

Staff vacancies in care services 2018

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HAPPY TO TRANSLATE



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Introduction

Following on from the Staff vacancies in care 2017 report jointly published by the Care Inspectorate and the Scottish Social Services Council (SSSC) this report will provide updated data on the number of registered care services with a vacancy and the number of actual vacancies that services say they have using whole time equivalent (WTE) data.

We know from our collective experiences of scrutiny and regulation that an effective and stable staff team is strongly associated with providing high quality care. It allows trusting relationships to develop between people providing and experiencing care and supports positive experiences and outcomes.

The Care Inspectorate and the SSSC recognise that parts of the social service sector have particular challenges with recruitment and retention of staff. Both organisations collect and publish data about the workforce and services to support planning. We believe this joint report provides a fuller understanding of vacancies in the sector by providing a national overview of both the number of services with one or more vacancy and the number of vacancies they have.

Registered care services provide the information in the report as part of the Care Inspectorate's annual returns. The annual returns ask services questions about numbers of vacancies, difficulties filling vacancies and so on across early learning and childcare, children's services and adult social care. The only exception is childminders, who are usually sole providers.

Of course, the numbers never tell the whole story. The skills, experience and values of social service staff are just as important as having the right number of them in place. The Health and Social Care Standards set out what people should experience from care, these include:

- 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.
- 3.15 My needs are met by the right number of people.
- 3.16 People have time to support and care for me and to speak with me.

Similarly, the SSSC Codes of Practice for Employers and Social Service Workers require employers to:

- 1.1 Use thorough recruitment processes to make sure that only suitable people with appropriate attitudes and values, and the potential to gain the necessary knowledge and skills, enter the workforce.
- 3.1 Provide good quality induction, learning and development opportunities to help social service workers do their jobs effectively and prepare for new and changing roles and responsibilities.

And workers to:

- 6.10 Listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve my practice.

This report is just one aspect of the workforce planning activities undertaken by the Care Inspectorate and SSSC. The Care Inspectorate and the SSSC were pleased to work with a wide range of experts to support the development of the Safe Staffing bill and subsequent legislation. As part of the implementation, the Care Inspectorate is leading the work on tools for care homes for adults including workload planning and workforce planning.

The SSSC is leading work on the implementation of the National Workforce Plan, which includes work on career pathways and the development of a professional framework for practice in social care and social work.

Peter Macleod

Chief Executive

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Summary of key findings

The Care Inspectorate is the independent scrutiny and improvement body responsible for regulating a wide range of care and support services in Scotland, and the Scottish Social Services Council (SSSC) is the regulator for the social service workforce in Scotland responsible for protecting the public by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development.

In order to avoid confusion, we use the Care Inspectorate's definitions for care services and their subtypes throughout in commentary. These differ in some instances from those used by SSSC (for example, care homes for children and young people and school care accommodation services). A comparison of the definitions the Care Inspectorate and SSSC use for care services and subtypes is below. Although the commentary will primarily focus on the Care Inspectorate's care service definitions, full breakdowns of the vacancy data with SSSC definitions are included in the Tables section at the end of the report.

SSSC to Care Inspectorate service type definitions

SSSC definition	Care Inspectorate definition
Service type	Service and service subtype
Adoption	Adoption
Adult day care	Support service: other than care at home
Adult placement	Adult placement
Care homes for adults	Care home: adults Care home: older people
Childcare agency	Childcare agency
Day care of children	Daycare of children
Fostering	Fostering
Housing support/care at home	Housing support Support service: care at home
Nurse agency	Nurse agency
Offender accommodation	Offender accommodation
Residential childcare	Care home: children and young people School care accommodation: residential special Secure accommodation
School care accommodation	School care accommodation: mainstream

At 31 December 2018 there were around 13,000 registered services providing care and support for children, young people, adults and older people across Scotland. Almost 5,500 of these services were childminders, which are not included in the remainder of this report. The remaining 8,000 services employed an estimated

181,540¹ staff – an increase of 1.3% on the previous year's estimate. Around 39% (about 71,350 workers) work in care at home or housing support services; 29% (about 53,500 workers) work in care homes for adults and older people and a further 19% (about 34,910 workers) in daycare of children services. To provide some context to the findings below, a 2017 report² found that 20% of all establishments in Scotland had at least one vacancy and that the overall vacancy rate across all establishments in Scotland was 3.1%.

Services reporting vacancies

- At 31 December 2018, 38% of services reported having vacancies. This was unchanged from the proportion of services with vacancies at 31 December 2017 and an increase of 2 percentage points from 2016 (36%). This was higher than the 20% of all establishments, across all sectors in Scotland that reported having a vacancy².
- Housing support services (63% of services), care at home services (60% of services), care homes for older people (59% of services) and care homes for adults (52% of services) had the largest proportion of services reporting vacancies where the service type had more than 100 services.
- Care homes for adults, care homes for older people, housing support services, care at home services, nurse agencies and residential special schools all had a proportion of services with vacancies significantly above the national average for all care services.
- Daycare of children and adoption services were significantly below the national average for all care services reporting vacancies.
- Aberdeen (49% of services), Edinburgh (49% of services) and East Ayrshire (48% of services) had the highest proportion of services with vacancies of all local authority areas. These local authority areas had a significantly higher proportion of services with vacancies than the national average for all care services.
- Angus (21% of services), Argyll and Bute (29% of services) and Highland (29% of services) had the lowest proportion of services with vacancies of all local authority areas but still higher than the Scottish economy average.
- Angus, Argyll and Bute, Highland and South Ayrshire had a significantly lower proportion of services with vacancies than the national average for all care services.

Rate of whole time equivalent (WTE) vacancies

- At 31 December 2018, the rate of WTE vacancies for all services in Scotland was 5.5% down from 5.9% in 2017. This was higher than the overall vacancy rate across all establishments in Scotland of 3.1%².
- Care homes for adults, housing support services, care at home services, childcare agency services and nurse agency services all had a significantly higher rate of WTE vacancies than the national average.

¹ Workforce Data 2018 – Scottish Social Services Council

² Employer skills survey 2017: UK findings – Department for Education

- Aberdeen, Clackmannanshire, Dundee, Edinburgh and Scottish Borders all had a significantly higher rate of WTE vacancies than the national average.

Nurse vacancies

- At 31 December 2018, 19% of services reported having nursing vacancies (where applicable). This was a decrease of 1 percentage point on the proportion of services with vacancies at 31 December 2017 (20%) and down 2 percentage points from 2016 (21%).
- Care homes for older people (45% of services) and nurse agency services (51% of services) had a significantly higher than average proportion of services with nursing vacancies.

Rate of whole time equivalent (WTE) nursing vacancies

- At 31 December 2018, the rate of WTE vacancies for all services in Scotland was 1.2% down from 1.8% in 2017.
- Care homes for older people and nurse agency services had a significantly higher rate of WTE nursing vacancies than the national average.
- Edinburgh, Fife, Glasgow and Stirling all had a significantly higher rate of WTE nursing vacancies than the national average.

Services reporting problems filling vacancies

- At 31 December 2018, 47% of services with vacancies reported having problems filling them; up 2 percentage points from the previous year.
- Care at home services (66%), care homes for older people (58%), housing support services (58%), nurse agency services (65%) and residential special schools (75%) all had a proportion of services reporting that vacancies were hard to fill significantly above the national average for all care services (47%).
- Daycare of children services (42%), Adoption services (19%), care homes for children and young people (40%), mainstream school accommodation services (13%), adult placement services (12%) and support services other than care at home services (adult day care services; 20%) had a proportion of services reporting that vacancies were hard to fill significantly below the national average for all care services.
- Edinburgh (57%), Aberdeen (56%) and Orkney (55% of services) had the highest proportion of services reporting that vacancies were hard to fill. Edinburgh and Aberdeen were significantly higher than the national average for all care services.
- Angus (30%), West Dunbartonshire (34%) and Inverclyde (34%) had the lowest proportion of services reporting that vacancies were hard to fill.
- Angus, West Dunbartonshire, Inverclyde, North Ayrshire and Dundee all had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average for all care services.

Reported reasons for vacancies being hard to fill

Services were asked why they had found vacancies hard to fill. The following were the most commonly reported reasons.

- Too few applicants with experience (60%), too few applicants in general (58%) and too few qualified applicants (50%) were the most common themes within most service types that reported problems filling vacancies.
- The main reason why services found vacancies difficult to fill was not having enough or appropriate applicants applying for vacancies. 24% of services reported there were too few applicants applying for roles, 18% reported there were too few applicants with the required experience and 16% reported there were too few qualified applicants.

Sources and use of data in this report

The information in this report only relates to those services that completed an annual return. This includes services that were inactive but provided an annual return. We have not made statistical adjustments for those services that did not complete returns. In 2018, 88% of services (excluding childminders) completed an annual return with the required staffing information completed.

This report brings together data on the number of registered care services with a vacancy. The data on the number of registered care services with a vacancy lets us see the proportion of services in local authority areas and service types impacted by them.

In the annual return it was left for the care service to determine what a vacancy was defined as. The annual return did not provide any criteria to assist in this definition, so there will be variation between services in what they considered a vacancy. This is the same approach used in the UK Employer Skills report. Additionally, if a service provided a whole time equivalent (WTE) value for vacancies but replied 'No' to 'Did you have any staff vacancies at 31 December?' they were recategorised with a 'Yes' response. This is a change in the way we treated these responses in the previous report, where we excluded them. This has changed some of the statistics previously reported about the proportion of services with vacancies.

Care services were left to define what 'hard' meant in the 'Have you found vacancies hard to fill?' question. No criteria were provided in the annual return to define 'hard' so there will be variation between services regarding the definition. This is the same approach used in the UK Employer Skills report. The reasons why services find it hard to fill vacancies are only shown for those services that said they found it hard to fill vacancies. Where services said they did not find it hard to fill vacancies, but have nonetheless answered the question about why they found it hard to fill them, we have recategorised their initial response to a 'Yes' and the reasons they detailed for vacancies being hard to fill are included in all analyses. This is a change in the way we treated these responses in the previous report, where we excluded them. This has changed some of the statistics previously reported about reasons vacancies were hard to fill.

When we use the term 'care services', we mean services registered under the auspices of the Public Services Reform (Scotland) Act 2010. These are mainly care homes, early learning and childcare, care at home services, housing support services and day centres. The term also includes more specialist services such as fostering and adoption agencies, nurse agencies, childcare agencies, school care accommodation and other support services. These operate across the private, voluntary and public sectors. Those in the voluntary and private sectors are sometimes commissioned by the local authority or integration authority to provide funded places but remain separate organisations and as employers are responsible for their own recruitment.

Daycare of children is defined by the Public Services Reform (Scotland) Act 2010 as a service that provides care for children on non-domestic premises for a total of more than two hours a day and on at least six days per year. This includes nurseries,

crèches, out of school care and playgroups. Daycare of children services along with childminder services collectively make up early learning and childcare services.

This means where we refer to local authority areas in this report, we are generally referring to the totality of care services operating in the geographical area of the local authority, not just to those services directly provided by the local authority itself. Geographical analysis for housing support and care at home services was determined by the location of the service base. Due to the nature of these services, they may operate in other or additional local authority areas than where the service base is located. Housing support services may also be combined with care at home services and share the same staff. For this report, reporting on housing support services includes both sole housing support services and those combined with care at home services. Data for care at home services is just for sole care at home services. Note that, when asked about staff vacancies, nurse agencies and childcare agencies may include vacancies in terms of staffing their own service as well as the staff they supply to other services. Although we have included these figures in our analysis, these vacancies are different in nature to the vacancies reported by other types of service directly providing a care service.

Managers of care services provided the information in this report, rather than inspectors independently verifying it. That said, the Care Inspectorate has collected this information for a number of years and has high confidence in the reports from care service managers, who are usually directly responsible for recruitment processes and decisions. All information relates to 31 December of the year displayed. The questions asked in the annual return are the following:

Staffing vacancies

- 1) Did you have any staff vacancies at 31 December? (Yes, No, Not applicable)
- 2) How many WTE all staff vacancies did you have at 31 December?
- 3) Have you found vacancies hard to fill? (Yes, No, Not applicable)
- 4) If 'Yes', why have you found them hard to fill?

Options:

- a. Too few applicants
 - b. Too few qualified applicants
 - c. Too few applicants with experience
 - d. Can't afford wage demands
 - e. Reason unknown
 - f. Competition from other service providers
 - g. Competition from other types of work
 - h. Cost of living in the area is too high
 - i. Candidates unable to work the hours needed
 - j. Other reason
- 5) If 'Other reason', please specify. (open response text box)

- 6) Please tell us what you consider to be the main reason why it is hard to fill vacancies. (dropdown list of options from Question 3)
- 7) If 'Other reason' please tell us what it is. (open response text box)

Nursing vacancies

- 1) Did you have any nursing post vacancies? (Yes, No, Not applicable)
- 2) How many WTE staff vacancies did you have at 31 December for total nursing staff?

Detailed findings

The tables referenced in this section of the report are at the end of the report.

Services reporting vacancies

Overall (Table 1a)

In the most recent annual return, 38% of services (where the question was applicable) said they had vacancies at 31 December 2018. This remained unchanged from 31 December 2017 (38%) and increased 2 percentage points from 2016 (36%).

Service type analysis (Table 1b and 1c)

Adult services

Services where care is provided at place of residence

For adult care services where the care provision was carried out in the home of the person receiving care, there was generally a high proportion of services with vacancies. Housing support services increased 4 percentage points to 63% of services from 59% of services in 2017. Care at home services decreased 2 percentage points from 62% of services in 2017 to 60% of services in 2018. Care homes for older people remained unchanged from 2017 at 59% of services. The proportion of services with vacancies reported in care homes for adults fell 1 percentage point from 53% of services in 2017 to 52% of services in 2018. Offender accommodation services reported an increase in the proportion of services with vacancies up from 40% of services in 2017 to 60% of services in 2018. However, in real terms this is just an increase of one service reporting having vacancies.

Except for offender accommodation services, all of the service types above had vacancy rates significantly above the national average for all care services (38% of services).

