Scottish Social Service Sector: Report on 2019 Workforce Data
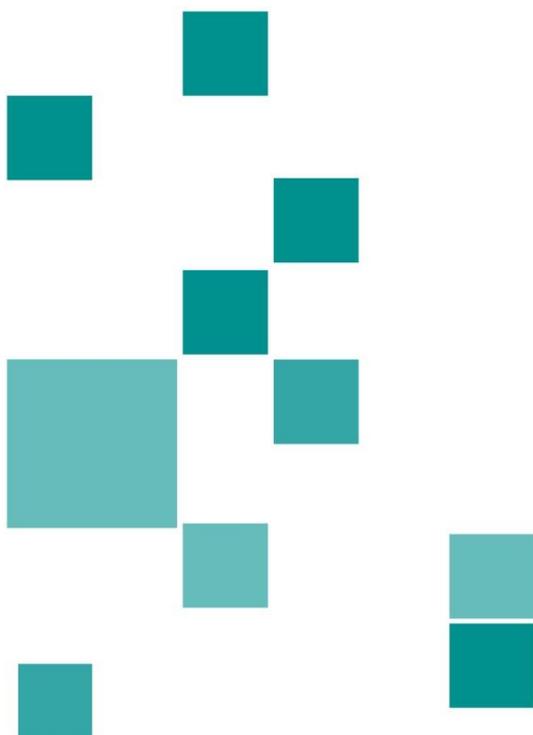
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Note - terminology

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 31. 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 12th workforce data report published by the SSSC and the ninth 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 2019.

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 2008-2018.

As well as this report, the SSSC will publish more detailed tables in late 2020, 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 206,400, a rise of 0.8% since 2018. This is the highest level recorded since these reports began. The social service workforce makes up approximately 7.8% of all Scottish employment.
- This increase has been driven mainly by increases to the day care of children sub-sector and with public provision.
- The whole time equivalent (WTE) measure of the workforce is 155,330, an increase of 1.3% since 2018.
- The stability index of the workforce is 76.8%. 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 (47) 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 (82%).
- The median figure for the typical weekly hours worked by staff is 32 and 51% 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 2019.

Two main sources of data underpin the report. The first is the annual returns collected by the Care Inspectorate from all registered care services. 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 of local authority registered services staff 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. Information and papers from the group are available on the SSSC's workforce data website here:

https://data.sssc.uk.com/what-we-do/sssc-workforce-groups/scottish-social-services-workforce-data-group

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 2019 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 and the National Workforce Plan 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
- an ageing population that may demand more from services.

The previously identified potential long-term trend of the use of arm's length employing organisations (ALEO) to deliver services by some local authorities appears to have ended. These organisations are typically controlled by a local authority but are classified as private sector employers. Of the three authorities that had established ALEOs to deliver some aspects of their care provision, Glasgow City moved the services back in house in 2018 and Scottish Borders did so in 2019. This leaves only Aberdeen City using this model for delivery of services.

1.2 Changes to this report

We have restructured what was previously chapter 2 in this report, service level analysis, into 3 new chapters, national overview, geographic analysis and sub-sectoral analysis. The content is largely the same, except where noted otherwise below.

We have changed the staff density analysis and plots in section 3.3 to use WTE rather than headcount as we felt this was a better measure to compare with.

We have added a new table, Table 12, which gives the distribution of services by size band.

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

As with last year, the services previously belonging to Cordia, the Glasgow City ALEO, were recorded as separate services rather than combined ones. The duplication of staff numbers was removed but we have again manually amended and re-classified them as combined services for consistency in this report.

Some combined services provided employee data in the care at home element due to technical reasons stemming from changes to registration. In some cases, data was provided instead of the housing support element, and in others it was in addition. Where data was provided instead, we have reassigned the employee records to the housing support elements; where it was provided in addition we have discarded data from the care at home element and used the data provided by the housing support element. The majority of the discarded records were duplicates. Overall this affected nine pairs of services, and around 420 records were discarded.

1.3.2 Local Authority Social Work Services (LASWS) Census

Some staff in Fife were not included in previous submissions due to being incorrectly not considered in scope or timing issues with data availability. This has contributed to a large increase in reported staff this year.

Orkney Islands Council did not provide data this year so we have carried forward data from the 2018 submission.

1.4 Corrections

We found an error in the imputation of staffing figures for some day care of children services in 2018. Some failed to have figures imputed while others we imputed with outdated capacity figures. Overall this led to an undercount of around 100 staff. We have updated any figures relating to 2018 in this report.

We found that nurses employed by the council in Highland did not have the correct job function classification in the 2018 data. This meant that they were not counted as nurses in the report and the figures are short by approximately 100. We are unable to obtain updated data for 2018 but the issue was resolved in the 2019 data.

A correction has been made to the 2010 headcount and WTE figures in the time series (Table 3 in this report). The previous figures incorrectly counted absent staff in local authority social work services.

2 National overview

This chapter looks at the national picture of the social service workforce, providing a high level view of employment. It gives an overview of the numbers employed by sub-sector and type of employer, the number of registered care services and time-series figures for headcount and WTE measures.

2.1 Headcount

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.

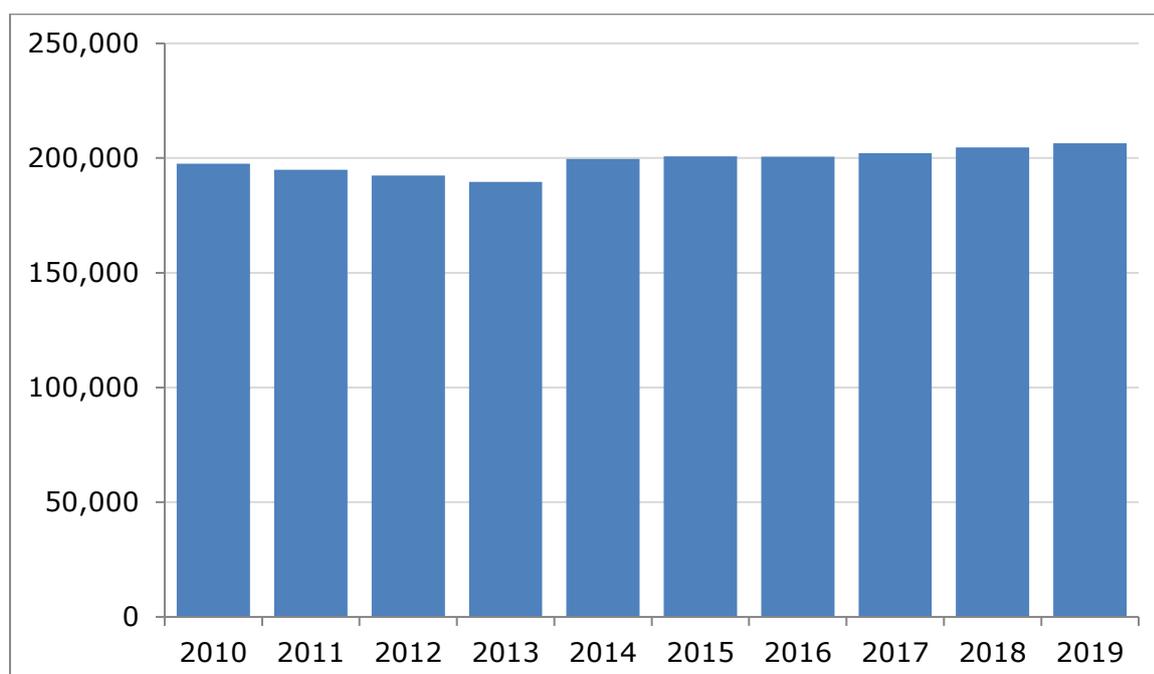**Figure 1: Time series showing the total Scottish social service workforce, 2010-2019**

Table 1 presents an overview of the sector's workforce by sub-sector for 2010, 2018 and 2019, as well as the percentage change over the 10-year period since 2010. Some sub-sectors have grown while others have shrunk quite markedly in contrast to the overall picture shown in Figure 1.

Table 1: Headcount[1] of the Scottish social service workforce 2010, 2018 and 2019

Sub-sector	2010	2018	2019	Change since 2010
Adoption services	420	430	430	3.6%
Adult day care	8820	7390	7260	-17.7%
Adult placement services	130	200	290	118.0%
Care homes for adults	54540	53500	53080	-2.7%
Central and strategic staff	3540	2560	2630	-25.8%
Child care agencies	560	280	170	-70.0%
Childminding	5550	4980	4640	-16.3%
Day care of children	31540	35000	37370	18.5%
Fieldwork service (adults)	4820	5340	5200	7.8%
Fieldwork service (children)	5650	5590	5960	5.4%
Fieldwork service (generic)	3630	2520	2390	-34.2%
Fieldwork service (offenders)	1960	2100	2020	3.0%
Fostering services	900	900	870	-3.3%
Housing support/care at home	64560	71350	71350	10.5%
Nurse agencies	2110	2920	2950	40.0%
Offender accommodation services	130	100	100	-24.8%
Residential child care	7420	8280	8420	13.4%
School care accommodation	1210	1280	1270	4.8%
Total	**197500**	**204710**	**206400**	**4.5%**

Table 1 shows that between 2018 and 2019 the number of staff in the sector grew by approximately 0.8% (1,690) to 206,400. This is the largest the workforce has been, giving an overall increase in the workforce of 4.5% in the 10 years since 2010. The increase in the workforce between 2018 and 2019 is comprised of a very large net increase in the workforce of continuing services (+2,970) and a modest increase in the local authority social work service workforce (+100) opposing a large net decrease in the headcount of services that are new or no longer operating (-1,370). The official estimate for total Scottish employment for the fourth quarter of 2019 is 2,640,000 (Scottish Government, 2020). As a result, the social service sector makes up 7.8% of employment in Scotland, or roughly 1 in 13.

Between 2018 and 2019, over half of the sub-sectors (10 of 18) recorded a decrease in the estimated headcount. The largest absolute decrease was in care homes for adults with a decrease of 420 while the largest relative decrease was in child care agencies with a decrease of 39%. The largest absolute increase in

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[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.

the workforce was in day care of children, with an increase of 2,360, while the largest relative increase was in adult placement services with an increase of around 48%.

The increase in the day care of children sub-sector was expected, and this is expected to grow further as policies to increase the provision of free early learning and childcare are implemented. This increase in the size of the day care of children sub-sector over the last year has been driven almost entirely by increases in public sector provision.

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 over 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 2010, some sub-sectors have seen a large amount of growth, while others have shrunk dramatically. Adult day care, central and strategic staff, childminding and generic fieldwork services all had more than 3,000 staff in 2010 and have seen their workforces reduce by around 15% or more since then. Adult day care has seen a steady decline over the years and the number of services has reduced (see Table 4). 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 which both have high numbers of administrative roles. Other reasons for these falls include policies to reduce the number of senior posts in public bodies.

The number of active childminders fell below 5,000 for the first time last year, has continued to fall this year, and has had an overall fall of over 16% since 2010. This contrasts with the increase in the size of the workforce in day care of children services noted above. This is discussed in detail in the Care Inspectorate's childcare publication (Care Inspectorate, 2019).

Day care of children, housing support/care at home and residential child care all had workforces of more than 3,000 in 2010 and have seen an increase of 10% 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.

2.2 WTE

In Table 2 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 (0.75). 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 2: WTE, headcount and ratio by sub-sector, 2019

Sub-sector	WTE (37.5 hours)	Headcount (HC)	Ratio
Adoption services	320	430	0.74
Adult day care	5050	7260	0.70
Adult placement service	220	290	0.74
Care homes for adults	41090	53080	0.77
Central and strategic staff	2200	2630	0.84
Child care agencies	50	170	0.33
Childminding	4470	4640	0.96
Day care of children	28090	37370	0.75
Fieldwork services (adults)	4400	5200	0.85
Fieldwork services (children)	4920	5960	0.83
Fieldwork services (generic)	1770	2390	0.74
Fieldwork services (offenders)	1720	2020	0.85
Fostering services	720	870	0.82
Housing support/care at home	50710	71350	0.71
Nurse agencies	1580	2950	0.53
Offender accommodation services	80	100	0.81
Residential child care	6850	8420	0.81
School care accommodation	1110	1270	0.87
All	**155330**	**206400**	**0.75**

A time series for the whole time equivalent (WTE) estimates for the workforce is given in Table 3. 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 report records both the highest headcount and the highest WTE since 2010.

