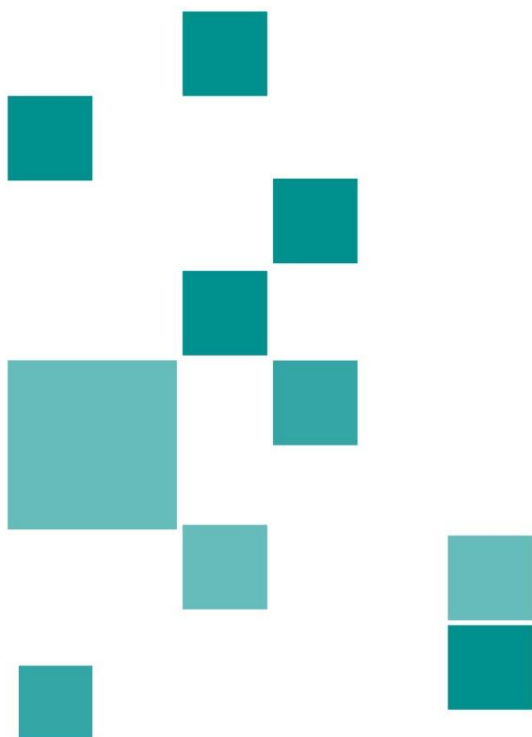


Scottish Social Service Sector: Report on 2017 Workforce Data

An Official Statistics Publication for Scotland

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Contents

Executive summary	5
1 Introduction	6
1.1 Context	6
1.2 Changes to this report	7
1.3 Changes to data	7
1.3.1 Annual returns	7
1.3.2 Local Authority Social Work Services (LASWS) Census	7
2 Service level analysis	8
2.1 Scotland overview and time series	8
2.1.1 Services	11
2.1.2 Service providers	14
2.1.3 Exclusions	14
2.2 Local authority areas	15
2.2.1 Overview.....	15
2.2.2 Employer types	16
2.3 Sub-sectoral analysis	21
2.3.1 Staffing levels	25
2.4 Key messages	26
3 Equalities characteristics analysis	28
3.1 Age	28
3.2 Gender	32
3.3 Ethnicity	32
3.4 Disability	34
3.5 Key messages	35
4 Post characteristics analysis	36
4.1 Job function	36
4.2 Contract type	37
4.3 Hours	40
4.4 Key messages	45

5	Key groups	47
5.1	Social workers	47
5.2	Occupational therapists	48
5.3	Nurses.....	49
6	Conclusion.....	51
6.1	Summary.....	51
6.2	What next?	52
7	Bibliography	53
	Appendix A – Background notes.....	54
	Data sources	54
	Notes: Care Inspectorate annual returns.....	55
	Notes: Staff of Scottish Local Authority Social Work Services Census.....	57
	Limitations to the data.....	57
	WTE calculation	58
	Stability index calculation.....	58
	Definitions of sub-sectors.....	58
	Technical glossary	61
	Appendix B – Core Minimum Data Set (CMDS)	62

Note - terminology

The terminology to describe social services in this report is taken in part from the Public Service Reform (Scotland) Act 2010. Sections 46-48 of the Act set out legal definitions for a wide range of categories including social services, care services and social work services. Definitions for all registered care services (for example, housing support) are set out in schedule 12 of the Act.

Those definitions are the ones used by the Care Inspectorate in its register and data collections. The Scottish Social Services Council (SSSC) Register was set up over time by a series of statutory instruments. This has led to some differences between the definitions used by the two organisations.

The sub-sector definitions used in this report are set out in Table 29. Services are registered using the Care Inspectorate definitions and we map these to SSSC definitions. In many cases these are identical but there are some sub-sectors that are parts or combinations of parts of the care services defined in the Act.

The housing support/care at home sub-sector is defined in this way because of the unique way these services are structured and allowed to register. The majority of such services are jointly registered as they work across both functions and it is not possible to entirely separate the workforces.

Other statistics, for example on activity in the sector, may use similarly worded, but different definitions. In the Social Care Services in Scotland statistics (Scottish Government, 2017) the terminology 'home care' is used to refer to some care at home services. The term 'early learning and childcare' is used to refer to a combination of parts of both the childminding and day care of children sub-sectors (those involved in the Scottish Government's policy to provide increased early years support to parents).

Executive summary

This is the 10th workforce data report published by the SSSC and the seventh set of Official Statistics. The report combines administrative data from the Care Inspectorate with data collected directly from local authorities by the SSSC to form a comprehensive picture of the paid workforce employed in the social service sector in Scotland at the end of 2017.

This report provides an overview of the data at a national level and, where possible, also provides data sub-divided by sub-sector or local authority area. The format of the report mainly follows the SSSC's previous workforce data reports for 2008-2016.

As well as this report, the SSSC will publish more detailed tables in late 2018, providing a breakdown of the number of people working in all sub-sectors and employer types in individual local authority areas. Using this data we will also update the 'Explore the data' section on the SSSC Workforce Data website (data.sssc.uk.com).

Key points

- The size of the workforce has increased to 202,090, a rise of 0.7% since 2016. This is the highest level recorded since these reports began. The social service workforce makes up approximately 7.7% of all Scottish employment.
- The whole time equivalent (WTE) measure of the workforce is 150,960, an increase of 0.3% since 2016.
- The stability index of the workforce is 77.1%. This means just over three-quarters of the workforce remained in the same post since last year.
- The largest employer type differs between local authority areas, with services in Orkney, Shetland and Na h-Eileanan Siar (the three island authorities) provided mainly by the public sector. However, in most areas the private sector is the largest employer.
- The three largest sub-sectors are housing support/care at home, care homes for adults and day care of children; together these account for almost 78% of the workforce.
- The median age of the workforce is highest in the public sector (48) and lowest in the private sector (41). Early years workers in the private sector have the lowest median age (28).
- The percentage of men working in the sector is 15%, although it is around double or greater that proportion in criminal justice and residential children's services.
- The workforce is mainly employed on permanent contracts (81%).
- The median figure for the typical weekly hours worked by staff is 31.5 and 50% of the workforce work full time (more than 30 hours per week).

1 Introduction

The SSSC publishes this report as part of our duties under the Regulation of Care (Scotland) Act 2001. The data provides a comprehensive picture of the sector's workforce at the end of 2017.

Two main sources of data underpin the report. The first is the annual returns collected by the Care Inspectorate. The second is the annual census of local authority social work staff, previously carried out by the Scottish Government and now by the SSSC. As part of the transition to the SSSC, changes were made to the scope and timing of the census to remove overlap with the Care Inspectorate's annual returns and make sure both data sets are collected in the same month. The core minimum data set (CMDS) underpins both data collections.

We produce this report with support from 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, the Convention of Scottish Local Authorities (COSLA), Social Work Scotland and care providers from the private and voluntary sectors.

This report is an Official Statistics publication.

Please see the technical glossary in Appendix A for more information on the technical terms used.

1.1 Context

The calendar year 2017 was a year of challenge and change for the social service sector in Scotland including:

- the difficult wider economic and financial context impacting on budgets for local authorities and social care
- concerns around the outcome of Brexit negotiations and the potential impact on recruitment in the sector
- the integration of social care and health leading to the possible redesign of some services
- preparations for increased early years care entitlement of 1,140 hours per child per year by 2020.

One long-term trend to be aware of is the use of arm's length employing organisations (ALEO) to deliver services by some local authorities. These organisations are typically controlled by a local authority but are classified as private sector employers. We are aware of three authorities that have established ALEOs to deliver some aspects of their care provision: Aberdeen

City, Glasgow City and Scottish Borders. It has been announced that Glasgow City will move its ALEO back in house in 2018.

1.2 Changes to this report

No substantial changes to the structure of the report have been made this year.

1.3 Changes to data

Please take care when interpreting data over time. Statistical recording and coverage changes may overstate or misrepresent actual changes in the workforce. For example, the previously mentioned use of ALEOs will reclassify the workers from public to private, even if the ALEO is wholly owned by the local authority. In addition, from time to time, errors or omissions in the data may be noticed and rectified. Relevant changes are highlighted below.

1.3.1 Annual returns

Some services have cancelled their registration with the Care Inspectorate only to then 're-register' under a different employer type. This mainly applies to day care of children services and only affected around 1% of services.

1.3.2 Local Authority Social Work Services (LASWS) Census

Dundee City Council reported fewer staff this year as they have centralised many of their administrative staff, so no longer report on those staff in the return.

Falkirk Council reported fewer staff this year as they have centralised many of their administrative staff, so no longer report on those staff in the return.

Some administrative staff, who had been excluded previously, have now been included again in the return from Glasgow City Council.

Due to a change in the way staff on annual leave were coded, there is an increase in the number of staff included for Inverclyde CHCP.

North Lanarkshire Council reported fewer staff this year as they have centralised many of their administrative staff, so no longer report on those staff in the return.

Rehabilitation support workers are no longer included in the return from Shetland Island Council, however they are instead captured in the annual returns as they are part of a care at home service.

2 Service level analysis

This chapter looks at the level of service types, providing a high level view of employment. It looks at the numbers employed by sub-sector, the type of employer, the number of registered care services and by local authority area.

2.1 Scotland overview and time series

The overall size of the Scottish social service workforce is shown over time in Figure 1. The fluctuations in the workforce have been relatively small compared to the overall size. Care should be taken with interpreting these figures over time as occasional changes to the data collection and coverage have taken place over the years, please see the notes in chapter 1 and Appendix A for more details.

Figure 1: Time series showing the total Scottish social service workforce, 2008-2017

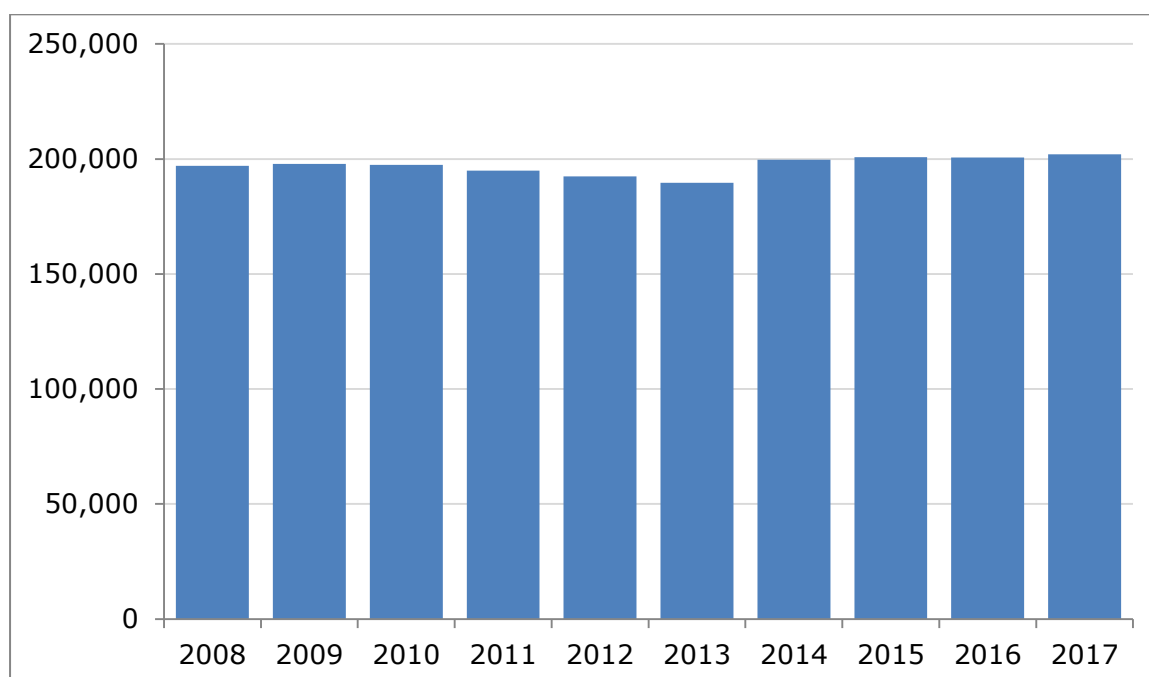


Table 1 presents an overview of the sector's workforce by sub-sector for 2008, 2016 and 2017, as well as the percentage change since 2008. Some sub-sectors have grown while others have shrunk quite markedly in contrast to the overall picture shown in Figure 1.

Table 1: Headcount¹ of the Scottish social service workforce 2008, 2016 and 2017

Sub-sector	2008	2016	2017	Change since 2008
Adoption services	400	460	420	5.2%
Adult day care	9720	7780	7800	-19.8%
Adult placement services	160	190	210	24.8%
Care homes for adults	53970	53680	52470	-2.8%
Central and strategic staff	4190	2890	2660	-36.6%
Child care agencies	510	370	370	-27.4%
Childminding	5580	5510	5260	-5.8%
Day care of children	31190	33430	34020	9.0%
Fieldwork service (adults)	4850	5100	5340	10.2%
Fieldwork service (children)	5530	5700	5740	3.8%
Fieldwork service (generic)	3370	2250	1970	-41.4%
Fieldwork service (offenders)	1960	1950	1970	0.5%
Fostering services	830	960	890	6.8%
Housing support/care at home	63140	68970	70900	12.3%
Nurse agencies	3280	2400	2830	-13.7%
Offender accommodation services	120	100	100	-22.1%
Residential child care	6910	7680	7920	14.5%
School care accommodation	1220	1240	1220	-0.5%
Total	196970	200650	202090	2.6%

Table 1 shows that between 2016 and 2017 the number of staff in the sector has grown slightly by approximately 0.7% (1,440) to 202,090. This is the largest seen in these data reports, giving an overall increase in the workforce of 2.6% since 2008. The increase in the workforce between 2016 and 2017 is comprised of a large net increase in the workforce of continuing services (1,820) opposing modest net decreases in the headcount of services that are new or no longer operating (-180), and the local authority social work service workforce (-200). The official estimate for total Scottish employment for the fourth quarter of 2017 is 2,615,000 (Scottish Government, 2018). As a result the social service sector makes up 7.7% of employment in Scotland, or roughly 1 in 13.

Between 2016 and 2017, half of the sub-sectors (9 of 18) recorded a decrease in the estimated headcount. The largest absolute decrease was in care homes for adults with a decrease of 1,200 while the largest relative decrease was in generic fieldwork services with a decrease of 12%.

