b>Large Urban Areas</b>	Settlements of over 125,000 people. e.g. Aberdeen, Dundee, Edinburgh & Glasgow
<b>Other Urban Areas</b>	Settlements of 10,000 to 125,000 people. Mainly central belt towns, e.g. Motherwell, but also towns including Stranraer and Peterhead
<b>Accessible Small Towns</b>	Settlements of between 3,000 and 10,000 people and within 30 minutes drive of a settlement of 10,000 or more
<b>Remote Small Towns</b>	Settlements of between 3,000 and 10,000 people and with a drive time of over 30 minutes to a settlement of 10,000 or more, e.g. North Berwick and Thurso
<b>Accessible Rural</b>	Settlements of less than 3,000 people and within 30 minutes drive of a settlement of 10,000 or more
<b>Remote Rural</b>	Settlements of less than 3,000 people and with a drive time of over 30 minutes to a settlement of 10,000 or more. e.g. Aviemore and Portree

- 7.3** Comparing the six categories in relation to their respective populations sizes, with a few notable exceptions, there appear to be minimal differences between urban and rural areas in terms of both service provision and staffing levels.

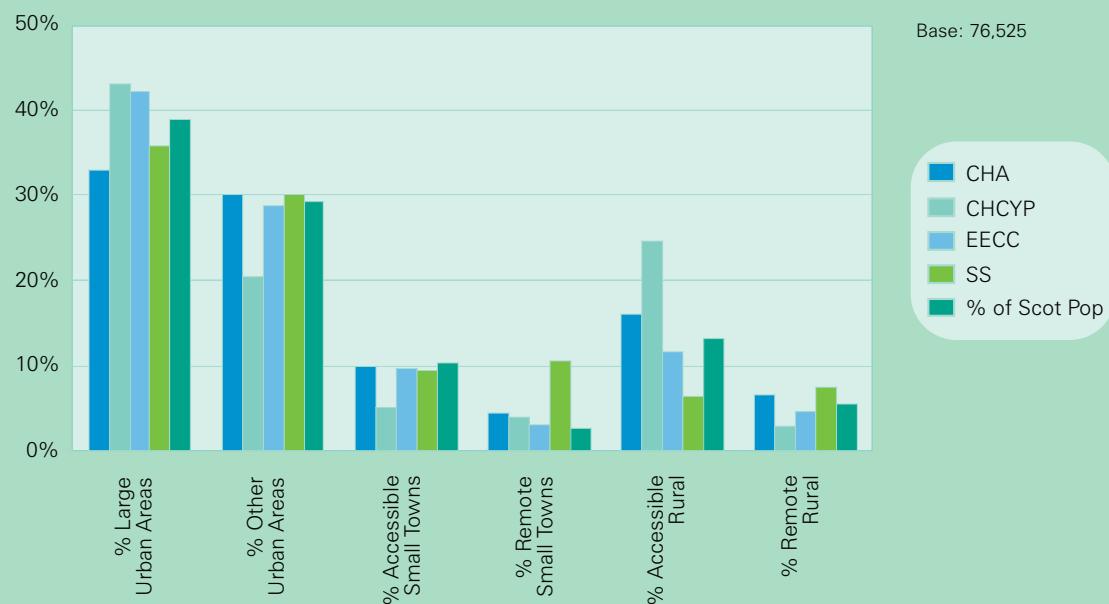
14 <http://www.scotland.gov.uk/library5/rural/seurc-00.asp>

- 7.4** Analysing by service units, Figure 7.1 appears to show that large urban areas are slightly under represented in three service types with the exception of Care Homes for Children and Young People, while rural areas more generally tend to be slightly over represented. Combining this with the staff numbers contained in Figure 7.2 it is possible to make some inferences about the relative size of centres.
- 7.5** Using large urban areas and remote-rural areas for comparison purposes, it is clear that in large urban areas there are proportionately more staff than units. The opposite is true in remote rural areas. From this we can infer that units tend to be fewer and larger in urban areas than in rural areas. Due to the relative population densities and the ability to benefit from economies of scale, this is what might have been predicted. One obvious exception to this prediction is Care Homes for Children and Young People where services in Other Urban Areas tend to be smaller than might have been anticipated while those in Accessible Rural Areas tend to be larger.