It is noteworthy that while the headcount increased by 0.8% between 2018 and 2019 the WTE rose faster, by 1.3%, although since 2010 the headcount has increased by 4.5% while the WTE has increased by only 3.8%.

Table 3: WTE and headcount figures for the Scottish social service workforce, 2010-2019

Year	WTE (37.5 hours)	Headcount (HC)	Ratio of WTE to HC
2010	149650	197500	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
2018	153390	204710	0.75
2019	155330	206400	0.75

2.3 Services

The number of active registered services at the time of data collection is in Table 4. Since 2018 the total number of services has fallen slightly. Of the 13 sub-sectors covered by registered services, six had fewer services, four had a larger number of services and three remained constant between 2018 and 2019.

There was a sizeable fall in the number of childminding services between 2018 and 2019 (-6.7%), contributing to the 16.3% fall since 2010. This is discussed in the previous section.

Since 2010, there has been an 9.4% reduction in services overall, though this varies quite markedly by sub-sector. Of note is that there are 19.3% fewer care homes for adults services despite the workforce only falling by 2.7%, and there are 8.6% fewer day care of children services despite an increase in the workforce of 18.5%

Table 4: Number of active services registered with the Care Inspectorate at 31 December 2010, 2018 and 2019

Sub-sector	2010	2018	2019	Change since 2010
Adoption services	39	38	38	-2.6%
Adult day care	577	448	429	-25.6%
Adult placement services	32	45	56	75.0%
Care homes for adults	1343	1100	1084	-19.3%
Child care agencies	35	25	21	-40.0%
Childminding[2]	5547	4978	4645	-16.3%
Day care of children	3957	3627	3616	-8.6%
Fostering services	62	60	59	-4.8%
Housing support/care at home	1884	2067	2091	11.0%
Nurse agencies	49	93	103	110.2%
Offender accommodation services	10	5	5	-50.0%
Residential child care	267	339	358	34.1%
School care accommodation	27	27	27	0.0%
Total	**13829**	**12852**	**12532**	**-9.4%**

2.4 Employer types

The mix of employer types in the sector is shown in Figure 2. The private sector makes up under two-fifths of the workforce, the public sector just over 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 public and voluntary sectors increased. This is because the public (+4.4%) sector saw a rise in headcount while the private (-0.4%) and voluntary (-1.6%) sectors shrank in size. This is largely due to the increase in day care of children, but also notable is the reabsorption of the ALEO SBCares into Scottish Borders Council. We provide greater detail on breakdowns by employer type later in chapter 4.

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[2] Counts of the number of active childminding and day care services are also published by the Care Inspectorate. 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, 2019
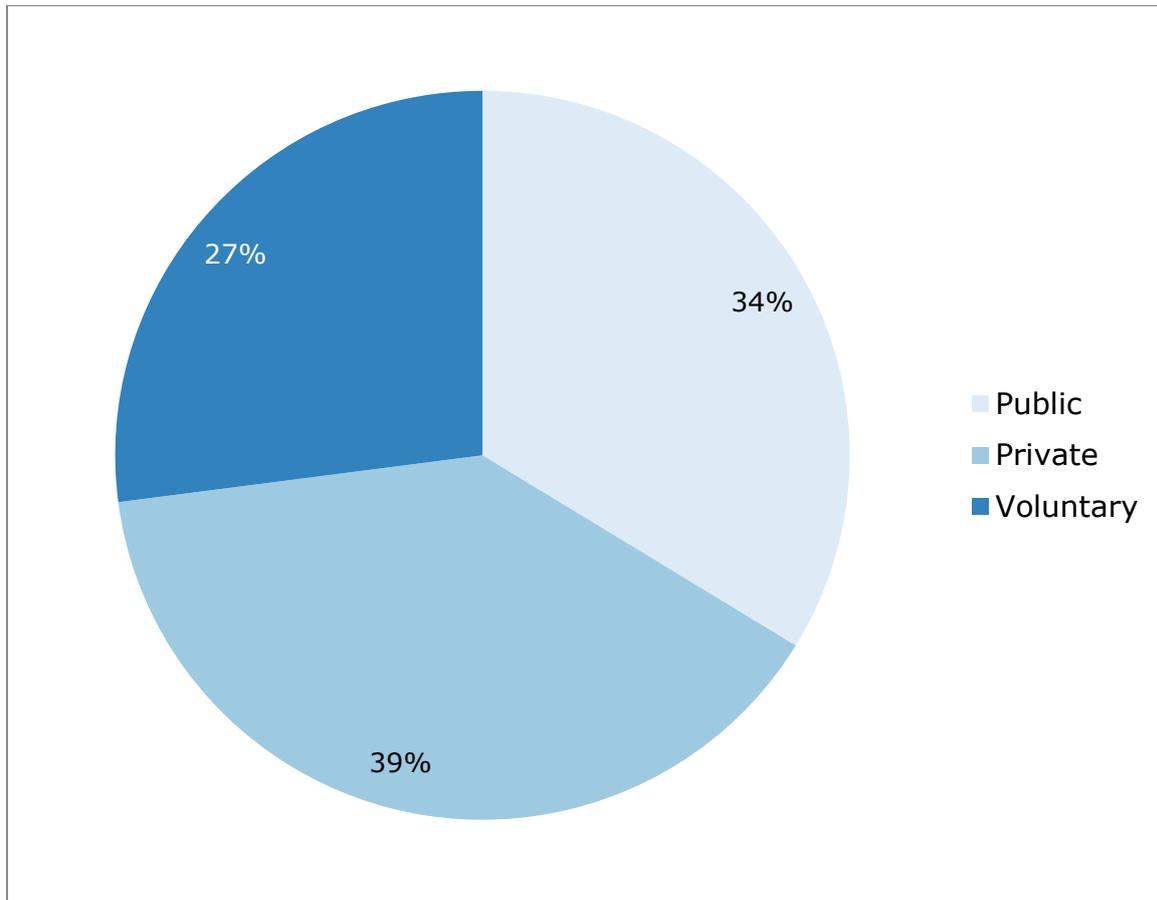
Over time there has been a shift from public to private provision, reversed over the past couple of years with the reabsorption of ALEOs, while the voluntary sector has increased slightly. The public sector is now the largest it has been since 2010. This can be seen in Figure 3.

Figure 3: Time series of the workforce by employer type, 2010-2019
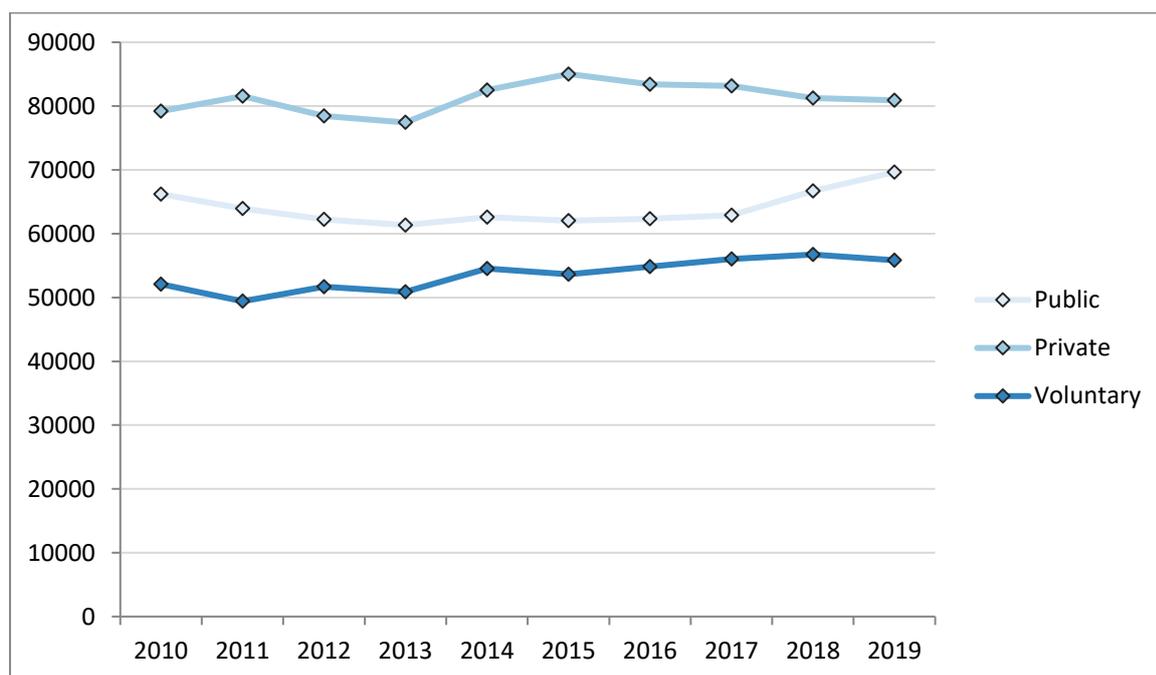
2.5 Service providers

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 several service providers registered under them. In 2019 the 12,532 active registered services were distributed among 7,196 service providers. Excluding childminders there were 7,887 active registered services under 2,552 service providers.

2.6 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 5, 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 5: Estimates for excluded groups, 2019

Group	Estimate
Childminding assistants	580
Volunteers (public)[3]	390
Volunteers (private)	250
Volunteers (voluntary)	2030

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 are 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.

2.7 Key messages

- The estimate for the number of people working in the sector in 2019 is 206,400.
- This represents a rise of 0.8% on the 2018 figure and is the highest since these reports began.
- The estimate for the WTE of people working in the sector is 155,330.
- The day care of children sub-sector saw the largest actual rise in headcount, concentrated mainly in the public sector.
- Care homes for adults saw the largest actual fall in staffing of all the sub-sectors, while it is noteworthy that the number of childminders continues to fall.
- At 39% the private sector has the largest share of the sector's workforce.
- The public sector grew the fastest over the last couple of years, though in part due to reclassifications of former ALEOs.

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[3] Registered services only

3   Geographic analysis

This chapter provides a picture of the geographical distribution of the workforce in 2019. The geography is defined by the registered address of a service or the employing local authority for social work services. Please note that some staff may work remotely from the central address, crucially over geographic boundaries, so that may make these figures differ from where the work is actually performed.

3.1   Overview

Table 6 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 over 23% of the sector combined). Glasgow is the area with the largest employment for the public and voluntary sectors, while Edinburgh is now the largest employer in the private sector. Fife and North Lanarkshire are the only other areas with workforces of more than 10,000.

In 19 of the 32 local authority areas the size of the workforce increased between December 2018 and December 2019. The Glasgow City area saw the largest absolute rise, East Ayrshire saw the largest absolute fall. The size of the changes varies from almost none to around 1,040. The increase in Glasgow City is driven largely by increases in the size of the public sector while the decrease in East Ayrshire is driven by a fall in the size of the private sector.

The reabsorption of the ALEO SBCares in Scottish Borders can been seen as a shift from private to public provision in that local authority, though it is net neutral.

Table 6: Headcount by local authority area and employer type, 2019

Local authority area	Public	Private	Voluntary	Total
Aberdeen City	1710	3580	2450	**7740**
Aberdeenshire	3620	4000	1840	**9460**
Angus	1290	1870	800	**3960**
Argyll and Bute	1190	1140	850	**3180**
Clackmannanshire	570	1000	460	**2030**
Dumfries and Galloway	1280	2200	1930	**5410**
Dundee City	2130	2330	1930	**6390**
East Ayrshire	2050	2060	1270	**5390**
East Dunbartonshire	1040	2030	760	**3830**
East Lothian	1000	1590	1260	**3860**
East Renfrewshire	1030	1340	580	**2940**
Edinburgh, City of	4650	8330	7340	**20320**
Falkirk	2100	2400	890	**5390**
Fife	4640	6220	2740	**13600**
Glasgow City	9640	7750	10380	**27770**
Highland	3180	3700	2220	**9100**
Inverclyde	1330	1520	940	**3780**
Midlothian	980	1410	600	**2980**
Moray	1240	1240	1350	**3830**
Na h-Eileanan Siar	980	100	290	**1370**
North Ayrshire	2290	2280	930	**5510**
North Lanarkshire	3810	4560	3010	**11380**
Orkney Islands	1080	120	110	**1310**
Perth and Kinross	1710	2510	1740	**5960**
Renfrewshire	2220	2750	2680	**7650**
Scottish Borders	1480	1250	1160	**3900**
Shetland Islands	1350	40	120	**1510**
South Ayrshire	1480	2270	1150	**4900**
South Lanarkshire	4060	4280	1570	**9900**
Stirling	1010	1520	1070	**3610**
West Dunbartonshire	1700	850	450	**3010**
West Lothian	1780	2450	950	**5180**
Outwith Scotland[4]	0	250	10	**260**
Total	**69640**	**80930**	**55840**	**206400**

3.2 Employer types

Figure 4 shows the proportion of staff in each local authority area from the different employer types in 2019. 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 each 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. In contrast to previous years, no local authority areas have less than 20% of the workforce in the public

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

sector, the smallest being Aberdeen City at 22% which is now the only area with an ALEO delivering care for the council. As noted earlier, the ALEO in Scottish Borders, SB Cares, was absorbed into the council on 1 December 2019[5].