For care at home services, Falkirk (100% of services) had a significantly higher proportion of services with vacancies than the national average for care at home services (60%). Housing support services in Aberdeenshire (84% of services) and Aberdeen (80% of services) both had a significantly higher proportion of services with vacancies than the national average for housing support services (63%).

In the case of care homes for adults, no services had a significantly higher proportion of services with vacancies than the national average for care homes for adults (52%). While, for care homes for older people, Edinburgh (83% of services) had a significantly higher proportion of services with vacancies than the national average for care homes for older people (59%).

Non-residential services

The proportion of services with vacancies in support services other than care at home (adult day care services) remained unchanged from 2017 at 38% of services. Nurse agency services dropped 2 percentage points from the previous year, from 53% of services in 2017 to 51% of services in 2018. Adult placement services decreased from last year, down 2 percentage points from 24% of services in 2017 to 22% of services with vacancies in 2018.

For service types with fewer individual registered services, changes year on year can appear relatively large compared to the larger service types (that have more than 100 registered services). In order to assess whether the changes were statistically different, we took the number of services for each service type into account. Nurse agencies (51% of services) had vacancy rates significantly above the national average for all care services. For nurse agencies, there were no local authority areas where the proportion of services reporting vacancies was significantly above the average for the overall service type. Adult placement services (22% of services) had vacancy rates significantly below the national average for all care services. For adult placement services, there were no local authority areas where the proportion of services reporting vacancies was significantly below the average for the overall service type.

Services for children and young people

Services where care is provided at place of residence

The proportion of services with vacancies in Care homes for children and young people decreased 4 percentage points from 45% of services in 2017 to 41% of services in 2018. For smaller service types, changes year on year can appear relatively large compared to larger service types. Vacancies in secure accommodation services decreased; dropping 20 percentage points to 60% of services from 80% of services in 2017 (this was a decrease of 1 service reporting having at least one vacancy). Residential special school accommodation services decreased 5 percentage points from 78% of services in 2017 to 73% of services reporting vacancies in 2018. The proportion of mainstream school accommodation services reporting vacancies increased 12 percentage points from 11% of services in 2017 to 23% of services in 2018.

The proportion of residential special school accommodation services (73% of services) reporting vacancies was significantly above the national average for all care services. For residential special school accommodation services, there were no local authority areas where the proportion of services reporting vacancies was significantly above the average for the overall service type.

Non-residential services

The proportion of daycare of children services with vacancies remained unchanged from 2017 at 23%. Fostering services reported a decrease in the proportion of reported vacancies; down to 39% of services from 45% in 2017. Adoption services with vacancies continued to decrease down to 22% of services from 28% of services

in 2017. The proportion of childcare agency services with vacancies remained unchanged from 2017 at 25%.

Daycare of children services (23% of services) had vacancy rates significantly below the national average for all care services (38% of services). Daycare of children services displayed significant regional variation in vacancy levels between local authority areas compared to the average for the service type. Angus (11% of services), Argyll and Bute (11% of services), Fife (16% of services), Highland (10% of services) and South Ayrshire (10% of services) all had a significantly lower proportion of services with vacancies than the national average for daycare of children services (23%). Adoption services (22% of services) had vacancy rates significantly below the national average for all care services (38% of services). There were no local authority areas where the proportion of services reporting vacancies was significantly below the average for the overall service type.

Analysis by local authority area (Table 1d)

The local authority areas with the highest proportions of services with vacancies at 31 December 2018 were:

- Aberdeen (49%; up 3 percentage points from 2017)
- Edinburgh (49%; up 7 percentage points from 2017)
- East Ayrshire (48%; up 12 percentage points from 2017).

Of all the local authority areas, Aberdeen, Edinburgh and East Ayrshire had a significantly higher proportion of services with vacancies than the national average for all care services.

In Aberdeen, care homes for older people (75% of services) and housing support services (80% of services) all had a significantly higher proportion of services with vacancies than the average for services in Aberdeen (49%).

In Edinburgh, care at home services (70% of services), care homes for older people (83% of services), care homes for adults (72% of services) and housing support services (69% of services) all had a significantly higher proportion of services with vacancies than the average for services in Edinburgh (49%).

In East Ayrshire, housing support services (81% of services) had a significantly higher proportion of services with vacancies than the average for services in East Ayrshire (48%).

The local authority areas with the lowest proportions of services with vacancies at 31 December 2018 were:

- Angus (21%; up 1 percentage point from 2017)
- Argyll and Bute (29%; down 3 percentage points from 2017)
- Highland (29%; up 1 percentage point from 2017).

Of all the local authority areas, Angus, Argyll and Bute, Highland and South Ayrshire had a significantly lower proportion of services with vacancies than the national average for all care services. For these local authority areas, only daycare of

children services had a significantly lower proportion of services with vacancies than the average for services in their respective local authority area.

In 17 out of 32 local authority areas (53%) the proportions of services with vacancies increased between 2018 and 2017. The following local authority areas saw the biggest increases (in percentage points).

- East Ayrshire up 12 percentage points (from 36% to 48%).
- Inverclyde up 9 percentage points (from 36% to 45%).
- Midlothian up 6 percentage points (from 31% to 40%).

The following local authority areas saw the biggest decreases (in percentage points).

- Renfrewshire down 6 percentage points (from 44% to 38%).
- North Lanarkshire down 5 percentage points (from 49% to 44%).
- East Renfrewshire down 3 percentage points (from 38% to 33%).

Rate of WTE vacancies

The rate of WTE vacancies was calculated by dividing the number of WTE vacancies by the WTE number of staff plus the WTE vacancies at the 31 December of the given year. Some services were not able to provide this information accurately and as such we excluded some data where we found it to be inaccurate (see 'Sources and uses of data in this report' for details). Ultimately, this resulted in 95% of services that provided WTE data being analysed.

Service type analysis (Table 1e and 1f)

At 31 December 2018, the rate of WTE vacancies for all services in Scotland was 5.5% down from 5.9% in 2017.

Adult services

Services where care is provided at place of residence

The rate of WTE vacancies in care at home services decreased from 8.2% in 2017 to 7.3% in 2018. Housing support services remained unchanged from 2017 at 7.2% in 2018. For care homes for older people, the percentage decreased from 4.8 % in 2017 to 4.7% in 2018. The rate of WTE vacancies in care homes for adults decreased from 7.3% in 2017 to 6.8% in 2018. The rate of WTE vacancies in offender accommodation services more than halved from 8.2% in 2017 to 3.8% in 2018.

Care homes for adults, housing support services and care at home services all had a rate of WTE vacancies significantly higher than the national average of 5.5%.

For care homes for adults, Inverclyde (18.0%) and Edinburgh (12.4% of total WTE) had a significantly higher rate of WTE vacancies than the national average for care homes for adults (6.8%). Housing support services in Aberdeen (11.5%), Clackmannanshire (13.3%), Dundee (10.6%), Fife (9.7%) and West Lothian (12.8%

of total WTE) had a significantly higher rate of WTE vacancies than the national average for housing support services (7.2%). Care at home services in Clackmannanshire (16.6%), Edinburgh (10.8%), Falkirk (11.0%) and Scottish Borders (15.4% of total WTE) had a significantly higher rate of WTE vacancies than the national average for care at home services (7.3%).

Non-residential services

Support services other than care at home (adult daycare services) reported a decreased rate down from 5.6% in 2017 to 3.7% in 2018. The rate of WTE vacancies in nurse agency services decreased from 23.8% in 2017 to 18.9% in 2018. Nurse agency services had a high rate of WTE vacancies. This is likely due to the specific operating model of this service type. Nurse agency services source and supply care workers on behalf of third parties so while the core staff required to operate the agencies can be relatively small, the staff pool they attempt to recruit for can be substantially larger. This results in a rate of WTE vacancies that is much higher than other service types. Adult placement services had a decrease in the rate of WTE vacancies down from 5.6% in 2017 to 4.8% in 2018.

Nurse agency services had a rate of WTE vacancies significantly higher than the national average of 5.5%. Nurse agency services in Glasgow (24.7%), Perth & Kinross (24.4%) and West Lothian (56.9% of total WTE) had a significantly higher rate of WTE vacancies than the national average for nurse agency services (13.6%).

Services for children and young people

Services where care is provided at place of residence

Care homes for children and young people had a decline in the rate of WTE vacancies dropping from 5.1% in 2017 to 3.9% in 2018. Secure accommodation services' rate of WTE vacancies increased from 7.2% in 2017 to 6.0% in 2018. Residential special school accommodation services decreased from 4.3% in 2017 to 3.8% in 2018. The rate of WTE vacancies in mainstream school accommodation services increased from 0.2% in 2017 to 0.4% in 2017.

Non-residential services

Daycare of children services reported a rate of 3.8% for WTE vacancies in 2018 down from 4.2% in 2017. The rate of WTE vacancies in fostering services remained unchanged from 2017 at 5.0%. The rate of WTE vacancies in adoption services fell from 3.4% in 2017 to 3.2% in 2018. The rate of WTE vacancies in childcare agency services increased from 11.4% in 2017 to 19.2% in 2018. Similar to nurse agency services, childcare agency services also source and supply care workers on behalf of third parties so while the core staff required to operate the agencies can be relatively small, the staff pool they attempt to recruit for can be substantially larger. This results in a rate of WTE vacancies that is much higher than other service types.

Childcare agency services had a rate of WTE vacancies significantly higher than the national average of 5.5%. Childcare agency services in South Ayrshire (72.7% of

total WTE) had a significantly higher rate of WTE vacancies than the national average for childcare agency services (19.1%).

Analysis by local authority area (Table 1g)

The local authority areas with the highest rates of WTE vacancies at 31 December 2018 were:

- Scottish Borders (9.4% in 2018 up from 5.3% in 2017)
- Aberdeen (7.8% in 2018 down from 10.0% in 2017)
- Edinburgh (7.7% in 2018 up from 7.1% in 2017).

Of all the local authority areas, Aberdeen, Clackmannanshire, Dundee, Edinburgh and Scottish Borders all had a significantly higher rate of WTE vacancies than the national average.

In Aberdeen, childcare agency services (43.0%) and housing support services (11.5% of total WTE) had a significantly higher rate of WTE vacancies than the national average for services in Aberdeen (7.8%).

In Clackmannanshire, housing support services (13.3%) and care at home services (16.6% of total WTE) had a significantly higher rate of WTE vacancies than the national average for services in Clackmannanshire (6.8%).

In Dundee, housing support services (10.6% of total WTE) had a significantly higher rate of WTE vacancies than the national average for services in Dundee (6.5%).

In Edinburgh, care homes for adults (12.4%), care homes for older people (9.0%), nurse agency services (24.9%) and care at home services (10.8% of total WTE) all had a significantly higher rate of WTE vacancies than the national average for services in Edinburgh (7.7%).

In Scottish Borders, care homes for older people (13.3%) and care at home services (15.4% of total WTE) had a significantly higher rate of WTE vacancies than the national average for services in Scottish Borders (9.4%).

The local authority areas with the lowest rates of WTE vacancies at 31 December 2018 were:

- Angus (2.8% in 2018 down from 3.0% in 2017)
- East Dunbartonshire (3.6% in 2018 down from 4.9% in 2017).

Nursing vacancies (Table 1h)

In the most recent annual return, 19% of services (where the service decided the question was applicable to their situation) stated that they had nursing vacancies at 31 December 2018. This was a decrease of 1 percentage point on the proportion of services with vacancies at 31 December 2017 (20%) and 2 percentage points down from 2016 (21%).

Service type analysis (Table 1i and 1j)

At 31 December 2018, care homes for older people had 45% of services reporting nursing vacancies, down 2 percentage points from 2017. Private care homes for older people had the highest proportion of services with nursing vacancies (52% of services). Voluntary/not for profit services had 15% of services reporting nursing vacancies. Local authority services had 9% of services reporting nursing vacancies.

Care homes for adults had 12% of services reporting nursing vacancies, down 2 percentage points from 2017. Nurse agency services had 51% of services reporting nursing vacancies, down 9 percentage points from 2017. Care homes for older people (45%) and nurse agency services (51% of services) had nursing vacancies significantly above the national average for all care services (19% of services).

For care homes for older people, West Dunbartonshire (100%), Renfrewshire (72%) and North Lanarkshire (70%) all had a significantly higher rate of services reporting nursing vacancies than the national rate (45%) for care homes for older people. For nurse agency services, no local authority area had a rate of nursing vacancies significantly higher than the national rate for nurse agency services (51%).

Analysis by local authority area (Table 1k)

The local authority areas with the highest rates of services with nursing vacancies at 31 December 2018 were:

- North Lanarkshire (33% in 2018, up from 31% in 2017)
- East Renfrewshire (31% in 2018, down from 35% in 2017)
- East Dunbartonshire (26% in 2018, up from 22% in 2017).

Of all the local authority areas, North Lanarkshire had a significantly higher rate of services with nursing vacancies than the national average for all care services. In North Lanarkshire, care homes for older people had a significantly higher rate of services with nursing vacancies than the average for services in the local authority area.

The local authority areas with the lowest proportions of services with vacancies at 31 December 2018 were:

- Orkney (0% in 2018, unchanged from 2017)
- Shetland (0% in 2018, unchanged from 2017)
- Argyll and Bute (3% in 2018, down from 15% in 2017).

Argyll and Bute and Dumfries and Galloway both had a significantly higher rate of services with nursing vacancies than the national average for all care services. In both local authority areas there were no service types where the proportion of services reporting nursing vacancies was significantly below the average for services in the local authority area.

Rate of whole time equivalent nursing vacancies

The rate of whole time equivalent (WTE) nursing vacancies was calculated by dividing the number of WTE nursing vacancies by the WTE number of staff plus the WTE nursing vacancies at 31 December for the given year. Some services struggled to provide this information accurately and as such, some data has been excluded where it was found to be inaccurate (see 'Sources and uses of data in this report' for details). Ultimately, this resulted in the 94% of services that provided nursing WTE data and where nursing vacancies were applicable, being analysed below.

Service type analysis (Table 1l and 1m)

At 31 December 2018, the rate of WTE nursing vacancies for all applicable services in Scotland was 1.2%, down from 1.8% in 2017. The rate of WTE nursing vacancies in care homes for older people decreased to 1.5%, from 2.0% in 2017. Private care homes for older people had the highest rate of WTE nursing vacancies (1.9%). Voluntary/not for profit services had a rate of 0.3% and local authority services had WTE nursing vacancies rate of 0.1%.

