



Scottish social services sector: report on 2010 workforce data

**Scottish Social Services Council
December 2011**

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Executive Summary

This is the third workforce data report published by the Scottish Social Services Council (SSSC). The report combines data from the Scottish Government's annual census of staff in local authority social work services with data from the annual returns collected by the Care Inspectorate¹ from all registered care providers. The data presented in this report were gathered in late 2010.

The report provides a detailed overview of the data at a national level and, where possible, also provides data at the sub-sector or local authority area. The presentation of the data is similar to the approach adopted in the two previous reports for the 2008 and 2009 data (SSSC, 2010 and 2011a). In addition to the report, more detailed tables will be available from the SSSC Workforce Solutions Portal in January 2012, which will provide a breakdown of the numbers of people working in all sub-sectors and service types within individual local authority areas. Key points arising from an analysis of the data are discussed in detail in the main body of the report and include the following:

- for the second year running the social services workforce grew by around 1,000 people. This is a growth rate of approximately 0.5%. This confirms the evidence seen in earlier reports that the high level of workforce growth which was seen in the sector between the mid-90s and 2005/6 has come to an end.
- between 2009 and 2010 the private sector employed an additional 2,000 people and increased its share of the sector's workforce by 1% to 40%, with the public and voluntary sectors having 34% and 26% respectively.
- differences have been identified between local authority areas in the mix of public, private and voluntary sector providers operating within them (e.g. a few have a very small private sector presence whilst in others the private sector is the largest employer).
- in line with findings in the data for 2008 and 2009 all but three sub-sectors employ fewer than 10,000 people and most sub-sectors have a dominant employer type (e.g. 69.5% of the workforce in care homes for adults are employed by the private sector).
- the median² age for those working in public sector social services (46 years) is higher than the median for those employed by voluntary sector providers (43 years) or private sector providers (40 years).
- in 2008 the proportion of men employed in the sector was 15%; by 2009 this had increased to 16%; in 2010 it remained at 16%.

¹ Care Inspectorate is the everyday name for Social Care and Social Work Improvement Scotland (SCSWIS) and was formed on 1st April 2011 bringing together the Care Commission, the Social Work Inspection Agency and the child protection arm of HMIE.

² The median is the middle value of any sample or distribution. It is the mid-point, the point where 50% of the data are above that value and 50% are below it.

1. Introduction

- 1.1 This report is published by the SSSC as part of its duties under the Regulation of Care (Scotland) Act 2001 and its role as part of the Sector Skills Council, Skills for Care & Development. The data presented provides a comprehensive picture of the sector's workforce at the end of 2010.
- 1.2 The report has adopted a similar format to the previous SSSC Workforce Data reports, which examined data gathered in 2008 and 2009. New material has been included (e.g. profile of types of posts, chapter 6) and where possible comparisons have been made with the previous data. The sources of the data are the Scottish Government's annual census of local authority social work services staff and the annual returns collected by the Care Inspectorate. These share data definitions and standards from the core minimum data set (CMDs), and this allows ready comparison between the two data sources.³
- 1.3 Production of the Workforce Data report is supported by the Scottish Social Services Workforce Data Group (SSSWDG) which provides advice on the reporting and publication of the sector's workforce data. The SSSWDG includes representatives from Scottish Government, the Care Inspectorate and COSLA. Representatives from ADSW, private and voluntary sector employers are being sought.
- 1.4 From this year, responsibility for conducting the annual census of local authority social work services staff passed from the Scottish Government to the SSSC. The census in 2011 will take place in December rather than October, to bring it into line with the timing of the Care Inspectorate's data collection. The overlaps between the two data collections have been removed, reducing the burden on respondents. It is currently intended that a report on the sector's workforce data gathered by the SSSC and the Care Inspectorate in December 2011 will be published by October 2012.

³ Work was undertaken in the first half of 2011 to consult with employers and other key stakeholders in the sector on their national workforce data requirements (SSSC, unpublished Report on Stakeholder Consultation 2011). The feedback is being used to revise the core minimum data set and this should be completed by Summer 2012.

2. National Picture

2.1 Introduction

Table 1 below presents an overview of the sector's workforce⁴ by sub-sector or service type, using the most recent data from 2010 set alongside data from 2008 and 2009 for comparison.

Table 1: Headcount⁵ of social services workforce by sub-sector 2008, 2009 and 2010

Sub-sector	Headcount 2008	Headcount 2009	Headcount 2010	% change in workforce 2008-10
Adoption Services	400	420	420	5.0
Adult Day Care	9,720	9,180	8,820	-9.3
Adult Placement Services	160	140	130	-18.8
Care Homes for Adults	53,970	54,150	54,540	1.1
Central and Strategic (LAs)	4,190	4,090	3,630	-13.4
Child Care Agencies	510	560	560	9.8
Childminding	5,580	5,560	5,550	-0.
Day Care of Children	31,190	31,670	31,540	1.1
Fieldwork Services (Adults)	4,850	5,070	4,980	2.7
Fieldwork Services (Children)	5,530	5,600	6,450	16.6
Fieldwork Services (Generic)	3,370	3,390	3,730	10.7
Fieldwork Services (Offenders)	1,960	1,960	2,030	3.6
Fostering Services	830	880	900	8.4
Housing Support and Care at Home	63,140	63,750	64,560	2.2
Nurse Agencies	3,280	2,340	2,110	-35.7
Offender Accommodation Services	120	160	130	8.3
Residential Child Care	6,910	7,490	7,420	7.4
School Care Accommodation	1,220	1,490	1,210	-0.8
Total	196,970	197,900	198,690	0.9

Source: Care Inspectorate and Scottish Government 2008, 2009 and 2010

2.2 Note that around a tenth of Care Inspectorate services have a staffing figure which has been estimated or corrected. Therefore these figures need to be treated with an element of caution. Details of how the figures are calculated are available in appendix 1.

⁴ See appendix 1 for detail of how these figures have been calculated.

⁵ Employers were asked to state how many individuals they employ – see appendix 1 for further details – figures have been rounded to the nearest 10 and may not tally.

2.3 Workforce and registered services trends

Table 1 show that there has been increase in the sector's overall workforce between 2008 and 2009, and again between 2009 and 2010. However, as can be seen from Table 2, the reverse has been happening to the total numbers of services, which have seen a drop in each of the last two years. Unfortunately, as easily comparable data are not available from before 2008 it is not possible to examine the longer term trends within the sector using the CMDS data. If longer-term comparisons are required then the best available data is from the Labour Force Survey (LFS) produced by the Office of National Statistics. However, the LFS uses a slightly different and more narrow definition of the sector. The Workforce Data Report 2009 (SSSC, 2011) showed that the LFS estimated that the sector's workforce grew by approximately 50% between 1999 and 2008.

Table 2: Number of active services registered by sub-sector 2008, 2009 and 2010

	Reg. services 2008	Reg. services 2009	Reg. services 2010	% change in services 2008-10
Adoption Services	39	39	39	0
Adult Day Care	642	592	577	-10.1
Adult Placement Services	30	31	32	6.7
Care Homes for Adults	1,425	1,386	1,343	-5.8
Central and Strategic (LAs)	n/a	n/a	n/a	n/a
Child Care Agencies	35	36	35	0
Childminding	5,580	5,560	5,550	-0.5
Day Care of Children	4,184	4,084	3,957	-5.4
Fieldwork Services (Adults)	n/a	n/a	n/a	n/a
Fieldwork Services (Children)	n/a	n/a	n/a	n/a
Fieldwork Services (Generic)	n/a	n/a	n/a	n/a
Fieldwork Services (Offenders)	n/a	n/a	n/a	n/a
Fostering Services	63	62	62	-1.6
Housing Support and Care at Home	1,917	1,916	1,884	-1.7
Nurse Agencies	65	46	49	-24.6
Offender Accommodation Services	11	12	10	9.1
Residential Child Care	252	262	267	6.0
School Care Accommodation	31	31	27	12.9
Total	14,274	14,056	13,829	-3.1

Source: Care Inspectorate 2010

2.4 Sub-sectors

The 2010 data show that most sub-sectors remain small with only three having more than 5% of the sector's workforce. Of these, the joint