Figure 4: Proportion of employment in each local authority area by employer type, 2019
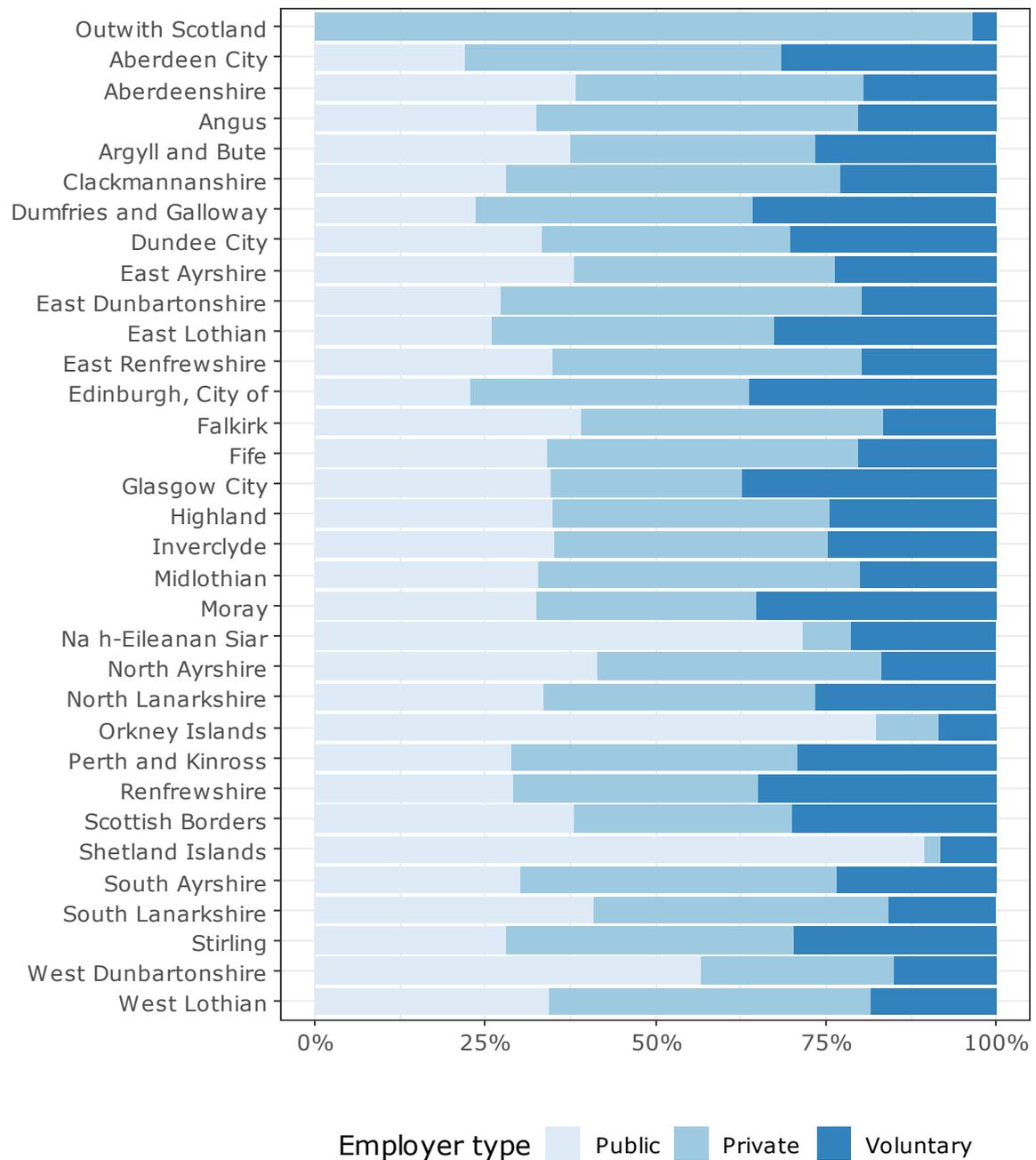
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http://www.sbcares.co.uk/info/1/about_us/14/relationship_with_scottish_borders_council

Figure 5 shows the largest employer type by local authority area. In total, the public sector is the largest employer in seven areas, 23 have the private sector as the largest employer and two (Glasgow City and Moray) have a plurality of staff in the voluntary sector. This is a slight change from last year. North Ayrshire and Scottish Borders now have the public sector as the largest employer rather than the private sector.

Figure 5: Map of Scotland with local authority areas coloured by largest employer type, 2019
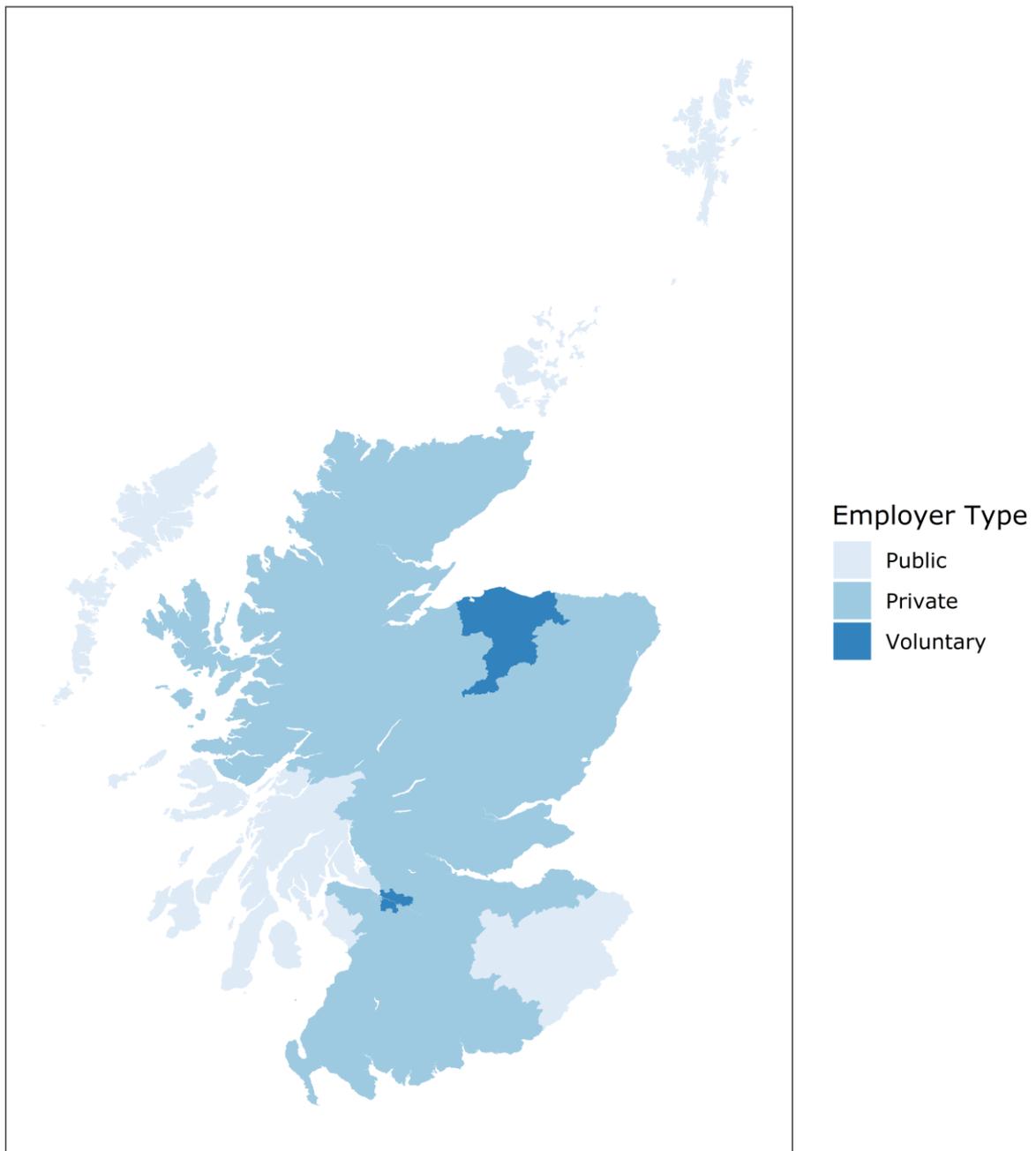
3.3 WTE density

We can use the 2019 mid-year population estimates (National Records of Scotland, 2020) to calculate the WTE figure for the workforce per 10,000 of the population (WTE density). Note that this is a change of methodology from previous years where we used the headcount to compute staff density. Due to the way WTE is computed, local authority level figures may not sum to the overall figure which is computed from a sub-sector disaggregation. Figure 6 shows that the Shetland Islands along with Inverclyde have the greatest WTE density. The ratio of the smallest to the greatest is just under 1.7 to 1. Table 7 shows the data used in this figure.

Figure 6: Map of Scotland with local authority areas coloured by WTE density, 2019

WTE per 10k

340
300
260
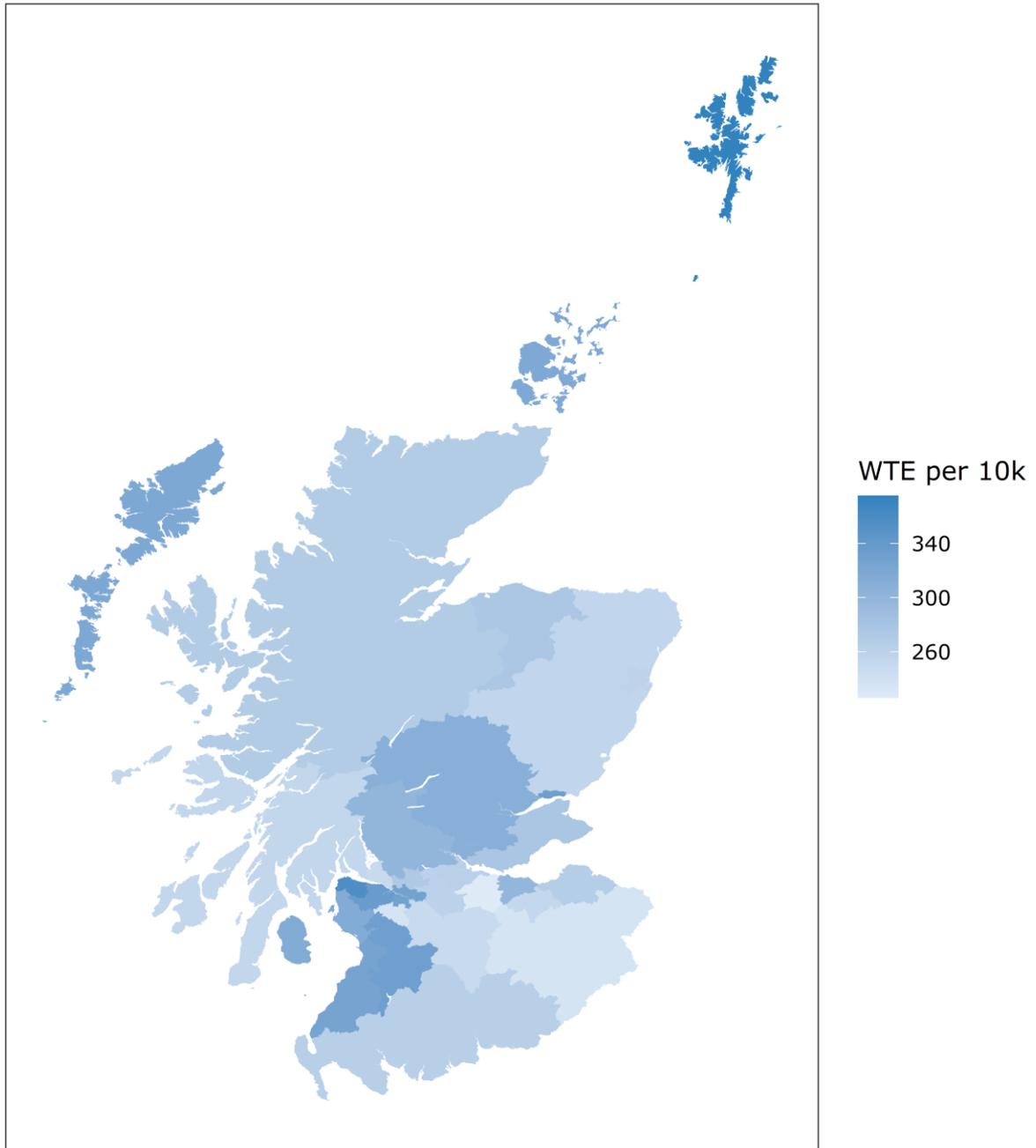
Table 7: WTE densities by local authority area, 2019