Care homes for older people (1.5% of total WTE) had a rate of WTE nursing vacancies significantly above the national average (1.2%). Care homes for older people in East Lothian (2.9%), East Renfrewshire (3.1%), Fife (2.2%), Renfrewshire (2.6%) and Stirling (3.2% of total WTE) had a significantly higher rate of WTE nursing vacancies than the national average for care homes for older people (1.5%).

Nurse agency services had a WTE nursing vacancies rate of 31.8%, down from 41.1% in 2017. The rate of WTE nursing vacancies in care homes for adults was 0.64%, up slightly from 0.4% in 2017. The rate of WTE nursing vacancies in offender accommodation services was 1.3%, down from 6.4% in 2017. Nurse agency services (31.8% of total WTE) had a rate of WTE nursing vacancies significantly above the national average (1.2%). Nurse agency services in Edinburgh (54.0%), Fife (52.3%), Stirling (86.2%) and West Lothian (60.1% of total WTE) had a significantly higher rate of WTE nursing vacancies than the national average for nurse agency services (31.8%). Nurse agencies may include vacancies in terms of staffing their own service as well as the staff they supply to other services. Although we have included these figures in our analysis, readers should note that these vacancies are different in nature to the vacancies reported by other types of service directly providing a care service.

Analysis by local authority area (Table 1n)

The local authority areas with the highest rates of WTE nursing vacancies at 31 December 2018 were:

- Edinburgh (3.7% in 2018, down from 4.6% in 2017)
- Stirling (2.6% in 2018, up from 1.4% in 2017)
- Glasgow (1.8% in 2018, down from 2.6% in 2017).

Of all the local authority areas, Edinburgh, Fife, Glasgow and Stirling all had a significantly higher rate of WTE nursing vacancies than the national average.

In Edinburgh, nurse agency services (54.0% of total WTE) had a significantly higher rate of WTE nursing vacancies than the average for services in Edinburgh (3.7%).

In Fife, care homes for older people (2.2%) and nurse agency services (52.3% of total WTE) had a significantly higher rate of WTE nursing vacancies than the average for services in Fife (1.6%).

In Glasgow, nurse agency services (32.4% of total WTE) had a significantly higher rate of WTE nursing vacancies than the average for services in Glasgow (1.8%).

In Stirling, nurse agency services (86.2% of total WTE) had a significantly higher rate of WTE nursing vacancies than the average for services in Stirling (2.6%).

Services that reported problems filling vacancies

Overall problems filling vacancies (Table 2)

Of the services that answered "Yes" or "No" to whether they had problems filling a vacancy, 47% reported that they found it hard to fill vacancies in 2018. The number of services that found it hard to fill vacancies increased for the third year in a row, up 2 percentage points from 45% in 2017 and up 3 percentage points from 44% in 2016. The total number of services reporting that vacancies were hard to fill increased to 2,716 in 2018, from 2,634 in 2017.

Service type analysis (Table 2b and 2c)

Adult services

Services where care is provided at place of residence

Care at home services reported a rise of 3 percentage points from 2017, with 66% of services reporting that vacancies were hard to fill. Housing support services increased 3 percentage points to 58% of services reporting that vacancies were hard to fill - up from 55% of services in 2017. Care homes for older people decreased 1 percentage point from 2017 to 58% of services reporting that vacancies were hard to fill. Of care homes for adults, 53% reported that vacancies were hard to fill – an increase of 3 percentage points from 2017. Offender accommodation services reporting that vacancies were hard to fill dropped 15 percentage points (only one service), down from 40% of services in 2017 to 15% in 2018.

The following service types had a proportion of services reporting that vacancies were hard to fill that was significantly above the national average for all care services of 47%.

- Care at home services (66%).
- Housing support services (58%).
- Care homes for older people (58%).

These service types displayed significant regional variation between local authority areas in the proportion of services finding vacancies hard to fill compared to the average for the service type. This suggests that individual local authority areas may

have skewed the overall proportion for the service type and it is therefore recommended that more focus is given to these local authority areas.

Care at home services in Fife (100%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care at home services (66%).

Housing support services in Aberdeen and Clackmannanshire (73% and 100% respectively) had a significantly higher proportion reporting that vacancies were hard to fill than the national average for housing support (58%).

In the case of care homes for older people, East Renfrewshire (90%) and Edinburgh (79%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care homes for older people (58%).

Non-residential services

Support services other than care at home (adult day care services) decreased 1 percentage point, down from 21% of services in 2017 to 20% in 2018. Nursing agency services increased 2 percentage points from 63% of services in 2017 to 65% reporting that vacancies were hard to fill. In 2018, 12% of adult placement services reported that vacancies were hard to fill, down 7 percentage points from 19% in 2017.

Of support services other than care at home (adult day care services) 20% reported that vacancies were hard to fill, which was significantly below the national average for all care services of 47%. For support services other than care at home (adult day care services), only Moray (0%) was significantly below the national average of 20% for support services other than care at home services for reporting that vacancies were hard to fill.

Of nurse agency services, 65% reported that vacancies were hard to fill, which was significantly above the national average for all care services of 47%. For nurse agency services, Edinburgh and Fife (64% and 59% respectively) were significantly above the national average of 65% for nurse agency services for reporting that vacancies were hard to fill.

Adult placement services (12%) had a proportion reporting that vacancies were hard to fill that was significantly below the national average for all care services of 47%. Again, there were no local authority areas where the proportion of services reporting that vacancies were hard to fill was significantly below the average for the overall service type.

Services for children and young people

Services where care is provided at place of residence

Care homes for children and young people decreased 2 percentage points, to 40% of services reporting that vacancies were hard to fill - down from 42% of services in 2017. Residential special schools increased 10 percentage points to 75% of services reporting that vacancies were hard to fill – the highest proportion of all service types reporting vacancies were hard to fill. Secure accommodation services decreased

(down one service) to 40% of services reporting that vacancies were hard to fill - down from 60% of services in 2017. Mainstream school accommodation services increased 5 percentage points to 13% reporting that vacancies were hard to fill - up from 8% in 2017.

Residential special schools (75% of services) had a proportion of services reporting that vacancies were hard to fill; significantly above the national average for all care services of 47%. There were no local authority areas where residential special schools were reporting a proportion of services with vacancies that were hard to fill that was significantly above the average for this service type.

Care homes for children and young people (40%) had a proportion of services reporting that vacancies were hard to fill that was significantly below the national average for all care services of 47%. North Ayrshire (0%) was significantly below the national average of 40% for care homes for children and young people for reporting that vacancies were hard to fill.

The proportion of mainstream school accommodation services (13%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 47%. There were no local authority areas where the proportion of such services reporting that vacancies were hard to fill was significantly below the average for the overall service type.

Non-residential services

Daycare of children services increased 3 percentage points to 42% of services reporting that vacancies were hard to fill - up from 39% in 2017. Childcare agency services reporting that vacancies were hard to fill increased to 53% in 2017 from 41% in 2017. Fostering services reporting that vacancies were hard to fill decreased 13 percentage points to 22% - down from 35% in 2017. Adoption services reporting that vacancies were hard to fill decreased 8 percentage points to 19% - down from 27% in 2017.

The proportion of daycare of children services (42%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 47%. Daycare of children services displayed significant regional variation between local authority areas in the proportion reporting that vacancies were hard to fill, compared to the average for the service type. Inverclyde (19%) Scottish Borders (23%) Dundee (27%) Angus (27%) and Highland (33%) all had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average for daycare of children services of 42%.

The proportion of adoption services (19%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 47%. There were no local authority areas where the proportion of such services reporting that vacancies were hard to fill was significantly below the average for the overall service type.

Analysis by local authority area (Table 2d)

The local authority areas with the highest proportions of services reporting that vacancies were hard to fill at 31 December 2018 were:

- Edinburgh (57%, up 2 percentage points from 2017)
- Aberdeen (56%, down 2 percentage points from 2017)
- Orkney (55%, up 13 percentage points from 2017).

Of all the local authority areas, Edinburgh (57%) and Aberdeen (56%) both had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for all care services of 47%.

In Edinburgh, care homes for older people (79%) and care at home services (76%) each had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Edinburgh of 57%.

In Aberdeen, housing support services (73%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Aberdeen of 56%.

The local authority areas with the lowest proportions of services reporting that vacancies were hard to fill at 31 December 2018 were:

- Angus (30% - up 1 percentage point from 2017)
- West Dunbartonshire (34% - up 3 percentage points from 2017)
- Inverclyde (34% - down 2 percentage points from 2017).

Of all the local authority areas, Angus (30%), West Dunbartonshire (34%), Inverclyde (34%), North Ayrshire (38%) and Dundee (39%) each had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average for all care services of 47%.

In Angus, Inverclyde and West Dunbartonshire there were no service types reporting that vacancies were hard to fill; significantly lower than the average for services overall in these local authority areas.

In North Ayrshire, care homes for children and young people and support services other than care at home (adult day care services), were both 0% and had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in North Ayrshire of 38%.

In Dundee, daycare of children services (27%) had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Dundee of 39%.

In 21 out of 32 local authority areas (66%) the proportions of services reporting that vacancies were hard to fill increased between 2017 and 2018. The following local authority areas saw the biggest increases (in percentage points).

- Orkney - up 13 percentage points (from 42% to 55%).
- East Ayrshire - up 13 percentage points (from 33% to 46%).

- Scottish Borders - up 10 percentage points (from 33% to 43%).

The following local authority areas saw the largest decreases (in percentage points).

- Argyll and Bute - down 5 percentage points (from 53% to 48%).
- Dumfries and Galloway - down 3 percentage points (from 44% to 41%).
- Perth and Kinross - down 3 percentage points (from 52% to 49%).

Reasons reported by services that vacancies were hard to fill

Services were asked to provide reasons why they thought it was hard to fill vacancies. Services could choose as many or few reasons as they desired. The most common reasons services gave for finding it hard to fill vacancies were, too few:

- applicants with experience (60% of services – up 3 percentage points from 2017)
- applicants in general (58% - up 1 percentage point from 2017)
- qualified applicants (50% - unchanged from 2017).

Additional reasons services gave were that candidates were unable to work the required hours (37% – up 2 percentage points from 2017) and competition from other service providers (39% – up 6 percentage points from 2017). Other than competition from other service providers (up 6 percentage points), the proportion of responses for the reasons why vacancies were difficult to recruit has remained relatively unchanged from 2017.

In addition to providing information on any reasons for vacancies being hard to fill, services were also asked to provide the main reason for why they thought it was hard to fill vacancies. Not having enough or appropriate applicants applying was the overall main theme given by services for vacancies being difficult to fill, accounting for 58% of main reasons given (down 4 percentage points from 2017). The issue with applicants can be further broken down into three main groups; 24% reported that there were too few applicants applying for roles (down 2 percentage points from 2017) 18% reported that there were too few applicants with the required experience (unchanged from 2017) and 16% reported that there were too few qualified applicants (down 2 percentage points from 2017). Competition for employees overall increased from 13% in 2017 to 16% in 2018. The issue with competition can be further split; 11% reported that competition from services (up 2 percentage points from 2017) and 5% reported that competition from other types of work (up 1 percentage point from 2017). A breakdown of any significant findings for the reasons for vacancies being hard to fill can be found in the section about reason analysis below.

Reason analysis

Too few applicants in general

Service type analysis

The following service types differed significantly from the national average for all care services of 58% for the proportion of services reporting that vacancies were hard to fill because of too few applicants.

Significantly above the national average for all care services of 58%.

- Housing support services decreased 1 percentage point from 72% in 2017 to 71%.
- Care homes for adults increased 1 percentage point from 67% in 2017 to 68%.

Significantly below the national average for all care services of 57%.

- Adult placement services decreased 25 percentage points from 25% in 2017 to 0%.
- Daycare of children services increased 2 percentage points from 52% in 2017 to 54%.
- Care homes for older people increased 1 percentage point from 52% in 2017 to 53%.
- Care homes for children and young people remained unchanged from 2017 at 41%.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 58% for the proportion of services reporting that vacancies were hard to fill because of too few applicants.

Significantly above the national average for all care services of 58%.

- Services in Orkney increased 12 percentage points from 65% in 2017 to 77%.
- Services in Perth and Kinross decreased 3 percentage points from 73% in 2017 to 70%.
- Services in Shetland increased 21 percentage points from 57% in 2017 to 78%.

Significantly below the national average for all care services of 58%.

- Services in East Renfrewshire decreased 2 percentage points from 42% in 2017 to 40%.

- Services in South Lanarkshire increased 17 percentage points from 50% in 2017 to 67%.
- Services in North Lanarkshire decreased 1 percentage point from 49% in 2017 to 48%.
- Services in West Lothian decreased 2 percentage points from 47% in 2017 to 45%.

Too few applicants with experience

Service type analysis

The following service types differed significantly from the national average for all care services of 60% for the proportion of services reporting that vacancies were hard to fill because of too few applicants with experience.

Significantly above the national average for all care services of 60%.

- Care homes for children and young people increased 6 percentage points from 74% in 2017 to 80% in 2018.

Significantly below the national average for all care services of 60%.

- Care at home services increased 3 percentage points from 49% in 2017 to 52% in 2018.
- Nurse agency services decreased 2 percentage points from 31% in 2017 to 29% in 2018.

Adult placement services increased 25 percentage points from 25% in 2017 to 0% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 60% for the proportion of services reporting that vacancies were hard to fill because of too few applicants with experience.

Significantly above the national average for all care services of 60%.

- Services in Edinburgh remained unchanged from 2017 at 67% in 2018.
- Services in Dundee increased 12 percentage points from 64% in 2017 to 76% in 2018.

Significantly below the national average for all care services of 60%.

- Services in North Lanarkshire increased 4 percentage points from 42% in 2017 to 46% in 2018.

Too few qualified applicants

Service type analysis

The following service types differed significantly from the national average for all care services of 50% for the proportion of services reporting that vacancies were hard to fill because of too few qualified applicants.

Significantly above the national average for all care services of 50%.