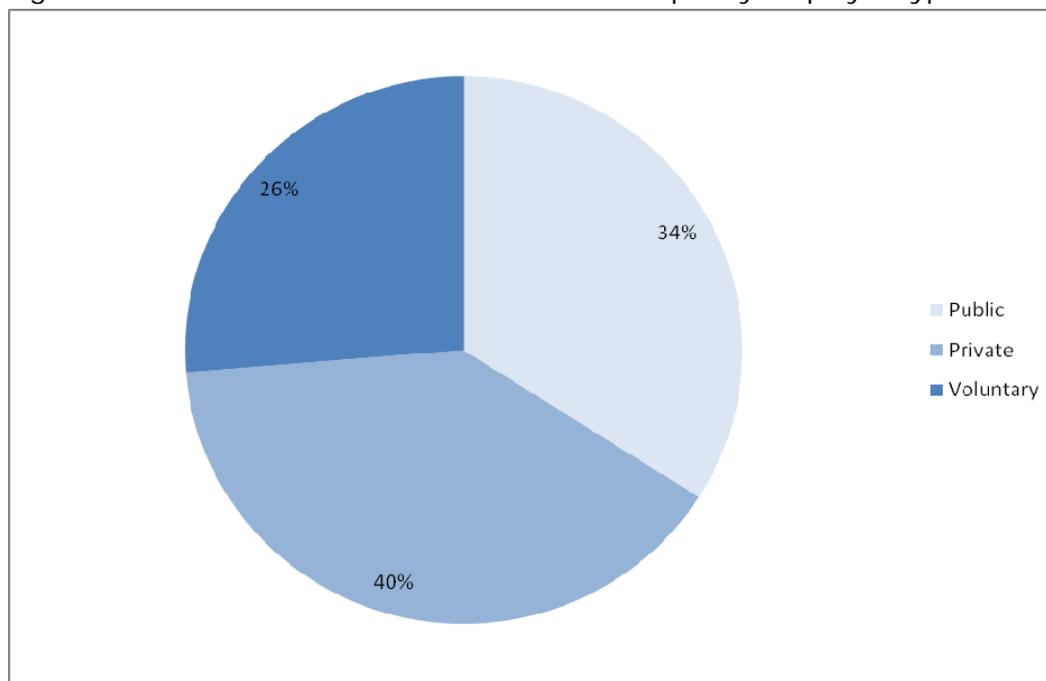
Housing Support/Care at Home sub-sector, with almost one-third of the sector's workforce, is clearly the largest in terms of workforce numbers. The second is Care Homes for Adults which employs over 27% of the sector's workforce and these two sub-sectors along with Adult Day Care services make up most of what are often referred to as "community care" services in this sector. Combined they account for 64.4%, or almost 128,000 of the sector's employees. It is this part of the sector's workforce that works primarily, although not solely, with older people. Local authority adult and generic fieldwork services are also understood to mainly operate in community care related functions.

2.5 The third largest sub-sector is Day Care of Children which has almost 32,000 staff and a further 5,000+ people working as Childminders and combined they account for almost 19% of the sector's workforce.

2.6 Employers

As Figure 1 below indicates, the sector's workforce in Scotland is employed by a mix of private, public and voluntary providers (see chapter 4 for more detailed discussion of sub-sectoral differences). The private sector (including childminders) has increased its share of the workforce between 2008 and 2010, from 37.8% of the total to 39.9%. The voluntary sector's share has remained almost constant at just over 26% and the public sector share has dropped from 35.6% to 33.9%.

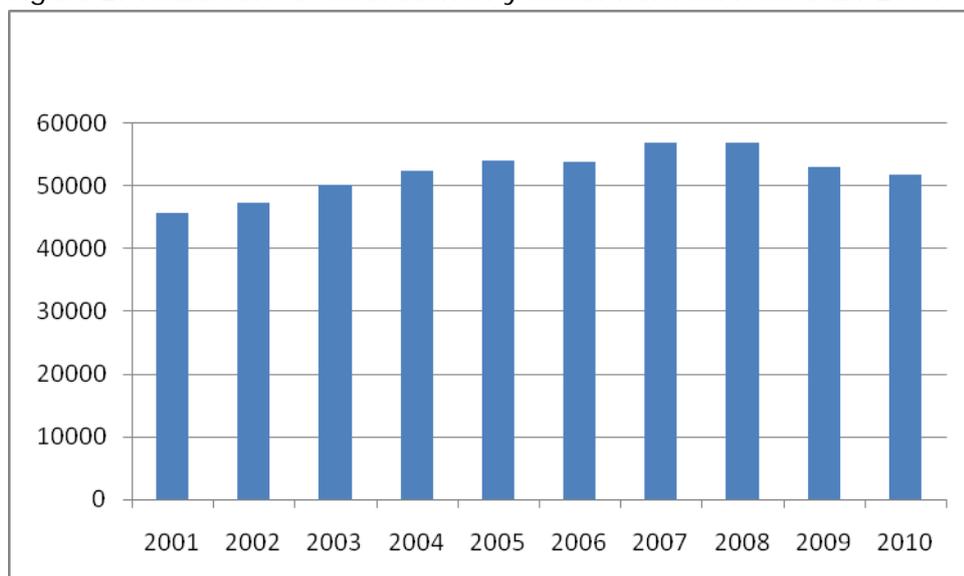
Figure 1: Social services workforce – estimated split by employer type 2010



Source: Care Inspectorate and Scottish Government 2010

2.7 One of the reasons for the reduction in the share of public sector employment in the social services sector is the drop in the numbers of those employed by local authority social work services during this period. Figure 2 below sets out the headcount data taken from the annual census over the decade up to 2010.

Figure 2: Headcount of local authority social work services staff 2001-10



Source: Scottish Government 2010

2.8 This indicates that there has been a reduction in the headcount of local authority social work services of 5,000 staff between 2008 and 2010. Part of this reduction is accounted for by the transfer of staff in 2009 from Glasgow City Council's Care at Home services to a private sector company.

2.9 Personal Assistants

There are some groups of the workforce that are not captured in the above figures. One such group are those employed as Personal Assistants (PAs) by recipients of Self Directed Support (SDS). Where a PA is employed via a registered care provider, then they will be included in the provider's annual returns to the Care Inspectorate. However, data on people employed directly by the SDS recipient are not currently available. This is also the case for any individuals who self-fund their own care and employ staff directly.

2.10 Discussions are currently ongoing with the Scottish Government-led SDS Statistics Review Group to explore what needs to be collected in future. Current data on the numbers of people in receipt of direct payments (Scottish Government, 2011) show a steady year on year rise since 2001, indicating that this is an area of the sector experiencing steady growth in

terms of both service users and the workforce. Scottish Government's own research which was commissioned in 2009 (Scottish Government, 2010) identified that on average SDS recipients in Scotland employed 2.4 PAs.

2.11 Other Exclusions

Centrally based office staff working for private and voluntary sector providers are a second group of staff not included in Table 1. This is because annual returns to the Care Inspectorate only collect data on those working within registered services. However, central and strategic staff within local authority social work services are included in the Local Authority census and appear in the Table 2 as "Central and Strategic Staff (LAs)".

2.12 A third group not currently covered by this report are people employed to assist childminders. The Care Inspectorate (p.26, 2011) provides an estimate for this staff group of 760 people.

2.13 Key messages for National Picture:

- The sector's workforce grew by approximately 1% between 2008 and 2010.
- The number of people working in the sector in 2010 was just under 199,000.
- By 2010 the private sector had increased its share of the sector's workforce to 40%.
- Three out of the 18 sub-sectors account for nearly two thirds of the workforce, or almost 128,000 of the sector's employees.

3. Sub-national analysis

3.1 Introduction

This chapter provides a picture of the workforce at the level of individual local authority areas. Table 3 below shows the numbers of people working in each local authority area by employer type.