¹ Headcount of filled posts; a small amount of double-counting of individuals may exist. We round figures to the nearest 10 which means that individual columns may not sum to the totals.
Scottish Social Services Council

The largest absolute increase in the workforce was in housing support/care at home, with an increase of 1,930, while the largest relative increase was in nurse agencies with an increase of around 18%. The headcount of nurse agencies has been quite volatile over time, perhaps reflecting the nature of this sub-sector, but its small size means this isn't reflected in the overall workforce figures.

The largest sub-sectors continue to be housing support/care at home, care homes for adults and day care of children which together account for just under 78% of the whole workforce. Community care services (housing support/care at home, care homes for adults, adult day care) account for 65% of the workforce and childcare services (child care agencies, childminding and day care of children) account for around 20% of the workforce.

Since 2008, some sub-sectors have seen a large amount of growth, while others have shrunk dramatically. Adult day care, central and strategic staff and generic fieldwork services all had more than 3,000 staff in 2008 and have seen their workforces reduce by around 20% or more. Adult day care has seen a steady decline over the years and the number of services has reduced (see Table 3), although while the number of services continued to decrease between 2016 and 2017, the workforce has increased slightly. Some local authorities have centralised administrative support and as a result they no longer define such staff as social work staff and they do not fall into the scope of our data returns. In practice however, many will still provide support to social work services. This partly explains the fall in the numbers of central and strategic staff and generic fieldwork staff. Other reasons for these falls include policies to reduce the number of senior posts in public bodies. As discussed above, the nurse agencies workforce has been somewhat erratic over time.

Day care of children, fieldwork services for adults, housing support/care at home and residential child care had a workforce of more than 3,000 in 2008 and have seen an increase of 9% or more since. Housing support/care at home being by far the biggest sub-sector is the biggest driver of overall increase and this is likely due to policy changes designed to enable more people to be cared for in their own homes. The day care of children sub-sector has also seen a sizeable absolute increase and this is expected to grow further as policies to increase the provision of free early learning and childcare are implemented.

A time series for the whole time equivalent (WTE) estimates for the workforce is given in Table 2. The data is derived from the reported weekly working hours and is based on a whole time working week of 37.5 hours. You can find more detail on how we calculate this in Appendix A.

The overall WTE of the workforce has increased and decreased in a similar fashion to changes in headcount, though the ratio of WTE to headcount has fallen slightly over time. This means that while the highest headcount is recorded in this report for 2017, the highest WTE was recorded in 2009.

It is noteworthy that while the headcount increased by 0.7% between 2016 and 2017 the WTE only rose by 0.3%.

Table 2: WTE and headcount figures for the Scottish social service workforce, 2008-2017

Year	WTE (37.5 hours)	Headcount (HC)	Ratio of WTE to HC
2008²	146350	191390	0.76
2009	152220	197900	0.77
2010	151630	198690	0.76
2011	147380	194890	0.76
2012	145670	192360	0.76
2013	143410	189670	0.76
2014	150050	199670	0.75
2015	150310	200710	0.75
2016	150540	200650	0.75
2017	150960	202090	0.75

2.1.1 Services

The number of active registered services at the time of data collection is in Table 3. Since 2016 the total number of services has fallen slightly. Of the 13 registered services sub-sectors, five had fewer services, five had a larger number of services and three remained constant between 2016 and 2017.

There was a sizeable fall in the number of childminding services between 2016 and 2017 (-4.6%). It is not clear why this is the case, but it may be due to increased capacity in the day care of children sub-sector reducing demand for these services.

Since 2008, there has been a 7.4% reduction in services overall, though this varies quite markedly by sub-sector. Of note is that there are 21.1% fewer care homes for adults services despite the workforce only falling by 2.8%, and there are 12.0% fewer day care of children services despite an increase in the workforce of 9.0%

² The 2008 figures exclude childminders since hours data was not available for them.

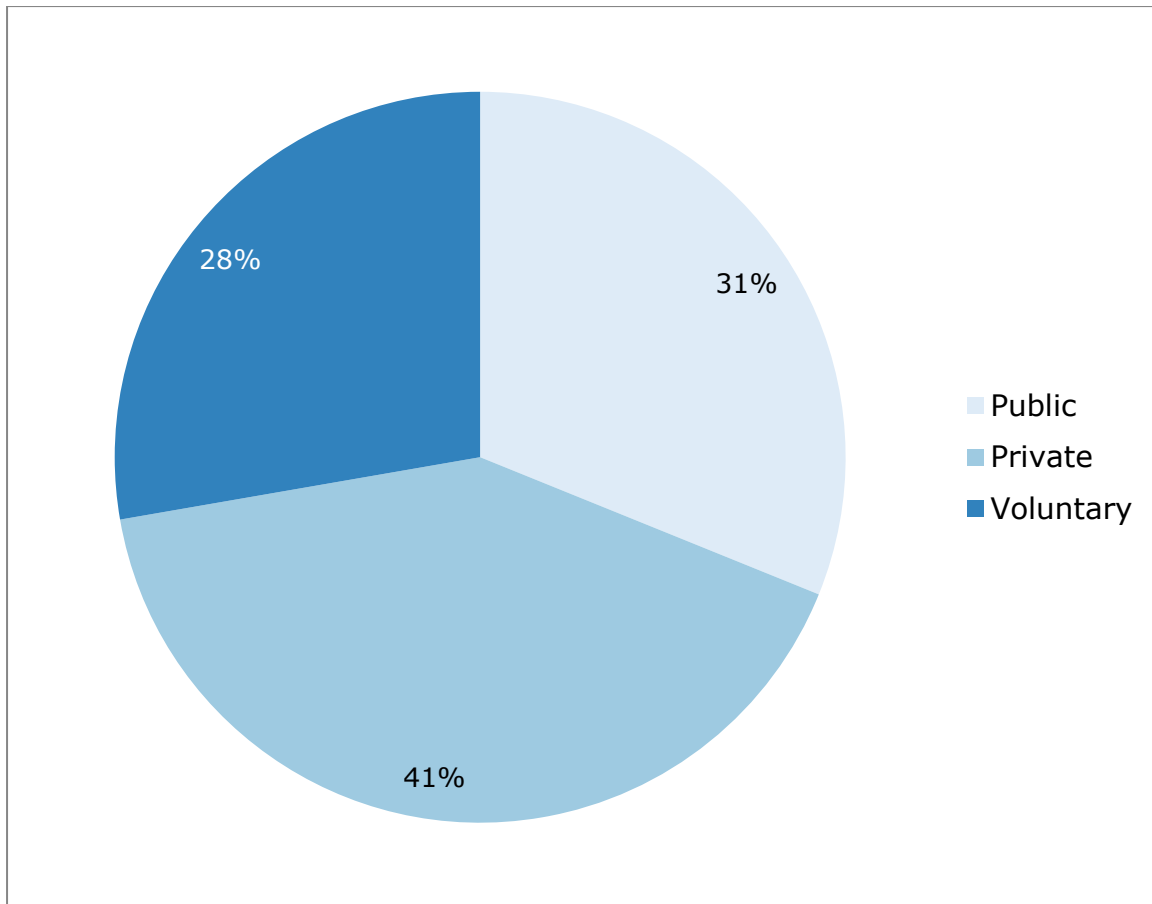
Table 3: Number of active services registered with the Care Inspectorate at 31 December 2008, 2016 and 2017

Sub-sector	2008	2016	2017	Change since 2008
Adoption services	39	38	38	-2.6%
Adult day care	642	492	479	-25.4%
Adult placement services	30	39	39	30.0%
Care homes for adults	1425	1149	1125	-21.1%
Child care agencies	35	24	25	-28.6%
Childminding³	5580	5509	5257	-5.8%
Day care of children	4184	3710	3682	-12.0%
Fostering services	63	59	60	-4.8%
Housing support/care at home	1917	2041	2064	7.7%
Nurse agencies	65	71	78	20.0%
Offender accommodation services	11	5	5	-54.5%
Residential child care	252	316	332	31.7%
School care accommodation	31	28	27	-12.9%
Total	14274	13481	13211	-7.4%

The mix of employer types in the sector is shown in Figure 2. The private sector makes up just over two-fifths of the workforce, the public sector just under one-third and the voluntary sector over a quarter. This pattern is similar to last year, though the private sector has reduced its share slightly while the voluntary sector increased. This is because the public (+0.9%) and voluntary (+2.1%) sectors saw rises in headcount while the private (-0.3%) sector shrank in size. Part of the reason for this was a number of day care of children services were reclassified from private to voluntary as explained in section 1.3.1. We provide greater detail on breakdowns by employer type later in this chapter.

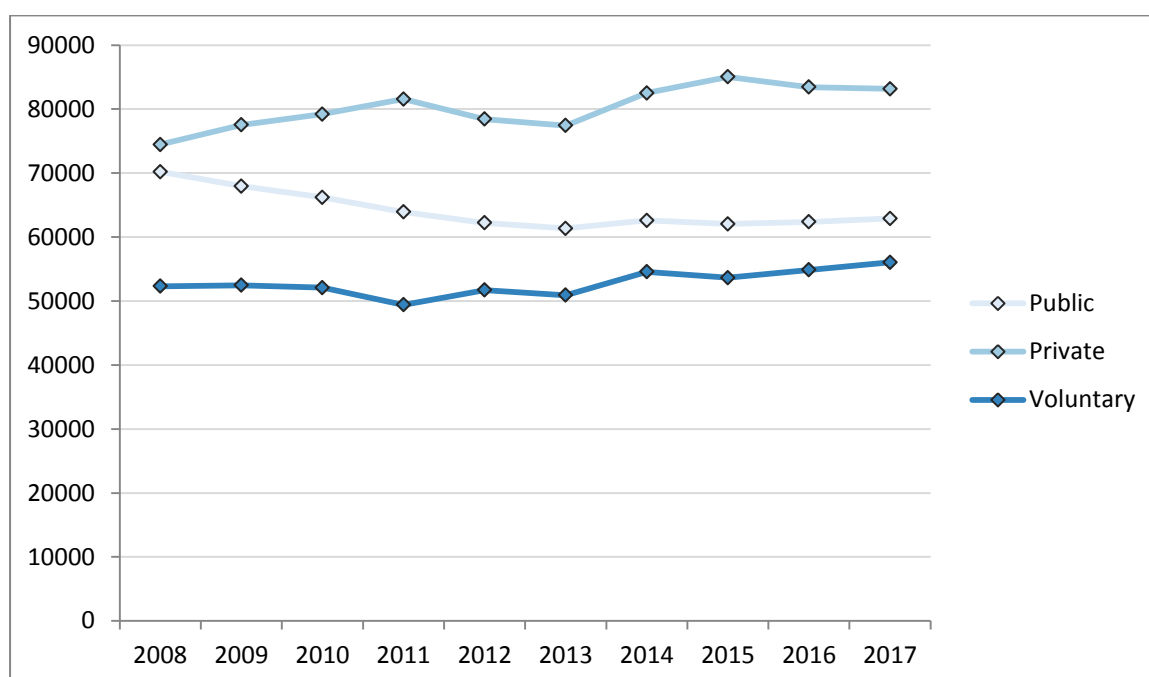
³ Counts of the number of active childminding and day care services are also published by the Care Inspectorate in their report, Early learning and childcare statistics 2017, due to be published in the autumn of 2018. The counts may vary slightly due to differences in the way the Care Inspectorate and the SSSC classify an active service. See Appendix A for more information.

Figure 2: Scottish social service workforce - estimated split by employer type, 2017



Over time there has been a shift from public to private provision, while the voluntary sector has increased slightly. This can be seen in Figure 3.

Figure 3: Time series of the workforce by employer type, 2008-2017



2.1.2 Service providers

Individual services may operate as part of a larger group of services under a service provider registered with the Care Inspectorate. In turn, some large organisations may have a number of service providers registered under them. In 2017 the 13,211 active registered services were distributed among 7,848 service providers. Excluding childminders, there were 7,954 active registered services under 2,592 service providers.

2.1.3 Exclusions

There are a number of groups working in the social service sector that these statistics do not capture. These include childminding assistants, volunteers and personal assistants (PA). We can provide estimates of the total number for the first two groups from the Care Inspectorate's data. These estimates are in Table 4, with the volunteers disaggregated by employer type. Note that some of the people in these roles may also have jobs covered by this report. There are no reliable estimates for the number of PAs employed in the sector.

Table 4: Estimates for excluded groups, 2017

Group	Estimate
Childminding assistants	560
Volunteers (public)⁴	750
Volunteers (private)	570
Volunteers (voluntary)	3380

⁴ Registered services only
Scottish Social Services Council

Another group not included in these statistics is centrally based office staff in private and voluntary organisations. This is because they are not based in a registered service and so not included in the scope of the Care Inspectorate's data collection. Previously, such staff in the public sector were fully captured by the local authority data collection if they worked in social work services. However, as already noted many local authorities have centralised administrative staff which makes it increasingly difficult to capture them in the annual data collection.

We also understand that from time to time local authority social work services will commission private and voluntary sector organisations to carry out some of their functions. Staff employed in this work are not captured by the SSSC's local authority data collection as they are not local authority employees. The Care Inspectorate's returns do not capture these staff as they are not part of a registered care service. We don't currently know the scale and extent of this type of commissioning or the numbers of people employed in such services.

2.2 Local authority areas

2.2.1 Overview

This section provides a picture of the workforce at the level of individual local authority areas in 2017. Table 5 shows the number of people working in each local authority area by employer type. The areas with the largest workforces are City of Edinburgh and Glasgow City (with just under 23% of the sector combined). Glasgow is the area with the largest employment for all employer types. Fife and North Lanarkshire are the only other areas with workforces of more than 10,000.

In 18 of the 32 local authority areas the size of the workforce increased between December 2016 and December 2017. The Aberdeenshire, Fife, Glasgow City and North Ayrshire areas saw the largest absolute rises, while Dumfries and Galloway and Falkirk saw the largest absolute falls. The size of the changes varies from only around 10 to over 1,000. The largest absolute increase was in Fife, where large increases in the public and private sectors more than offset a fall in the voluntary sector. The largest absolute decrease was in Falkirk, driven largely by a fall in the size of the public sector. This is due to a centralisation of administrative staff in the local authority so they are no longer counted in the return.