- Care homes for children and young people increased 8 percentage points from 63% in 2017 to 71% in 2018.
- Care homes for older people increased 2 percentage points from 53% in 2017 to 55% in 2018.
- Daycare of children services decreased 1 percentage point from 61% in 2017 to 60% in 2018.

Significantly below the national average for all care services of 50%.

- Housing support services decreased 2 percentage points from 33% in 2017 to 31% in 2018.
- Care at home services increased 1 percentage point from 35% in 2017 to 36% in 2018.
- Care homes for adults decreased 4 percentage points from 40% in 2017 to 36% in 2018.
- Fostering services decreased 15 percentage points from 24% in 2017 to 9% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 50% for the proportion of services reporting that vacancies were hard to fill because of too few qualified applicants.

Significantly above the national average for all care services of 50%.

- Services in East Lothian increased 14 percentage points from 60% in 2017 to 64% in 2018.

Significantly below the national average for all care services of 50%.

- Services in North Lanarkshire decreased 1 percentage point from 38% in 2017 to 37% in 2018.
- Services in East Ayrshire decreased 11 percentage points from 47% in 2017 to 36% in 2018.
- Services in Scottish Borders remained unchanged from 2017 at 36% in 2018.

Competition from other service providers (other care services)

Service type analysis

The following service types differed significantly from the national average for all care services of 39% for the proportion of services reporting vacancies were hard to fill because of competition from other service providers.

Significantly above the national average for all care services of 39%.

- Housing support services increased 5 percentage points from 52% in 2017 to 57% in 2018.
- Care at home services increased 1 percentage point from 49% in 2017 to 50% in 2018.

Significantly below the national average for all care services of 39%.

- Fostering services decreased 12 percentage points from 12% in 2017 to 0% in 2018.
- Daycare of children services increased 7 percentage points from 21% in 2017 to 28% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 39% for the proportion of services reporting that vacancies were hard to fill because of competition from other service providers.

Significantly above the national average for all care services of 39%.

- Services in East Dunbartonshire increased 15 percentage points from 39% in 2017 to 54% in 2018.
- Services in East Lothian increased 6 percentage points from 46% in 2017 to 52% in 2018.

Significantly below the national average for all care services of 39%.

- Services in Angus decreased 1 percentage point from 22% in 2017 to 21% in 2018.

Candidates unable to work the hours needed

Service type analysis

The following service types differed significantly from the national average for all care services of 37% for the proportion of services reporting that vacancies were hard to fill because of candidates being unable to work the hours needed.

Significantly above the national average for all care services of 37%.

- Care at home services decreased 8 percentage points from 66% in 2017 to 58% in 2018.
- Housing support services increased 3 percentage points from 52% in 2017 to 55% in 2018.

Significantly below the national average for all care services of 37%.

- Fostering services remained unchanged from 2017 at 0% in 2018.
- Care homes for children and young people increased 1 percentage point from 25% in 2017 to 26% in 2018.
- Daycare of children services remained unchanged from 2017 at 27% in 2018.
- Nurse agency services decreased 8 percentage points from 28% in 2017 to 20% in 2018.
- Support services other than care at home (adult day care services) decreased 4 percentage point from 28% in 2017 to 24% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 35% for the proportion of services reporting that vacancies were hard to fill because of candidates being unable to work the hours needed.

Significantly above the national average for all care services of 37%.

- Services in West Dunbartonshire increased 6 percentage points from 57% in 2017 to 63% in 2018.

Significantly below the national average for all care services of 37%.

- Services in North Lanarkshire decreased 3 percentage points from 30% in 2017 to 27% in 2018.
- Services in Glasgow remained unchanged from 2017 at 27% in 2018.
- Services in East Ayrshire remained unchanged from 2017 at 27% in 2018.

Competition from other types of work (other industries)

Service type analysis

The following service types differed significantly from the national average for all care services of 24% for the proportion of services reporting that vacancies were hard to fill because of competition from other types of work.

Significantly above the national average for all care services of 24%.

- Housing support decreased 1 percentage point from 41% in 2017 to 40% in 2018.
- Care at home services decreased 1 percentage point from 41% in 2017 to 40% in 2018.
- Care homes for adults increased 3 percentage point from 30% in 2017 to 33% in 2018.

Significantly below the national average for all care services of 24%.

- Care homes for children and young people increased 3 percentage points from 11% in 2017 to 14% in 2018.
- Daycare of children services increased 1 percentage point from 13% at 2017 to 14% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 23% for the proportion of services reporting that vacancies were hard to fill because of competition from other types of work.

Significantly above the national average for all care services of 24%.

- Services in Dumfries and Galloway increased 5 percentage points from 37% in 2017 to 42% in 2018.
- Services in Aberdeen decreased 1 percentage point from 36% in 2017 to 35% in 2018.
- Services in Shetland increased 6 percentage points from 35% in 2017 to 41% in 2018.
- Services in Stirling increased 5 percentage points from 33% in 2017 to 38% in 2018.

Significantly below the national average for all care services of 24%.

- Services in East Ayrshire decreased 8 percentage points from 21% in 2017 to 13% in 2018.
- Services in Orkney decreased 1 percentage point from 5% in 2017 to 4% in 2018.

Can't afford wage demands

Service type analysis

The following service types differed significantly from the national average for all care services of 15% for the proportion of services reporting that vacancies were hard to fill because they were unable to afford the wage demands of applicants.

Significantly above the national average for all care services of 15%.

- Care homes for adults increased 4 percentage points from 18% in 2017 to 22% in 2018.
- Daycare of children services increased 1 percentage point from 18% in 2017 to 19% in 2018.
- Offender accommodation services remained unchanged from 2017 at 0% in 2018.

Significantly below the national average for all care services of 15%.

- Care homes for children and young people increased 1 percentage point from 5% in 2017 to 6% in 2018.
- Care homes for older people decreased 1 percentage point from 12% in 2017 to 11% in 2018.
- Residential special school care accommodation services increased 4 percentage points from 18% in 2017 to 22% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services 15% for the proportion of services reporting that vacancies were hard to fill because they were unable to afford the wage demands of applicants.

Significantly above the national average for all care services of 15%.

- Services in Aberdeenshire increased 1 percentage point from 26% in 2017 to 27% in 2018.
- Services in Aberdeen remained unchanged from 2017 at 23% in 2018.
- Services in Dumfries and Galloway increased 2 percentage points from 23% in 2017 to 25% in 2018.

Significantly below the national average for all care services of 15%.

- Services in East Ayrshire decreased 6 percentage points from 11% in 2017 to 5% in 2018.
- Services in Fife decreased 2 percentage points from 8% in 2017 to 6% in 2018.

Cost of living in the area is too high

Service type analysis

The following service types differed significantly from the national average for all care services of 8 % for the proportion of services reporting that vacancies were hard to fill because the cost of living in the area is too high.

Significantly above the national average for all care services of 8%.

- Care homes for adults decreased 2 percentage points from 16% in 2017 to 14% in 2018.
- Housing support services remained unchanged from 2017 at 14% in 2018.

Significantly below the national average for all care services of 8%.

- Daycare for children services remained unchanged from 2017 at 4% in 2018.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 8 % for the proportion of services reporting that vacancies were hard to fill because the cost of living in the area is too high.

Significantly above the national average for all care services of 8%.

- Services in Aberdeen decreased 3 percentage points from 46% in 2017 to 43% in 2018.
- Services in Aberdeenshire increased 1 percentage point from 25% in 2017 to 26% in 2018.
- Services in Shetland increased 5 percentage points from 17% in 2017 to 22% in 2018.

Significantly below the national average for all care services of 8%.

- Services in Fife increased 1 percentage point from 2% in 2017 to 3% in 2018.
- Services in South Lanarkshire remained unchanged from 2017 at 2% in 2018.
- Services in Glasgow remained unchanged from 2017 at 2% in 2018.
- Services in Renfrewshire remained unchanged from 2017 at 1% in 2018.
- Services in Dundee decreased 1 percentage point from 1% in 2017 to 0% in 2018.
- Services in North Lanarkshire decreased 1 percentage point from 1% in 2017 to 0% in 2018.
- Services in West Lothian decreased 1 percentage point from 3% in 2017 to 2% in 2018.

Tables

Table 1a: Services reporting vacancies

	Number of services			Percentage of services		
Vacancies in service	2018	2017	2016	2018	2017	2016
Yes	2647	2631	2536	38%	38%	36%
No	4257	4372	4469	62%	62%	64%
Total	6904	7003	7005	100%	100%	100%

This was not applicable to 97 services in 2018, 89 services in 2017 and 90 services in 2016. These services have been excluded from the calculation above.

Table 1b: Services reporting vacancies by Care Inspectorate service type

Service type	Subtype	Number of services			Percentage of services		
		2018	2017	2016	2018	2017	2016
Adoption		8	10	11	22%	28%	31%
Adult placement		8	8	6	22%	24%	16%
Care homes:	Adults	140	147	145	52%	53%	51%
	Older people	480	482	510	59%	59%	60%
	Children and young people	117	127	118	41%	45%	45%
Childcare agency		5	5	5	25%	25%	26%
Daycare of children		812	805	727	23%	23%	20%
Fostering		23	26	23	39%	45%	40%
Housing support		637	601	591	63%	59%	58%
Nurse agency		33	29	29	51%	53%	64%
Offender accommodation		3	2	2	60%	40%	40%
School care accommodation:	Mainstream	6	3	9	23%	11%	35%
	Residential special	24	28	28	73%	78%	76%
Secure accommodation		3	4	3	60%	80%	60%
Support services:	Care at home	197	188	170	60%	62%	58%
	Other than care at home	151	166	159	36%	36%	34%
Grand total		2647	2631	2536	38%	38%	36%

This was not applicable to 97 services in 2018, 89 services in 2017 and 90 services in 2016. These services have been excluded from the calculation above.

Table 1c: Services reporting vacancies by SSSC service type

Service type	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Adoption	8	10	11	22%	28%	31%
Adult day care	151	166	159	36%	36%	34%
Adult placement service	8	8	6	22%	24%	16%
Care homes for adults	619	628	655	57%	57%	58%
Child care agency	5	5	5	25%	25%	26%
Day care of children	811	805	725	23%	23%	20%
Fostering	23	26	23	39%	45%	40%
Housing support/care at home	828	789	761	62%	60%	58%
Nurse agency	33	29	28	51%	54%	64%
Offender accommodation	3	2	2	60%	40%	40%
Residential child care	143	159	149	44%	50%	49%
School care accommodation	6	3	9	23%	11%	35%
Grand total	2638	2630	2533	38%	38%	36%

This was not applicable to 97 services in 2018, 89 services in 2017 and 90 services in 2016. These services have been excluded from the calculation above. Inactive services are excluded when calculating values for SSSC service types.

Table 1d: Services reporting vacancies by local authority area

Local authority area	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Aberdeen	147	143	144	49%	46%	46%
Aberdeenshire	143	136	126	39%	37%	34%
Angus	36	36	39	21%	20%	22%
Argyll and Bute	43	51	58	29%	32%	35%
Clackmannanshire	24	25	23	43%	44%	40%
Dumfries and Galloway	67	76	59	34%	37%	28%
Dundee	84	91	81	43%	45%	42%
East Ayrshire	64	48	49	48%	36%	36%
East Dunbartonshire	57	61	52	41%	45%	40%
East Lothian	46	50	48	32%	34%	33%
East Renfrewshire	32	38	34	33%	38%	37%
Edinburgh	334	283	280	49%	42%	41%
Falkirk	59	59	54	33%	31%	29%
Fife	159	170	180	35%	37%	38%
Glasgow	293	292	281	40%	40%	38%
Highland	113	111	113	29%	28%	28%
Inverclyde	45	39	48	45%	36%	43%
Midlothian	47	37	44	40%	31%	35%
Moray	46	46	49	34%	32%	34%
Na h-Eileanan Siar	23	18	20	34%	28%	31%
North Ayrshire	62	60	50	40%	37%	31%
North Lanarkshire	126	146	131	44%	49%	45%
Orkney	19	20	18	35%	36%	35%
Perth and Kinross	81	89	90	36%	39%	39%
Renfrewshire	80	91	84	38%	44%	41%
Scottish Borders	59	57	48	37%	34%	29%
Shetland	22	24	20	35%	38%	33%
South Ayrshire	46	50	40	30%	32%	26%
South Lanarkshire	120	118	119	37%	36%	37%
Stirling	50	53	54	40%	40%	43%
West Dunbartonshire	40	38	32	41%	40%	33%
West Lothian	78	73	68	35%	33%	31%
Grand total	2645	2629	2536	38%	38%	36%

This was not applicable to 97 services in 2018, 89 services in 2017 and 90 services in 2016. These services have been excluded from the calculation above.

Table 1e: Percentage of whole time equivalent (WTE) vacancies as a proportion of the total WTE workforce by Care Inspectorate service type

Service type	Subtype	Total services with WTE data			Rate of WTE vacancies		
		2018	2017	2016	2018	2017	2016
Adoption		36	34	34	3.2%	3.4 %	3.7 %
Adult placement		30	32	35	4.8%	5.6 %	0.0 %
Care homes:	Adults	260	272	277	6.8%	7.3 %	6.6 %
	Older people	771	790	802	4.7%	4.8 %	4.3 %
	Children and young people	271	266	262	3.9%	5.1 %	5.4 %
Childcare agency		18	16	18	19.2%	11.4 %	13.1 %
Daycare of children		3328	3434	3459	3.8%	4.2 %	4.2 %
Fostering		56	53	55	5.0%	5.0 %	4.6 %
Housing support		961	981	992	7.2%	7.2 %	6.9 %
Nurse agency		47	57	45	18.9%	23.8 %	17.7 %
Offender accommodation		5	5	5	3.8%	8.2 %	4.2 %
School care accommodation:	Mainstream	25	24	24	0.4%	0.2 %	1.7 %
	Residential special	31	34	34	3.8%	4.3 %	4.1 %
Secure accommodation		4	4	4	6.0%	7.2 %	6.5 %
Support services:	Care at home	295	290	259	7.3%	8.2 %	7.8 %
	Other than care at home	403	441	440	3.7%	5.6 %	4.7 %
Grand total		6541	6733	6745	5.5%	5.9 %	5.5 %

Services have been excluded from the analysis above when the required information was not provided or correct. Overall, 95% of services that submitted WTE data were included and all service types had an inclusion percentage of 80% or more (except for nursing agencies in 2016 and 2018 with an inclusion percentage of 71% and 72% respectively).