Table 3: Headcount⁶ by local authority and employer type

Local authority area	Public	Private	Voluntary	Total
Aberdeen City	2,070	3,480	2,560	8,110
Aberdeenshire	3,260	4,590	1,600	9,450
Angus	1,580	1,740	870	4,200
Argyll & Bute	1,580	1,300	690	3,570
Clackmannanshire	540	1,250	290	2,070
Dumfries & Galloway	1,580	2,540	2,050	6,180
Dundee City	1,990	1,860	1,570	5,420
East Ayrshire	1,470	2,020	1,070	4,560
East Dunbartonshire	910	1,240	640	2,790
East Lothian	1,100	1,840	680	3,620
East Renfrewshire	940	1,030	720	2,690
Edinburgh, City of	5,600	6,760	5,550	17,900
Eilean Siar	880	100	230	1,210
Falkirk	1,800	2,150	1,000	4,960
Fife	5,170	4,890	2,720	12,780
Glasgow City	6,370	9,330	11,700	27,400
Highland	3,150	3,620	1,900	8,670
Inverclyde	1,430	1,440	1,350	4,220
Midlothian	880	1,060	640	2,580
Moray	1,130	1,500	820	3,440
North Ayrshire	1,650	2,340	1,160	5,150
North Lanarkshire	4,370	4,280	2,140	10,790
Orkney Islands	940	90	70	1,100
Perth & Kinross	1,630	2,780	1,620	6,030
Renfrewshire	2,170	2,610	1,900	6,680
Scottish Borders	2,250	1,100	1,300	4,650
Shetland Islands	1,410	60	130	1,590
South Ayrshire	1,220	2,450	1,130	4,800
South Lanarkshire	3,800	4,810	1,740	10,350
Stirling	1,010	1,140	1,010	3,160
West Dunbartonshire	1,750	1,170	430	3,340
West Lothian	1,790	2,090	800	4,680
Outwith Scotland ⁷	0	550	10	560
Total	67,400	79,200	52,090	198,690

Source: Care Inspectorate and Scottish Government 2010

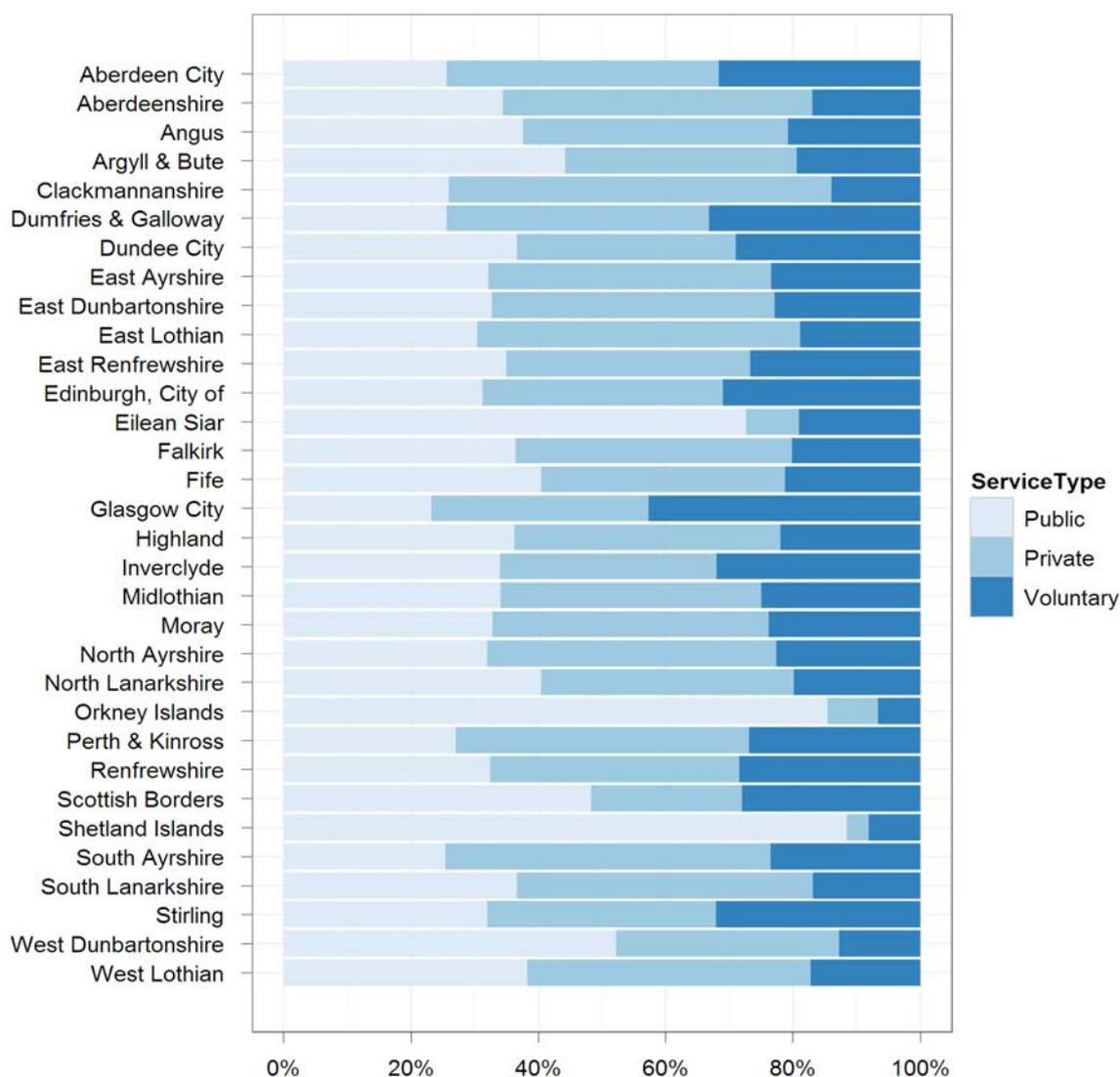
⁶ Figures have been rounded to the nearest 10 and may not tally.

⁷ Employers head office outwith Scotland

3.2 Employment mix in local authority areas

The proportion of staff from the different employer types is more clearly seen in Figure 3 (below). The three island authorities, the Shetlands, Orkneys and Eilean Siar (Western Isles) continue to have the highest proportion of social services employees working within the public sector. Over 80% of the sector's employees in the two Northern Isles and around 70% in the Western Isles work for public sector employers. West Dunbartonshire remains the only mainland authority which employs over 50% of the social services workforce in the public sector. In total nine authorities have the public sector as the largest employer of social services staff. Twenty-two have the private sector as the largest employer and one, Glasgow City, has the voluntary sector as largest.

Figure 3: Proportion of employment within each local authority by employer type



Source: Care Inspectorate and Scottish Government 2010

3.3 Key messages for sub-national analysis:

- As noted in previous reports, there are significant differences between different local authority areas and the proportions of staff employed by public, private or voluntary providers of care within them.
- Public sector providers of care services are the largest employer in nine of the local authority areas. In four of them, they employ more than 50% of the sector's workforce. Of these four, three are the island authorities.
- The private sector is the largest employer in over two-thirds of authorities.
- The voluntary sector is the largest employer in one authority (Glasgow).

4. Sub-sectoral analysis

4.1 Introduction

In this chapter an examination and comparison of the different service types, or sub-sectors⁸, is provided. Table 4 below presents a breakdown of the sector's workforce by sub-dividing headcount data by employer type and sub-sector (service type).

Table 4: Headcount⁹ by employer type and sub-sector

Sub-sector	Public	Private	Voluntary	Total
Adoption Service	330	0	90	420
Adult Day Care	4,930	1,390	2,500	8,820
Adult Placement Service	100	0 ¹⁰	30	130
Care Homes for Adults	7,520	37,910	9,100	54,540
Central and Strategic Staff	3,630	0	0	3,630
Child Care Agency	10	200	350	560
Childminding	0	5,550	0	5,550
Day Care of Children	11,650	12,790	7,100	31,540
Fieldwork Service (Adults)	4,980	0	0	4,980
Fieldwork Service (Children)	6,450	0	0	6,450
Fieldwork Service (Generic)	3,730	0	0	3,730
Fieldwork Service (Offenders)	2,030	0	0	2,030
Fostering Service	460	190	240	900
Housing Support and Care at Home	19,220	16,710	28,620	64,560
Nurse Agency	0	1,600	510	2,110
Offender Accommodation Service	30	0	100	130
Residential Child Care	2,170	1,920	3,340	7,420
School Care Accommodation	160	950	110	1,210
Total	67,400	79,200	52,090	198,690

Source: Care Inspectorate and Scottish Government 2010

4.2 Employment mix within sub-sectors

Almost half of the private sector's employees work in Care Homes for Adults (CHA) while just over half of the voluntary sector's employees in the social services sector are working in Housing Support and Care at Home Services. Voluntary organisations are also the largest employers of Residential Child Care staff while around 70% of all those working in a Care Homes for Adults are working in the private sector. Local authorities continue to provide a wide range of services and are the largest employers in adoption, fostering and adult placement services as well as adult day care.