Table 5: Headcount by local authority area and employer type, 2017

Local authority area	Public	Private	Voluntary	Total
Aberdeen City	1610	3690	2710	8010
Aberdeenshire	3660	3730	1930	9320
Angus	1280	1840	880	4000
Argyll and Bute	1180	1240	850	3270
Clackmannanshire	580	990	390	1960
Dumfries and Galloway	1300	2280	2040	5620
Dundee City	2120	2280	2000	6410
East Ayrshire	1910	2690	1150	5740
East Dunbartonshire	710	2070	840	3620
East Lothian	1040	1320	1250	3610
East Renfrewshire	1040	1400	540	2980
Edinburgh, City of	4780	7580	7370	19720
Falkirk	1850	2240	1000	5100
Fife	4550	5620	2710	12890
Glasgow City	5320	9990	10600	25920
Highland	2990	3890	2190	9060
Inverclyde	1280	1290	1130	3700
Midlothian	960	1800	640	3410
Moray	1230	1320	1160	3710
Na h-Eileanan Siar	970	100	290	1370
North Ayrshire	1980	2650	900	5530
North Lanarkshire	4130	4120	3040	11290
Orkney Islands	1030	120	120	1260
Perth and Kinross	1780	2770	1690	6240
Renfrewshire	2050	2740	2320	7110
Scottish Borders	680	1960	1080	3720
Shetland Islands	1470	40	120	1630
South Ayrshire	1380	2310	1240	4920
South Lanarkshire	3740	4520	1420	9680
Stirling	870	1330	1000	3200
West Dunbartonshire	1730	890	420	3040
West Lothian	1690	2190	990	4870
Outwith Scotland⁵	0	150	10	160
Total	62900	83150	56040	202090

2.2.2 Employer types

Figure 4 shows the proportion of staff in each local authority area from the different employer types in 2017. The three island areas, Orkney, Shetland and Na h-Eileanan Siar, continue to have the highest proportion of staff working in the public sector. In all of these authorities the public sector employs over 70% of the workforce. West Dunbartonshire is the only other area where more than 50% of the workforce is in the public sector. Four local authority areas have approximately 20% or less of the workforce in the public sector. Three of these,

⁵ A small number of staff in the private and voluntary sectors have given office addresses outwith Scotland.

Aberdeen City, Glasgow City and Scottish Borders, have large ALEOs delivering care on behalf of the councils. We expect that Glasgow will no longer be part of this group in the next report as they are due to reabsorb their ALEO into the council in September 2018⁶. This naturally means that the size of the public sector will rise and the private sector will fall. The remaining area, East Dunbartonshire, has gradually declined its share of the workforce in the public sector since 2008, the earliest year covered by our datasets. In 2008 the public sector accounted for 36% of the workforce in East Dunbartonshire. While they remain the lowest, all four of these authorities have increased their proportion of public sector workers slightly and East Dunbartonshire, which has long had the lowest share in our reports, has been replaced by Scottish Borders (18%).

⁶ <https://www.cordia.co.uk/Council-Family-Review>
Scottish Social Services Council

Figure 4: Proportion of employment in each local authority area by employer type, 2017

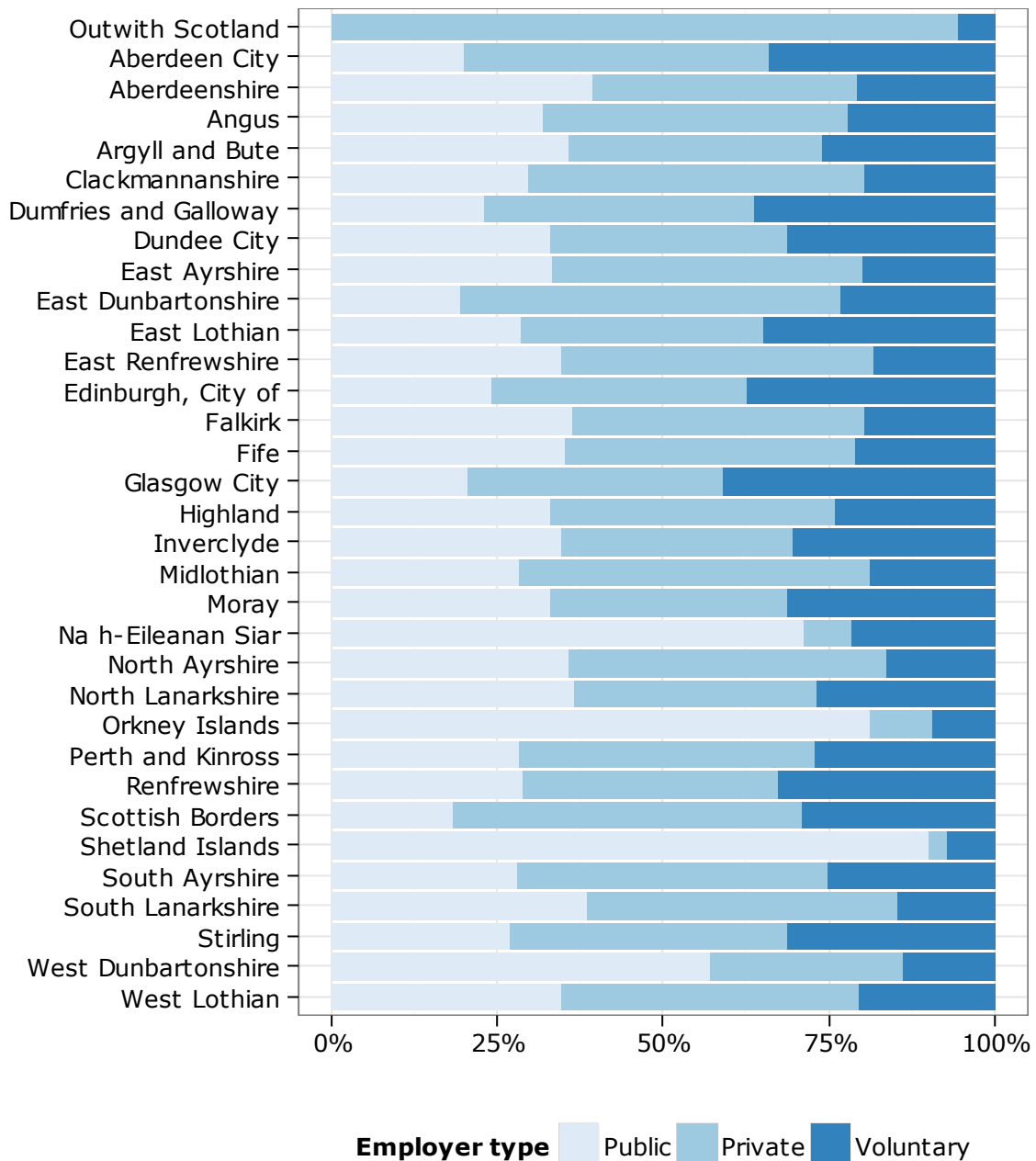
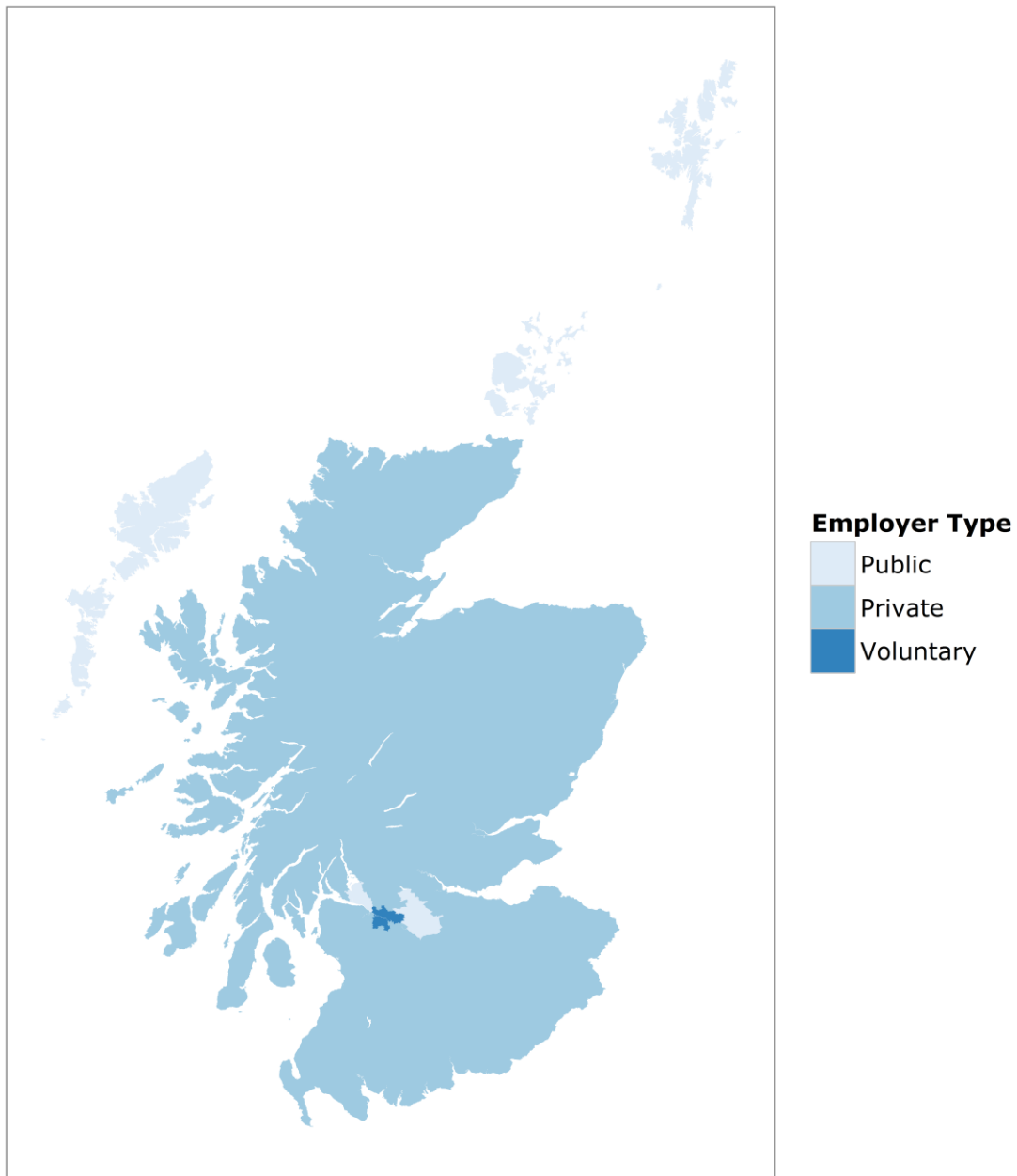


Figure 5 shows the largest employer type by local authority area. In total, the public sector is the largest employer in five areas, 26 have the private sector as the largest employer and one (Glasgow City) has a majority of staff from the voluntary sector. This is a slight change from last year. Aberdeenshire and Argyll and Bute now have the private sector as the largest employer instead of the public sector.

Figure 5: Map of Scotland with local authority areas coloured by largest employer type, 2017



We can use the 2017 mid-year population estimates (National Records of Scotland, 2018) to calculate the number of people in the workforce per 10,000 of the population (staff density). Figure 6 shows that the island authority areas (Orkney, Shetland and Na h-Eileanan Siar), along with Inverclyde, have the greatest staff density. The ratio of the smallest to the greatest is just over 2.6 to 1. Table 6 shows the data used in this figure.

Figure 6: Map of Scotland with local authority areas coloured by staff density, 2017

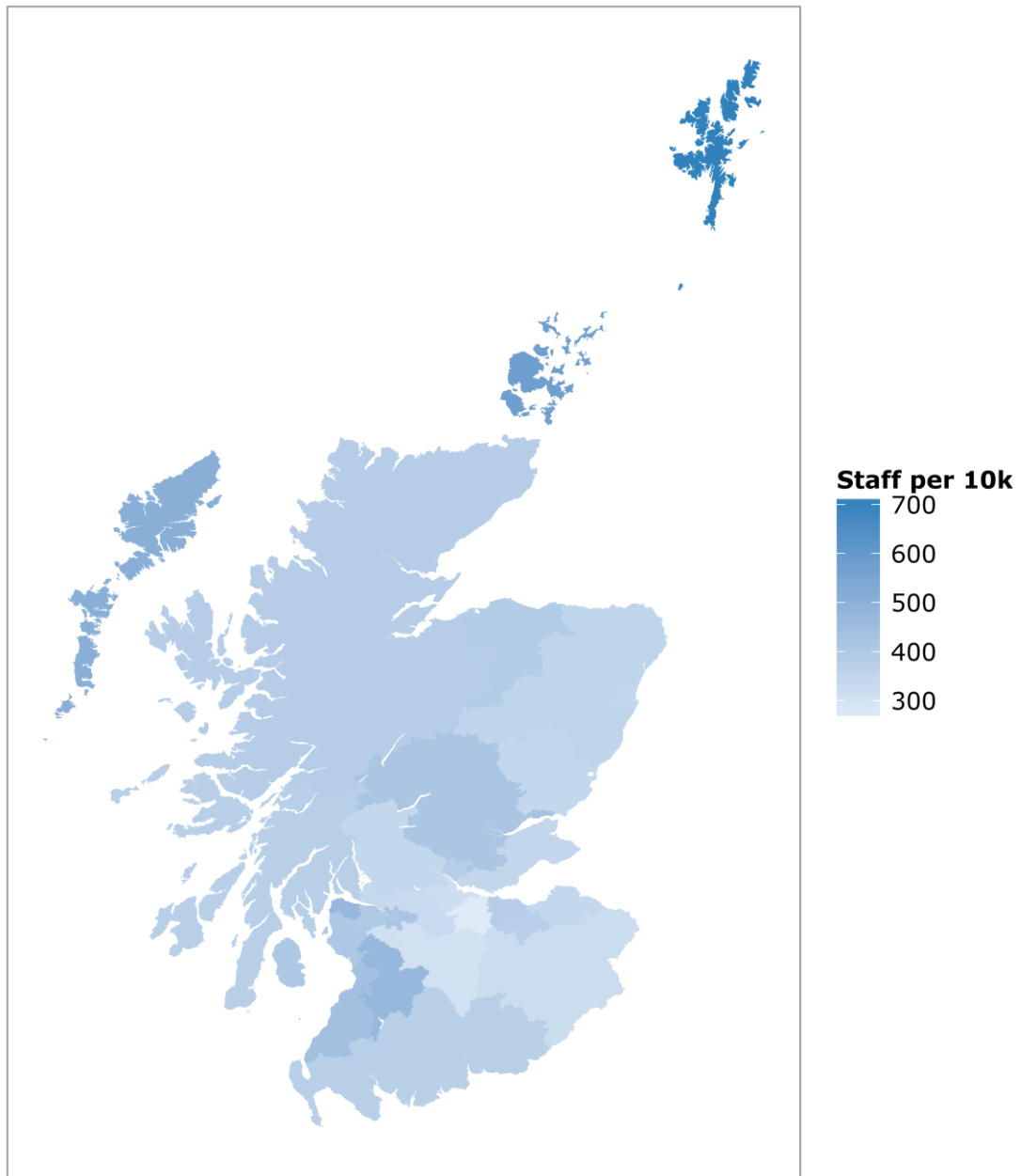


Table 6: Staff densities by local authority area, 2017

Local authority	Population	Staff	Density (per 10k)
Aberdeen City	228800	8010	350
Aberdeenshire	261800	9320	356
Angus	116280	4000	344
Argyll and Bute	86810	3270	376
Clackmannanshire	51450	1960	381
Dumfries and Galloway	149200	5620	377
Dundee City	148710	6410	431
East Ayrshire	121940	5740	471
East Dunbartonshire	108130	3620	334
East Lothian	104840	3610	344
East Renfrewshire	94760	2980	315
Edinburgh, City of	513210	19720	384
Falkirk	160130	5100	318
Fife	371410	12890	347
Glasgow City	621020	25920	417
Highland	235180	9060	385
Inverclyde	78760	3700	470
Midlothian	90090	3410	378
Moray	95780	3710	387
Na h-Eileanan Siar	26950	1370	508
North Ayrshire	135790	5530	407
North Lanarkshire	339960	11290	332
Orkney Islands	22000	1260	575
Perth and Kinross	151100	6240	413
Renfrewshire	176830	7110	402
Scottish Borders	115020	3720	323
Shetland Islands	23080	1630	705
South Ayrshire	112680	4920	437
South Lanarkshire	318170	9680	304
Stirling	94000	3200	341
West Dunbartonshire	89610	3040	339
West Lothian	181310	4870	269
Scotland	5424800	202090	373