Table 1f: Percentage of whole time equivalent (WTE) vacancies as a proportion of the total WTE workforce by SSSC service type

Service type	Total services with WTE data			Rate of WTE vacancies		
	2018	2017	2016	2018	2017	2016
Adoption	36	34	34	3.2%	3.4 %	3.7 %
Adult day care	403	440	440	3.7%	5.6 %	4.7 %
Adult placement	30	31	35	4.8%	5.7 %	0.0 %
Care homes for adults	1031	1062	1079	5.0%	5.2 %	4.7 %
Child care agency	18	16	18	19.2%	11.4 %	13.1 %
Day care of children	3325	3430	3452	3.8%	4.2 %	4.2 %
Fostering	56	53	55	5.0%	5.0 %	4.6 %
Housing support/care at home	1255	1269	1248	7.2%	7.4 %	7.1 %
Nurse agency	47	57	45	18.9%	23.8 %	17.7 %
Offender accommodation	5	5	5	3.8%	8.2 %	4.2 %
Residential child care	306	303	300	4.0%	5.0 %	5.1 %
School care accommodation	25	24	24	0.4%	0.2 %	1.7 %
Grand total	6537	6724	6735	5.5%	5.9 %	5.5 %

Services have been excluded from the analysis above when the required information was not provided or correct. Overall, 95% of services that submitted WTE data were included and all service types had an inclusion percentage of 80% or more (except for nursing agencies in 2016 and 2018 with an inclusion percentage of 71% and 72% respectively). Inactive services are excluded when calculating values for SSSC service types.

Table 1g: Percentage of whole time equivalent (WTE) vacancies as a proportion of the total WTE workforce by local authority area

Local authority area	Total services with WTE data			Rate of WTE vacancies		
	2018	2017	2016	2018	2017	2016
Aberdeen	281	294	298	7.8%	10.0 %	9.0 %
Aberdeenshire	344	350	354	5.7%	5.6 %	5.3 %
Angus	166	173	175	2.8%	3.0 %	3.7 %
Argyll and Bute	142	146	155	5.0%	6.9 %	8.0 %
Clackmannanshire	55	56	55	6.8%	10.6 %	9.5 %
Dumfries and Galloway	191	201	213	3.8%	4.7 %	3.6 %
Dundee	185	195	194	6.5%	6.3 %	5.0 %
East Ayrshire	128	127	133	4.5%	4.5 %	4.3 %
East Dunbartonshire	134	130	129	3.6%	4.9 %	4.1 %
East Lothian	136	135	136	6.2%	6.7 %	7.3 %
East Renfrewshire	88	100	93	5.1%	6.3 %	4.8 %
Edinburgh	638	652	660	7.7%	7.1 %	6.4 %
Falkirk	175	186	181	4.7%	7.0 %	3.7 %
Fife	423	436	441	5.7%	5.6 %	5.6 %
Glasgow	688	710	710	5.5%	5.9 %	5.5 %
Highland	373	388	387	5.0%	5.8 %	5.4 %
Inverclyde	97	100	109	5.6%	5.8 %	8.2 %
Midlothian	111	114	121	4.1%	5.0 %	6.1 %
Moray	132	140	140	4.6%	5.6 %	4.9 %
Na h-Eileanan Siar	64	62	62	6.7%	6.0 %	6.2 %
North Ayrshire	149	158	156	5.2%	5.6 %	4.5 %
North Lanarkshire	270	289	278	4.9%	6.2 %	5.0 %
Orkney	53	52	50	5.5%	7.2 %	6.9 %
Perth and Kinross	214	220	219	5.4%	5.4 %	6.5 %
Renfrewshire	200	200	193	4.5%	5.3 %	4.5 %
Scottish Borders	152	163	169	9.4%	5.3 %	5.1 %
Shetland	61	61	56	4.9%	6.8 %	5.8 %
South Ayrshire	145	149	150	3.8%	5.0 %	3.7 %
South Lanarkshire	308	311	304	4.3%	4.2 %	4.8 %
Stirling	122	131	122	3.8%	5.6 %	6.4 %
West Dunbartonshire	91	89	92	6.2%	4.9 %	4.1 %
West Lothian	219	215	210	6.0%	4.8 %	5.0 %
Grand total	6535	6733	6745	5.5%	5.9 %	5.5 %

Services have been excluded from the analysis above when the required information was not provided or correct. Overall, 95% of services that submitted WTE data were included and all local authority areas had an inclusion percentage of 89% or more.

Table 1h: Services reporting nursing vacancies

Services reporting nursing vacancies	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Yes	356	373	407	11%	11%	12%
No	1547	1521	1488	46%	45%	44%
Not applicable	1427	1454	1450	43%	43%	43%
Total	3330	3348	3345	100%	100%	100%

Services reporting nursing vacancies	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Yes	356	373	407	19 %	20 %	21 %
No	1547	1521	1488	81 %	80 %	79 %
Total	1903	1894	1895	100 %	100 %	100 %

Calculation excludes those services that stated 'Not applicable'.

Table 1i: Services reporting nursing vacancies by Care Inspectorate service type

Service type	Subtype	Number of services			Percentage of services		
		2018	2017	2016	2018	2017	2016
Care homes:	Adults	19	17	25	12%	10%	15%
	Older people	293	306	338	45%	47%	50%
	Children and young people	1	3	0	1%	2%	0%
Housing support		1	2	3	0%	0%	1%
Nurse agency		33	32	29	51%	60%	64%
Offender accommodation		2	2	2	50%	50%	50%
School care accommodation:	Mainstream	1	2	2	5%	10%	10%
	Residential special	2	3	1	13%	16%	5%
Support services:	Care at home	2	2	4	1%	1%	2%
	Other than care at home	2	4	3	1%	2%	1%
Grand total		356	373	407	19%	20%	22%

Calculation excludes those services that stated 'Not applicable'.

Table 1j: Services reporting nursing vacancies by SSSC service type

Service type	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Adult day care	2	4	3	1%	2%	1%
Care homes for adults	311	323	363	38%	39%	43%
Housing support/care at home	3	4	7	0%	1%	1%
Nurse agency	33	32	28	51%	62%	64%
Offender accommodation service	2	2	2	50%	50%	50%
Residential child care	3	6	1	2%	4%	1%
School care accommodation	1	2	2	5%	10%	10%
Grand total	355	373	406	19%	20%	22%

Calculation excludes those services that stated 'Not applicable'. Inactive services are excluded when calculating values for SSSC service types.

Table 1k: Services reporting nursing vacancies by local authority area

Local authority area	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Aberdeen	17	19	18	19%	22%	20%
Aberdeenshire	21	20	22	24%	23%	24%
Angus	8	8	9	20%	19%	22%
Argyll and Bute	1	6	7	3%	15%	15%
Clackmannanshire	4	4	7	24%	24%	39%
Dumfries and Galloway	5	6	4	8%	10%	6%
Dundee	13	15	13	19%	22%	21%
East Ayrshire	7	10	10	16%	24%	26%
East Dunbartonshire	9	7	6	26%	22%	18%
East Lothian	9	8	9	20%	20%	22%
East Renfrewshire	6	9	9	30%	35%	36%
Edinburgh	33	28	30	18%	16%	17%
Falkirk	7	7	6	14%	13%	11%
Fife	32	40	40	24%	31%	30%
Glasgow	40	36	46	18%	17%	22%
Highland	20	17	17	20%	17%	16%
Inverclyde	4	4	4	13%	11%	11%
Midlothian	6	3	5	25%	12%	19%
Moray	6	4	7	13%	8%	13%
Na h-Eileanan Siar	1	1	1	4%	4%	4%
North Ayrshire	5	11	11	13%	28%	28%
North Lanarkshire	23	21	23	33%	31%	35%
Orkney	0	0	0	0%	0%	0%
Perth and Kinross	9	13	14	13%	19%	21%
Renfrewshire	14	12	15	25%	24%	30%
Scottish Borders	6	5	8	14%	12%	19%
Shetland	0	0	0	0%	0%	0%
South Ayrshire	4	6	10	8%	12%	21%
South Lanarkshire	21	28	31	25%	33%	37%
Stirling	8	9	9	18%	20%	20%
West Dunbartonshire	5	5	4	25%	23%	18%
West Lothian	11	11	12	24%	22%	24%
Grand total	355	373	407	19%	20%	21%

Calculation excludes those services that stated 'Not applicable'.

Table 11: Percentage of whole time equivalent (WTE) nursing vacancies as a proportion of the total WTE workforce by Care Inspectorate service type

Service type	Subtype	Total services with WTE data			Rate of WTE nursing vacancies		
		2018	2017	2016	2018	2017	2016
Care homes:	Adults	156	156	159	0.6%	0.4 %	0.3 %
	Older people	619	623	647	1.5%	2.0 %	1.9 %
	Children and young people	148	141	135	0.0%	0.0 %	0.0 %
Housing support		430	426	438	0.0%	0.0 %	0.3 %
Nurse agency		47	41	32	31.8%	41.1 %	34.2 %
Offender accommodation		4	4	4	1.3%	6.4 %	7.1 %
School care accommodation:	Mainstream	19	19	17	0.1%	0.0 %	0.0 %
	Residential special	15	17	19	0.2%	0.1 %	0.0 %
Secure accommodation		4	3	3	0.0%	0.0 %	0.0 %
Support services:	Care at home	172	158	144	0.0%	0.0 %	0.0 %
	Other than care at home	182	195	189	0.0%	0.0 %	0.0 %
Grand total		1796	1783	1787	1.2%	1.8 %	1.7 %

Calculation excludes those services that stated 'Not applicable'. Services have also been excluded from the analysis above when the required information was not provided or correct. Overall, 94% of services that submitted WTE data were included and all service types had an inclusion percentage of 75% or more (except for nursing agencies in 2016 and 2018 with an inclusion percentage of 73% and 72% respectively). The rate of whole time equivalent (WTE) nursing vacancies was calculated by dividing the number of WTE nursing vacancies by the WTE number of staff plus the WTE nursing vacancies at 31 December for the given year.

Table 1m: Percentage of whole time equivalent (WTE) nursing vacancies as a proportion of the total WTE workforce by SSSC service type

Service type	Total services with WTE data			Rate of WTE nursing vacancies		
	2018	2017	2016	2018	2017	2016
Adult day care	182	195	189	0.0%	0.0 %	0.0 %
Care homes for adults	775	779	806	1.4%	1.8 %	1.8 %
Housing support/care at home	602	584	580	0.0%	0.0 %	0.2 %
Nurse agency	47	41	32	31.8%	41.1 %	34.2 %
Offender accommodation service	4	4	4	1.3%	6.4 %	7.1 %
Residential child care	167	160	157	0.1%	0.0 %	0.0 %
School care accommodation	19	19	17	0.1%	0.0 %	0.0 %
Grand total	1796	1782	1785	1.2%	1.8 %	1.7 %

Calculation excludes those services that stated 'Not applicable'. Services have also been excluded from the analysis above when the required information was not provided or correct. Overall, 94% of services that submitted WTE data were included and all service types had an inclusion percentage of 75% or more (except for nursing agencies in 2016 and 2018 with an inclusion percentage of 73% and 72% respectively). The rate of whole time equivalent (WTE) nursing vacancies was calculated by dividing the number of WTE nursing vacancies by the WTE number of staff plus the WTE nursing vacancies at 31 December for the given year. Inactive services are excluded when calculating values for SSSC service types.

Table 1n: Services reporting nursing vacancies by local authority area

Local authority area	Total services with WTE data			Rate of WTE nursing vacancies		
	2018	2017	2016	2018	2017	2016
Aberdeen	83	81	83	0.8%	1.4 %	1.4 %
Aberdeenshire	78	77	82	0.9%	1.6 %	1.3 %
Angus	38	41	40	0.7%	1.2 %	1.1 %
Argyll and Bute	36	38	41	0.0%	0.7 %	0.5 %
Clackmannanshire	17	17	17	0.3%	0.2 %	0.5 %
Dumfries and Galloway	61	60	59	0.3%	0.5 %	0.1 %
Dundee	63	62	60	0.9%	1.5 %	1.3 %
East Ayrshire	42	39	38	0.2%	0.7 %	0.8 %
East Dunbartonshire	34	32	33	1.1%	1.3 %	0.7 %
East Lothian	41	39	38	1.0%	1.4 %	1.2 %
East Renfrewshire	18	26	24	1.7%	3.4 %	2.5 %
Edinburgh	173	167	163	3.7%	4.6 %	4.3 %
Falkirk	48	52	52	0.5%	0.7 %	0.5 %
Fife	120	117	126	1.6%	2.8 %	2.6 %
Glasgow	207	204	197	1.8%	2.6 %	3.1 %
Highland	95	92	98	0.6%	1.2 %	1.0 %
Inverclyde	31	34	36	0.4%	0.5 %	0.2 %
Midlothian	23	24	25	0.7%	0.9 %	1.2 %
Moray	48	51	52	0.5%	0.4 %	0.7 %
Na h-Eileanan Siar	22	23	23	0.8%	0.0 %	0.0 %
North Ayrshire	39	38	38	0.2%	1.4 %	0.6 %
North Lanarkshire	66	63	60	0.5%	0.8 %	1.3 %
Orkney	9	9	8	0.0%	0.0 %	0.0 %
Perth and Kinross	64	63	66	0.7%	0.9 %	1.0 %
Renfrewshire	52	45	46	0.9%	1.4 %	2.4 %
Scottish Borders	42	41	42	0.4%	0.4 %	1.4 %
Shetland	8	6	5	0.0%	0.0 %	0.0 %
South Ayrshire	47	49	47	0.3%	0.6 %	0.5 %
South Lanarkshire	81	80	78	1.0%	2.9 %	1.9 %
Stirling	45	45	42	2.6%	1.4 %	1.4 %
West Dunbartonshire	20	22	22	0.6%	1.5 %	0.5 %
West Lothian	44	46	46	1.1%	1.1 %	0.8 %
Grand total	1795	1783	1787	1.2%	1.8 %	1.7 %

Calculation excludes those services that stated 'Not applicable'. Services have been excluded from the analysis above when the required information was not provided or correct. Overall, 94% of services that submitted WTE data were included and all local authority areas had an inclusion percentage of 82% or more.