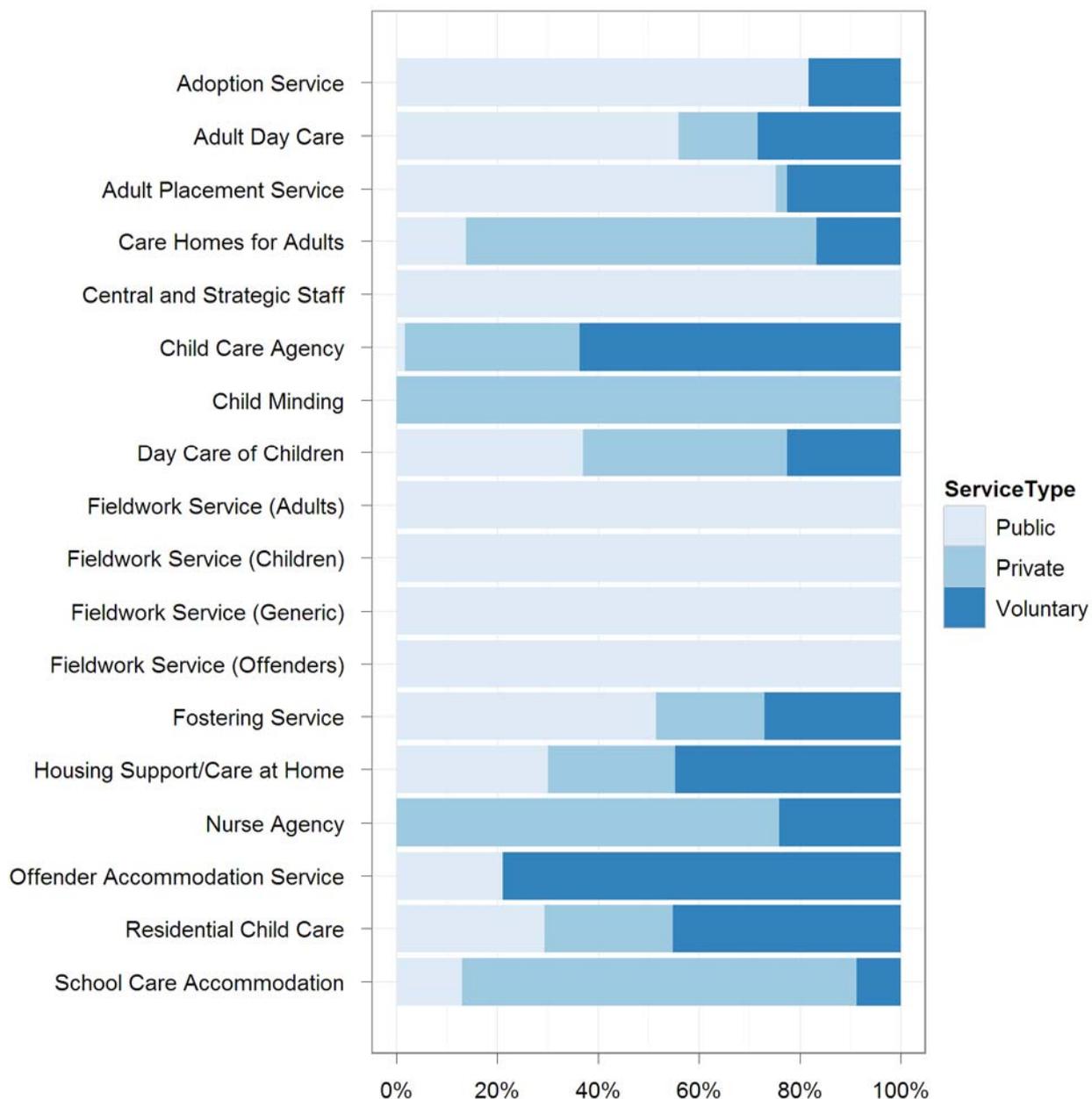
⁸ The definitions for individual sub-sectors are discussed in section 4, appendix 1

⁹ Figures have been rounded to the nearest 10 and may not tally.

¹⁰ This cell has been rounded down to zero.

4.3 A better indication of the spread of employment across sub-sectors is provided in Figure 4 (below), which provides a visual representation of employment in each of the sub-sectors by employer type.

Figure 4: Percentage of the workforce by sub-sector and employer type



Source: Care Inspectorate and Scottish Government 2010

4.4 As Figure 4 shows, most sub-sectors have more than half of their workforce employed by just one of the three employer types. The exceptions to this are Residential Child Care, Housing Support/Care at Home and Day Care of Children. The workforce in those three sub-sectors accounts for more than half of the sector's total workforce.

4.5 Registered services for each employer type

The data on service types can also be examined in terms of the numbers of registered services within each to allow further comparison of different employer types and sub-sectors. Table 5 (below) gives a breakdown of the numbers of registered services within each sub-sector by employer type. The number in brackets in each cell gives an average (the median) number of people working in the relevant sub-sector and employment type.

Table 5: Median staffing values of registered services by employer type and sub-sector

Sub-sector	Public	Private	Voluntary
Adoption Service	9.5	0	12
Adult Day Care	11	11	10
Adult Placement Service	3	3	3
Care Homes for Adults	36	46	15
Child Care Agency	9	6	15
Childminding	0	1	0
Day Care of Children	5	10	5
Fostering Service	11	12	7
Housing Support and Care at Home	28	27	18
Nurse Agency	0	22	254
Offender Accommodation Service	14	0	6.5
Residential Child Care	17	14.5	23
School Care Accommodation	15	17	106

Source: Care Inspectorate 2010

4.6 Median numbers

Table 5 shows the median staffing levels in registered services. From it we can see that 50% of the services run by the voluntary sector in adult day care have more than 10 staff members and 50% have less than 10 staff members. In some sub-sectors like adult day care, the median numbers for public, private and voluntary services are very close in range. However, in other sub-sectors there appear to be significant differences in the typical number of people employed in a registered service. For example in care homes for adults the median is 15 members of staff in services run by voluntary organisations, but 36 and 45 staff members in public and private services respectively.

4.7 The reasons behind such differences are due to the numbers of workers employed in different types of care homes. The private and local authority sectors tend to provide a relatively high proportion of the care homes for older people. The voluntary sector tends to provide care homes for people with learning disabilities, which usually employ smaller numbers of staff. The median number of staff in the private sector and

public sector will be higher because of the size of the care homes for older people, while the voluntary sector median will be lower because the types of services provided are smaller.

4.8 Key messages for sub-sectoral analysis:

- All but three of the social services sector's 18 service types employ less than 10,000 (or 5%) of the sector's employees.
- Fifteen of the eighteen sub-sectors have a dominant employer type (i.e. one which employs more than 50% of the workforce in that sub-sector) – the private sector employs two-thirds of those working in Care Homes for Adults.
- Median staffing levels can vary within a service type (e.g. Care Homes for Adults) which may be due to different forms of service delivery within a given sub-sector.

5. Profile of the workforce

5.1 This chapter focuses on the profile of the workforce in terms of age, gender and ethnicity and the variation in these characteristics across service and employer types.

5.2 Age

Table 6 below presents data on the workforce's age in the different sub-sectors and by the type of employer.

Table 6: Workforce median age by sub-sector and employer type

Sub-sector	Public	Private	Voluntary	All
Adoption Service	50	0	54	51
Adult Day Care	48	44	45	47
Adult Placement Service	50.5	0	49	50
Care Homes for Adults	48	41	45	43
Central and Strategic Staff	45	0	0	45
Child Care Agency	50	26	35	31
Child Minding	0	43	0	43
Day Care of Children	44	27	38	36
Fieldwork Service (Adults)	47	0	0	47
Fieldwork Service (Children)	45	0	0	45
Fieldwork Service (Generic)	45	0	0	45
Fieldwork Service (Offenders)	46	0	0	46
Fostering Service	50	43	48	48
Housing Support/Care at Home	48	43	44	45
Nurse Agency	0	43	42.5	43
Offender Accommodation Service	47	0	42	43
Residential Child Care	45	40	42	43
School Care Accommodation	49	45	44	46
All	46	40	43	43

Source: Care Inspectorate and Scottish Government 2010

5.3 Median age

In all but one of the sub-sectors that local authorities run services in, the public sector workforce has the highest median age (the exception is Adoption Services). Private providers, have the youngest workforce (relative to the other two employer types) in all but two of the service types they operate (the exceptions being Nursing Agencies and School Care Accommodation services). The most noticeable differences between employer types in terms of the age of their respective workforces can be seen in Day Care of Children and Child Care Agencies. The workforce in these two sub-sectors has the youngest median age of all the social services sub-sectors. Despite this there are still considerable differences within these two sub-sectors between the three employer types. For example the median age of private sector staff in Day Care of Children is

11 and 17 years lower respectively than for the voluntary and local authority staff.

5.4 Age Profiles

Figure 5 presents the age profile for the workforce within each sub-sector in line graph form for each of the three employer types (viz, public, private and voluntary). While the median age data presented in Table 6 helps identify differences in the age profiles of sub-sectors, Figure 5 provides a clearer picture of the spread of ages within the different employer types and sub-sectors.