2.3 Sub-sectoral analysis

This section provides an examination and comparison of the different sub-sectors in the Scottish social service sector in 2017. Table 7 gives a breakdown by sub-sector and employer type (public, private and voluntary sectors).

Table 7: Headcount by sub-sector and employer type, 2017

Sub-sector	Public	Private	Voluntary	Total
Adoption services	330	-	90	420
Adult day care	4060	680	3060	7800
Adult placement services	130	-	70	210
Care homes for adults	6540	37430	8500	52470
Central and strategic staff	2660	-	-	2660
Child care agencies	10	220	140	370
Childminding	-	5260	-	5260
Day care of children	14120	13450	6440	34020
Fieldwork service (adults)	5340	-	-	5340
Fieldwork service (children)	5740	-	-	5740
Fieldwork service (generic)	1970	-	-	1970
Fieldwork service (offenders)	1970	-	-	1970
Fostering services	430	-	460	890
Housing support/care at home	17100	21290	32500	70900
Nurse agencies	-	2570	260	2830
Offender accommodation services	20	-	80	100
Residential child care	2350	2250	3320	7920
School care accommodation	120	-	1100	1220
Total	62900	83150	56040	202090

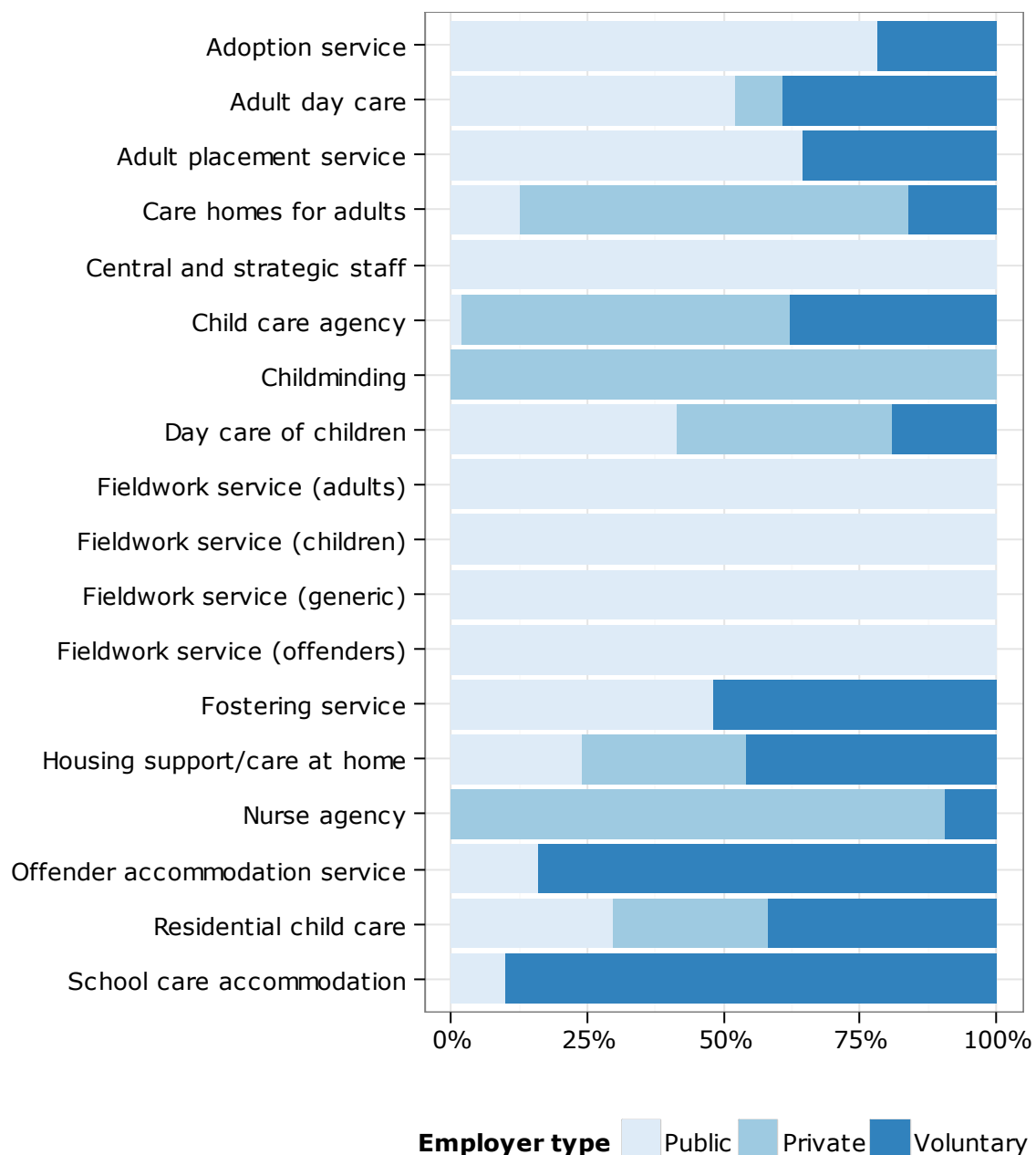
Almost half of private sector staff work in care homes for adults, while over half of voluntary sector staff work in the housing support/care at home sub-sector. Voluntary sector staff form the largest part of that sub-sector and also the fostering service, offender accommodation service, residential child care and school care accommodation sub-sectors. Just over 71% of staff in care homes for adults are from the private sector. The public sector provides a wide spread of services and is the largest employer in adult day care.

Services that are primarily aimed at children (adoption, child care agency, childminding, day care of children, fieldwork service (children), fostering, residential child care and school care accommodation) account for almost 28% of the workforce.

The private sector is the largest employer type for adults' services at 43%, and a close second in services for children at 38%, reflecting its overall share of the workforce. The public and voluntary sectors differ, with the public sector having a 41% share of services for children and 26% of services for adults, and the voluntary sector with 21% and 31% respectively.

A visual representation of the mix of employer types among the different sub-sectors is in Figure 7. It is apparent that most sub-sectors are dominated by a single employer type, while residential child care, housing support/care at home and day care of children have a more even mix. These three sub-sectors account for over half of the workforce.

Figure 7: Percentage of the workforce by sub-sector and employer type, 2017



In Table 8 the WTE, headcount (HC) and ratio of WTE:HC can be seen for each sub-sector. Most sub-sectors have a ratio close to the overall ratio. Housing support/care at home has a slightly lower ratio, but remains the largest sub-sector by WTE. Sub-sectors that are predominately public sector have a higher ratio. Childminders and school care accommodation have the highest ratios. Child care and nurse agencies have by far the lowest ratios.

Table 8: WTE, headcount and ratio by sub-sector, 2017

Sub-sector	WTE (37.5 hours)	Headcount (HC)	Ratio
Adoption services	320	420	0.76
Adult day care	5460	7800	0.70
Adult placement service	150	210	0.75
Care homes for adults	40500	52470	0.77
Central and strategic staff	2250	2660	0.85
Child care agencies	100	370	0.26
Childminding	5050	5260	0.96
Day care of children	24860	34020	0.73
Fieldwork services (adults)	4500	5340	0.84
Fieldwork services (children)	4900	5740	0.85
Fieldwork services (generic)	1600	1970	0.81
Fieldwork services (offenders)	1680	1970	0.85
Fostering services	750	890	0.84
Housing support/care at home	49760	70900	0.70
Nurse agencies	1400	2830	0.50
Offender accommodation services	80	100	0.81
Residential child care	6540	7920	0.83
School care accommodation	1080	1220	0.89
All	150960	202090	0.75

An alternative measure of staff retention to turnover, the stability index measures the proportion of staff who have been retained from the previous year. We calculate this using the start date in post variable collected. For example, a stability index of 50% means that half of the staff present in 2016 are present in the same post in 2017. More information on how this statistic is calculated can be found in Appendix A.

Table 9 shows the stability index by employer type for 2016 and 2017. For 2017, the public sector has the highest stability, while the private sector has the lowest. The voluntary sector is in the middle, at approximately the same level as the overall stability index of 77.1%, which means just over three-quarters of staff have been retained since last year. These figures have dropped slightly but are similar to the 2016 figures.

Table 9: Stability index by employer type, 2016 and 2017

Employer type	2016 (%)	2017 (%)
Public	83.6	82.5
Private	72.5	72.5
Voluntary	80.0	77.5
All	78.0	77.1

The stability index by sub-sector is given in Table 10. More variation can be seen here than between the employer types. In 2017, adult placement services have the highest stability index at 90.1% while child care agencies have the lowest at 60.7%. The generic fieldwork services sub-sector has a stability index lower than the other fieldwork service sub-sectors, perhaps reflecting the fact that its workforce has shrunk significantly since last year. There are more significant changes from the 2016 figures in this table with generic fieldworks services having a significantly smaller stability index while nurse agencies have a significantly higher one.

Table 10: Stability index by sub-sector, 2016 and 2017

Sub-sector	2016 (%)	2017 (%)
Adoption services	87.7	82.9
Adult day care	80.3	81.8
Adult placement service	94.4	90.1
Care homes for adults	79.3	76.8
Central and strategic staff	73.8	68.4
Child care agencies	51.1	60.7
Childminding	NA	NA ⁷
Day care of children	76.2	76.1
Fieldwork services (adults)	82.8	75.5
Fieldwork services (children)	68.7	76.4
Fieldwork services (generic)	81.0	64.7
Fieldwork services (offenders)	84.3	71.7
Fostering services	85.3	78.7
Housing support/care at home	79.0	78.5
Nurse agencies	49.1	72.9
Offender accommodation services	54.9	61.9
Residential child care	79.3	77.2
School care accommodation	81.0	85.1
All	78.0	77.1

2.3.1 Staffing levels

Table 11 shows the median staffing levels in registered services in 2017. We can see, for example, that half of all private sector care homes for adults have 49 or

⁷ Start date in post data not available for childminders.
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fewer staff, which contrasts with voluntary sector services in this sub-sector where the median is 20.5. This may be because the voluntary sector operates largely in care homes for adults with learning disabilities, which are typically smaller than care homes for older people run mostly by the private sector. Other sub-sectors tend to have smaller differences between employer types.

Table 11: Median staffing complement of registered services by employer type and sub-sector, 2017

Sub-sector	Public	Private	Voluntary
Adoption services	8.5	-	13
Adult day care	13	6	11
Adult placement services	3	-	3
Care homes for adults	38	49	20.5
Child care agencies	7	8	10
Childminding⁸	-	1	-
Day care of children	6	10	5
Fostering services	13	-	10
Housing support/care at home	27	27	23
Nurse agencies	-	20	49.5
Offender accommodation services	15	-	15.5
Residential child care	18	12	20
School care accommodation	12	-	18

2.4 Key messages

- The estimate for the number of people working in the sector in 2017 is 202,090.
- This represents a rise of 0.7% on the 2016 figure and is the highest since these reports began.
- The housing support/care at home sub-sector saw the largest actual rise in headcount.
- Care homes for adults saw the largest actual fall in staffing of all the sub-sectors.
- At 41% the private sector has the largest share of the sector's workforce.
- As noted in previous reports, there are significant differences between different local authority areas and the proportions of staff employed by public, private and voluntary providers of care within them.
- Public sector providers of social services⁹ are the largest employers in five of the local authority areas. In four of those local authority areas, the

⁸ Counts of the number of active childminding and day care services are also published by the Care Inspectorate in their report, Early learning and childcare statistics 2017, due to be published in the autumn of 2018. The counts may vary slightly due to differences in the way the Care Inspectorate and the SSSC classify an active service. See Appendix A for more information.

public sector employs more than 50% of the sector's workforce. The parts of Scotland with the largest public sector presence are the three island local authority areas (Orkney Islands, Shetland Islands and Na h-Eileanan Siar).

- The private sector is the largest employer in just over four-fifths of local authority areas.
- The voluntary sector is the largest employer in one local authority area (Glasgow City).
- 15 of the 18 sub-sectors have fewer than 10,000 people working in them.
- 15 of the 18 sub-sectors have a dominant employer type (that is, one type of employer has at least 50% of the workforce).
- Services for children employ 28% of the sector's workforce.
- Median staffing levels can differ between employer types in a sub-sector, which may be due to differences between the types of people they deliver services to.
- The estimate for the WTE of people working in the sector is 150,960.
- Just over three-quarters of staff have been retained since last year.