Table 2: Services reporting that they find vacancies hard to fill

Services reporting vacancies hard to fill	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Yes	2716	2634	2603	39%	37%	37%
No	3082	3192	3269	44%	45%	46%
Not Applicable	1203	1265	1222	17%	18%	17%
Total	7001	7091	7094	100%	100%	100%

Services reporting vacancies hard to fill	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Yes	2716	2634	2603	47%	45%	44%
No	3082	3192	3269	53%	55%	56%
Total	5798	5826	5872	100%	100%	100%

Services that stated 'Not applicable' were excluded.

Table 2b: Services reporting that they find vacancies hard to fill by Care Inspectorate service type

Service Type	Subtype	Number of services			Percentage of services		
		2018	2017	2016	2018	2017	2016
Adoption		6	8	10	19%	27%	34%
Adult placement		3	4	1	12%	19%	5%
Care homes:	Adults	129	121	135	53%	50%	52%
	Older people	447	464	498	58%	59%	61%
	Children and young people	102	106	94	40%	42%	39%
Childcare agency		9	7	8	53%	41%	42%
Daycare of children		1121	1075	1014	42%	39%	37%
Fostering		11	17	11	22%	35%	22%
Housing support		543	509	483	58%	55%	51%
Nurse agency		35	32	31	65%	63%	67%
Offender accommodation		1	2	2	25%	40%	40%
School care accommodation:	Mainstream	3	2	5	13%	8%	21%
	Residential special	24	22	24	75%	65%	65%
Secure accommodation		2	3	2	40%	60%	40%
Support services:	Care at home	208	182	187	66%	63%	67%
	Other than care at home	72	80	98	20%	21%	25%
Grand total		2716	2634	2603	47%	45%	44%

Services that stated 'Not applicable' were excluded.

Table 2c: Services reporting that they find vacancies hard to fill by SSSC service type

Service type	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Adoption	6	8	10	19%	27%	34%
Adult day care	72	80	98	20%	21%	25%
Adult placement	3	4	1	12%	19%	5%
Care homes for adults	575	584	633	56%	57%	59%
Child care agency	9	7	8	53%	41%	42%
Day care of children	1117	1074	1009	42%	40%	37%
Fostering	11	17	11	22%	35%	22%
Housing support/care at home	748	691	668	60%	57%	55%
Nurse agency	35	32	30	65%	64%	67%
Offender accommodation	1	2	2	25%	40%	40%
Residential childcare	126	130	119	43%	46%	43%
School care accommodation	3	2	5	13%	8%	21%
Grand total	2706	2631	2594	47%	45%	44%

Calculation excludes those services that stated 'Not applicable'. Inactive services are excluded when calculating values for SSSC service types.

Table 2d: Services reporting that they find vacancies hard to fill by local authority area

Local authority area	Number of services			Percentage of services		
	2018	2017	2016	2018	2017	2016
Aberdeen	141	145	156	56%	58%	60%
Aberdeenshire	150	149	151	47%	46%	47%
Angus	38	41	43	30%	29%	31%
Argyll and Bute	60	69	73	48%	53%	51%
Clackmannanshire	25	23	25	50%	48%	50%
Dumfries and Galloway	67	75	70	41%	44%	39%
Dundee	72	74	61	39%	39%	34%
East Ayrshire	56	38	45	46%	33%	38%
East Dunbartonshire	63	59	56	54%	52%	49%
East Lothian	56	54	51	45%	46%	44%
East Renfrewshire	42	45	39	51%	53%	49%
Edinburgh	344	320	289	57%	55%	48%
Falkirk	65	62	51	42%	38%	32%
Fife	194	213	218	51%	53%	54%
Glasgow	272	253	251	45%	42%	42%
Highland	146	133	142	47%	42%	43%
Inverclyde	30	32	30	34%	36%	31%
Midlothian	41	42	51	44%	45%	50%
Moray	52	44	49	43%	35%	38%
Na h-Eileanan Siar	25	23	20	45%	41%	36%
North Ayrshire	50	49	45	38%	37%	35%
North Lanarkshire	112	109	110	50%	47%	46%
Orkney	26	20	14	55%	42%	31%
Perth and Kinross	91	97	107	49%	52%	57%
Renfrewshire	80	76	80	46%	46%	48%
Scottish Borders	59	47	43	43%	33%	30%
Shetland	27	23	24	50%	43%	48%
South Ayrshire	54	54	48	43%	43%	38%
South Lanarkshire	114	110	103	42%	41%	40%
Stirling	48	52	56	44%	46%	50%
West Dunbartonshire	27	23	23	34%	31%	30%
West Lothian	86	77	77	48%	47%	46%
Grand total	2713	2631	2601	47%	45%	44%

Calculation excludes those services that stated 'Not applicable'.

Reported reasons why services find vacancies hard to fill

Table 3a: Reported reasons why services find vacancies hard to fill

	2018	2017	2016
Too few applicants with experience	60%	57%	55%
Too few applicants	58%	57%	54%
Too few qualified applicants	50%	50%	48%
Competition from other service providers	39%	33%	32%
Candidates unable to work the hours needed	37%	35%	34%
Other reason	25%	24%	25%
Competition from other types of work	24%	23%	22%
Can't afford wage demands	15%	14%	14%
Cost of living in the area is too high	8%	8%	9%
Reason unknown	4%	4%	5%
Total number of services reporting problems filling vacancies	2716	2634	2603

The total percentage is greater than 100% as multiple responses possible.

Table 3b: Main reasons stated for why services find vacancies hard to fill

	2018	2017	2016
Too few applicants	24%	26%	26%
Too few applicants with experience	18%	18%	19%
Too few qualified applicants	16%	18%	17%
Competition from other service providers	11%	9%	8%
Other reason	11%	11%	9%
Candidates unable to work the hours needed	8%	8%	8%
Competition from other types of work	5%	4%	4%
Can't afford wage demands	4%	5%	4%
Reason unknown	3%	3%	3%
Cost of living in the area is too high	1%	1%	1%
Grand total	100%	100%	100%

Table 3c: Reported reasons why vacancies were hard to fill by Care Inspectorate service type

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16
Adoption	67 %	38 %	40 %	33 %	25 %	30 %	83 %	75 %	50 %	0%	13 %	10 %	0%	0%	0%	0%	0%	10 %	0%	0%	0%	0%	13 %	10 %	0%	0%	0%	33 %	38 %	60 %
Adult placement	0 %	25 %	0%	0%	0%	0%	0%	25 %	0%	0%	0%	0%	0%	0%	10 %	0%	0%	0%	33 %	25 %	0%	0%	0%	0%	0%	0%	0%	10 %	50 %	0 %
Care Home Services:																														
Adults	68 %	67 %	65 %	36 %	40 %	34 %	52 %	59 %	53 %	22 %	18 %	16 %	6%	6%	7%	47 %	43 %	47 %	33 %	30 %	28 %	14 %	16 %	16 %	40 %	40 %	37 %	26 %	22 %	22 %
Older people	53 %	52 %	53 %	55 %	53 %	55 %	56 %	54 %	54 %	11 %	12 %	12 %	5%	5%	6%	38 %	37 %	37 %	26 %	23 %	23 %	10 %	10 %	12 %	35 %	31 %	31 %	29 %	29 %	29 %
Children and young people	41 %	41 %	34 %	71 %	63 %	63 %	80 %	74 %	67 %	6%	5%	3%	4%	5%	6%	38 %	30 %	28 %	14 %	11 %	5%	6%	5%	3%	26 %	25 %	16 %	18 %	15 %	16 %
Childcare agency	56 %	57 %	50 %	56 %	57 %	50 %	67 %	71 %	75 %	11 %	14 %	13 %	0%	0%	0%	56 %	43 %	25 %	33 %	43 %	25 %	11 %	29 %	25 %	56 %	57 %	75 %	33 %	43 %	50 %
Daycare of children	54 %	52 %	48 %	60 %	61 %	57 %	62 %	58 %	56 %	19 %	18 %	16 %	2%	2%	3%	28 %	21 %	17 %	14 %	13 %	13 %	4%	4%	5%	27 %	27 %	26 %	23 %	21 %	20 %
Fostering	64 %	35 %	55 %	9%	24 %	36 %	45 %	65 %	91 %	9%	12 %	9%	0%	0%	0%	0%	12 %	9%	0%	0%	0%	0%	6%	18 %	0%	0%	0%	27 %	47 %	36 %
Housing support	71 %	72 %	69 %	31 %	33 %	31 %	61 %	59 %	57 %	14 %	13 %	15 %	7%	6%	5%	57 %	52 %	53 %	40 %	41 %	38 %	14 %	14 %	15 %	55 %	52 %	54 %	29 %	27 %	27 %
Nurse agency	57 %	59 %	52 %	34 %	41 %	39 %	29 %	31 %	35 %	9%	3%	6%	6%	6%	6%	46 %	44 %	52 %	14 %	19 %	32 %	6%	9%	10 %	20 %	28 %	26 %	23 %	22 %	16 %
Offender accomm.	10 0 %	10 0%	10 0%	10 0%	50 %	50 %	0%	0%	0%	10 0%	50 %	50 %	0%	0%	0%	0%	0%	0%	0%	0%	50 %	0%	0%	0%	0%	0%	0%	10 0%	50 %	0 %
School care accommodation:																														
Mainstream residential	33 %	0%	40 %	33 %	50 %	60 %	67 %	50 %	60 %	33 %	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33 %	50 %	20 %	33 %	50 %	20 %
Residential special	46 %	41 %	29 %	63 %	64 %	79 %	71 %	73 %	75 %	0%	0%	4%	0%	0%	0%	46 %	23 %	29 %	21 %	9%	13 %	4%	0%	0%	25 %	23 %	25 %	21 %	27 %	25 %

Secure accomm.	0 %	33 %	50 %	10 0%	10 0%	10 0%	50 %	67 %	10 0%	50 %	33 %	50 %	0%	0%	0%	50 %	33 %	50 %	50 %	33 %	50 %	0%	0%	0%	0%	0%	0%	0%	33 %	50 %
Support services:																														
Care at home	63 %	66 %	61 %	36 %	35 %	31 %	52 %	49 %	45 %	11 %	13 %	13 %	6%	5%	5%	50 %	49 %	45 %	40 %	41 %	37 %	10 %	9%	9%	58 %	66 %	58 %	27 %	29 %	25 %
Other than care at home	56 %	59 %	44 %	40 %	35 %	29 %	61 %	59 %	45 %	7%	10 %	10 %	3%	9%	6%	28 %	23 %	24 %	18 %	11 %	15 %	10 %	11 %	7%	24 %	28 %	20 %	21 %	26 %	41 %
Grand total	58 %	57 %	54 %	50 %	50 %	48 %	60 %	57 %	55 %	15 %	14 %	14 %	4%	4%	5%	39 %	33 %	32 %	24 %	23 %	22 %	8%	8%	9%	37 %	35 %	34 %	25 %	24 %	25 %

Table 3d: Reported reasons why vacancies were hard to fill by SSSC service type

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16
Adoption	67 %	38 %	40 %	33 %	25 %	30 %	83 %	75 %	50 %	0 %	13 %	10 %	0 %	0 %	0 %	0 %	0 %	10 %	0 %	0 %	0 %	0 %	13 %	10 %	0 %	0 %	0 %	33 %	38 %	60 %
Adult day care	56 %	59 %	44 %	40 %	35 %	29 %	61 %	59 %	45 %	7 %	10 %	10 %	3 %	9 %	6 %	28 %	23 %	24 %	18 %	11 %	15 %	10 %	11 %	7 %	24 %	28 %	20 %	21 %	26 %	41 %
Adult placement	0 %	25 %	0%	0 %	0 %	0 %	0 %	25 %	0 %	0 %	0 %	0 %	0 %	0 %	10 %	0 %	0 %	0 %	33 %	25 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	10 %	50 %	0 %
Care homes for adults	56 %	55 %	55 %	51 %	51 %	51 %	55 %	55 %	54 %	13 %	13 %	13 %	5 %	5 %	6 %	40 %	38 %	39 %	27 %	25 %	24 %	11 %	11 %	13 %	36 %	33 %	33 %	28 %	28 %	28 %
Childcare agency	56 %	57 %	50 %	56 %	57 %	50 %	67 %	71 %	75 %	11 %	14 %	13 %	0 %	0 %	0 %	56 %	43 %	25 %	33 %	43 %	25 %	11 %	29 %	25 %	56 %	57 %	75 %	33 %	43 %	50 %
Day care of children	53 %	52 %	48 %	60 %	61 %	57 %	62 %	58 %	56 %	19 %	18 %	16 %	2 %	2 %	3 %	29 %	21 %	17 %	14 %	13 %	13 %	4 %	4 %	5 %	28 %	27 %	26 %	23 %	21 %	20 %
Fostering	64 %	35 %	55 %	9 %	24 %	36 %	45 %	65 %	91 %	9 %	12 %	9 %	0 %	0 %	0 %	0 %	12 %	9 %	0 %	0 %	0 %	0 %	6 %	18 %	0 %	0 %	0 %	27 %	47 %	36 %
Housing support/care at home	69 %	71 %	67 %	32 %	33 %	31 %	58 %	56 %	54 %	13 %	13 %	15 %	7 %	6 %	5 %	55 %	52 %	51 %	41 %	41 %	38 %	13 %	12 %	13 %	55 %	56 %	55 %	29 %	27 %	26 %
Nurse agency	57 %	59 %	53 %	34 %	41 %	40 %	29 %	31 %	33 %	9 %	3 %	7 %	6 %	6 %	7 %	46 %	44 %	53 %	14 %	19 %	33 %	6 %	9 %	10 %	20 %	28 %	23 %	23 %	22 %	17 %
Offender accomm.	10 %	10 %	10 %	10 %	50 %	50 %	0 %	0 %	0 %	10 %	50 %	50 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	50 %	0 %	0 %	0 %	0 %	0 %	0 %	10 %	50 %	0 %
Residential Childcare	41 %	41 %	34 %	69 %	65 %	66 %	78 %	74 %	69 %	6 %	5 %	4 %	3 %	3 %	5 %	40 %	29 %	29 %	16 %	12 %	8 %	6 %	4 %	3 %	26 %	24 %	18 %	18 %	18 %	18 %
Schoolcare accomm.	33 %	0 %	40 %	33 %	50 %	60 %	67 %	50 %	60 %	33 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	50 %	20 %	33 %	50 %	20 %
Grand total	58 %	57 %	54 %	50 %	50 %	48 %	60 %	58 %	55 %	15 %	14 %	14 %	4 %	4 %	5 %	39 %	33 %	32 %	24 %	23 %	22 %	8 %	8 %	9 %	37 %	35 %	34 %	26 %	24 %	25 %

Inactive services are excluded when calculating values for SSSC service types.