Local authority	Population	WTE	Density (per 10k)
Aberdeen City	228670	5910	259
Aberdeenshire	261210	6650	255
Angus	116200	2960	255
Argyll and Bute	85870	2180	254
Clackmannanshire	51540	1590	308
Dumfries and Galloway	148860	3920	264
Dundee City	149320	4960	332
East Ayrshire	122010	4060	333
East Dunbartonshire	108640	2960	272
East Lothian	107090	2850	266
East Renfrewshire	95530	2240	235
Edinburgh, City of	524930	15700	299
Falkirk	160890	4220	262
Fife	373550	10350	277
Glasgow City	633120	20770	328
Highland	235830	6340	269
Inverclyde	77800	2780	357
Midlothian	92460	2330	252
Moray	95820	2640	275
Na h-Eileanan Siar	26720	850	319
North Ayrshire	134740	4240	315
North Lanarkshire	341370	8870	260
Orkney Islands	22270	710	317
Perth and Kinross	151950	4700	309
Renfrewshire	179100	6020	336
Scottish Borders	115510	2720	236
Shetland Islands	22920	860	375
South Ayrshire	112610	3670	326
South Lanarkshire	320530	7990	249
Stirling	94210	2820	299
West Dunbartonshire	88930	2210	249
West Lothian	183100	4140	226
Scotland	**5463300**	**155330**	**284**

3.4 Key messages

- 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 services[6] are the largest employers in five of the local authority areas. In four of those local authority areas, the 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

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[6] Local authorities are the main public providers of social services; however, the NHS also delivers a small number of these services.

local authority areas (Orkney Islands, Shetland Islands and Na h-Eileanan Siar).

- The private sector is the largest employer in most (23) of the local authority areas.
- The voluntary sector is the largest employer in two local authority areas (Glasgow City and Moray).

4   Sub-sectoral analysis

This chapter provides a detailed examination and comparison of the different sub-sectors in the Scottish social service sector in 2019.

4.1   Employer types

Figure 7. Treemap of headcount by employer type and sub-sector, 2019
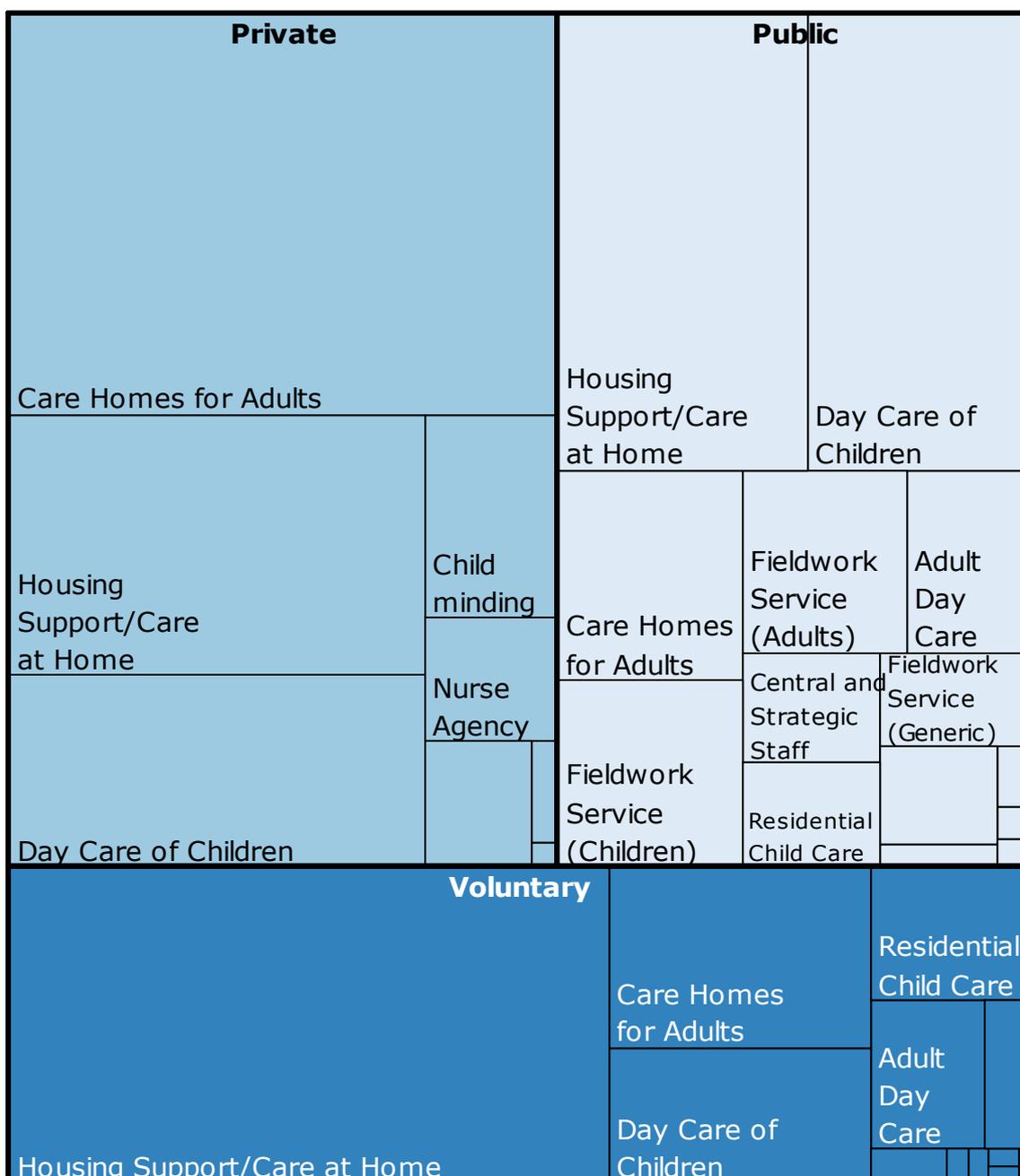

Table 8 gives a breakdown by sub-sector and employer type (public, private and voluntary sectors). All but three sub-sectors have fewer than 10,000 staff and

also all but three sub-sectors have a dominant employer type (with more than 50% of the staff). A treemap visual representation of this can be seen in Figure 7.

Table 8: Headcount by sub-sector and employer type, 2019

Sub-sector	Public	Private	Voluntary	Total
Adoption services	340	-	100	**430**
Adult day care	3850	460	2940	**7260**
Adult placement services	170	-	120	**290**
Care homes for adults	6710	38150	8230	**53080**
Central and strategic staff	2630	-	-	**2630**
Child care agencies	10	100	50	**170**
Childminding	-	4640	-	**4640**
Day care of children	17520	13730	6120	**37370**
Fieldwork service (adults)	5200	-	-	**5200**
Fieldwork service (children)	5960	-	-	**5960**
Fieldwork service (generic)	2390	-	-	**2390**
Fieldwork service (offenders)	2020	-	-	**2020**
Fostering services	430	-	440	**870**
Housing support/care at home	19820	18700	32830	**71350**
Nurse agencies	-	2830	120	**2950**
Offender accommodation services	20	-	80	**100**
Residential child care	2460	2300	3660	**8420**
School care accommodation	130	-	1140	**1270**
Total	**69640**	**80930**	**55840**	**206400**

Almost half of private sector staff work in care homes for adults, while almost two-thirds 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, offender accommodation, residential child care and school care accommodation sub-sectors. Almost 72% 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 and day care of children.

Services that are primarily for children (adoption, child care agency, childminding, day care of children, fieldwork service (children), fostering, residential child care and school care accommodation) account for almost 29% of the workforce.

The private sector is the largest employer type for adults' services at 42%, and second in services for children at 35%, largely reflecting its overall share of the workforce. The public and voluntary sectors differ, with the public sector having a 45% share of services for children and 28% of services for adults, and the voluntary sector with 19% and 31% respectively.

A visual representation of the mix of employer types among the different sub-sectors is given in Figure 8. It is apparent that most sub-sectors are dominated by a single employer type, while day care of children, housing support/care at home and residential child care have a more even mix. These three sub-sectors account for over half of the workforce.

Figure 8: Percentage of the workforce by sub-sector and employer type, 2019
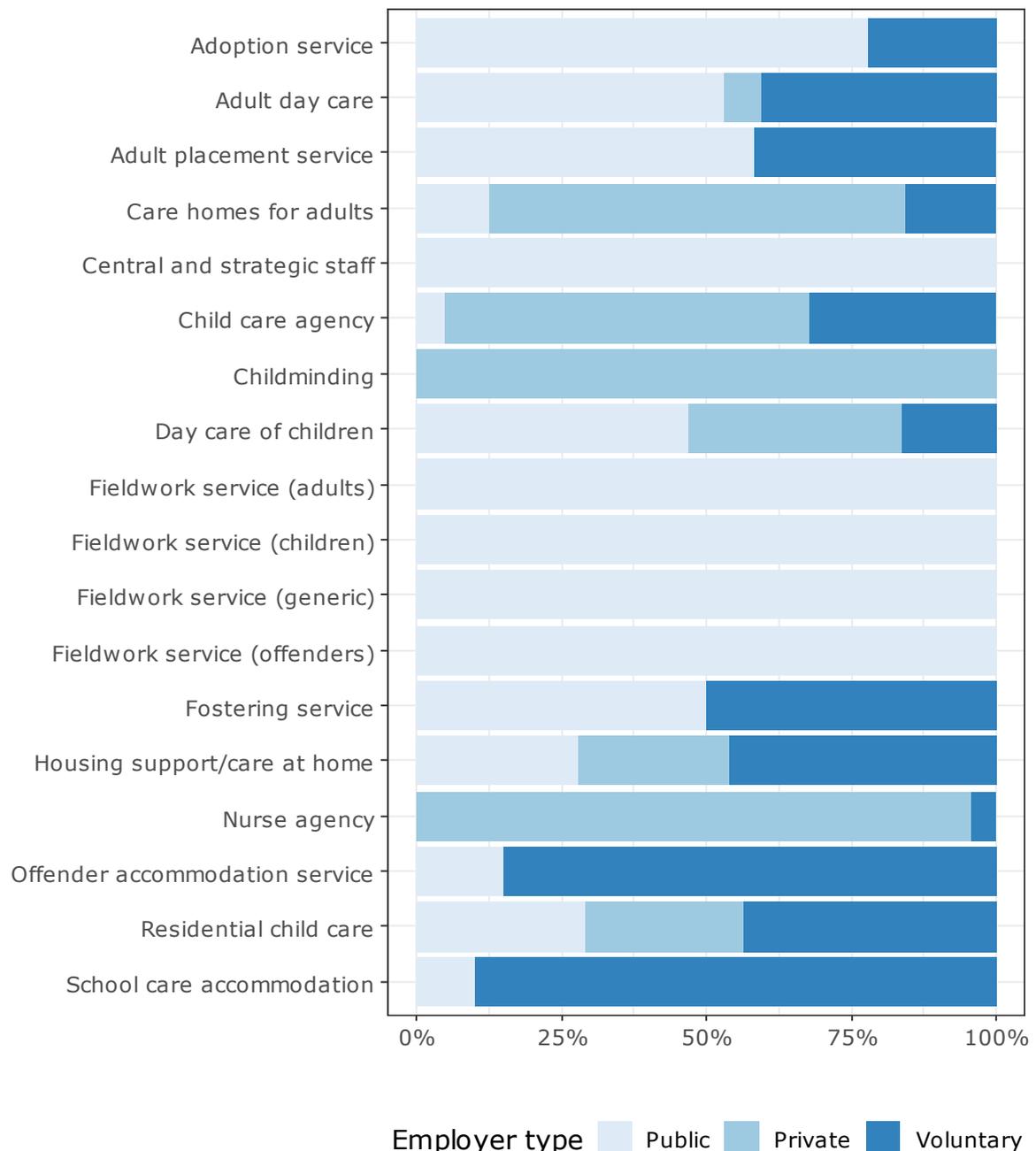
4.2 Stability index

An alternative measure of staffing change to turnover, is the stability index (SI) which 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 2018 are present in the same post in 2019. More information on how this statistic is calculated can be found in Appendix A.