⁹ Local authorities are the main public providers of social services; however, the NHS also delivers a small number of these services.
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3 Equalities characteristics analysis

This section focuses on the profile of the workforce in terms of age, gender, ethnicity and disability to investigate variation in these characteristics across sub-sectors and employer types. The data presented comes from individual records and there was a 95% return rate (approximately 192,000 records), although this does differ between sub-sectors and data items. More details of these differences are set out in Appendix A.

3.1 Age

Table 12 shows the median¹⁰ age of the workforce in the different sub-sectors and by type of employer in 2017.

Table 12: Median age of the workforce by sub-sector and employer type, 2017

Sub-sector	Public	Private	Voluntary	All
Adoption services	49	-	50	49
Adult day care	50	47	44	48
Adult placement services	51	-	49	51
Care homes for adults	50	43	46	45
Central and strategic staff	48	-	-	48
Child care agencies	33	29.5	37	33
Childminding	-	46	-	46
Day care of children	43	28	36	36
Fieldwork service (adults)	48	-	-	48
Fieldwork service (children)	45	-	-	45
Fieldwork service (generic)	49	-	-	49
Fieldwork service (offenders)	47	-	-	47
Fostering services	48	-	46	47
Housing support/care at home	51	43	44	46
Nurse agencies	-	45	48.5	45
Offender accommodation services	45	-	48	48
Residential child care	48	38	41	42
School care accommodation	51	-	47	48
All	48	41	44	44

The public sector has the highest median age overall and also in all sub-sectors that it operates in (except for adoption services, child care agencies and offender accommodation services). The private sector has the youngest median age in all but one of the sub-sectors it operates in (adult day care) and also contains the groups with the youngest median age overall, in child care agencies and day

¹⁰ The definition of median is in the glossary (p61).
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care of children. Other employer types engaging in these sub-sectors have markedly higher median ages.

To put these figures into context, it should be noted that the median age for the total Scottish population aged over 16 is 48 years and that the median age for those between 16 and 65 years old (the traditional working age population) in Scotland is 42 years (National Records of Scotland, 2018). For this reason, the sector's workforce is on average older than would be expected given the age profile of Scotland's working age population.

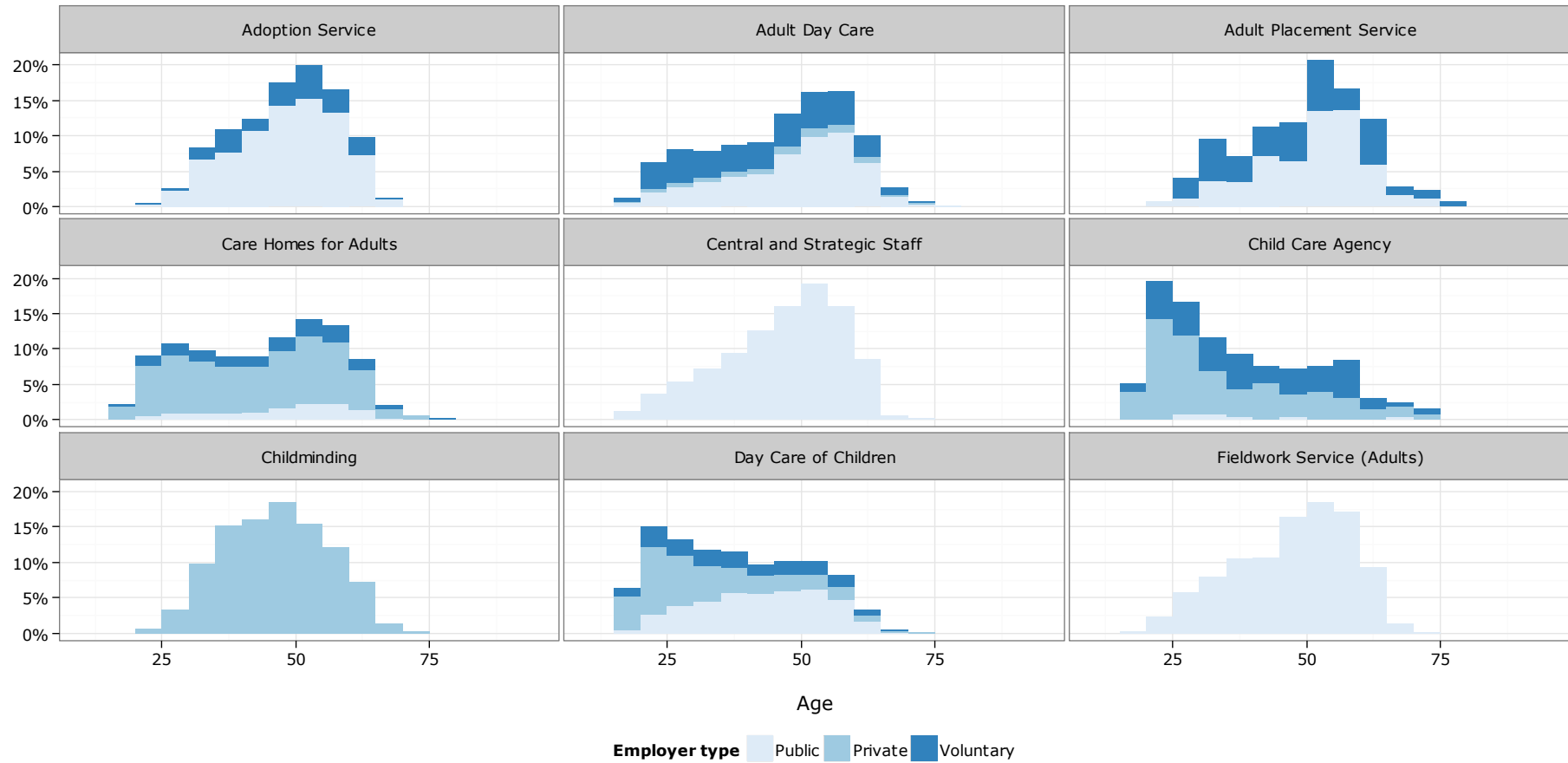
The data in Table 12 presents only a single characteristic of a sometimes complex distribution. Figure 8 however shows the age profile for the workforce for each sub-sector and by employer type. The bars in each chart represent five-year age bands, for example people aged 25-29 are represented by one bar. We have set out the charts by sub-sector, with the bars stacked by employer type to allow comparison across these data items. This means that a bar will have up to three colours representing the proportion of each employer type in that age band.

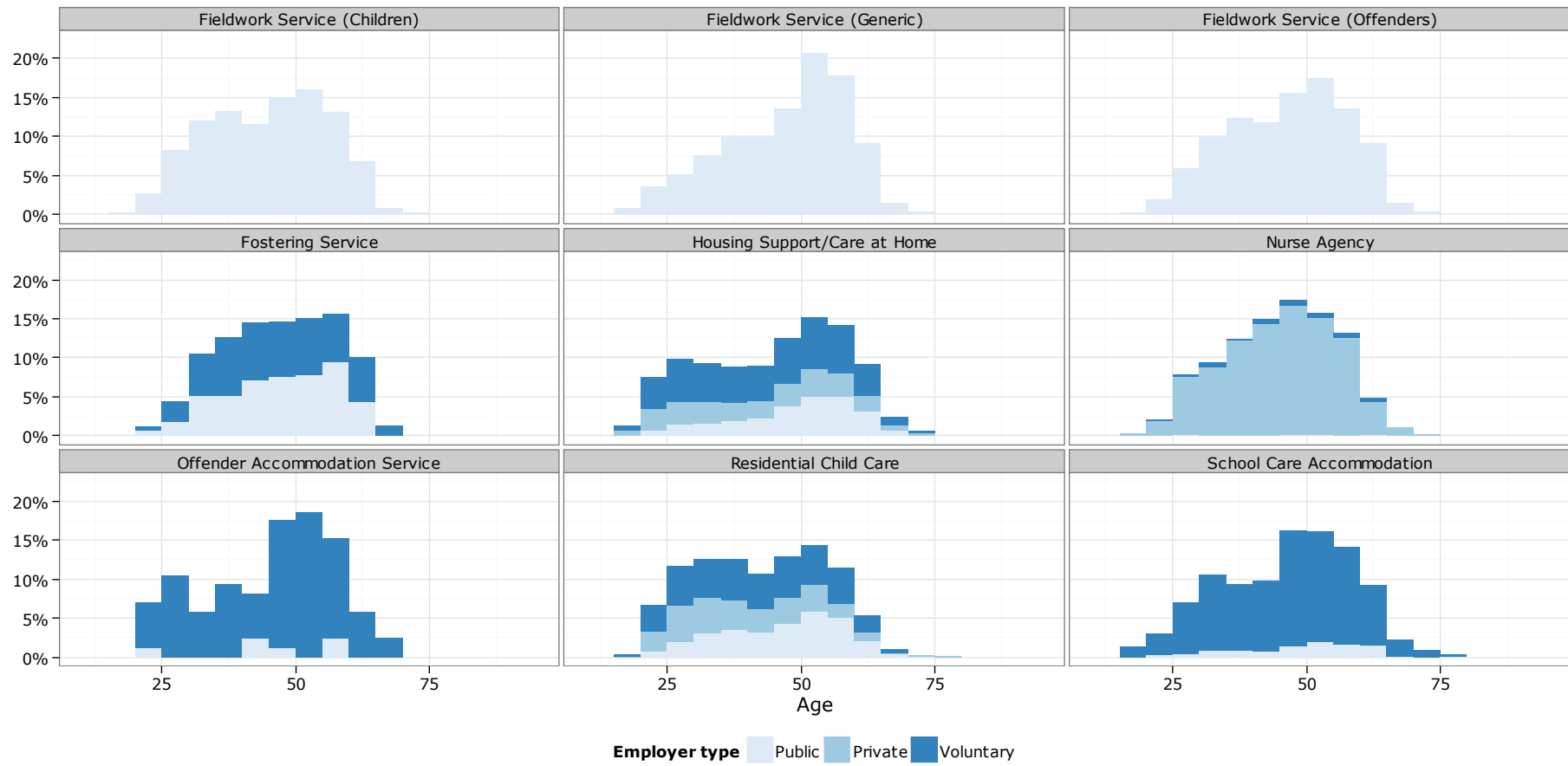
Some sub-sectors show little difference between different types of employer in the age distribution while others show a marked difference. For instance, in day care of children, the private sector has a heavy concentration of younger workers whereas the public sector has a majority of older workers. The voluntary sector has two different peaks (or modes¹¹) of workers with a noticeable gap in between. This distinction is also seen in child care agencies.

While in most sub-sectors the mode age appears to be in the mid to late forties, there are some sub-sectors (such as care homes for adults and housing support) where a significant proportion of younger workers are employed (mainly in the private sector). In such cases we have identified two separate peaks (or modes).

¹¹ The definition of mode is in the glossary (p61).
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Figure 8: Histograms of the age of the workforce by employer type and sub-sector, 2017





3.2 Gender

Table 13 provides data on the proportion of staff by gender in each of the sub-sectors in 2017. As a whole, the workforce has a very high proportion of female staff with only around one in six being male.

There are some areas where men have a higher representation, namely criminal justice (fieldwork services for offenders and offender accommodation services) and residential children's services (residential child care and school care accommodation), where they make up around one third or more of people working in those sub-sectors.

Non-residential children's services (adoption services, child care agencies, childminders, day care of children and fostering services) have the highest proportion of female workers at 87% or higher.

Table 13: Percentage of staff by gender and sub-sector, 2017

Sub-sector	Female	Male	Unknown
Adoption services	87	13	0
Adult day care	77	22	0
Adult placement services	86	14	0
Care homes for adults	85	15	0
Central and strategic staff	77	23	0
Child care agencies	96	4	0
Childminding	100	0	0
Day care of children	96	4	0
Fieldwork service (adults)	81	19	0
Fieldwork service (children)	83	16	0
Fieldwork service (generic)	76	23	0
Fieldwork service (offenders)	67	33	0
Fostering services	88	12	0
Housing support/care at home	82	18	0
Nurse agencies	83	17	0
Offender accommodation services	72	28	0
Residential child care	69	31	0
School care accommodation	61	39	0
All	85	15	0

3.3 Ethnicity

The Scottish Government produces a detailed classification of ethnicity which is used to underpin data collections. This is incorporated into the CMDS and has been used in both the local authority census and the Care Inspectorate annual

returns. For the purposes of presentation, we show the aggregated high-level categories (for example White and Asian) in this report.

This data item has a high proportion of unknown responses (including not disclosed). This creates some difficulty in interpreting the data; however, it is still possible to be confident of a minimum proportion. Table 14 shows that the sector is mainly white and that ethnic minorities seem to have a higher representation in the private sector. Overall, 3% of the workforce reported as belonging to an ethnic minority which ranged from 1% in the public sector to 5% in the private sector.

Table 14: Percentage of staff by ethnic classification and employer type, 2017

Employer type	White	Mixed	Asian	Black¹²	Other	Unknown
Public	81	0	1	0	0	18
Private	79	0	2	2	1	17
Voluntary	81	0	1	1	0	16
All	80	0	1	1	1	17

Table 15 provides the ethnic mix of each of the sub-sectors. The two sectors with the largest proportion of ethnic minorities (care homes for adults and nurse agencies) are ones with a large private sector presence. The data here also shows a wider variation in the percentage of unknowns, which makes it more difficult to interpret. Despite this, we can say that a minimum of 5% of staff working in care homes for adults and 20% of nurse agency staff are from ethnic minorities.

¹² This combines the new census categories, 'African' and 'Caribbean or Black'.
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Table 15: Percentage of staff by ethnic classification and sub-sector, 2017

	White	Mixed	Asian	Black¹³	Other	Unknown
Adoption services	82	0	1	0	0	17
Adult day care	87	0	1	1	0	11
Adult placement services	84	0	1	1	0	15
Care homes for adults	78	0	2	2	1	17
Central and strategic staff	83	0	0	0	0	16
Child care agencies	91	0	3	1	0	6
Childminding	98	0	1	0	0	1
Day care of children	91	0	1	0	0	7
Fieldwork service (adults)	79	0	1	1	0	19
Fieldwork service (children)	68	0	1	1	0	30
Fieldwork service (generic)	78	0	1	0	0	20
Fieldwork service (offenders)	75	1	0	1	0	24
Fostering services	87	0	1	0	0	13
Housing support/care at home	76	0	1	1	0	22
Nurse agencies	44	0	6	14	1	35
Offender accommodation services	92	0	1	0	1	6
Residential child care	82	0	0	0	0	17
School care accommodation	59	0	0	0	0	40
Total	80	0	1	1	1	17

3.4 Disability

As with ethnicity, the data on whether workers regard themselves as having a disability is difficult to interpret due to a large proportion of unknown responses,

¹³ This combines the new census categories, 'African' and 'Caribbean or Black'.
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though this varies by sub-sector. However, the proportion of the workforce reported as having a disability is low in all sub-sectors, ranging from 0 to 4%.