Table 3e: Summary of main reasons reported why vacancies were hard to fill by Care Inspectorate service type

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16
Adoption	17 %	25 %	0%	0 %	13 %	11 %	50 %	38 %	67 %	0 %	13 %	11 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	13 %	11 %	
Adult placement	0 %	25 %	10 0%	0 %	0 %	0 %	0 %	25 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	67 %	50 %	0 %	
Care homes:																														
Adults	37 %	38 %	28 %	7 %	7 %	12 %	15 %	15 %	18 %	7 %	3 %	5 %	3 %	4 %	2 %	9 %	12 %	13 %	5 %	5 %	2 %	2 %	2 %	1 %	5 %	7 %	9 %	12 %	7 %	9 %
Older People	28 %	27 %	28 %	19 %	20 %	22 %	16 %	16 %	17 %	2 %	3 %	2 %	4 %	3 %	4 %	10 %	11 %	9 %	5 %	5 %	3 %	1 %	1 %	1 %	4 %	5 %	4 %	10 %	9 %	9 %
Children and Young People	9 %	18 %	26 %	24 %	27 %	14 %	37 %	32 %	29 %	2 %	1 %	3 %	2 %	4 %	7 %	8 %	3 %	5 %	0 %	2 %	3 %	0 %	0 %	0 %	8 %	6 %	4 %	11 %	8 %	8 %
Childcare agency	11 %	14 %	0%	22 %	14 %	17 %	11 %	14 %	50 %	11 %	0 %	0 %	0 %	0 %	17 %	22 %	14 %	0 %	0 %	0 %	0 %	0 %	14 %	0 %	22 %	14 %	17 %	0 %	14 %	0 %
Daycare of children	18 %	21 %	22 %	21 %	25 %	24 %	19 %	20 %	22 %	6 %	7 %	5 %	2 %	2 %	2 %	12 %	7 %	3 %	3 %	2 %	2 %	0 %	0 %	1 %	8 %	8 %	9 %	10 %	10 %	9 %
Fostering	27 %	29 %	27 %	0 %	12 %	9 %	36 %	18 %	64 %	0 %	12 %	0 %	9 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	9 %	0 %	0 %	18 %	29 %	0 %	
Housing support	33 %	35 %	32 %	6 %	5 %	6 %	15 %	14 %	15 %	5 %	3 %	3 %	3 %	2 %	3 %	10 %	11 %	11 %	6 %	7 %	8 %	1 %	3 %	3 %	9 %	9 %	9 %	11 %	11 %	10 %
Nurse agency	23 %	22 %	25 %	20 %	25 %	29 %	17 %	9 %	18 %	6 %	0 %	0 %	3 %	3 %	7 %	14 %	13 %	11 %	0 %	6 %	4 %	0 %	0 %	4 %	3 %	3 %	0 %	14 %	19 %	4 %
Offender accomm.	0 %	0 %	50 %	10 0 %	0 %	0 %	0 %	0 %	0 %	0 %	10 0 %	50 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %
School care accommodation Services:																														
Mainstream residential	33 %	0 %	20 %	0 %	0 %	20 %	0 %	50 %	20 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	0 %	0 %	33 %	50 %	40 %	
Residential special	17 %	9 %	13 %	29 %	45 %	30 %	33 %	27 %	26 %	0 %	0 %	4 %	0 %	0 %	0 %	8 %	0 %	4 %	0 %	0 %	4 %	0 %	0 %	0 %	0 %	5 %	9 %	13 %	14 %	9 %

Secure accomm.	0 %	0 %	0%	50 %	33 %	50 %	50 %	33 %	50 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	
Support services:																														
Care at home	23 %	30 %	32 %	7 %	3 %	4 %	12 %	11 %	11 %	1 %	3 %	1 %	2 %	2 %	3 %	13 %	12 %	11 %	9 %	7 %	13 %	0 %	0 %	1 %	20 %	16 %	19 %	13 %	16 %	7 %
Other than care at home	25 %	29 %	19 %	10 %	10 %	7 %	21 %	23 %	22 %	1 %	3 %	5 %	6 %	6 %	2 %	13 %	8 %	16 %	8 %	4 %	1 %	1 %	1 %	1 %	4 %	6 %	8 %	11 %	11 %	19 %
Grand total	24 %	26 %	26 %	16 %	18 %	17 %	18 %	18 %	19 %	4 %	5 %	4 %	3 %	3 %	3 %	11 %	9 %	8 %	5 %	4 %	4 %	1 %	1 %	1 %	8 %	8 %	8 %	11 %	11 %	9 %

Table 3f: Summary of main reasons reported why vacancies were hard to fill by SSSC service type

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16
Adoption	17 %	25 %	0 %	0 %	13 %	11 %	50 %	38 %	67 %	0 %	13 %	11 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	13 %	11 %
Adult day care	25 %	29 %	19 %	10 %	10 %	7 %	21 %	23 %	22 %	1 %	3 %	5 %	6 %	6 %	2 %	13 %	8 %	16 %	8 %	4 %	1 %	1 %	1 %	1 %	4 %	6 %	8 %	11 %	11 %	19 %
Adult placement	0 %	25 %	0 %	0 %	0 %	0 %	0 %	25 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	67 %	50 %	0 %
Care homes for adults	30 %	29 %	28 %	16 %	17 %	20 %	16 %	16 %	17 %	3 %	3 %	3 %	4 %	4 %	4 %	10 %	11 %	10 %	5 %	5 %	3 %	1 %	1 %	1 %	5 %	6 %	5 %	11 %	8 %	9 %
Childcare agency	11 %	14 %	0 %	22 %	14 %	17 %	11 %	14 %	50 %	11 %	0 %	0 %	0 %	0 %	17 %	22 %	14 %	0 %	0 %	0 %	0 %	0 %	14 %	0 %	22 %	14 %	17 %	0 %	14 %	0 %
Day care of children	18 %	21 %	22 %	21 %	25 %	24 %	19 %	20 %	22 %	6 %	7 %	5 %	2 %	2 %	2 %	12 %	7 %	4 %	3 %	2 %	2 %	0 %	0 %	1 %	8 %	8 %	9 %	10 %	10 %	9 %
Fostering	27 %	29 %	27 %	0 %	12 %	9 %	36 %	18 %	64 %	0 %	12 %	0 %	9 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	9 %	0 %	0 %	18 %	29 %	0 %
Housing support/care at home	30 %	34 %	32 %	6 %	5 %	5 %	14 %	13 %	14 %	4 %	3 %	3 %	3 %	2 %	3 %	11 %	11 %	12 %	7 %	7 %	9 %	1 %	2 %	2 %	12 %	11 %	12 %	11 %	13 %	9 %
Nurse agency	23 %	22 %	26 %	20 %	25 %	30 %	17 %	9 %	15 %	6 %	0 %	0 %	3 %	3 %	7 %	14 %	13 %	11 %	0 %	6 %	4 %	0 %	0 %	4 %	3 %	3 %	0 %	14 %	19 %	4 %
Offender accomm.	0 %	0 %	50 %	10 %	0 %	0 %	0 %	0 %	0 %	0 %	10 %	50 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Residential child care	10 %	16 %	23 %	25 %	30 %	18 %	37 %	32 %	28 %	2 %	1 %	3 %	2 %	3 %	5 %	7 %	2 %	5 %	0 %	2 %	3 %	0 %	0 %	0 %	6 %	5 %	5 %	11 %	9 %	8 %
School care accomm.	33 %	0 %	20 %	0 %	0 %	20 %	0 %	50 %	20 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	33 %	0 %	0 %	33 %	50 %	40 %
Grand total	24 %	26 %	26 %	16 %	18 %	17 %	18 %	18 %	19 %	4 %	5 %	4 %	3 %	3 %	3 %	11 %	9 %	8 %	5 %	4 %	4 %	1 %	1 %	1 %	8 %	8 %	8 %	11 %	10 %	9 %

Table 3g: Reported reasons why vacancies were hard to fill by local authority area

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16
Aberdeen	65 %	66 %	73 %	52 %	48 %	48 %	67 %	65 %	61 %	23 %	23 %	24 %	1 %	1 %	2 %	44 %	39 %	42 %	35 %	36 %	37 %	43 %	46 %	51 %	42 %	39 %	42 %	21 %	23 %	15 %
Aberdeen shire	64 %	66 %	63 %	57 %	53 %	53 %	59 %	58 %	56 %	27 %	26 %	26 %	5 %	9 %	8 %	39 %	35 %	39 %	28 %	30 %	34 %	26 %	25 %	28 %	43 %	41 %	40 %	29 %	26 %	23 %
Angus	55 %	56 %	44 %	53 %	63 %	67 %	71 %	66 %	56 %	16 %	17 %	26 %	3 %	5 %	5 %	21 %	22 %	16 %	16 %	10 %	9 %	3 %	0 %	0 %	47 %	39 %	28 %	24 %	22 %	28 %
Argyll and Bute	63 %	67 %	60 %	58 %	59 %	52 %	52 %	49 %	49 %	10 %	12 %	10 %	7 %	4 %	5 %	28 %	28 %	29 %	23 %	28 %	27 %	15 %	12 %	15 %	33 %	38 %	33 %	52 %	48 %	42 %
Clackmannan shire	56 %	61 %	52 %	52 %	52 %	44 %	52 %	57 %	44 %	20 %	17 %	12 %	0 %	9 %	0 %	36 %	35 %	28 %	32 %	26 %	28 %	0 %	0 %	0 %	48 %	43 %	44 %	36 %	26 %	32 %
Dumfries and Galloway	57 %	53 %	43 %	57 %	56 %	50 %	55 %	49 %	51 %	25 %	23 %	20 %	1 %	0 %	0 %	49 %	49 %	41 %	42 %	37 %	33 %	4 %	4 %	3 %	45 %	40 %	36 %	24 %	24 %	34 %
Dundee	54 %	49 %	41 %	46 %	45 %	51 %	76 %	64 %	66 %	19 %	16 %	20 %	7 %	5 %	8 %	50 %	38 %	41 %	26 %	20 %	15 %	0 %	1 %	2 %	43 %	38 %	31 %	25 %	18 %	15 %
East Ayrshire	52 %	61 %	60 %	36 %	47 %	38 %	59 %	55 %	56 %	5 %	11 %	11 %	4 %	8 %	7 %	45 %	58 %	56 %	13 %	21 %	20 %	4 %	3 %	2 %	21 %	21 %	20 %	27 %	24 %	22 %
East Dunbarton shire	49 %	39 %	36 %	51 %	42 %	39 %	59 %	54 %	50 %	19 %	14 %	13 %	2 %	3 %	2 %	54 %	39 %	36 %	17 %	8 %	11 %	3 %	3 %	5 %	44 %	34 %	30 %	27 %	22 %	25 %
East Lothian	59 %	57 %	45 %	64 %	50 %	43 %	71 %	57 %	49 %	9 %	20 %	14 %	4 %	2 %	6 %	52 %	46 %	37 %	23 %	20 %	27 %	9 %	11 %	14 %	48 %	41 %	41 %	23 %	20 %	29 %
East Renfrew shire	40 %	42 %	49 %	50 %	47 %	51 %	57 %	58 %	51 %	12 %	11 %	8 %	2 %	2 %	5 %	40 %	33 %	41 %	26 %	22 %	23 %	0 %	0 %	5 %	40 %	38 %	38 %	36 %	36 %	33 %
Edinburgh	57 %	54 %	52 %	54 %	57 %	61 %	67 %	67 %	66 %	14 %	14 %	13 %	6 %	3 %	4 %	42 %	38 %	38 %	28 %	27 %	29 %	10 %	12 %	13 %	38 %	39 %	43 %	22 %	22 %	18 %
Falkirk	58 %	61 %	63 %	52 %	50 %	43 %	57 %	58 %	57 %	15 %	18 %	18 %	5 %	10 %	8 %	28 %	23 %	33 %	25 %	19 %	22 %	5 %	3 %	6 %	48 %	42 %	47 %	28 %	32 %	43 %
Fife	64 %	63 %	61 %	48 %	48 %	45 %	62 %	56 %	55 %	6 %	8 %	7 %	6 %	7 %	8 %	32 %	27 %	26 %	21 %	19 %	17 %	3 %	2 %	2 %	31 %	30 %	28 %	17 %	16 %	17 %
Glasgow	55 %	52 %	45 %	49 %	48 %	43 %	55 %	56 %	53 %	12 %	11 %	12 %	6 %	6 %	4 %	38 %	31 %	24 %	22 %	21 %	17 %	2 %	2 %	2 %	27 %	27 %	28 %	24 %	25 %	27 %
Highland	63 %	62 %	59 %	51 %	54 %	55 %	55 %	54 %	51 %	14 %	13 %	11 %	3 %	5 %	8 %	38 %	29 %	26 %	26 %	21 %	19 %	11 %	11 %	10 %	34 %	35 %	30 %	34 %	32 %	30 %
Inverclyde	73 %	72 %	47 %	53 %	50 %	37 %	50 %	47 %	43 %	17 %	16 %	20 %	3 %	0 %	3 %	40 %	34 %	33 %	27 %	31 %	27 %	3 %	0 %	3 %	37 %	28 %	27 %	37 %	25 %	27 %