Table 9 shows the stability index by employer type for 2017, 2018 and 2019. For 2019, the public sector has the highest stability, while the private sector has the lowest. The voluntary sector is in the middle, close to the same level as the overall stability index of 76.8%, which means just over three-quarters of staff have been retained since last year. These figures have changed slightly but are similar to the 2018 figures.

Table 9: Stability index by employer type, 2017-2019

Employer type	2017 (%)	2018 (%)	2019 (%)
Public	82.5	87.8	83.1
Private	72.5	71.0	72.3
Voluntary	77.5	76.6	75.7
All	**77.1**	**77.7**	**76.8**

The stability index by sub-sector is given in Table 10. More variation can be seen here than between the employer types. In 2019, a stability index for adult placement services could not be calculated. This is due to the fact that a relatively large number of new services appeared in 2019 and they did not provide staffing information. Therefore the number of staff who are new are undercounted and the statistic becomes heavily skewed. So, we have suppressed the figure produced and note that some caution must also be taken with the overall figures for SI this year. Outside this, adoption services have the highest stability index at 83.9% while child care agencies have the lowest at 43.3%.

Table 10: Stability index by sub-sector, 2017-2019

Sub-sector	2017 (%)	2018 (%)	2019 (%)
Adoption services	82.9	90.1	83.9
Adult day care	81.8	77.8	80.5
Adult placement service[7]	90.1	83.3	NA
Care homes for adults	76.8	80.0	78.4
Central and strategic staff	68.4	73.0	70.1
Child care agencies	60.7	54.4	43.3
Childminding[8]	NA	NA	NA
Day care of children	76.1	75.4	76.4
Fieldwork services (adults)	75.5	79.5	73.3
Fieldwork services (children)	76.4	77.4	80.3
Fieldwork services (generic)[9]	64.7	100.0	69.6
Fieldwork services (offenders)	71.7	83.7	67.1
Fostering services	78.7	85.8	80.4
Housing support/care at home	78.5	76.9	76.8
Nurse agencies	72.9	66.6	64.7
Offender accommodation services	61.9	67.4	83.7
Residential child care	77.2	78.8	75.9
School care accommodation	85.1	86.9	82.9
All	**77.1**	**77.7**	**76.8**

4.3 Staffing levels

Table 11 shows the median staffing levels by sub-sector in registered services in 2019. We can see, for example, that half of all private sector care homes for adults have 50 or fewer staff, which contrasts with voluntary sector services in this sub-sector where the median is 21. 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.

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[7] A SI for adult placement services in 2019 could not be calculated due to a large number of new services that didn't provide staffing information and this skews the calculation.
[8] Start date in post data not available for childminders.
[9] The high SI for 2018 is reflecting the reclassification of admin staff within local authorities rather than no leavers.

Table 11: Median staffing complement of registered services by employer type and sub-sector, 2019

Sub-sector	Public	Private	Voluntary
Adoption services	9	-	14
Adult day care	13.5	7	11
Adult placement services	4	-	4
Care homes for adults	40.5	50	21
Child care agencies	8	5	9
Childminding[10]	-	1	-
Day care of children	8	11	6
Fostering services	12	-	11
Housing support/care at home	29	28	22.5
Nurse agencies	-	12	50
Offender accommodation services	15	-	20
Residential child care	18	12	22.5
School care accommodation	14	-	18.5

Table 12 shows the distribution of registered services by size band and sub-sector. The largest services are almost all in the housing support/care at home sub-sector. Care homes for adults are mainly medium to large in size, while day care of children services are largely small to medium in size.

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[10] Counts of the number of active childminding and day care services are also published by the Care Inspectorate. 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.

Table 12. Distribution of registered services by size band and sub-sector, 2019.

Sub-sector	1-4	5-9	10-24	25-49	50-249	250+
Adoption services	5	14	17	2	0	0
Adult day care	49	119	167	78	16	0
Adult placement services	39	10	6	1	0	0
Care homes for adults	10	34	228	358	453	1
Child care agencies	8	8	4	1	0	0
Childminding	4645	0	0	0	0	0
Day care of children	824	1323	1235	225	9	0
Fostering services	7	16	27	8	1	0
Housing support/care at home	70	175	428	366	375	34
Nurse agencies	19	29	26	16	11	2
Offender accommodation services	0	2	1	2	0	0
Residential child care	7	49	226	54	21	1
School care accommodation	0	7	10	4	5	1
All	5683	1786	2375	1115	891	39

4.4 Key messages

- 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 29% of the sector's workforce.
- Just over three-quarters of staff have been retained since last year.
- 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 largest services are almost all in the housing support/care at home sub-sector.

5 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 96% return rate (approximately 199,000 records), although this does differ between sub-sectors and data items. More details of these differences are set out in Appendix A.

5.1 Age

Table 13 shows the median[11] age of the workforce in the different sub-sectors and by type of employer in 2019.

Table 13: Median age of the workforce by sub-sector and employer type, 2019

Sub-sector	Public	Private	Voluntary	All
Adoption services	48	-	49.5	**49**
Adult day care	51	48	44	**49**
Adult placement services	52	-	51	**51**
Care homes for adults	50	44	46	**45**
Central and strategic staff	48	-	-	**48**
Child care agencies	37	33	33	**33**
Childminding	-	47	-	**47**
Day care of children	40	28	36	**36**
Fieldwork service (adults)	49	-	-	**49**
Fieldwork service (children)	45	-	-	**45**
Fieldwork service (generic)	50	-	-	**50**
Fieldwork service (offenders)	47	-	-	**47**
Fostering services	48	-	47	**48**
Housing support/care at home	51	42	45	**46**
Nurse agencies	-	45	53	**46**
Offender accommodation services	39	-	47	**46.5**
Residential child care	47.5	38	40	**42**
School care accommodation	52	-	46	**46**
All	**47**	**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

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[11] The definition of median is in the glossary (p68).

group with the youngest median age overall, in day 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 41 years (National Records of Scotland, 2020). 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 13 presents only a single characteristic of a sometimes complex distribution. Figure 9 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 modes[12]) 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).

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[12] The definition of mode is in the glossary (p68).

Figure 9: Histograms of the age of the workforce by employer type and sub-sector, 2019
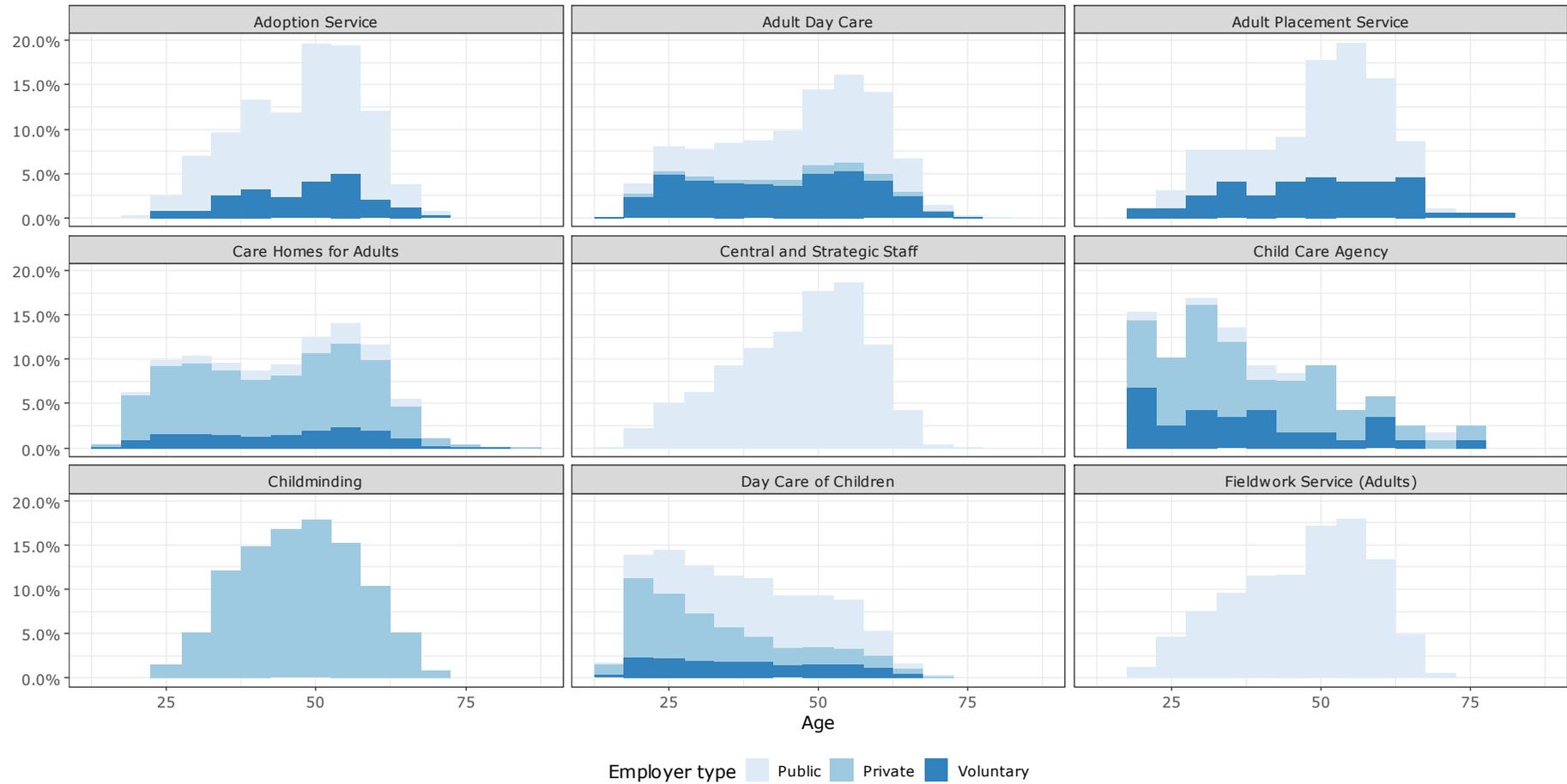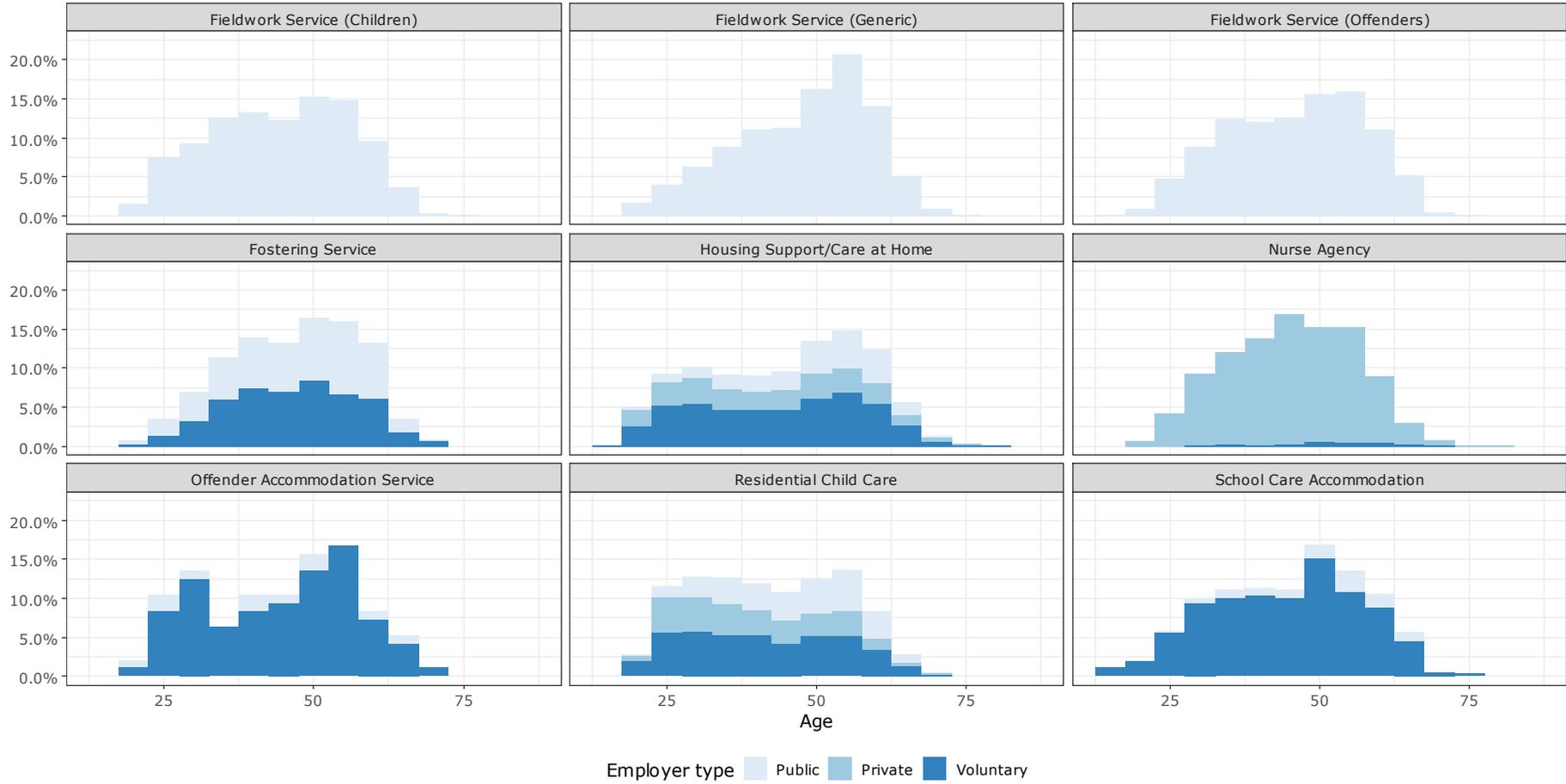
5.2 Gender