Table 16: Percentage of staff by disability and sub-sector, 2017

	No disability	Disability	Unknown
Adoption services	87	2	12
Adult day care	89	3	8
Adult placement services	86	2	12
Care homes for adults	90	2	8
Central and strategic staff	54	3	42
Child care agencies	92	2	6
Childminding	99	1	1
Day care of children	96	2	3
Fieldwork service (adults)	55	4	41
Fieldwork service (children)	51	2	47
Fieldwork service (generic)	51	3	46
Fieldwork service (offenders)	58	2	40
Fostering services	87	2	10
Housing support/care at home	82	2	16
Nurse agencies	86	1	14
Offender accommodation services	96	1	3
Residential child care	85	1	14
School care accommodation	59	0	40
Total	85	2	14

3.5 Key messages

- Public sector services tend to have the oldest workforces, while the private sector has the youngest.
- Non-residential children's services (with the exception of adoption services) have the youngest workforce and also the greatest proportion of female workers.
- Men account for 15% of the overall workforce but have around double or greater representation in criminal justice services and residential children's services.
- At least 3% of the workforce is from an ethnic minority.
- At least 2% of the workforce report having a disability.

4 Post characteristics analysis

This chapter focuses on the characteristics of the posts that members of the workforce hold. It looks at the job function classification, contract type and typical weekly hours.

4.1 Job function

The job function classification categorises posts according to the function and level of responsibility. The codes are set out in the CMDS and the high-level codes and descriptions are in Table 17.

Table 17: Job function codes and their descriptions

Code	Description
C0	Administrative/support staff - for example, clerical, finance and HR.
C1	Ancillary staff – for example, catering, domestic, gardening.
C2	Care staff - provide direct care and support (for example, support workers in day care of children services).
C3	Care staff – may supervise work of C2 staff and contribute to assessment of care needs and development and implementation of care plans (for example, senior residential care workers).
C4	Care staff – responsible for assessment of care needs (for example, social workers, occupational therapists, registered nurses).
C5	Unit/project managers – have responsibility for the management of care and service provision in a discrete service delivery area.
C6	Group managers – have overall responsibility for the management of care and service provision in two or more discrete service delivery areas (for example, a group of care homes, a care home comprising a number of service delivery units).
C7	Directors/chief executives – have highest level of overall responsibility for the management of care and service provision. Staff at this level are on the organisation’s governing body.

For the purposes of this report we have aggregated the eight sub-classes into three main classes, namely: auxiliary (C0 and C1), care (C2-C4) and managerial (C5-C7). Table 18 shows the proportions in each of these groups by sub-sector. The completion rate of this data item was very good, with only a small number of unknowns.

Table 18: Percentage of staff by job function and sub-sector¹⁴, 2017

Sub-sector	Auxiliary	Care	Managerial	Unknown
Adoption services	9	76	15	0
Adult day care	12	82	6	0
Adult placement services	9	73	18	1
Care homes for adults	22	75	3	0
Central and strategic staff	86	1	13	0
Child care agencies	4	89	7	0
Day care of children	5	85	10	0
Fieldwork service (adults)	19	67	14	0
Fieldwork service (children)	13	70	17	0
Fieldwork service (generic)	34	50	15	0
Fieldwork service (offenders)	11	75	14	0
Fostering services	14	67	19	0
Housing support/care at home	5	91	4	0
Nurse agencies	2	97	1	0
Offender accommodation services	17	71	13	0
Residential child care	9	85	6	0
School care accommodation	30	65	4	0
All	12	82	6	0

The majority of staff in each sub-sector are employed in frontline care roles with the exception of central and strategic staff who don't work in such posts. Generic fieldwork services no longer have auxiliary staff as the largest group as local authorities have centralised some support staff from these services and in such cases we no longer receive data on them. This and other types of fieldwork, adoption, adult placement and fostering services have a higher proportion of staff classified as managerial (between two and three times that of the overall proportion). This is thought to reflect the requirements for specific qualifications and experience required to perform some of the functions delivered by those services. In particular, the role of senior social worker which features in these sub-sectors sits at the C5 level.

Since 2008 there has been a nine percentage point (pp) increase in the proportion of staff in care roles, while auxiliary (-6 pp), managerial (-2 pp) and unknowns (-2 pp) have all decreased.

4.2 Contract type

The data gathered includes details of the way people are employed and their types of contracts of employment. Table 19 shows that around four-fifths of the sector were employed on a permanent contract in 2017, a proportion that is

¹⁴ We have excluded childminding since no job function classification exists for it.
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largely replicated across the sub-sectors. The obvious exceptions are child care and nurse agencies which have the highest proportion of staff employed on agency, casual and sessional¹⁵ contracts. Offender accommodation services are also noteworthy in their use of sessional contracts, with around one in eight of the workforce retained this way.

Some contract types have two codes in our definitions to account for contracts with no guaranteed hours (NGH). This is a type of zero-hours contract (ZHC), though they come in many forms which can cause some confusion (Freeman, 2014). The data items permanent, temporary, fixed term, sessional and trainee all have counterpart selections to record when guaranteed hours are not provided, for example, there are options 'permanent (with guaranteed hours)' and 'permanent (no guaranteed hours)'. We have recorded the no guaranteed hours percentages in the table in brackets after the figure for the overall amount. For example, for day care of children services 81% of the workforce was employed on permanent contracts, of which 1% had no guaranteed hours permanent contracts. The highest proportions of NGH contracts occur in the child care agencies and housing support/care at home sub-sectors. Overall, 4% of the workforce is identified as having an NGH contract. When combined with the other contract types that may also be considered a ZHC (bank and casual/relief), they make up roughly 11% of the contracts in the workforce.

¹⁵ Someone not employed under a contract of employment but paid for doing work or providing a service on the basis of an agreed range of hours worked.
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Table 19: Percentage of staff by contract type and sub-sector¹⁶, 2017

Sub-sector	Permanent	Temp- orary	Agency	Bank	Fixed term	Sessional	Casual/ relief	Trainee	Other	Unknown	All NGH ¹⁷
Adoption services	95(0)	3(0)	0	0	1(0)	0(0)	0	0(0)	0	0	0
Adult day care	80(0)	5(0)	0	2	2(0)	3(1)	7	0(0)	1	0	2
Adult placement services	72(0)	4(0)	0	0	0(0)	0(0)	0	0(0)	23	1	0
Care homes for adults	88(0)	1(0)	0	7	0(0)	0(0)	3	0(0)	0	0	1
Central and strategic staff	87(0)	10(0)	0	0	3(0)	0(0)	0	0(0)	0	0	0
Child care agencies	20(1)	1(0)	18	9	1(0)	35(10)	15	0(0)	1	0	12
Day care of children	81(1)	7(0)	0	1	2(0)	3(1)	3	2(0)	1	0	2
Fieldwork service (adults)	90(0)	7(0)	0	0	2(0)	0(0)	1	0(0)	0	0	0
Fieldwork service (children)	91(0)	4(0)	0	0	1(0)	0(0)	0	0(0)	0	2	0
Fieldwork service (generic)	80(0)	12(0)	0	0	2(0)	1(1)	4	0(0)	0	0	2
Fieldwork service (offenders)	90(0)	6(0)	0	0	2(0)	1(1)	1	0(0)	0	0	1
Fostering services	95(0)	3(0)	0	0	1(0)	0(0)	0	0(0)	0	0	0
Housing support/care at home	83(8)	2(0)	1	2	1(0)	3(1)	7	0(0)	1	0	9
Nurse agencies	11(2)	4(2)	80	3	0(0)	0(0)	0	0(0)	2	0	4
Offender accommodation services	78(0)	1(0)	6	0	3(0)	11(3)	1	0(0)	0	0	3
Residential child care	81(0)	3(0)	0	2	1(0)	5(1)	7	0(0)	1	0	1
School care accommodation	92(1)	1(0)	0	0	2(0)	1(0)	2	0(0)	1	1	1
Total	81(3)	3(0)	1	3	1(0)	2(1)	4	0(0)	1	3	4

¹⁶ Numbers in parentheses indicate no guaranteed hours (NGH) contracts within that contract type.

¹⁷ All no guaranteed hours contracts (this may be different to the sum of individual elements due to rounding).

4.3 Hours

We can also present information on the typical weekly hours worked by the sector. Table 20 shows the breakdown of the median weekly hours staff work by employer type and sub-sector in 2017.

Table 20: Median weekly hours by employer type and sub-sector, 2017

Sub-sector	Public	Private	Voluntary	All
Adoption services	35	0	35	35
Adult day care	33	27.5	27.5	30
Adult placement services	35	0	37	35
Care homes for adults	30	33	30	33
Central and strategic staff	35	0	0	35
Child care agencies	2	5	8	5.75
Childminding	0	40	0	40
Day care of children	35	35	20	30
Fieldwork service (adults)	35	0	0	35
Fieldwork service (children)	35	0	0	35
Fieldwork service (generic)	35	0	0	35
Fieldwork service (offenders)	35	0	0	35
Fostering services	35	0	35	35
Housing support/care at home	26	30	30	30
Nurse agencies	0	13.6	11	13
Offender accommodation services	36	0	37	36
Residential child care	36	39	37	37
School care accommodation	30	0	37.5	37
All	35	33	30	31.5

Linking with the data on contract types, it is clear that the sub-sectors with the lowest median hours are those that employ the fewest permanent contracts, namely the two agency sub-sectors. All other sub-sectors have close to full time median hours, with the exception of day care of children services in the voluntary sector. The three largest sub-sectors (day care services for children, care homes for adults and housing support/care at home) all have slightly lower than full time median hours.

Figure 9 presents charts with the distribution of hours worked in each sub-sector and by employer type (each bar is five hours wide). We have set out the histograms by sub-sector and the bars stacked by employer type to allow comparison across these data items. This means each bar will have up to three colours representing the proportion of each employer type in that age band.

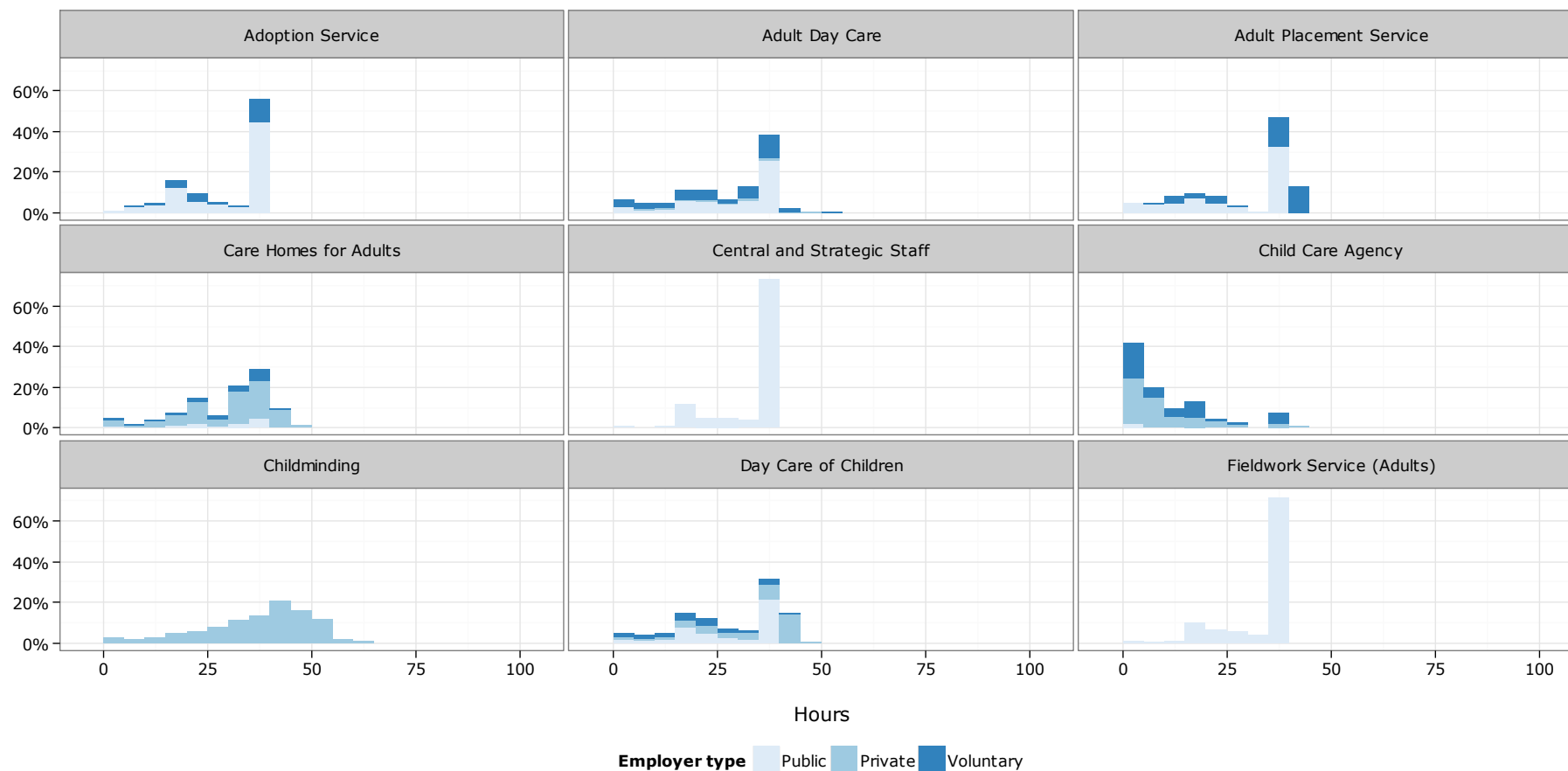
In most sub-sectors there is a clear concentration of people working in the 35-40 hour range. However, in some sub-sectors there is a greater spread and evidence of two modes in the distribution, one at around 20 hours and the other