**FIGURE 7.1** Urban-rural service provision

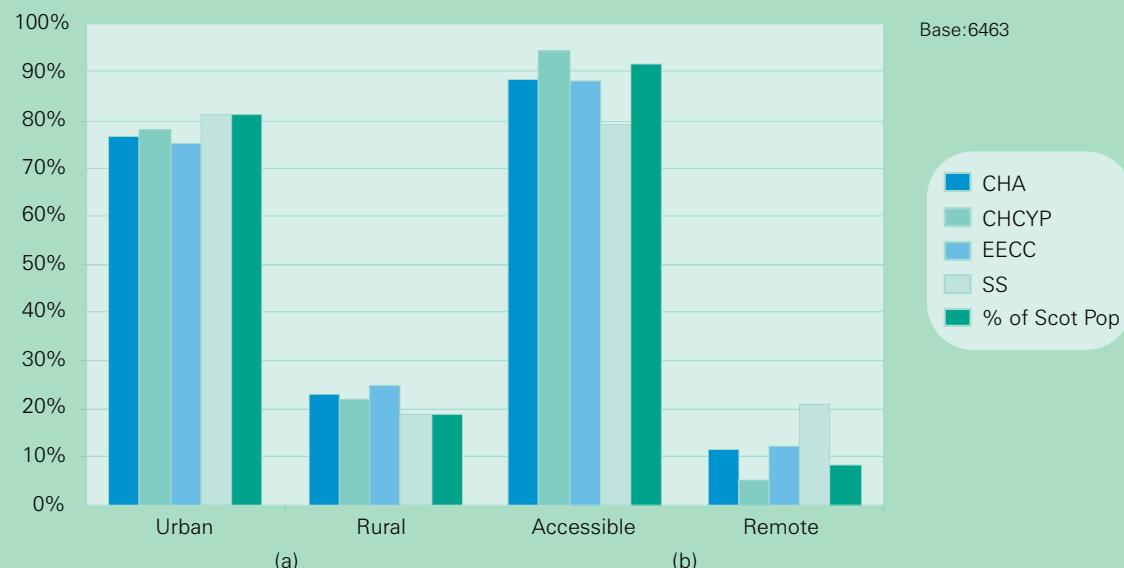


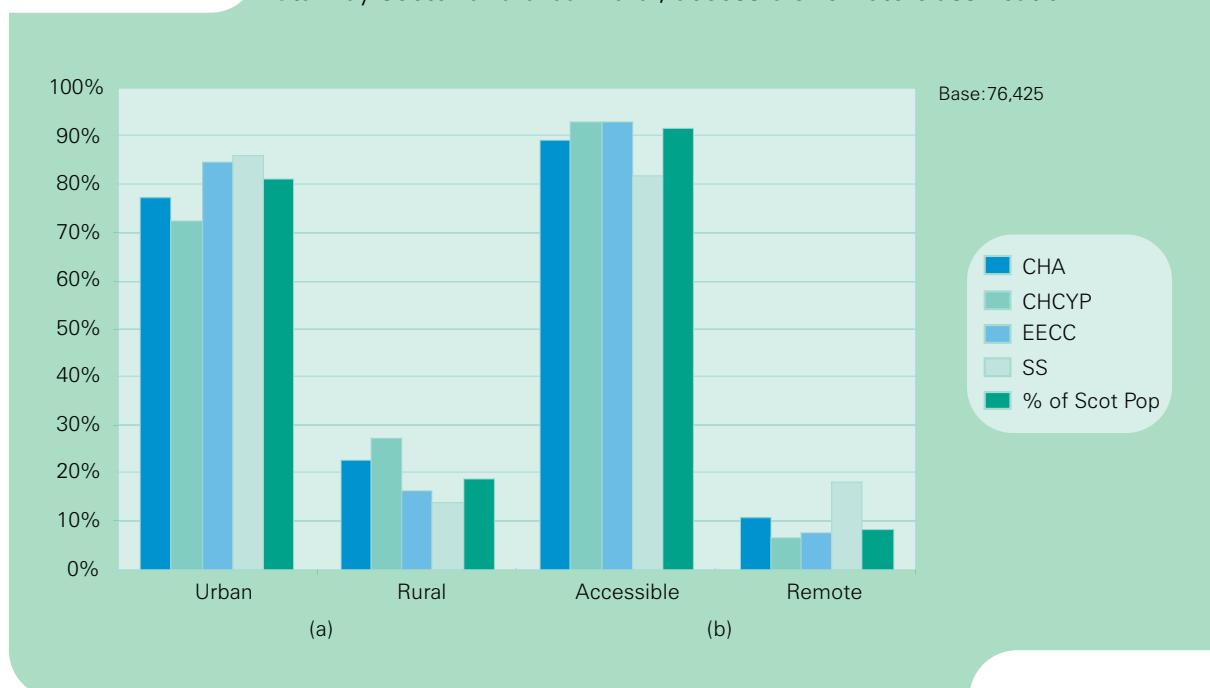
**FIGURE 7.2** Urban-rural staff



**7.6** Figure 7.4 show combined SHS areas to allow for analysis of differences between urban-rural areas(a) or remote-accessible areas(b). Services in both urban and rural areas are broadly in line with the overall population, with only some minor variations between service types. However, the differences between remote and accessible areas are more noticeable particularly with regard to support services.

**FIGURE 7.3** Services by sector and urban-rural, accessible-remote classification



**FIGURE 7.4** Staff by sector and urban-rural, accessible-remote classification

- 7.7** In terms of staff numbers, the contrast between areas becomes apparent with some clear differences emerging. Repeating the finding in paragraph 7.4, Care Homes for Children and Young People appear to employ fewer staff in urban areas than might be expected in relation to population. In addition, when the areas are aggregated in this form, the same becomes true of care homes for adults. In contrast, looking at service units, comparisons between accessible and remote areas appear to be more reflective of their respective populations than those between urban and rural areas, with the exception of support services.
- 7.8** In terms of service providers, there are some minor differences between rural and urban areas where services in urban areas are more likely to be provided by the local authority, with private, voluntary and other being more important providers in rural areas, as shown in Figure 7.5. We do not know to what extent these variations are due to different levels of contracting out of services between individual authorities.



**FIGURE 7.5** Urban-rural by sector



- 7.9** The data also suggest some minor differences in the ages of staff between urban and rural areas. Figure 7.6 shows that the urban workforce tends to have a lower age profile than rural areas with a greater proportion of employees in their twenties. The urban workforce also appears to be slightly more stable with a gradual decline in numbers of those from their early forties to retirement compared with a more erratic decline in rural areas.

**FIGURE 7.6** Urban-rural age profiles



- 7.10** Analysis of the gender breakdown using the urban-rural classification supports previous findings in this chapter which suggest that there are no systematic differences between urban and rural areas. While there are some minor variations, all six areas are sufficiently comparable to the gender split identified in earlier chapters.
- 7.11** While the first labour market report did not contain any urban-rural comparisons, subsequent analysis of the 2004 data has confirmed that the two years' data produce similar findings and that little has changed in the intervening period.

- **Key Points:**

- Social service provision closely reflects the urban-rural population of Scotland with no significant differences emerging.
- Services in urban areas are more likely to be operated by local authorities than the private or voluntary sectors compared with rural areas.
- The rural workforce is slightly older than the urban workforce.