Table 14 provides data on the proportion of staff by gender in each of the sub-sectors in 2019. 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 88% or higher.

Table 14: Percentage of staff by gender and sub-sector, 2019

Sub-sector	Female	Male	Other	Unknown
Adoption services	88	12	0	0
Adult day care	78	22	0	0
Adult placement services	85	14	0	0
Care homes for adults	85	15	0	0
Central and strategic staff	79	21	0	0
Child care agencies	95	5	0	0
Childminding	100	0	0	0
Day care of children	96	4	0	0
Fieldwork service (adults)	81	19	0	0
Fieldwork service (children)	85	15	0	0
Fieldwork service (generic)	74	26	0	0
Fieldwork service (offenders)	68	32	0	0
Fostering services	88	12	0	0
Housing support/care at home	78	18	0	4
Nurse agencies	83	17	0	0
Offender accommodation services	70	30	0	0
Residential child care	70	30	0	0
School care accommodation	64	36	0	0
All	**83**	**15**	**0**	**2**

5.3 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 or 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 15 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. Note that summing the figures in the table may not equal the combined figures above due to rounding.

Table 15: Percentage of staff by ethnic classification and employer type, 2019

Employer type	White	Mixed	Asian	Black[13]	Other	Unknown
Public	75	0	1	0	0	24
Private	74	0	2	2	1	21
Voluntary	74	0	1	1	0	23
All	**74**	**0**	**1**	**1**	**0**	**22**

Table 16 provides the ethnic mix of each of the sub-sectors. The three sectors with the largest proportion of ethnic minorities (care homes for adults, child care agencies 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, 7% of child care agency staff, and 23% of nurse agency staff are from ethnic minorities.

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[13] This combines the new census categories, 'African' and 'Caribbean or Black'.

Table 16: Percentage of staff by ethnic classification and sub-sector, 2019

Sub-sector	White	Mixed	Asian	Black[14]	Other	Unknown
Adoption services	78	0	1	0	0	21
Adult day care	84	0	1	0	0	14
Adult placement services	80	0	0	0	0	20
Care homes for adults	74	0	3	2	1	21
Central and strategic staff	81	0	0	0	0	17
Child care agencies	85	0	6	1	0	8
Childminding	98	0	1	0	0	1
Day care of children	88	0	1	0	0	10
Fieldwork service (adults)	78	0	1	1	0	20
Fieldwork service (children)	64	0	1	1	0	34
Fieldwork service (generic)	74	1	2	1	1	22
Fieldwork service (offenders)	72	0	0	0	0	26
Fostering services	82	0	0	0	0	18
Housing support/care at home	66	0	1	1	0	32
Nurse agencies	49	1	7	14	1	28
Offender accommodation services	88	0	1	0	0	11
Residential child care	78	0	0	0	0	21
School care accommodation	57	0	0	0	0	43
Total	**74**	**0**	**1**	**1**	**0**	**22**

5.4 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,

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[14] This combines the new census categories, 'African' and 'Caribbean or Black'.

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 17: Percentage of staff by disability and sub-sector, 2019

Sub-sector	No disability	Disability	Unknown
Adoption services	86	1	12
Adult day care	88	3	9
Adult placement services	87	1	11
Care homes for adults	89	2	10
Central and strategic staff	48	3	49
Child care agencies	95	2	3
Childminding	98	1	1
Day care of children	95	2	3
Fieldwork service (adults)	46	4	50
Fieldwork service (children)	41	2	57
Fieldwork service (generic)	27	3	69
Fieldwork service (offenders)	45	3	52
Fostering services	85	2	13
Housing support/care at home	78	2	21
Nurse agencies	95	1	4
Offender accommodation services	90	3	7
Residential child care	85	1	14
School care accommodation	62	0	38
Total	**82**	**2**	**16**

5.5 Key messages

- Public sector services tend to have the oldest workforces, while the private sector has the youngest.
- Non-residential children's services (except for 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.

6 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.

6.1 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 18.

Table 18: 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 19 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 19: Percentage of staff by job function and sub-sector[15], 2019

Sub-sector	Auxiliary	Care	Managerial	Unknown
Adoption services	9	76	15	0
Adult day care	11	83	6	0
Adult placement services	9	74	17	0
Care homes for adults	22	76	2	0
Central and strategic staff	86	0	14	0
Child care agencies	11	80	9	0
Day care of children	4	86	10	0
Fieldwork service (adults)	20	66	14	0
Fieldwork service (children)	15	68	17	0
Fieldwork service (generic)	46	39	15	0
Fieldwork service (offenders)	12	75	14	0
Fostering services	15	68	16	0
Housing support/care at home	4	92	3	0
Nurse agencies	2	94	3	0
Offender accommodation services	16	69	15	0
Residential child care	8	86	6	0
School care accommodation	25	71	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 and generic fieldwork services who are predominantly staffed with auxiliary roles. Generic fieldwork services have been quite variable over time as some local authorities have implemented and subsequently reversed the centralisation of some support staff from these services. 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 2010 there has been a nine percentage point (pp) increase in the proportion of staff in care roles, while auxiliary (-5 pp), managerial (-1 pp) and unknowns (-3 pp) have all decreased.

6.2 Contract type

The data gathered includes details of the way people are employed and their types of contracts of employment. Table 20 shows that around four-fifths of the

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[15] We have excluded childminding since no job function classification exists for it.

sector were employed on a permanent contract in 2019, a proportion that is 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 sessional[16] contracts. Offender accommodation services are also noteworthy in their use of sessional contracts, with around one in eight of the workforce retained in 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 83% 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.

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[16] 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.

Table 20: Percentage of staff by contract type and sub-sector[17], 2019

Sub-sector	Permanent	Temp	Agency	Bank	Fixed term	Sessional	Casual/ relief	Trainee	Other	Unknown	All NGH[18]
Adoption services	94(0)	3(0)	0	0	1(0)	0(0)	0	0(0)	0	0	0
Adult day care	80(1)	4(0)	0	2	2(0)	4(1)	7	0(0)	1	0	2
Adult placement services	74(0)	4(0)	0	0	1(0)	0(0)	0	0(0)	20	1	0
Care homes for adults	88(1)	1(0)	0	8	0(0)	0(0)	2	0(0)	0	0	1
Central and strategic staff	87(2)	8(0)	1	0	3(0)	0(0)	0	0(0)	0	1	2
Child care agencies	22(0)	2(0)	36	1	0(0)	30(13)	7	1(0)	2	0	13
Day care of children	83(1)	6(0)	0	1	2(0)	2(1)	2	3(0)	1	0	2
Fieldwork service (adults)	93(2)	5(0)	0	0	1(0)	0(0)	1	0(0)	0	0	3
Fieldwork service (children)	82(3)	4(0)	0	0	1(0)	0(0)	3	0(0)	0	9	3
Fieldwork service (generic)	77(2)	12(0)	0	0	3(0)	1(1)	4	0(0)	0	3	3
Fieldwork service (offenders)	88(3)	5(0)	0	0	1(0)	0(0)	1	0(0)	0	4	3
Fostering services	94(0)	3(0)	1	0	1(0)	1(0)	0	0(0)	0	0	0
Housing support/care at home	84(7)	2(0)	1	3	1(0)	3(1)	6	0(0)	0	0	8
Nurse agencies	11(1)	4(3)	79	6	0(0)	0(0)	0	0(0)	0	0	4
Offender accommodation services	86(3)	1(0)	0	0	4(0)	3(1)	6	0(0)	0	0	4
Residential child care	80(0)	3(0)	0	3	1(0)	5(2)	7	0(0)	1	0	2
School care accommodation	90(0)	2(0)	0	2	3(0)	0(0)	2	0(0)	1	0	1
Total	**82(3)**	**3(0)**	**1**	**4**	**1(0)**	**2(1)**	**4**	**1(0)**	**0**	**2**	**4**

[17] Numbers in parentheses indicate no guaranteed hours (NGH) contracts within that contract type.
[18] All no guaranteed hours contracts (this may be different to the sum of individual elements due to rounding).

6.3 Hours

We can also present information on the typical weekly hours worked by the sector. Table 21 shows the breakdown of the median weekly hours staff work by employer type and sub-sector in 2019.

Table 21: Median weekly hours by employer type and sub-sector, 2019

Sub-sector	Public	Private	Voluntary	All
Adoption services	35	-	35	**35**
Adult day care	32	24	27.3	**30**
Adult placement services	35	-	37	**35**
Care homes for adults	30	33	30	**33**
Central and strategic staff	35	-	-	**35**
Child care agencies	-	9	11	**9**
Childminding	-	40	-	**40**
Day care of children	35	36	20	**35**
Fieldwork service (adults)	35	-	-	**35**
Fieldwork service (children)	35	-	-	**35**
Fieldwork service (generic)	35	-	-	**35**
Fieldwork service (offenders)	35	-	-	**35**
Fostering services	35	-	35	**35**
Housing support/care at home	28	30	30	**30**
Nurse agencies	-	20	10.5	**19.85**
Offender accommodation services	36	-	37	**37**
Residential child care	36	39	37	**37**
School care accommodation	28	-	37.5	**37**
All	**35**	**33**	**30**	**32**

Linking with the data on contract types, it is clear 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, except for day care of children services in the voluntary sector. The two largest sub-sectors (care homes for adults and housing support/care at home) both have slightly lower median hours than most other sub-sectors.