5.5 As Figure 5 shows, in some sub-sectors the age profiles of different employer types overlap closely (e.g. adoption services) or fairly closely (residential child care), while in other sub-sectors there are quite substantial differences between the age profiles of different employer types. Table 6 highlighted the differences between employer types within the Day Care of Children and Child Care Agencies sub-sectors in terms of the respective median ages. Figure 5 provides another angle on the differences in age and while the differences are very apparent the extent of overlaps can also be seen.

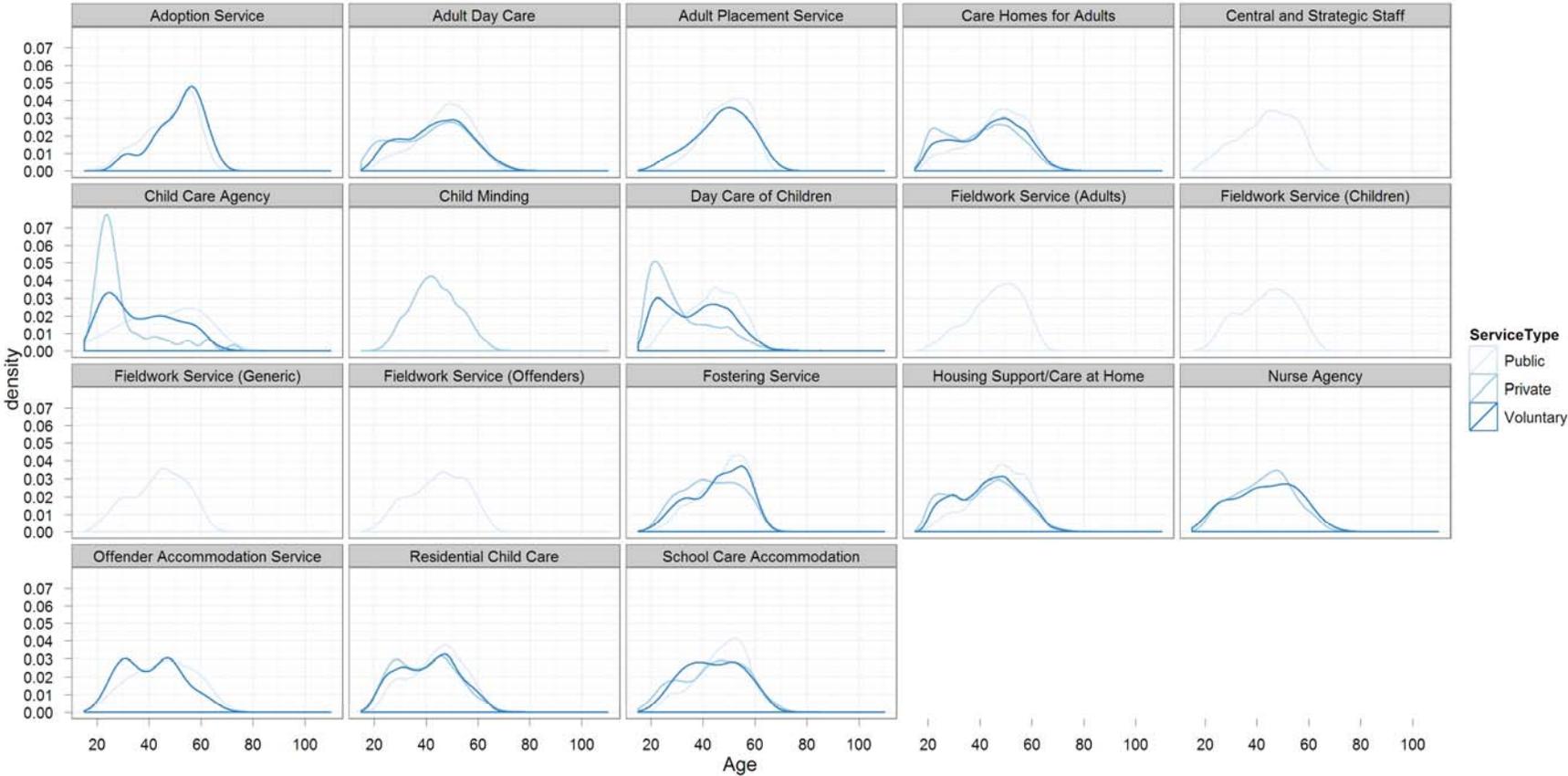
5.6 Figure 5 indicates that while there are similarities between and within many of the sub-sectors there are also some striking differences in the age profiles of the workforces in the private, voluntary and public sectors. This can be seen particularly in Day Care of Children and Child Care Agencies, where the private sector, and the voluntary sector to a slightly lesser extent, has a workforce with a younger age profile than that in local authorities.

5.7 Modal age

In most sub-sectors the “mode”¹¹ appears to be in the late-forties age range. Child Care Agencies and Day Care of Children have a different age profile with a mode at around 25 years of age. It also appears to be the case that the private sector workforce in Care Homes for Adults and Housing Support/Care at Home has a significant proportion of staff under the age of 30 (as has the voluntary sector although again to a lesser degree). Local authorities on the other hand appear to have relatively few staff under the age of 30 in such services.

¹¹ The mode, like the median, is another form of average, and is the value most often recorded or observed in a given sample.

Figure 5: Line graphs of workforce by age, employer type and sub-sectors



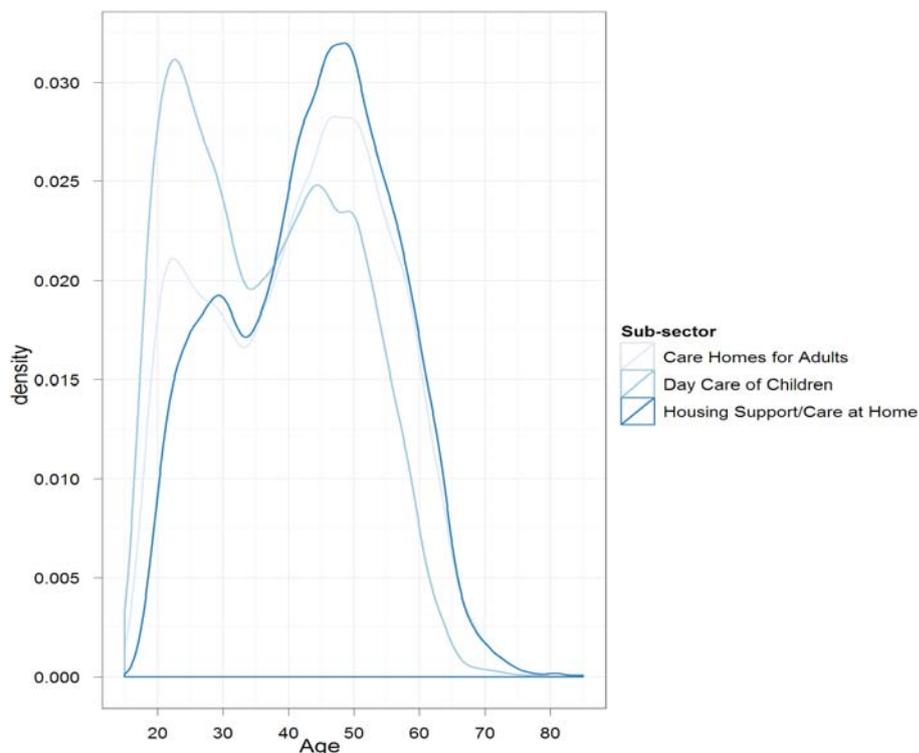
Source: Care Inspectorate and Scottish Government 2010

5.8 Sectoral age profile

In Figure 6 the age profiles for public, private and voluntary sector employees in the three largest sub-sectors have been combined to present one age profile for each of these three sub-sectors. The three age profiles are presented together and this gives a much clearer impression of the possible differences and similarities in age profiles between different sub-sectors. The three sub-sectors are, Care Homes for Adults, Housing Support/Care at Home, and Day Care of Children. These three sub-sectors combined employ just over 150,000 people or over 75% of the sector's workforce.

5.9 Figure 6 shows that the age profiles of the workforces in the two adult services sub-sectors are very similar to each other particularly when juxtaposed with the age profile of the Day Care of Children workforce. The adult services have lower numbers of staff in the 16-35 (approx.) age range and many more employees in their 40's and 50's. The Day Care of Children workforce, as already noted, has quite a different age profile, and has high numbers of staff between the ages of 16 and 35. All three sub-sectors indicate a drop in the numbers of employees in their early 30's.