## 8

# Future Developments

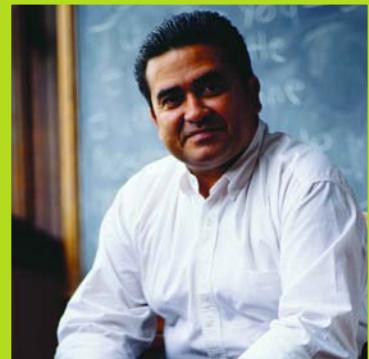


- 8.1** The purpose of this report is to provide an evidence base for the future, based on data and trends from the past. This baseline is essential to ensure that decisions affecting the sector are taken on the basis of the best available information.
- 8.2** As the sector continues to grow, so does the contribution it makes to the Scottish economy. As well as the direct contribution to economic growth through increased productivity from an increasingly qualified workforce, the sector also contributes, directly and indirectly, to help deliver across a range of Scottish Executive priorities. Whether it is helping to reduce poverty and social exclusion, increasing health and well being or facilitating access to the labour market for working parents, the sector has a crucial role to play in supporting and promoting a successful dynamic economy.
- 8.3** This report sets out the information we currently have on the social services workforce. It is hoped that its findings will prove valuable to policy-makers, employers and other agencies alike. The analysis within the report is constrained by the available data and where this data is inadequate there are a number of systems in place to address these limitations.
- 8.4** The key tool in addressing some of these limitations is the introduction of a Core Minimum Dataset (CMDS). The CMDS is designed to obtain the basic data needed for workforce management, planning and development purposes. Through collection once a year and focusing on essential data, the dataset will result in the twin benefits of reducing the burden on employers while simultaneously enhancing our understanding. The CMDS will increase the coverage, consistency and robustness of the data that is available for analysis, resulting in a greater breadth and depth of understanding, which will facilitate improved workforce planning.
- 8.5** Apart from the rising economic importance of this sector, the need for improved workforce intelligence at national, regional and local levels will receive added emphasis throughout 2006 from the SSSC's work to meet its responsibilities for workforce development and planning.

- 8.6** The SSSC was licensed as part of a UK-wide Sector Skills Council (Skills for Care & Development) in 2005. One of its key objectives to 2009 is to generate and improve sector-wide workforce intelligence. The SSSC is in the process of developing a Sector Skills Agreement with employers and partners which will depend on reliable workforce data being available. The agreement will consider how to secure a sustainable future for social services on key topics such as addressing skills gaps in the sector, raising qualification standards and improving recruitment and retention of skilled staff.
- 8.7** 2006 will also see the publication of final reports from the two key reviews affecting the sector. The report of the 21st Century Review of Social Work, entitled *Changing Lives*, was published on the 7th February 2006 while the National Review of the Early Years and Childcare Workforce will follow later in the year.
- 8.8** *Changing Lives* sets out 13 recommendations for the social work and social care workforce under 3 broad headings:
- building capacity to deliver personalised services;
  - building the capacity of the workforce; and
  - building capacity for sustainable change.
- All 3 areas will create significant opportunities and challenges for the social work and social care workforce.
- 8.9** Creating personalised services is likely to call for a workforce with new skills, able to find creative solutions with their clients rather than picking from a fixed menu. It will also require greater collaboration with other sectors, and may include the need for joint posts or for people who have the skills needed to work across different sectors. It will also see a shift in the relationship between voluntary, private and public sectors, with more flexible strategic partnerships being developed to replace traditional commissioning arrangements. The *Changing Lives* proposals to build the capacity of the workforce suggest the need for greater diversity of roles in social work, and social workers will need to be supported, developed and managed in different ways.
- 8.10** The major platform for developing the workforce in line with the *Changing Lives* proposals will be through the *National Strategy for the Development of the Social Services Workforce in Scotland*, which was published in November 2005. Through the action plans linked with this strategy, employers can better plan how to have the right people with the right skills in the right place at the right time. But as all these elements of staffing, skills, location and timing are continually changing, we need to establish a picture of the workforce now – which is the aim of this report – and also keep track of the workforce as it develops.
- 8.11** This labour market report provides the formal conclusion to the National Workforce Group but the drive for a better understanding of the sector will continue. Future analyses will build upon this report by addressing data gaps and considering the implications of the findings to the sector.