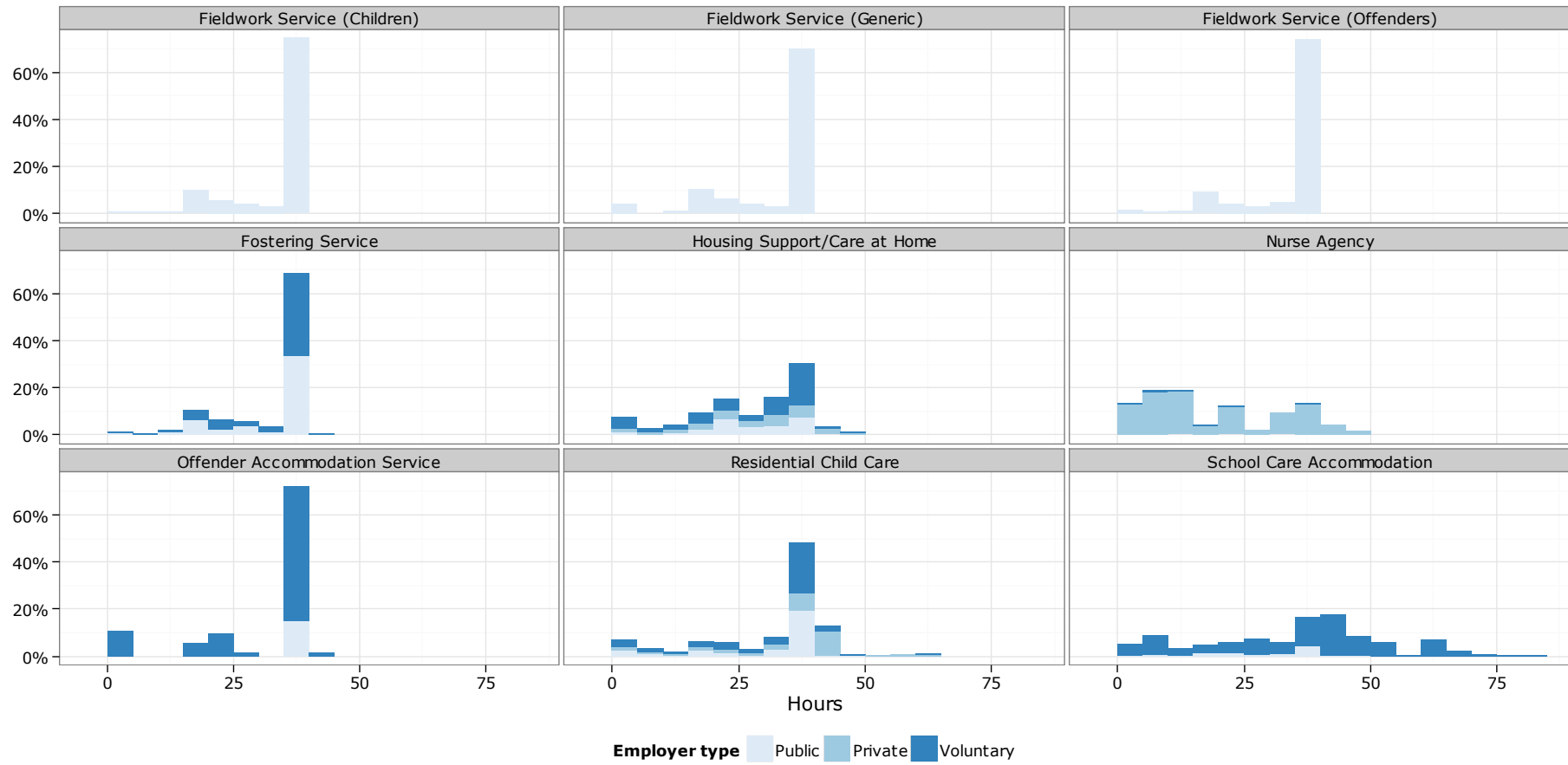
at around 35 hours (this is particularly so in the larger sub-sectors: care homes for adults, day care of children and housing support/care at home). These are due to separate groupings of staff working full time or part time in these sub-sectors.

In day care of children, it is clear that there are more part time roles in the voluntary sector. This is likely to be due to the fact that many day care of children services the voluntary sector provides operate for less than a full day (for example, out of school clubs and playgroups). However, the bulk of private and public sector employees in day care of children services work in nurseries. We will investigate this more in our dedicated children's services publication.

There is a slight overall difference in median hours between employer types but this is likely to reflect the sub-sectors that employer types operate in most rather than the employer type itself.

Figure 9: Histograms of hours by employer type and sub-sector, 2017





While we can informally identify groups of part time and full time workers in the histograms, we can also use the hours variable to formally classify the workforce. The formal definition of part time working for statistical purposes is 30 hours or less per week (van Bastelaer, Lemaître, & Marianna, 1997), while full time working is more than 30 hours per week.

Table 21 and Figure 10 show that while overall there is only a slight majority working full time, there are significant differences between the sub-sectors. Of the 18 sub-sectors, 13 have full time workers as the largest group.

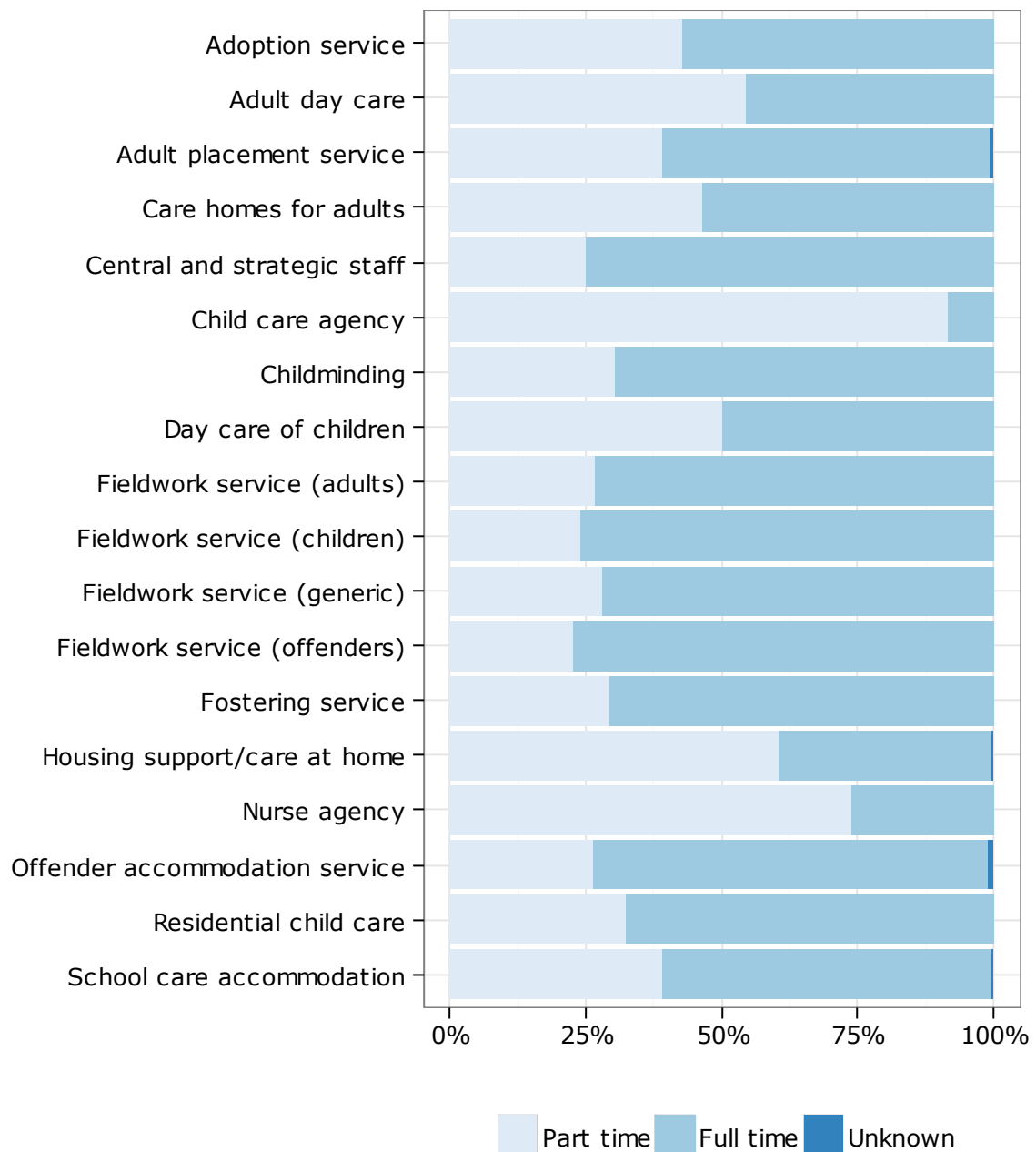
Childminders, local authority central and strategic staff, all types of fieldwork service, fostering services and offender accommodation services have the highest at over 70% of their workforces employed on a full time basis. Of the five sub-sectors with part time working as the most common, childcare and nurse agencies have the highest proportions at 92% and 74% respectively.

Please note that we have changed the methodology in this table and chart from previous reports. We now acknowledge the small number of records that didn't provide hours data in the unknown column while we previously computed the proportions from only the records that provided data.

Table 21: Percentage of part time and full time workers by sub-sector, 2017

Sub-sector	Part time	Full time	Unknown
Adoption service	43	57	0
Adult day care	54	46	0
Adult placement service	39	60	1
Care homes for adults	46	54	0
Central and strategic staff	25	75	0
Child care agency	92	8	0
Childminding	30	70	0
Day care of children	50	50	0
Fieldwork service (adults)	27	73	0
Fieldwork service (children)	24	76	0
Fieldwork service (generic)	28	72	0
Fieldwork service (offenders)	23	77	0
Fostering service	29	71	0
Housing support/care at home	60	39	0
Nurse agency	74	26	0
Offender accommodation service	26	73	1
Residential child care	32	68	0
School care accommodation	39	61	0
Total	49	50	0

Figure 10. Percentage of part time and full time workers by sub-sector, 2017



4.4 Key messages

- As expected, frontline care roles are the most common types of roles in the sector although in some sub-sectors the high managerial presence is thought to reflect the demand for particular qualifications, skills and experience.
- Around four-fifths of the workforce is employed on permanent contracts.

- No guaranteed hours contracts make up around 4% of all contracts, though it is around two to three times higher for child care agencies and housing support/care at home.
- The median typical weekly hours for most sub-sectors is at least 35, though for the largest sub-sectors it is slightly less than this, due to greater proportions of part time working.
- Roughly half of the workforce is employed full time, though this varies from 8% to 77% by sub-sector.

5 Key groups

This chapter looks in detail at three key professional groups of workers: social workers, occupational therapists and nurses.

5.1 Social workers

We identify social workers in two ways; one is social workers in local authority fieldwork services who perform statutory duties and the other is people registered on the social worker part of the SSSC Register. This group includes people working in private and voluntary organisations as well as those who work in non-practising roles and those not working but who wish to maintain their professional registration.

Table 22 shows a time series of local authority social workers in 2008, 2016 and 2017. The number of social workers increased between 2016 and 2017 and has now risen by 5.5% since 2008, but is still less than the high figure of 2015. The new WTE measure (based on 37.5 hours) has increased more than the headcount and the old WTE measure since 2008, suggesting an increase in hours of local authority working weeks. The number of social workers on the SSSC Register has fallen slightly, but this includes people who maintain a registration but do not work in front line social work roles.

Table 22: Numbers of social workers, 2008, 2016 and 2017

	2008 ¹⁸	2016	2017	Change since 2008
Local authority – headcount	5599	5833	5905	5.5%
Local authority –(WTE)¹⁹	5072	5283	5344	5.4%
Local authority –(WTE 37.5 hours)²⁰	4795	5017	5082	6.0%
SSSC Register²¹	10605	11035	10913	2.9%

When interpreting these figures, please be aware of the following events that affect the comparability of the local authority figures.

- The integration of health and social care services in the Highland area saw a number of social workers in adult fieldwork services move into the NHS so they are not part of our data collection after 2012.

¹⁸ Note the census date was in October at this time.

¹⁹ Rounded to nearest whole number, using LA measure of WTE, not 37.5 hour measure.

²⁰ Rounded to nearest whole number, using 37.5 hour measure of WTE.

²¹ During the census week. Active registrants only.

- The census date moved from October to December from the 2011 data collection.

Table 23 shows the headcount and WTE of social workers in the various local authority fieldwork services for 2017. Fieldwork services for children continue to employ the most social workers. Generic fieldwork services have a significantly smaller WTE compared to their headcount than the other three types of fieldwork service.

Table 23: Number and WTE of local authority social workers, 2017

	Headcount	WTE ²²	WTE (37.5 hours) ²³
Fieldwork service (adults)	1911	1742	1654
Fieldwork service (children)	2727	2515	2395
Fieldwork service (generic)	329	226	214
Fieldwork service (offenders)	938	861	819
Total	5905	5344	5082

You can find more detail on social workers in our interactive social worker tool, which is on our website at: data.sssc.uk.com/swtool

5.2 Occupational therapists

Table 24 shows a time series of local authority occupational therapists (OTs) in 2008, 2016 and 2017. The numbers of OTs decreased between 2016 and 2017 but has still risen by 5.4% since 2008. The new WTE measure (based on 37.5 hours) has increased more than the headcount and the old WTE measure since 2008, suggesting an increase in hours of local authority working weeks.

Table 24: Number of occupational therapists, 2008, 2016 and 2017

	2008 ²⁴	2016	2017	Change since 2008
Local authority – headcount	516	558	544	5.4%
Local authority –(WTE)²⁵	432	470	456	5.6%
Local authority –(WTE 37.5 hours)²⁶	411	448	436	6.1%

²² Rounded to the nearest whole number, using LA measure of WTE, not 37.5 hours measure.

²³ Rounded to nearest whole number, using 37.5 hour measure of WTE.

²⁴ Note the census date was in October at this time.

²⁵ Rounded to nearest whole number, using LA measure of WTE, not 37.5 hour measure.

²⁶ Rounded to nearest whole number, using 37.5 hour measure of WTE.

Table 25 shows the headcount and WTE of occupational therapists in the various local authority fieldwork services for 2017. Fieldwork services for adults employ the most occupational therapists. There is roughly one-eleventh the number of occupational therapists as there are social workers. There were no occupational therapists based in fieldwork services for offenders in 2017.

Table 25: Number and WTE of local authority occupational therapists, 2017

	Headcount	WTE ²⁷	WTE (37.5 hours) ²⁸
Fieldwork service (adults)	401	337	322
Fieldwork service (children)	12	12	11
Fieldwork service (generic)	131	108	102
Fieldwork service (offenders)	0	0	0
Total	544	456	436

5.3 Nurses

To identify nurses working in the sector we need to use the job function classification. Due to missing data and incomplete responses we have to gross up the figures so you should interpret them with caution.