Figure 6: line graphs of the workforces in three sub-sectors by age



Source: Care Inspectorate and Scottish Government 2010

5.10 Gender

Table 7 below provides data on the gender of the workforce by the percentages of female and male employees for each sub-sector. Details of response rates by sub-sector can be found in Table A2 in appendix 1.

5.11 The sector continues to be one with a very high proportion of female staff. Male staff make up less than one in six of the workforce at 16%, which is a slight increase from 15% in 2008. Male staff do have a higher level of representation in some areas, most noticeably in Offender Accommodation Services and in Residential Child Care and School Care Accommodation where they make up just over a third of staff. However, other children's services such as Childminders, Day Care of Children and Child Care agencies, which provide services mainly to pre-school children, have the lowest proportion of male staff members in the sector, with men representing no more than 5% of the workforce in each.

Table 7: Percentage¹² of staff by gender and sub-sector

Sub-sector	Male	Female
Adoption Service	9	91
Adult Day Care	23	77
Adult Placement Service	25	75
Care Homes for Adults	15	84
Central and Strategic Staff	23	77
Child Care Agency	5	95
Childminding	0	100
Day Care of Children	3	96
Fieldwork Service (Adults)	20	80
Fieldwork Service (Children)	17	83
Fieldwork Service (Generic)	21	79
Fieldwork Service (Offenders)	36	64
Fostering Service	13	87
Housing Support/Care at Home	20	80
Nurse Agency	16	84
Offender Accommodation Service	36	64
Residential Child Care	35	65
School Care Accommodation	37	63
Total	16	84

Source: Care Inspectorate and Scottish Government 2010

5.12 Ethnicity

The CMDS used by the Care Inspectorate and Scottish Government has 19 separate categories to classify ethnicity data (see appendix 3 for details). For the purposes of this report the data have been consolidated into six

¹² Percentages have been rounded and may not tally.

main groups (Asian; black; mixed race; not known; other; and white) but more detailed breakdowns are possible. The reasons for consolidating the data into six groups rather than the existing 19 include ease of presentation, and understanding of the data.

- 5.13 Table 8 below presents the ethnicity data by employer type. The overall response rate for this data item was 77.3% which is almost identical to the response rate on gender (more detail are available in appendix 2). Unlike the responses on gender, there were a high number of “not known” responses amounting to just over 19% of all responses. This creates difficulties in interpreting the data, as there is uncertainty regarding the extent to which the ethnicity of the “not knowns” matches the proportions seen in the responses where ethnicity has been identified.
- 5.14 Despite the problems caused by the not knowns, we can say that a minimum of 4.0% of the workforce define themselves as either, Asian, black, mixed race, or other. However, there is variation between the different types of employers, with a minimum of 6% of all responses in the private sector being for people from those four groups compared with 2% in the voluntary sector and 1% in the public sector.

Table 8: Ethnicity: percentage of workforce by employer type

	Asian	Black	Mixed	Not known	Other	White
Public	1	0	0	21	0	78
Private	3	2	0	21	1	73
Voluntary	1	1	0	21	0	76
Total	2	1	0	21	1	75

Source: Care Inspectorate and Scottish Government 2010

5.15 Scottish Population

The proportion of people within the Scottish population who come from ethnic minorities was identified in the Scottish Executive’s report on the 2001 census (2004). The census found 2.0% of the population came from a non-white ethnic background and 1.5% came from “any other white background”. This data is now 10 years out of date and is thought to have been subsequently overtaken by migration following the expansion of the European Union in 2004. The 2011 UK census data when published will provide a more up to date picture of the proportion of migrants resident in Scotland. These results, when combined with the data on the ethnicity of the workforce will indicate the extent to which the sector’s workforce is representative of the population it is serving in Scotland.

5.16 Ethnicity by sub-sector

Table 9 (below) presents a more detailed breakdown of the ethnicity data by presenting it in terms of each sub-sector. It shows quite large

differences in the proportions of “not known” responses across the sub-sectors. For example, almost one third (32.3%) of all responses on staff within School Care Accommodation Services indicated that the ethnicity of the member of staff was not known, whilst the proportion for local authority central and strategic staff was just under half that at 15.8%.

Table 9: Ethnicity – percentage¹³ of workforce by sub-sector

	Asian	Black	Mixed	Not known or disclosed	Other ethnic group	White
Adoption Service	0	0	0	24	0	75
Adult Day Care	1	0	0	16	0	83
Adult Placement Service	1	0	0	16	0	83
Care Homes for Adults	4	2	0	20	1	73
Central and Strategic Staff	1	0	0	17	0	82
Child Care Agency	1	0	0	35	0	63
Childminding	0	0	0	11	0	88
Day Care of Children	1	0	0	14	0	84
Fieldwork Service (Adults)	0	0	0	20	0	79
Fieldwork Service (Children)	1	0	0	23	0	76
Fieldwork Service (Generic)	1	0	0	13	0	85
Fieldwork Service (Offenders)	0	0	0	20	0	79
Fostering Service	1	1	0	18	0	80
Housing Support/Care at Home	1	1	0	29	0	69
Nurse Agency	3	11	0	33	0	53
Offender Accommodation Service	1	1	0	23	2	74
Residential Child Care	0	0	0	28	0	71
School Care Accommodation	1	0	0	44	0	55
Total	2	1	0	21	1	75

Source: Care Inspectorate and Scottish Government 2010

5.17 There are also considerable differences in the response rates for sub-sectors with local authority fieldwork services having response rates of 100%, while five sub-sectors have response rates of between 60 and 70%.

¹³ Percentages have been rounded and may not tally.

5.18 Based on those who identified themselves as coming from an ethnic minority, the care homes for adults and nurse agency sub-sectors appear to have the highest proportions of people defined as either, Asian, black, mixed race, or other, at 7.1% and 15.5% respectively. Both of these sub-sectors also had around one in five responses as “not known”.

5.19 It should be noted that the zero values recorded in the table reflect nil responses. So for example, in the Adoption services sub-sector no member of staff was recorded as being Asian or of mixed ethnicity. However the proportion of “not known” responses means there is uncertainty over the ethnicity of the total workforce.

5.20 Key messages for workforce profile

- Local authorities have the workforce with the oldest age profile while the private sector has the workforce with the youngest.
- The Early Years workforce has a significantly younger age profile than the social care workforce.
- The proportion of men working in the sector in 2009 was 16%, approximately one in six of the sector’s workforce.
- A minimum of 4% of the sector’s workforce are from an ethnic minority.

6. Profile of Types of Posts

6.1 Introduction

The previous chapters have focussed on data which provides information on the kinds of organisations and services operating in the social services sector in Scotland. This chapter focuses on two data items that provide more insight into the types of posts (jobs) within those services.

6.2 Job Function

The job function classifies staff according to the function and level of responsibility that an individual staff member has and Table 10 below sets out a breakdown of job function by sub-sector. This system for categorising the workforce was adopted within the core minimum data set (CMDS) to overcome the problem in identifying people in similar posts, which is caused by the significant variation possible within job titles. There are eight Job Function categories in all, which are set out in Table 10.

Table 10: Job Function categories in the CMDS

JF	Type of Post
C0	Administrative/support staff - e.g. clerical, finance and HR
C1	Ancillary staff - e.g. catering, domestic, gardening
C2	Care staff - provide direct care and support (e.g. DCSC support workers)
C3	Care staff – may supervise work of C2 staff and contribute to assessment of care needs and development and implementation of care plans (e.g. Senior Residential Care workers)
C4	Care staff – responsible for assessment of care needs (e.g. social workers, OTs, registered nurses)
C5	Unit/project manager - have responsibility for the management of care and service provision in a discrete service delivery area.
C6	Group manager - have overall responsibility for the management of care and service provision in two or more discrete service delivery areas (e.g. a group of care homes, a care home comprising a number of service delivery units)
C7	Director/Chief Executive - highest level of overall responsibility for the management of care and service provision. Staff at this level have a given place on the organisation's governing body.

Source: CMDS 2008

6.3 Differences between sub-sectors

Table 11 shows that there are considerable differences in the job function profile between the various sub-sectors. For ease of presentation the table has aggregated the job function data into three main categories, namely; ancillary/auxiliary staff (C0 and C1); care staff (C2, C3 and C4); and managers (C5, C6 and C7).