Figure 10 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 hours 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 there are more part time roles in the voluntary sector. This is likely to be due to the fact 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 provide more detailed datasets later to illustrate this.

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 10: Histograms of hours by employer type and sub-sector, 2019**
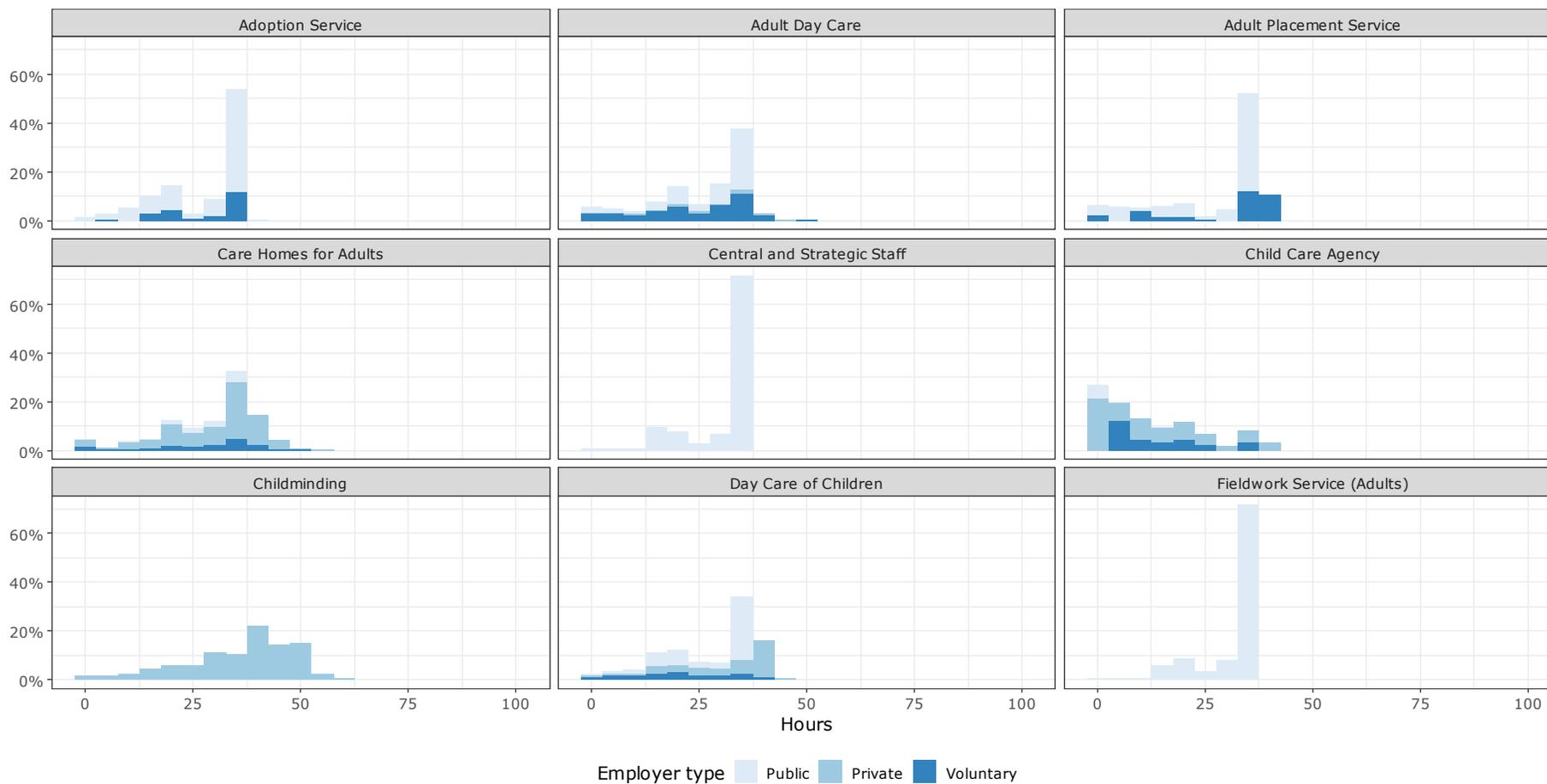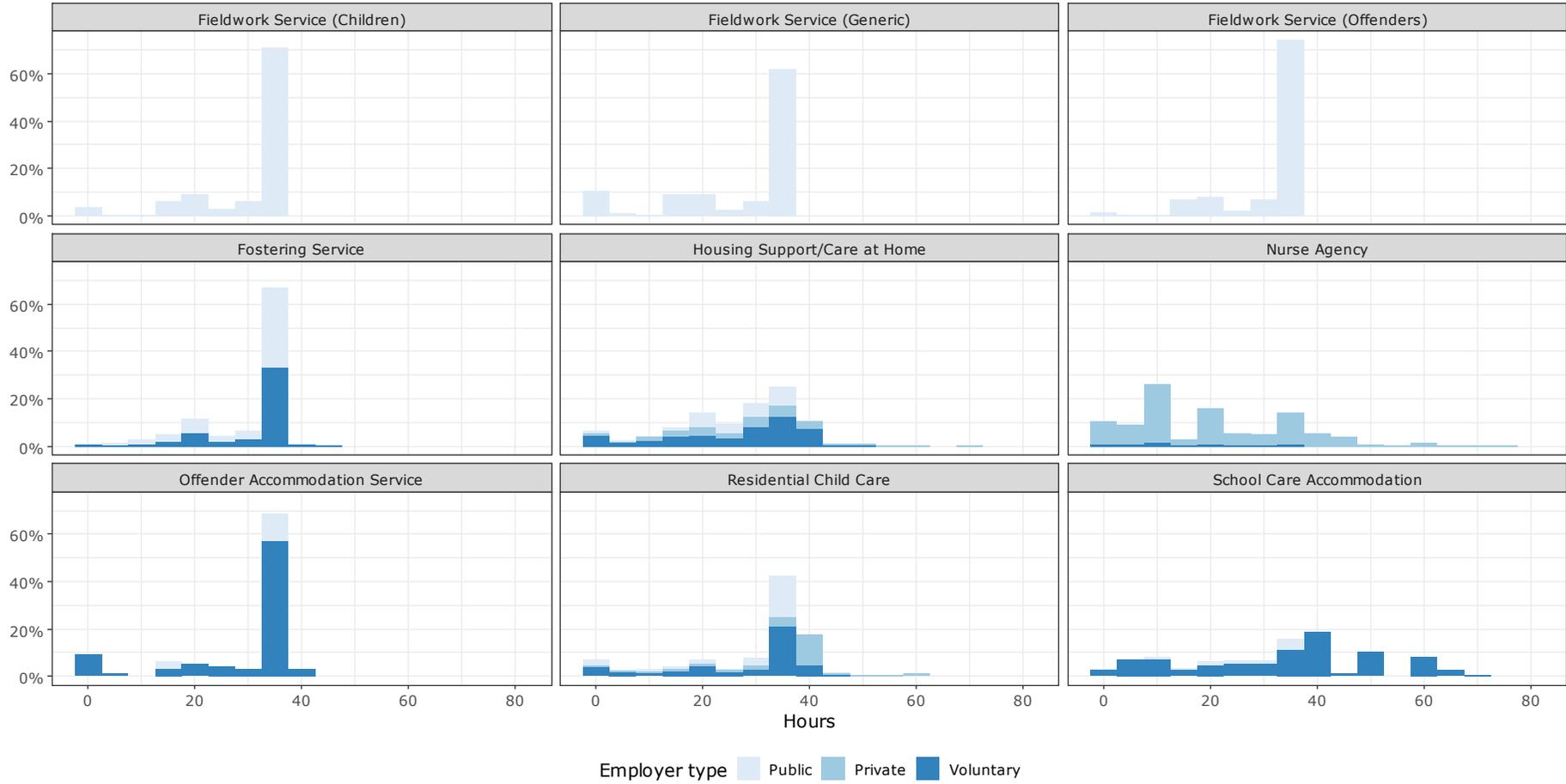
While we can informally identify groups of part time and full time workers in the histograms, we can also use the hours variable to formally classify the workforce. The formal definition of part time working for statistical purposes is 30 hours or less per week (van Bastelaer, Lemaître, & Marianna, 1997), while full time working is more than 30 hours per week.

Table 22 and Figure 11 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, 14 have full time workers as the largest group. Local authority central and strategic staff, all types of fieldwork service except generic, and offender accommodation services have the highest at over 70% of their workforces employed on a full time basis. Of the four sub-sectors with part time working as the most common, childcare and nurse agencies have the highest proportions at 88% and 73% respectively.

Table 22: Percentage of part time and full time workers by sub-sector, 2019

Sub-sector	Part time	Full time	Unknown
Adoption service	45	55	0
Adult day care	55	45	0
Adult placement service	37	62	1
Care homes for adults	45	55	0
Central and strategic staff	26	74	0
Child care agency	88	12	0
Childminding	31	69	0
Day care of children	46	54	0
Fieldwork service (adults)	27	73	0
Fieldwork service (children)	28	72	0
Fieldwork service (generic)	36	64	0
Fieldwork service (offenders)	23	77	0
Fostering service	31	69	0
Housing support/care at home	60	40	0
Nurse agency	73	26	0
Offender accommodation service	27	73	0
Residential child care	33	67	0
School care accommodation	40	60	0
Total	**49**	**51**	**0**

Figure 11. Percentage of part time and full time workers by sub-sector, 2019
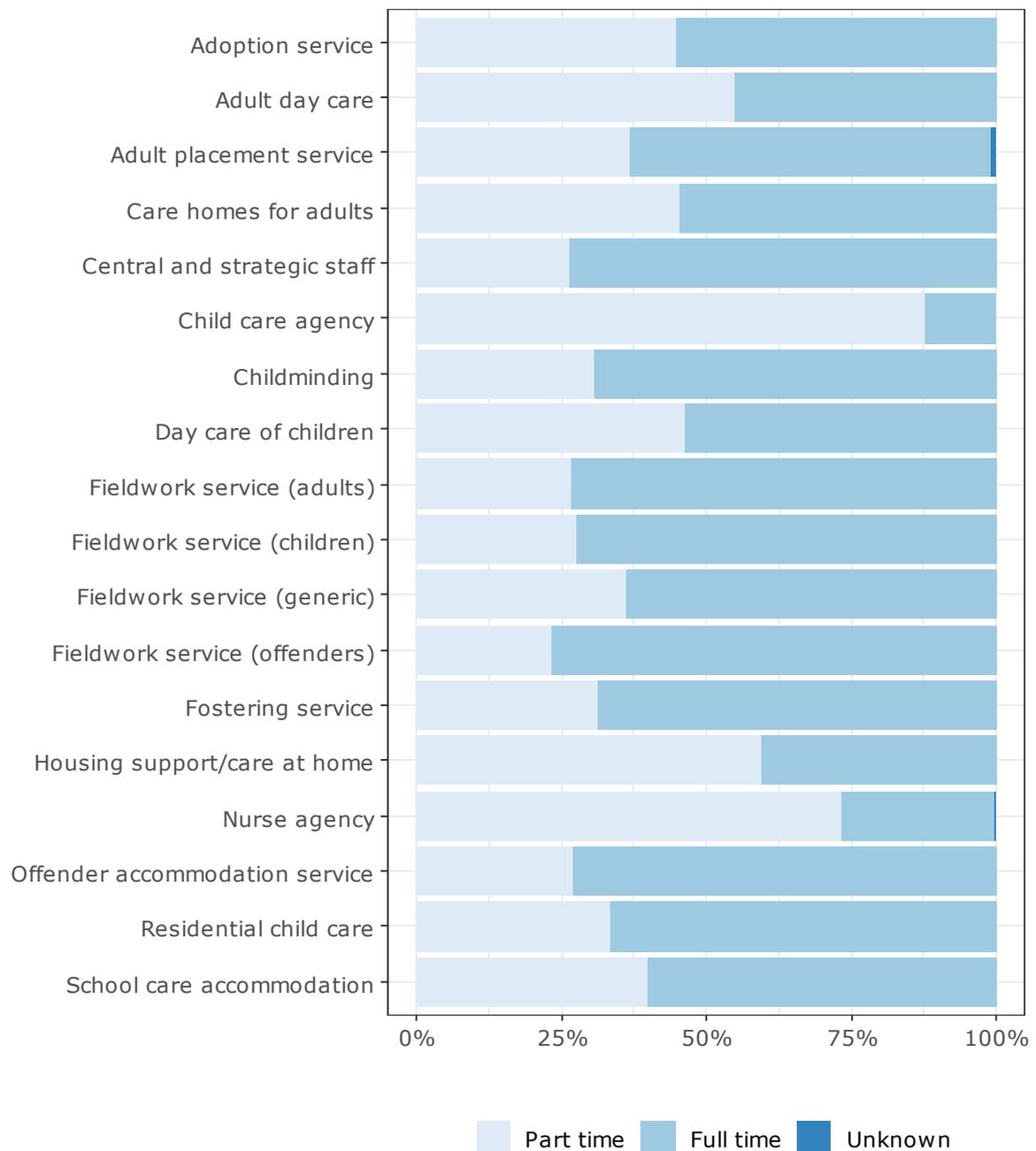
6.4 Key messages

- 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 12% to 77% by sub-sector.