# Glossary



**Confidence Interval:** provides an estimated range of values within which the true value is predicted to fall. This report uses data calculated on a 95% confidence interval. i.e. there is 95% confidence that the true value falls within a given range either side of the published figure.

**Full time/Part-time:** full time definition in this report is 30 or more hours per week, except chapter 4 where full time is whatever the local authority defines as standard hours.

**Hard-to-fill vacancy:** this term is self defined by employers to include any vacancies which they consider to be hard to fill for one reason or another.

**Sample survey:** analysis of a representative group of units selected from a larger group (the population). By studying the sample it is hoped to draw valid conclusions about the larger group.

**Sampling error:** these occur when estimates are derived from a sample rather than a census of the population.

**Service:** provision of service to a group or individual clients, e.g. care homes for adults.

**Skills shortage:** arises when an employer has a vacancy and the employer describes the vacancy as 'hard-to-fill' and the reason for this is that applicants lack the appropriate skills, experience or qualifications for the job.

## Acronyms

LFS: Labour Force Survey

ABI: Annual Business Inquiry

NWG: National Workforce Group

PIR: Pre-Inspection Return

SSSC: Scottish Social Services Council

SHS: Scottish Household Survey

WIG: Workforce Intelligence Group

## Appendix

### Labour Force Survey

#### Summary Description

The Labour Force Survey (LFS) is a quarterly sample survey of households living at private addresses in Great Britain. Its purpose is to provide information on the UK labour market that can then be used to develop, manage, evaluate and report on labour market policies.

#### Standard Industrial Classification

Employment categories are split into different sectors according to the UK Standard Industrial Classification of Economic Activities (1994). The most relevant category covering the social services labour market is 85.3 Social Work Activities. Employment captured by 85.3 gives the most comprehensive coverage of the sector.

#### Size of Data Collection

60,000

#### Main areas for which data is collected

National.

England

Scotland

Wales

#### Extent of geographical coverage

Sampled.

Private households account for 99% of the sample. ONS estimates this sample to cover 97% of all private households. Because the area north of the Caledonian Canal is sparsely populated a random sample is drawn from the published telephone directory.

#### Summary of data collection methodology

The LFS is based on a systematic random sample design which makes it representative of the whole of Great Britain. Each quarter's LFS sample is made up of 5 'waves', each of approximately 12,000 households. Each wave is interviewed in 5 successive quarters, such that in any one quarter, one wave will be receiving their first interview, one wave their second, and so on, with one wave receiving their fifth and final interview.

### **Sampling error:**

In order to indicate the degree of precision of LFS estimates, standard errors, relative standard errors (i.e. the standard error as a percentage of the estimate) and 95% confidence intervals (i.e. estimate + or - 1.96 standard error) for the estimates are calculated. The 95% confidence intervals indicate the ranges either side of the LFS estimates and estimated changes which are 95% certain to include the true values of the quantities estimated.

The confidence intervals for SIC code 85.3 in 2004 are as follows (rounded to nearest thousand):

Whole sector: ± 7,000	Local authority sector: 4,000
Voluntary sector: ± 3,000	Private Sector: ± 4,000

Further details can be found at: <http://www.statistics.gov.uk/StatBase/Source.asp?vlnk=358&More=Y>

## **Annual Business Inquiry (ABI)**

### **Coverage**

The Annual Business Inquiry (ABI) estimates cover all UK businesses registered for Value Added Tax (VAT) and/or Pay As you Earn (PAYE), classified to *Standard Industrial Classifications*.

### **Scottish Boost**

Since 1998, the Scottish Executive has paid for an enhanced Annual Business Inquiry sample in Scotland, to improve the quality of Scottish figures. Around 3,000 extra firms in Scotland are sampled annually as a result of this 'boost', giving a total annual sample size in Scotland of around 9,000 firms.