6.4 The reasons for the differences between sub-sectors in the proportions of staff within the three main job function groupings are not clear. For example, the proportions of managers range from 0% to 24%. However, in some cases such as Central and Strategic Staff (within local authority social work services), the very high proportion of auxiliary and ancillary staff is in keeping with a sub-sector focussed primarily on back office functions (in turn, those parts of local authority services delivering fieldwork have generally much lower levels of C0 and C1 staff).

Table 11: Percentage¹⁴ of staff by job function and sub-sector¹⁵

	Auxiliary & ancillary staff	Care staff	Managers
Adoption Service	11	67	18
Adult Day Care	16	78	6
Adult Placement Service	13	63	24
Care Homes for Adults	22	73	3
Central and Strategic Staff	85	1	15
Child Care Agency	7	87	6
Day Care of Children	9	79	10
Fieldwork Service (Adults)	20	65	15
Fieldwork Service (Children)	17	70	13
Fieldwork Service (Generic)	51	41	7
Fieldwork Service (Offenders)	18	69	13
Fostering Service	16	64	17
Housing Support/Care at Home	8	87	5
Nurse Agency	4	94	0
Offender Accommodation Service	15	77	8
Residential Child Care	12	80	7
School Care Accommodation	40	56	3
Total	18	75	7

Source: Care Inspectorate and Scottish Government 2010

6.5 The proportion of staff in managerial positions also ranges from 0% in Nurse agencies to 24% in Adult Placement services with the average across the sector being just 7%.

6.6 Contract type

In addition to the information on job function, the Care Inspectorate and Scottish Government both gathered data on the types of contract that employees have. Table 12 below provides a breakdown of the proportions of employees within each sub-sector who have different contract types.

6.7 Table 12 shows that in all but three sub-sectors, over 80% of the staff had permanent contracts. The three sub-sectors which did not were, the Agencies for child care staff and nurses and the largest sub-sector, Housing Support & Care at Home services. On average 80% of the

¹⁴ Percentages have been rounded and may not tally.

¹⁵ Childminders have not been included in this table.

sector's employees are on a permanent contract with the remaining 20% spread across the other seven forms of contract types.

Table 12: Percentage¹⁶ of staff by type of Job contract and sub-sector

	Permanent	Temporary	Agency	Bank	Fixed term	Sessional	Casual Relief	Trainee	Other	Not known
Adoption Service	91	5	0	0	2	1	0	0	0	0
Adult Day Care	82	5	0	1	1	3	5	0	1	0
Adult Placement Service	94	2	0	1	2	0	0	0	1	0
Care Homes for Adults	86	2	0	8	0	0	3	0	0	0
Central and Strategic Staff	90	8	0	0	1	0	0	0	1	1
Child Care Agency	21	10	15	0	5	40	8	0	1	0
Day Care of Children	81	7	0	1	2	3	3	2	1	0
Fieldwork Service (Adults)	92	6	0	0	0	0	0	0	0	1
Fieldwork Service (Children)	83	5	0	0	0	0	1	0	0	10
Fieldwork Service (Generic)	89	8	0	0	1	0	0	1	0	1
Fieldwork Service (Offenders)	90	7	0	0	1	1	0	0	0	0
Fostering Service	94	3	0	0	1	1	0	0	0	0
Housing Support/Care at Home	76	2	6	3	1	5	5	0	2	0
Nurse Agency	24	3	69	1	0	0	3	0	0	0
Offender Accommodation Service	84	2	1	0	0	13	0	0	0	0
Residential Child Care	82	4	0	1	1	3	6	1	3	0
School Care Accommodation	87	2	0	1	3	2	3	0	0	2
Adoption Service	91	5	0	0	2	1	0	0	0	0
Total	80	4	2	3	1	2	3	0	1	3

Source: Care Inspectorate and Scottish Government 2010

¹⁶ Percentages have been rounded and may not tally

7. Conclusion

- 7.1 As in 2009, the data from 2010 set out in this report, shows that the sector's workforce is no longer growing at the rate that was evident during the period from 1999 to 2008. This is in part due to the large increases that have taken in place within the sector; no sector can continue to grow at such a rate indefinitely. This raises questions about how future growth projections for the sector should be understood and modelled and in particular how actual demand for services (in terms of workforce) can be met through supply.
- 7.2 Although, overall there has been a decrease in the growth rate of the workforce, this has not been uniform across all the sectors. For example, the public sector has continued to shrink while the private sector has offset this by continuing to grow. This reinforces a point sometimes not understood outwith social services, namely, that they are not dominated by public sector employment. Local authorities employ only around one-third of all those in paid employment in the sector, with the other two-thirds employed by private providers or voluntary sector organisations.
- 7.3 At the same time as the growth in the workforce appears to be levelling off, the number of actual registered services has dropped by just over 3% between 2008 and 2010. A more detailed discussion of registered services is available from the Care Inspectorate's annual report.
- 7.4 Data gathering
Looking ahead, a number of changes are taking place to the way the sector's workforce data is collected and disseminated. Changes to the annual census of local authority social work services staff began this Autumn. The data gathering has been streamlined to reduce the burden on employers and there will no longer be a separate local authority census report. Future data reports on the sector will be published the following year starting from October 2012, when the data collected in December 2011 will be published.
- 7.5 In addition more detailed data will be available early in the new year via sets of online tables which will examine the workforce at the level of individual local authority areas. It is hoped this will provide greater support particularly to local authority employers on workforce planning.
- 7.6 As mentioned work is also underway to review the CMDS to ensure that the most useful data is being collected in the most effective manner. The review will in part look at response rates for data items, as some of these

appear to be particularly problematic for some sub-sectors to provide; the reasons for which are not clear.

7.7 Social Services and Health Services integration

Another issue that will require attention in the next few years is the increasing move towards the integration of social services and health services. There is already evidence from local authorities suggesting that staff are transferring between local authority social work services and the NHS. What is not clear is whether this is a result of the work that has already happened around integration or it is something that would have happened anyway.

7.8 As integration between the sectors gathers pace, this will have implications as to how the workforce data on NHS and social services sector staff are collected and by whom. Discussions with ISD, and other colleagues in the Health sector, who are responsible for NHS workforce data are going to be of increasing importance.

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Appendix 1 - Background notes on the data used in this report

1) Data Sources:

Care Inspectorate Service-Lists (as at the start of January 2009, January 2010 and January 2011) have been used to provide data on:

- the total number of registered services
- whether services were active or inactive
- whether services were run by local authority, private or not-for-profit
- the postcode of the service, from which we have derived the local authority of the service.

Annual Returns submitted by registered services to the Care Inspectorate (as at end December 2008, December 2009, and December 2010) have been used to provide data for:

- the total number of staff per registered service. Note that these figures include estimates where Annual Returns have not been submitted.
- the characteristics (age, gender, and ethnicity etc) of employees. Note that these figures are used as submitted in the employee-details sections of the Annual Returns and no estimation has been carried out to cater for non-response.

Please see the section below on “How Missing Data are Dealt With” for further details of the estimates for missing data and what this means for interpreting the figures presented in this Report.

The Care Inspectorate Annual Returns are collected primarily to assist with inspection purposes for individual services, however the data collected can also be aggregated up to produce summary information and to provide a statistical overview of services

Scottish Government “Staff of Scottish Local Authority Social Work Services” data were used to provide figures on the number of filled-posts (as at October) within non-registered Local Authority Social Work Services, and the characteristics (age, gender, ethnicity etc) of employees in these non-registered services.

2) How Missing Data Are Dealt With:

Care Inspectorate Annual Returns

Not all services have submitted an Annual Return to the Care Inspectorate. This means that there are some gaps in the data which we need to take account of or be aware of.

For the total number of staff as at Dec-10, figures have been corrected or estimated for around a tenth of services. These estimates were based on either:

- (a) historic data for the same service where this was available
- (b) the median value of staff figures for similar services or
- (c) capacity ratios (staff/service users) or WTE/staff-count ratios for the service

The aim of these estimates has been to fill in the gaps in a logical and structured way so that we can produce overall estimates for total staff numbers per service across each sub-sector and employer type.

Whilst overall only around a tenth of services had an estimated/corrected total staff figures as at Dec-10, this proportion varied by type of service. See Table A1 below for further details.

Table A1: Percentages of services by sub-sector that provided a current staffing figure.

Sub-sector	2009	2010
Adoption Service	93.6	97.4
Adult Day Care	77.3	87.7
Adult Placement Service	69	84.4
Care Homes for Adults	85.3	91.9
Child Care Agency	77	69.7
Child Minding	100	100
Day Care of Children	86	92
Fostering Service	91.8	93.5
Housing Support/Care at Home	58.8	88.2
Nurse Agency	43.2	75.5
Offender Accommodation Service	65.4	90
Residential Child Care	81.4	88.3
School Care Accommodation	66	92.6
Total	75.1	94.3

Source: Care Inspectorate and Scottish Government 2009 and 2010

Table A1 above clearly indicates a significant improvement in the numbers of returns received which provide a current staffing figure.