7 Key groups

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

7.1 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 23 shows a time series of local authority social workers in 2010, 2018 and 2019. The number of social workers increased by 1.6% between 2018 and 2019 and has risen by 4.3% since 2010. It is close to but still less than the high of 5987 in 2015. The two WTE measures of social workers presented have a smaller percentage change since 2010, indicating fewer hours being worked per post. However, the annual change for these measures is roughly the same as the headcount figure. The number of social workers on the SSSC Register is virtually the same as it was in 2010 but has decreased by 0.5% between 2018 and 2019. Note that this includes people who maintain a registration but do not work in front line social work roles and some who are retired.

Table 23: Numbers of social workers, 2010, 2018 and 2019

	2010[19]	2018	2019	Change since 2010
Local authority – headcount	5714	5864	5957	4.3%
Local authority – (WTE)[20]	5201	5312	5395	3.7%
Local authority – (WTE 37.5 hours)[21]	4961	5043	5128	3.4%
SSSC Register[22]	10594	10647	10599	0.0%

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

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[19] Note the census date was in October at this time.
[20] Rounded to nearest whole number, using LA measure of WTE, not 37.5 hour measure.
[21] Rounded to nearest whole number, using 37.5 hour measure of WTE.
[22] During the census week. Active registrants only.

- 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 have not been part of our data collection since 2012.
- The census date moved from October to December from the 2011 data collection.

Table 24 shows the headcount and WTE of social workers in the various local authority fieldwork services for 2019. Fieldwork services for children continue to employ the most social workers and this is the only sub-sector to have increased in size since 2018. Generic fieldwork services have a significantly smaller WTE compared to their headcount than the other three types of fieldwork service.

Table 24: Number and WTE of local authority social workers, 2019

Sub-sector	Headcount	WTE[23]	WTE (37.5 hours)[24]
Fieldwork service (adults)	1880	1704	1617
Fieldwork service (children)	2746	2537	2415
Fieldwork service (generic)	366	265	250
Fieldwork service (offenders)	965	889	846
Total	**5957**	**5395**	**5128**

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

7.2 Occupational therapists

We identify occupational therapists working on local authority social work services by specific post types in that data collection.

Table 25 shows a time series of local authority occupational therapists (OTs) in 2010, 2018 and 2019. The numbers of OTs decreased between 2018 and 2019 and have reduced by 1.1% since 2010. The headcount fell slower than the WTE measures, suggesting a greater incidence of part time working.

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[23] Rounded to the nearest whole number, using LA measure of WTE, not 37.5 hours measure.
[24] Rounded to nearest whole number, using 37.5 hour measure of WTE.

Table 25: Number of occupational therapists, 2010, 2018 and 2019

	2010[25]	2018	2019	Change since 2010
Local authority – headcount	567	570	561	-1.1%
Local authority – (WTE)[26]	477	476	466	-2.3%
Local authority – (WTE 37.5 hours)[27]	457	454	444	-2.8%

Table 26 shows the headcount and WTE of occupational therapists in the various local authority fieldwork services for 2019. Fieldwork services for adults employ the most occupational therapists. There is under one-tenth the number of occupational therapists as there are social workers. There were no occupational therapists based in fieldwork services for offenders in 2019.

Table 26: Number and WTE of local authority occupational therapists, 2019

Sub-sector	Headcount	WTE[28]	WTE (37.5 hours)[29]
Fieldwork service (adults)	395	331	316
Fieldwork service (children)	16	15	14
Fieldwork service (generic)	150	120	114
Fieldwork service (offenders)	0	0	0
Total	**561**	**466**	**444**

7.3 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. The overall grossing factor is 1.07.

Table 27 shows the estimated number of nurses by sub-sector and employer type for 2019. It is clear the vast majority of nurses in the sector (around three-fifths) work in private care homes for adults. Naturally, nurse agencies employ a large number of nurses too and these are also largely private services.

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[25] Note the census date was in October at this time.
[26] Rounded to nearest whole number, using LA measure of WTE, not 37.5 hour measure.
[27] Rounded to nearest whole number, using 37.5 hour measure of WTE.
[28] Rounded to the nearest whole number, using LA measure of WTE, not 37.5 hours measure.
[29] Rounded to nearest whole number, using 37.5 hour measure of WTE.

Note that an issue was identified in the equivalent table in the 2018 report which meant that nurses in fieldwork services for children were not identified. Please see section 1.4 for more details.

Table 27: Estimated number of nurses by sub-sector and employer type, 2019

Sub-sector	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	4190	340	**4550**
Central and strategic staff	0	-	-	**0**
Child care agencies	0	0	0	**0**
Childminding	-	0	-	**0**
Day care of children	10	0	0	**10**
Fieldwork service (adults)	0	-	-	**0**
Fieldwork service (children)	100	-	-	**100**
Fieldwork service (generic)	0	-	-	**0**
Fieldwork service (offenders)	0	-	-	**0**
Fostering services	0	-	0	**0**
Housing support/care at home	0	60	100	**150**
Nurse agencies	-	2380	120	**2490**
Offender accommodation services	0	-	10	**10**
Residential child care	30	0	10	**40**
School care accommodation	0	-	10	**10**
Total	**170**	**6630**	**600**	**7390**

7.4 Teachers

Teachers are identified in a similar way to nurses by using the job function variable and grossing up accordingly for missing data and incomplete responses. The overall grossing factor is 1.06. Any misclassification in job function classification will lead to an incorrect identification of teachers here as we cannot validate against other data reliably. Please use appropriate caution when interpreting these figures.

Table 28 shows the estimated number of teachers by sub-sector and employer type for 2019. Almost two-thirds of the teachers identified work in public sector day care of children. Almost all the teachers work in services for children, specifically, day care of children, residential child care and school care accommodation, with the teachers in the latter two mainly working in the

voluntary sector. A small number of teachers have been identified working in care homes for adults, although this may be a misclassification.

Table 28. Estimated number of teachers by sub-sector and employer type, 2019

Sub-sector	Public	Private	Voluntary	Total
Adoption services	0	-	0	**0**
Adult day care	0	0	0	**0**
Adult placement services	0	-	0	**0**
Care homes for adults	0	10	0	**10**
Central and strategic staff	0	-	-	**0**
Child care agencies	0	0	0	**0**
Childminding	-	0	-	**0**
Day care of children	1130	90	70	**1280**
Fieldwork service (adults)	0	-	-	**0**
Fieldwork service (children)	0	-	-	**0**
Fieldwork service (generic)	0	-	-	**0**
Fieldwork service (offenders)	0	-	-	**0**
Fostering services	0	-	0	**0**
Housing support/care at home	0	0	0	**10**
Nurse agencies	-	0	0	**0**
Offender accommodation services	0	-	0	**0**
Residential child care	0	50	120	**180**
School care accommodation	0	-	330	**330**
Total	**1130**	**160**	**530**	**1820**

8 Conclusion

8.1 Summary

This report presents a comprehensive view of those in paid employment in the Scottish social service sector at the end of 2019[30]. The sector has seen a 0.8% increase in the headcount figure to 206,400. This is a rise of around 1,690 since 2018 and is the highest recorded since 2008 when these reports began.

Over half of the sub-sectors recorded a fall in headcount. The main sub-sector accounting for the overall rise is day care of children, while care homes for adults saw a fall. The rise in day care of children has almost entirely been in the public sector.

The largest employer type is the private sector with 39% of the employment. This is followed by the public sector with 34% and the voluntary sector with 27%. 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 155,330 – a rise of 1.3% since 2018.

The stability index statistic is at 76.8% for the whole workforce which suggests more than three-quarters of people stayed in the same post since the 2018 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 (83%). 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

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[30] 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.

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

Most of the workforce have permanent contracts (82%) and around 11% of the workforce appear to be on zero hours contracts or equivalent.

Slightly more than half are in full time positions (51%) and the median number of hours worked is 32.

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. Teachers are most prevalent in day care of children and with public employers.

8.2 What next?

In winter 2020 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: https://data.sssc.uk.com

We will also publish further datasets in the following months. One will go into more detail on the workforce of children's services and the other will go into more detail on adults' 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 2020 in August 2021.

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Appendix A – Background notes

Data sources

Care Inspectorate service lists (as at 1 January 2009-2020) 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 organisations
- 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 2008-2019) 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 2 December 2019) 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 2019, we corrected or estimated figures for around 3% of the returns received from 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 fewer than 3% of services needed an estimated/corrected total staff figure as at December 2019, this proportion varied by type of service. See Table 29 for more details.

Table 29: Percentage of services by sub-sector that provided a current staffing figure, 2019

Sub-sector	Response
Adoption services	100.0
Adult day care	94.2
Adult placement services	62.5
Care homes for adults	98.5
Child care agencies	71.4
Childminding	100.0
Day care of children	96.3
Fostering services	98.3
Housing support/care at home	94.5
Nurse agencies	68.9
Offender accommodation services	100.0
Residential child care	96.1
School care accommodation	92.6
Overall	**97.1**

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 180,760 records, 96% 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 198,960 staff records (96% of the overall staffing estimate). Table 30 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 30: Response rates by sub-sector, 2019

Sub-sector	Age	Gender	Ethnicity	Disability	Job function	Contract	Hours	Start date in post
Adoption services	92	100	79	88	100	100	100	100
Adult day care	92	96	82	88	96	96	96	96
Adult placement services	68	72	58	64	72	72	72	72
Care homes for adults	91	98	78	89	98	98	98	98
Central and strategic staff	100	100	83	51	100	99	100	73
Child care agencies	71	74	68	71	74	74	74	74
Childminding	84	84	83	83	84	0	84	0
Day care of children	94	98	88	95	98	98	98	97
Fieldwork service (adults)	100	100	80	50	100	100	100	80
Fieldwork service (children)	100	100	66	43	100	91	100	80
Fieldwork service (generic)	100	100	78	31	100	97	100	59
Fieldwork service (offenders)	100	100	74	48	100	96	100	77
Fostering services	88	94	78	83	94	94	94	94
Housing support/care at home	86	91	65	75	95	95	95	95
Nurse agencies	82	85	61	82	85	85	85	85
Offender accommodation services	96	100	89	93	100	100	100	100
Residential child care	92	98	77	85	98	98	98	98
School care accommodation	80	81	46	50	81	81	81	81
Overall	**90**	**95**	**75**	**81**	**96**	**94**	**96**	**92**

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. In some authorities, this has been reversed later or other reclassifications such as the reabsorption of ALEOs has taken place. This goes some way to explain the large drops in the number for central and strategic staff and generic fieldwork services over time, and sudden recoveries.

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

It is important to note that figures presented on total numbers of staff from the Care Inspectorate annual returns and Staff of Scottish Local Authority Social Work Services (SLASWS) survey 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 206,400 means that we can estimate the total number of individuals in the sector to be around 202,270.

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 31: 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	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. Care at home: A service which delivers assessed and planned personal care and support which enables the person to stay in their own home. Many of these services register jointly with the Care Inspectorate so we present them as a combined sub-sector.
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 32 gives definitions for these terms.

Table 32: 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

- o (main nature of) working hours pattern
- o end date in post
- o leaving destination
- o main reason for leaving.

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All the SSSC's workforce data, information and intelligence have been brought together in one easily accessible data website which includes our workforce data publications, data by area and interactive data visualisations that you can customise: https://data.sssc.uk.com/

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