### **The register**

The register used for the ABI is the Inter-Departmental Business Register which consists of companies, partnerships, sole proprietorships, public authorities, central government departments, local authorities and non-profit making bodies. The main administrative sources of the IDBR are HM Revenue and Customs (HMRC) for VAT and PAYE details.

Each legal unit is classified to a single activity, whether it is wholly or mainly engaged in that activity.

### **Sampling errors**

Estimates derived from samples invariably produce results which differ from those that would have been obtained from a complete survey. If a number of different samples were selected then each would produce a different result. Sampling errors measure the extent to which these estimates can be expected to differ from the 'true' value.

These sampling errors are small for the aggregates of the main ABI variables and indeed the sample is specifically designed to achieve this. Quality measures are available for the main variables.

However, in addition to sampling errors there is the potential for non-statistical errors which cannot be easily quantified. Examples where these errors may occur are deficiencies in the inquiry register and errors made by respondents in completing the inquiry forms.

Further details on ABI technical details e.g. methodology can be found at  
[http://www.nomisweb.co.uk/articles/ref/ABI\\_lmt\\_may2000.pdf](http://www.nomisweb.co.uk/articles/ref/ABI_lmt_may2000.pdf)

### **Staff of Scottish Local Authority Social Work Services**

The Scottish Executive collates local authority social work services workforce statistics on an annual basis. Each local authority is asked to submit an annual census form detailing the staff employed by its social work/social services department, whether free-standing or part of a larger department. The census date is the first Monday in October. Details on terms of employment, type of activity/location, gender of staff, age of staff, qualifications held by staff and number of vacancies were collected in 2004.

The census does not represent the entire public sector or associated agencies, only the local authority component of it. For further details see;  
<http://www.scotland.gov.uk/Publications/2005/06/22115335/53364>.

### **Pre-Inspection Returns Data Collection Exercise**

The Care Commission in Scotland inspects services that are regulated under The Regulation of Care Act (Scotland) 2001. As part of the inspection process a form is submitted prior to the inspection outlining various information including workforce details. This information was collated by the Scottish Executive onto a database in order to give a fuller picture of the social services staff who are employed in organisations governed by the Regulation of Care Act. The data provides the best available data on the private and voluntary sectors.

PIR forms are not yet available electronically and collection is a manual process. Due to the nature of the inspection process not all PIRs are present at the area offices at any one point in time. Therefore, there will ultimately be some staff not covered in this analysis. We cannot be certain of the number of PIRs out of the office for an inspection visit.

Where PIR forms were not available, the data was backfilled using the previous year's records. This process provides a more complete and accurate representation of the labour market than if it were not used. This process was applied for 1035 services.

Comparisons with the Care Commission's database of services suggest that this combined sample covers 95% of the four service types analysed in the report. The PIR collection process collated information on a total of 6,586 services that employed a total of 79,888 staff.

Improvements in the manual data collection process have led to increased confidence in the data used for this report, but may lead to some incomparability with the data used for the first report. In particular, chapter 6 of the first report may underestimate the size of the sector to some degree.

The main data fields of interest on the PIR form were gender, age, qualifications and qualifications in progress.



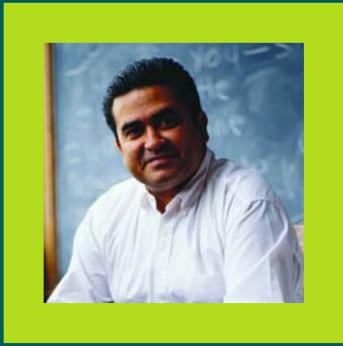
### **Core Minimum Data Set**

The current version of the CMDS (version 0.2) can be found at:

<http://www.scotland.gov.uk/Topics/Government/DataStandardsAndeCare/Workforce/CMDS>

For further information on any aspect of this report please contact:

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