Table 26 shows the estimated number of nurses by sub-sector and employer type for 2017. It is clear the vast majority of nurses in the sector (over three-fifths) work in private care homes for adults, though the numbers in this sub-sector have fallen slightly since last year. Naturally, nurse agencies employ a large number of nurses too and these are also largely private services. The nurses employed in fieldwork services for children are all in the Highland region, reflecting the integration of local authority and NHS services which took place there in 2012.

²⁷ Rounded to the nearest whole number, using LA measure of WTE, not 37.5 hours measure.

²⁸ Rounded to nearest whole number, using 37.5 hour measure of WTE.

Table 26: Estimated number of nurses by sub-sector and employer type, 2017

	Public	Private	Voluntary	Total
Adoption services	0	-	0	0
Adult day care	10	0	0	10
Adult placement services	0	-	0	0
Care homes for adults	20	4120	300	4450
Central and strategic staff	0	-	-	0
Child care agencies	0	0	0	0
Childminding	-	0	-	0
Day care of children	0	0	0	10
Fieldwork service (adults)	0	-	-	0
Fieldwork service (children)	80	-	-	80
Fieldwork service (generic)	10	-	-	10
Fieldwork service (offenders)	0	-	-	0
Fostering services	0	-	0	0
Housing support/care at home	0	80	10	90
Nurse agencies	-	2000	0	2000
Offender accommodation services	0	-	10	10
Residential child care	20	0	10	40
School care accommodation	0	-	10	10
Total	150	6200	350	6700

6 Conclusion

6.1 Summary

This report presents a comprehensive view of those in paid employment in the Scottish social service sector at the end of 2017²⁹. The sector has seen a 0.7% increase in the headcount figure to 202,090. This is a rise of around 1,440 since 2016 and is the highest recorded since 2008 when these reports began.

Half of the sub-sectors recorded a rise in headcount. The main sub-sector accounting for the overall rise is housing support/care at home, while care homes for adults saw a substantial fall in headcount.

The largest employer type is the private sector with 41% of the employment. This is followed by the public sector with 31% and the voluntary sector with 28%. However, in some local authority areas, the public sector accounts for more than 70% of employment.

The WTE figure for the sector is around 0.75 of the headcount estimate at 150,960 – a rise of 0.3% since 2016.

The stability index statistic is at 77.1% for the whole workforce which suggests more than three-quarters of people stayed in the same post since the 2016 data collection. It is higher in the public sector and lower in the private sector.

By far the largest sub-sectors continue to be housing support/care at home, care homes for adults and day care of children.

The median age of the workforce is 44 but this varies significantly by sub-sector and employer type. Workers in the private sector tend to be younger than those in other employer types and those in the public sector tend to be older.

The sector's workforce is characterised as predominantly female (85%). There are however, certain sub-sectors where men are more prevalent (for example, in services for offenders).

Ethnicity and disability data is difficult to interpret due to high levels of non-response but we can say that at least 3% of the workforce is from an ethnic minority and at least 2% has a disability.

More than four-fifths of the workforce is employed in direct care roles. Some sub-sectors have a higher proportion of managerial staff, reflecting the higher proportions of more senior staff working in those sub-sectors. Other sub-sectors have higher proportions of ancillary staff, reflecting the nature of those sub-

²⁹ As identified in the report a small number of those in paid employment are not currently covered, including: personal assistants employed under self-directed support (SDS), childminding assistants and central and strategic staff working for private and voluntary sector care providers.

sectors which may have more of a support role or have physical infrastructure to maintain.

Most of the workforce have permanent contracts (81%) and around 11% of the workforce appear to be on zero hours contracts or equivalent.

Slightly more than half are in full time positions (50%) and the median number of hours worked is 31.5.

Of the key job groups investigated in this report, local authority social workers are most numerous in fieldwork services for children while occupational therapists are most numerous in fieldwork services for adults. Nurses are most commonly employed in the care homes for adults sub-sector and with private employers.

6.2 What next?

In autumn 2018 we will release detailed data tables to accompany this report so employers and others can analyse data in local authority areas. The tables will allow an in-depth analysis at the level of individual local authority areas. These will be available on our website: <http://data.sssc.uk.com>

We will also publish two further reports. One will go into more detail on the workforce of children's services and the other will go into more detail on adults' services (including content that was previously contained in this report on housing support/care at home services).

The SSSC will continue to collect the information from the local authority census and receive data from the Care Inspectorate. We will publish an updated report on the workforce as of December 2018 in August 2019.

7 Bibliography

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Appendix A – Background notes

Data sources

Care Inspectorate service lists (as at 1 January 2009-2018) 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 voluntary organisation
- the postcode of the service, from which we have derived the local authority area where the service is based (we can also present this data at the level of individual health boards).

Annual returns submitted by registered services to the Care Inspectorate (as at 31 December 2008-2017) provided data for the following.

- The total number of staff per registered service (note that these figures include estimates where services did not submit annual returns).
- 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). We use percentages in this report to present these data items; the detailed data tables and online visualisation on our website gross up this data to account for the non-response.

Please see the notes below for more details of the estimates for missing data and what this means for interpreting the figures presented in this report.

The SSSC does not count the data from inactive services as part of the workforce. This differs from the way the Care Inspectorate reports on services, such as in its Early learning and childcare publications. Therefore, there may be a difference between figures produced by the two organisations.

The Care Inspectorate collects annual returns primarily to assist with inspection purposes for individual services; however you can also aggregate the data collected to produce summary information and provide a statistical overview of services. We supplement this with the Staff of Scottish Local Authority Social Work Services Census data that we collect directly from local authorities. We use this to provide figures on the number of filled posts (as at 4 December 2017) in non-registered local authority social work services and the characteristics (age, gender, ethnicity etc) of employees in these non-registered services.

Notes: Care Inspectorate annual returns

Not all services have submitted an annual return to the Care Inspectorate. This means 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 December 2017, we corrected or estimated figures for around 2% of services. We based these estimates on either:

- historic data for the same service where this was available, or
- the median value of staff figures for similar services, or
- capacity ratios (people who use services/staff) or WTE/staff-count ratios for the service.

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

Overall only just over 2% of services had an estimated/corrected total staff figure as at December 2017, this proportion varied by type of service. See Table 27 for more details.

Table 27: Percentage of services by sub-sector that provided a current staffing figure, 2017

Sub-sector	Response
Adoption services	97.4
Adult day care	95.4
Adult placement services	84.6
Care homes for adults	97.6
Child care agencies	80
Childminding	100
Day care of children	96.3
Fostering services	95
Housing support/care at home	95.5
Nurse agencies	80.8
Offender accommodation services	100
Residential child care	96.7
School care accommodation	100
Overall	97.6

The data on characteristics of employees (age, gender, ethnicity etc) comes from the staff details section of the annual returns. It is important to note that not every submitted annual return will contain a completed staff details section. We received 174,260 records, 95% of the employment estimate within the annual returns data. There has been no estimating carried out to attempt to fill in these missing employee records due to the level of complexity this would require. This means that the employee characteristic figures in this report are

only representative of the services that have provided employee-level returns. So the figures presented may not be entirely representative of the social service sector as a whole. You should use figures on age, ethnicity or gender with caution and as indicative totals only. We combine these records with the data from the local authority census to give a total of 191,950 staff records (95% of the overall staffing estimate). Table 28 provides a breakdown of the response rate for individual data items by sub-sector and also includes the response rates from the local authority census. The response rate represents the number of returns received for each data item as a percentage of the total headcount for each sub-sector.

There are differences in the levels of response rates between different sub-sectors and for different data items. The most problematic items are ethnicity and disability.

Table 28: Response rates by sub-sector, 2017

Sub-sector	Age	Gender	Ethnicity	Disability	Job function	Contract	Hours	Start date in post
Adoption services	93	98	82	87	98	98	98	98
Adult day care	92	96	86	89	96	96	96	96
Adult placement services	82	87	74	76	87	86	86	86
Care homes for adults	92	98	81	89	98	97	97	97
Central and strategic staff	100	100	84	58	100	100	100	79
Child care agencies	67	72	68	67	72	72	72	72
Childminding	86	86	85	85	86	0	86	0
Day care of children	95	98	91	95	98	98	98	97
Fieldwork service (adults)	100	100	81	59	100	100	100	84
Fieldwork service (children)	100	100	70	53	100	98	100	84
Fieldwork service (generic)	100	100	80	54	100	100	100	74
Fieldwork service (offenders)	100	100	76	60	100	100	100	84
Fostering services	90	93	82	84	93	93	93	93
Housing support/care at home	88	91	71	76	91	91	91	91
Nurse agencies	87	87	57	75	87	87	87	87
Offender accommodation services	91	100	94	97	100	100	99	100
Residential child care	94	97	81	84	97	97	97	97
School care accommodation	99	100	60	60	100	99	100	99
Overall	92	95	79	82	95	93	95	91

Notes: Staff of Scottish Local Authority Social Work Services Census

The SSSC took responsibility for collecting this data in 2011. We changed the reference date from the first week in October to the first week in December to bring it closer to the reference date for the annual returns. We also reduced the scope of the census to remove overlap with the annual returns.

On 1 April 2012, Highland Council and NHS Highland integrated their care services, with Highland Council taking the lead role in children's services and NHS Highland taking the lead role for adult's services. Most of those previously working in adult's services for the local authority no longer appear in the census.

Many local authorities have made changes to the structure of their support services. As a result, support staff previously considered part of social work departments have moved to a central reporting structure. While they may still engage in the same tasks, the reporting systems that inform the census can no longer allocate them to the social work department. This goes some way to explain the large drops in the number for central and strategic staff and generic fieldwork services over time.

Limitations to the data

Limitations resulting from missing/estimated data

We round all estimated total staff figures to the nearest 10 to express the uncertainty inherent in these estimates. Statistical rounding (round half towards even) is used so figures of five or less will appear as zero.

Impacts resulting from definitional issues

For both the Care Inspectorate annual returns data and Staff of Scottish Local Authority Social Work Services (SLASWS) data it is important to note the figures presented on total numbers of staff are a count of the staff working in each post within a service. If an individual works for more than one service or employer, or in more than one post, the person is likely to be counted more than once. So the figures presented on headcount are not a precise count of the number of separate individuals working in the social service sector. From Care Commission (now Care Inspectorate) annual returns data as at December 2008 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 202,090 means that we can estimate the total number of individuals in the sector to be around 198,050.

WTE calculation

We calculate WTE by computing the mean number of hours worked by each employee, dividing by 37.5 and then multiplying by the staffing estimate. Due to differential non-response rates, WTE estimates may differ when using different disaggregations. We disaggregate by sub-sector and then sum the resulting estimates to give the total estimate.

Stability index calculation

In theory, the stability index is calculated by matching records from year to year to find the percentage of people in the current year's data that were in the previous year's data.

However, since we do not have a unique person identifier in the data we collect, we use an alternative formulation, using the start date in post variable.

We calculate the proportion of staff in the current year's data who have been in post for a year or more (defined as 365 days). We then multiply this by the staffing estimate for the current year divided by the staffing estimate for the previous year. This may be viewed as the proportion of staff in post for a year or more multiplied by the growth rate of staff.

It can be proven that the stability index and the turnover rate will sum to 100% if there are no in-year leavers and no overall growth rate in the staff.

Definitions of sub-sectors

It should be noted that the definitions for individual sub-sectors are those used by the SSSC, which are not in all cases the same as those used by the Care Inspectorate (for example, school care accommodation services and residential child care services).

Table 29: Definition of sub-sectors used in this report

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 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 and drug misuse, learning disabilities, mental health problems, older people, physical and sensory impairment, respite care and short breaks.
Central and strategic staff	Staff with a strategic and/or central role, including senior management, administrators and support staff.
Child care agency	Child care agencies supply or introduce to parents a carer 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. For example, nanny agencies and home-based childcare services or sitter services.
Childminding	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 or activities where care is not provided such as sports clubs or uniformed activities such as Scouts or Guides.
Fieldwork service (adults)	Fieldwork staff in divisional and area offices who work mainly with adults. This includes teams who specialise in older people and learning disabilities.
Fieldwork service (children)	Fieldwork staff in divisional and area offices who work mainly with children and families. This includes teams who specialise in children at risk and youth offending.
Fieldwork service (generic)	Fieldwork staff in divisional and area offices with no specialised role. May work across other disciplines.

Fieldwork service (offenders)	Fieldwork staff in divisional and area offices who work with offenders. Also known as criminal justice social work. Elsewhere in the UK probation officers do some of this work.
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 describes all these situations.
Housing support/care at home	<p>Housing support: A service which provides support, assistance, advice or counselling to enable an individual to maintain their tenancy. Housing support can be for people living in ordinary homes, sheltered housing, hostels for the homeless, accommodation for the learning disabled, women's refuges and shared dwellings.</p> <p>Care at home: A service which delivers assessed and planned personal care and support which enables the person to stay in their own home.</p> <p>Many of these services register jointly with the Care Inspectorate so we present them as a combined sub-sector.</p>
Nurse agency	Nurse agencies introduce and supply registered nurses to independent and voluntary sector health care 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, who have been provided accommodation by a local authority.
Residential child care	These services are care homes for children and young people, special school accommodation services, and secure accommodation services for children looked after away from home.
School care accommodation	This includes boarding schools and school hostels (but not services for children looked after away from home).

Technical glossary

A number of technical terms appear in this document. Table 30 gives definitions for these terms.

Table 30: Glossary of technical terms

Term	Definition
Median	A type of average. If all the values in a data set are ranked in order, the middle value will be the median. When there is an even number of data items, the values of the two middle values are averaged using the mean. At least half of the values will be greater than or equal to the median.
Mode	A type of average. The most common value in a set of data. A peak in a distribution will be at the mode.
Histogram	A form of bar chart where the bars represent counts of items within value ranges. They are useful for describing distributions.
Economies of scale	An effect where cost savings are made in larger organisations due to fuller and more efficient use of resources.

Appendix B – Core Minimum Data Set (CMDS)

These are the common data standards across the Scottish social service sector and we use them to ensure consistency between workforce data collected by different organisations. We do not collect every single data item from all data sources. The data items are listed below.

- 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
 - National Insurance (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 (14):
 - 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
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