The data on characteristics of employees (age, gender, ethnicity etc) comes from the employee-records section of the Annual Returns. It is important to note here that not every submitted Annual Return will contain a completed Employee-Records section. Furthermore, there has been no estimating carried out to attempt to fill in these missing employee-records (due to the level of complexity this would likely require). This means that the employee characteristic figures presented in this Report are only representative of the services that have provided employee-level returns. Therefore the figures presented may not be entirely representative of the social services sector as a

whole. As such, figures on age, ethnicity or gender need to be used with caution and should be used as indicative totals only. Table A2 below provides a breakdown of the response rate for individual data items by sub-sector. The response rate presents the number of employee returns received with the relevant data item as a percentage of the total headcount for each sub-sector.

As can be seen there are significant differences in the levels of response rates between different sub-sectors. It is worth noting that one of the lowest levels of response is from the largest sub-sector namely Housing Support/Care at Home services – none of these core data items receives more than a two-thirds response rate from that sub-sector. This compares poorly with the Scotland wide response rates. The local authority only sub-sectors have the highest response rates.

Table A2: Response rates by sub-sectors

	Age	Gender	Ethnicity	Job Function	Contract
Adoption Service	97	98	74	94	98
Adult Day Care	83	84	71	83	84
Adult Placement Service	92	92	77	92	92
Care Homes for Adults	92	92	74	92	92
Central and Strategic Staff	100	100	83	100	99
Child Care Agency	82	83	54	83	83
Child Minding	83	83	74	n/a	n/a
Day Care of Children	93	94	80	93	94
Fieldwork Service (Adults)	100	100	80	100	99
Fieldwork Service (Children)	100	100	77	100	90
Fieldwork Service (Generic)	100	100	87	100	99
Fieldwork Service (Offenders)	100	100	80	100	100
Fostering Service	97	97	80	95	97
Housing Support/Care at Home	64	65	46	65	65
Nurse Agency	61	61	41	61	61
Offender Accommodation Service	99	99	77	99	99
Residential Child Care	84	85	61	85	85
School Care Accommodation	98	99	55	99	97

Source: Care Inspectorate and Scottish Government 2010

Scottish Government “Staff of Scottish Local Authority Social Work Services” data

In 2009, Glasgow's figures exclude care at home staff as these staff have moved to the private sector although they continue to provide a local government role. Therefore, totals for 2009 are not comparable with 2007 and 2008.

In 2010, as part of its new integrated Children's Services, Scottish Borders included additional filled posts (largely teachers and assistants who work with children with additional support needs). Therefore, totals for 2010 are not comparable with 2009

3) Limitations of the Data:

(i) Limitations resulting from missing / estimated data:

All estimated total staff figures are rounded to the nearest 10 to express the uncertainty inherent in these estimates.

(ii) Impacts resulting from definitional issues:

For both the **Care Inspectorate Annual Return data** and **Scottish Government “Staff of Scottish Local Authority Social Work Services” data** – it’s important to note that the figures presented on total numbers of staff are a count of the staff working in each service. Therefore if an individual works for more than one service or employer then the person is likely to have been counted more than once. Therefore the figures presented on headcount are not a wholly precise count of the number of separate individuals working within the social services sector. From Care Commission Annual Return data as at Dec-08 we estimate that this double-counting of individuals accounts for approximately 2% of the headcount figure.

Applying this 2% estimate to the total headcount figure of around 194,794 means that we can estimate the total number of individuals in the sector to be around 194,794.

4) Definitions of sub-sectors/service types

It should be noted that the definitions for individual sub-sectors are those used by the Scottish Social Services Council, and are not necessarily the same as those used but the Care Inspectorate (e.g. School Care Accommodation services and Residential Child Care services).

Table A3: Definition of sub-sectors (also known as service types)

Sub-sectors	Definition
Adoption Service	A service that makes arrangements in connection with the adoption of children. This does not include services in which the proposed adopter is a relative of the child
Adult Day Care	Day care services can be provided from a registered premises in a variety of settings.
Adult Placement Service	Adult placement services provide or arrange accommodation for vulnerable adults (aged 18 or over) in the homes of families or individuals, together with personal care; personal support; or counselling or other help, provided other than as part of a planned programme of care.
Care homes for adults	Care Homes relating to, for example, Alcohol & Drug Misuse, Learning Disabilities, Mental Health Problems, Older People, Physical and Sensory Impairment, Respite Care and Short Breaks
Child Care Agency	Childcare agencies supply or introduce to parents a childcare who looks after a child or young person up to the age of 16, wholly or mainly in the home of that child's parent or parents. They could

	include for example: nanny agencies; and home-based childcare services or sitter services.
Childminders	A childminder is a person that looks after at least one child (up to the age of 16 years) for more than a total of two hours per day. The childminder looks after the child on domestic premises for reward but not in the home of the child's parent(s). A parent/relative/foster carer of the child cannot be regarded as his/her childminder
Day Care of Children	A service which provides care for children on non-domestic premises for a total of more than two hours per day and on at least six days per year. It includes nursery classes, crèches, after school clubs and play groups. The definition does not include services which are part of school activities. Nor does it include activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides.
Fostering Service	Fostering agencies may provide substitute care where a child's family is unable to provide care. They may provide complementary care to provide additional opportunities for a child or to give parents a break. These carers are sometimes called respite or family placement carers. The term foster care is used to describe all these situations.
Housing Support	A service which provides support, assistance, advice or counselling to enable an individual to maintain their tenancy. Housing support may be provided to people living in - ordinary homes, sheltered housing, hostels for the homeless, accommodation for the learning disabled, women's refuges, shared dwellings.
Care at Home	A service which delivers assessed and planned personal care and support which enables the person to stay in their own home
Nurse Agency	Nurse agencies introduce and supply registered nurses to independent and voluntary sector healthcare providers and to the NHS in Scotland.
Offender Accommodation Service	A service which provides advice, guidance or assistance to people such as ex-offenders, people on probation or those released from prison, that have been provided accommodation by a local authority
Residential Child Care	These services are Care Homes, Special School Accommodation Services, and Secure Accommodation Services for children who are looked after away from home.
School Care Accommodation	This includes Boarding Schools and School Hostels (but does not include services for children looked after away from home).
LA Central and Strategic Staff	Staff with a strategic and/or central role, including senior management, administrators and support staff
LA Fieldwork Service (Adults)	Fieldwork staff in divisional and area offices
LA Fieldwork Service (Children)	Fieldwork staff in divisional and area offices
LA Fieldwork Service (Generic)	Fieldwork staff in divisional and area offices
LA Fieldwork Service (Offenders)	Fieldwork staff in divisional and area offices

Appendix 2

The Core Minimum Data Set (CMDS)

These are the common data standards across the Scottish social services sector and their purpose is to ensure consistency between the workforce data that is collected between different organisations. Not every single data item is collected in all data sources. The data items are as follows:

Employer data set (3)

Unique Employer Identifier
Employing organisation name
Organisation type

Unit dataset (4)

Unique Unit Identifier
Unit name
Unit postcode
Induction training offered?

Person dataset (11)

Unique Employee Identifier
Start Date with Employing Organisation
Employee Status
Gender
Ethnic Group
NI number (proposed but not gathered)
Date of birth
Disability indicator
Home postcode
Qualifications held
- year qualification awarded
Qualifications in progress
- target completion date (year)

Post dataset (15)

Start Date in Post
Entry source
(Main) Focus of Service Provision
(Main) Employee service user group
Job title
(Main) Job function
SSSC Registration Category
Pay/salary:

- Gross annual wage OR

- Gross hourly wage
- Contract type
Contracted hours
(Main nature of) Working hours pattern
End Date in Post
Leaving destination
Main reason for leaving

Appendix 3

Ethnicity classification in the Core Minimum Data Set (CMDS):

<u>Code</u>	<u>Ethnicity</u>
10	White
11	White Scottish
12	White British
13	White Irish
14	Other White
20	Mixed
30	Asian, Asian Scottish or Asian British
31	Asian Indian
32	Asian Pakistani
33	Asian Bangladeshi
34	Asian Chinese
35	Other Asian
40	Black, Black Scottish or Black British
41	Black Caribbean
42	Black African
43	Other Black
50	Other Ethnic Group
97	Not disclosed
99	Not known