Midlothian	71 %	57 %	51 %	51 %	50 %	47 %	63 %	50 %	55 %	17 %	19 %	10 %	12 %	2 %	6 %	46 %	31 %	25 %	20 %	17 %	18 %	7 %	7 %	6 %	22 %	29 %	33 %	12 %	14 %	20 %
Moray	58 %	55 %	47 %	42 %	50 %	45 %	58 %	64 %	57 %	21 %	11 %	12 %	2 %	0 %	0 %	44 %	36 %	35 %	29 %	27 %	22 %	4 %	2 %	0 %	37 %	34 %	33 %	21 %	20 %	18 %
Na h-Eileanan Siar	76 %	70 %	60 %	40 %	43 %	35 %	56 %	52 %	55 %	12 %	4 %	5 %	0 %	4 %	5 %	32 %	30 %	25 %	28 %	22 %	15 %	8 %	9 %	10 %	32 %	30 %	30 %	32 %	35 %	30 %
North Ayrshire	48 %	55 %	53 %	48 %	53 %	56 %	54 %	47 %	53 %	14 %	16 %	13 %	0 %	2 %	0 %	38 %	29 %	36 %	16 %	12 %	11 %	10 %	10 %	9 %	36 %	39 %	51 %	36 %	35 %	29 %
North Lanarkshire	48 %	49 %	45 %	37 %	38 %	34 %	46 %	42 %	37 %	13 %	6 %	9 %	5 %	3 %	5 %	34 %	28 %	24 %	18 %	17 %	13 %	0 %	1 %	1 %	27 %	30 %	25 %	37 %	28 %	35 %
Orkney	77 %	65 %	71 %	35 %	30 %	21 %	54 %	65 %	57 %	4 %	0 %	0 %	0 %	0 %	0 %	31 %	40 %	21 %	4 %	5 %	0 %	15 %	20 %	0 %	19 %	10 %	14 %	35 %	25 %	14 %
Perth and Kinross	70 %	73 %	63 %	48 %	52 %	46 %	58 %	59 %	53 %	12 %	16 %	16 %	5 %	5 %	3 %	40 %	32 %	32 %	19 %	15 %	15 %	5 %	4 %	4 %	38 %	36 %	35 %	23 %	24 %	26 %
Renfrewshire	50 %	53 %	53 %	44 %	50 %	40 %	65 %	64 %	61 %	18 %	17 %	15 %	1 %	4 %	4 %	40 %	30 %	33 %	23 %	22 %	20 %	1 %	1 %	1 %	44 %	39 %	43 %	19 %	21 %	25 %
Scottish Borders	68 %	55 %	56 %	36 %	36 %	47 %	49 %	60 %	65 %	10 %	11 %	14 %	2 %	4 %	2 %	36 %	32 %	37 %	27 %	26 %	30 %	2 %	0 %	2 %	46 %	45 %	47 %	12 %	13 %	14 %
Shetland	78 %	57 %	50 %	52 %	52 %	54 %	63 %	61 %	54 %	11 %	13 %	13 %	7 %	4 %	0 %	30 %	26 %	33 %	41 %	35 %	42 %	22 %	17 %	21 %	41 %	39 %	38 %	37 %	30 %	29 %
South Ayrshire	57 %	57 %	63 %	48 %	46 %	40 %	65 %	56 %	50 %	17 %	11 %	8 %	2 %	4 %	6 %	39 %	37 %	35 %	20 %	24 %	27 %	4 %	4 %	4 %	31 %	41 %	27 %	30 %	28 %	25 %
South Lanarkshire	47 %	50 %	53 %	49 %	55 %	49 %	57 %	54 %	52 %	14 %	13 %	11 %	4 %	2 %	3 %	34 %	27 %	24 %	20 %	19 %	18 %	2 %	2 %	2 %	36 %	33 %	31 %	24 %	26 %	25 %
Stirling	52 %	65 %	57 %	52 %	42 %	36 %	56 %	58 %	50 %	17 %	17 %	14 %	4 %	4 %	11 %	38 %	33 %	34 %	38 %	33 %	25 %	6 %	8 %	5 %	40 %	37 %	39 %	31 %	35 %	36 %
West Dunbartonshire	52 %	43 %	52 %	56 %	39 %	52 %	48 %	48 %	52 %	19 %	9 %	4 %	0 %	0 %	0 %	26 %	17 %	22 %	11 %	13 %	0 %	0 %	0 %	0 %	63 %	57 %	39 %	26 %	26 %	17 %
West Lothian	45 %	47 %	45 %	53 %	56 %	52 %	64 %	57 %	57 %	17 %	13 %	13 %	6 %	4 %	1 %	37 %	27 %	30 %	16 %	16 %	13 %	2 %	3 %	3 %	35 %	35 %	29 %	13 %	10 %	13 %
Grand total	58 %	57 %	54 %	50 %	50 %	48 %	60 %	57 %	55 %	15 %	14 %	14 %	4 %	4 %	5 %	39 %	33 %	32 %	24 %	23 %	22 %	8 %	8 %	9 %	37 %	35 %	34 %	25 %	24 %	24 %

Table 3h: Summary of main reported reasons why vacancies were hard to fill by local authority area

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16	18	17	16
Aberdeen	21 %	22 %	20 %	16 %	17 %	15 %	20 %	22 %	21 %	6 %	3 %	5 %	3 %	3 %	2 %	12 %	7 %	7 %	5 %	6 %	3 %	3 %	6 %	9 %	8 %	6 %	9 %	7 %	8 %	8 %
Aberdeen shire	25 %	26 %	28 %	15 %	19 %	9 %	13 %	18 %	19 %	11 %	9 %	8 %	3 %	1 %	3 %	9 %	7 %	9 %	1 %	2 %	5 %	3 %	2 %	3 %	7 %	10 %	9 %	11 %	5 %	7 %
Angus	21 %	20 %	22 %	21 %	39 %	27 %	29 %	24 %	29 %	5 %	2 %	12 %	3 %	2 %	2 %	3 %	5 %	2 %	0 %	0 %	0 %	0 %	0 %	0 %	11 %	5 %	2 %	8 %	2 %	2 %
Argyll and Bute	33 %	36 %	22 %	13 %	22 %	21 %	8 %	7 %	17 %	2 %	1 %	1 %	5 %	1 %	1 %	7 %	6 %	7 %	8 %	4 %	1 %	2 %	0 %	1 %	7 %	4 %	10 %	15 %	17 %	1 %
Clackmannan shire	32 %	48 %	38 %	20 %	13 %	13 %	12 %	4 %	8 %	12 %	13 %	4 %	0 %	4 %	0 %	8 %	4 %	8 %	4 %	9 %	4 %	0 %	0 %	0 %	4 %	0 %	8 %	8 %	4 %	1 %
Dumfries and Galloway	30 %	28 %	19 %	16 %	15 %	12 %	16 %	16 %	16 %	6 %	5 %	7 %	3 %	0 %	4 %	7 %	5 %	4 %	4 %	3 %	4 %	0 %	0 %	0 %	7 %	13 %	16 %	9 %	15 %	1 %
Dundee	17 %	27 %	25 %	11 %	12 %	20 %	25 %	15 %	22 %	4 %	1 %	5 %	6 %	3 %	0 %	13 %	11 %	8 %	8 %	4 %	5 %	0 %	0 %	0 %	8 %	12 %	7 %	8 %	15 %	7 %
East Ayrshire	18 %	16 %	29 %	7 %	26 %	7 %	38 %	16 %	29 %	4 %	8 %	4 %	5 %	3 %	9 %	9 %	21 %	9 %	0 %	5 %	4 %	0 %	0 %	0 %	4 %	3 %	2 %	16 %	3 %	7 %
East Dunbarton shire	17 %	17 %	9 %	17 %	12 %	30 %	13 %	27 %	17 %	3 %	3 %	4 %	0 %	3 %	2 %	14 %	12 %	6 %	3 %	2 %	0 %	0 %	0 %	0 %	16 %	12 %	24 %	16 %	12 %	9 %
East Lothian	25 %	35 %	22 %	16 %	15 %	24 %	22 %	11 %	14 %	0 %	6 %	2 %	4 %	2 %	8 %	13 %	11 %	6 %	7 %	2 %	4 %	0 %	6 %	2 %	4 %	2 %	8 %	9 %	11 %	1 %
East Renfrew shire	21 %	27 %	24 %	14 %	7 %	29 %	12 %	16 %	5 %	2 %	7 %	5 %	2 %	2 %	3 %	14 %	7 %	8 %	7 %	7 %	11 %	2 %	0 %	0 %	17 %	11 %	8 %	7 %	18 %	8 %
Edinburgh	22 %	23 %	25 %	17 %	18 %	20 %	19 %	19 %	21 %	3 %	5 %	2 %	2 %	2 %	2 %	12 %	9 %	11 %	7 %	4 %	3 %	1 %	1 %	3 %	8 %	8 %	9 %	9 %	11 %	5 %
Falkirk	17 %	21 %	27 %	12 %	5 %	8 %	26 %	23 %	22 %	3 %	8 %	2 %	3 %	11 %	4 %	8 %	3 %	4 %	5 %	3 %	10 %	0 %	0 %	0 %	20 %	13 %	8 %	6 %	13 %	1 %
Fife	24 %	23 %	31 %	21 %	19 %	17 %	17 %	20 %	20 %	3 %	5 %	0 %	4 %	2 %	6 %	9 %	11 %	10 %	2 %	4 %	6 %	0 %	0 %	0 %	7 %	8 %	5 %	13 %	8 %	5 %
Glasgow	21 %	27 %	26 %	17 %	15 %	14 %	17 %	15 %	21 %	4 %	4 %	2 %	5 %	5 %	4 %	14 %	11 %	8 %	4 %	4 %	5 %	0 %	0 %	0 %	5 %	8 %	8 %	13 %	10 %	1 %

Highland	29 %	30 %	38 %	14 %	23 %	14 %	12 %	14 %	15 %	6 %	1 %	2 %	1 %	1 %	2 %	10 %	7 %	5 %	5 %	2 %	4 %	0 %	1 %	1 %	8 %	3 %	5 %	14 %	19 %	1 %	5 %
Inverclyde	20 %	31 %	17 %	13 %	6 %	17 %	17 %	28 %	28 %	3 %	0 %	3 %	0 %	3 %	0 %	7 %	6 %	10 %	3 %	3 %	7 %	0 %	0 %	0 %	13 %	9 %	3 %	23 %	13 %	1 %	4 %
Midlothian	22 %	40 %	30 %	20 %	12 %	24 %	7 %	12 %	20 %	5 %	10 %	7 %	0 %	5 %	2 %	17 %	10 %	2 %	10 %	2 %	4 %	0 %	0 %	0 %	7 %	5 %	9 %	12 %	5 %	2 %	2 %
Moray	29 %	27 %	28 %	18 %	25 %	13 %	22 %	20 %	19 %	8 %	5 %	6 %	0 %	0 %	0 %	10 %	11 %	13 %	4 %	2 %	4 %	0 %	0 %	0 %	6 %	5 %	6 %	4 %	5 %	1 %	1 %
Na h-Eileanan Siar	48 %	30 %	33 %	8 %	13 %	11 %	12 %	22 %	11 %	8 %	0 %	6 %	0 %	4 %	0 %	12 %	9 %	17 %	0 %	17 %	0 %	0 %	0 %	0 %	0 %	0 %	17 %	12 %	4 %	6 %	6 %
North Ayrshire	22 %	22 %	19 %	8 %	24 %	14 %	20 %	12 %	17 %	2 %	4 %	7 %	2 %	2 %	0 %	10 %	10 %	10 %	8 %	2 %	2 %	4 %	0 %	0 %	10 %	14 %	24 %	14 %	8 %	7 %	7 %
North Lanarkshire	18 %	21 %	23 %	13 %	21 %	16 %	14 %	11 %	11 %	4 %	3 %	5 %	8 %	4 %	2 %	10 %	9 %	11 %	4 %	6 %	5 %	0 %	0 %	0 %	9 %	10 %	10 %	21 %	14 %	1 %	7 %
Orkney	62 %	40 %	46 %	8 %	0 %	8 %	4 %	25 %	23 %	4 %	0 %	0 %	0 %	0 %	0 %	19 %	10 %	8 %	0 %	10 %	0 %	0 %	0 %	0 %	0 %	0 %	8 %	4 %	15 %	8 %	8 %
Perth and Kinross	33 %	34 %	33 %	18 %	15 %	18 %	19 %	19 %	12 %	2 %	3 %	4 %	1 %	2 %	3 %	7 %	5 %	8 %	7 %	5 %	2 %	0 %	1 %	0 %	8 %	4 %	7 %	6 %	11 %	1 %	4 %
Renfrewshire	16 %	22 %	24 %	18 %	24 %	16 %	20 %	14 %	27 %	0 %	4 %	0 %	3 %	1 %	3 %	15 %	9 %	8 %	8 %	9 %	9 %	0 %	0 %	0 %	11 %	5 %	9 %	10 %	11 %	4 %	4 %
Scottish Borders	32 %	26 %	30 %	12 %	15 %	15 %	14 %	19 %	13 %	2 %	6 %	5 %	0 %	0 %	0 %	14 %	6 %	3 %	2 %	4 %	13 %	0 %	0 %	0 %	17 %	15 %	18 %	8 %	9 %	5 %	5 %
Shetland	52 %	39 %	18 %	19 %	30 %	18 %	11 %	4 %	27 %	4 %	13 %	5 %	0 %	0 %	5 %	4 %	0 %	5 %	0 %	0 %	14 %	0 %	0 %	0 %	0 %	0 %	0 %	11 %	13 %	9 %	9 %
South Ayrshire	20 %	26 %	36 %	9 %	15 %	15 %	37 %	28 %	23 %	2 %	0 %	2 %	2 %	2 %	2 %	9 %	7 %	6 %	0 %	4 %	2 %	0 %	0 %	0 %	11 %	11 %	4 %	9 %	7 %	9 %	9 %
South Lanarkshire	23 %	23 %	21 %	11 %	17 %	26 %	19 %	24 %	21 %	4 %	5 %	3 %	4 %	3 %	4 %	9 %	7 %	3 %	5 %	2 %	5 %	0 %	0 %	0 %	12 %	9 %	9 %	12 %	10 %	9 %	9 %
Stirling	21 %	23 %	21 %	25 %	10 %	8 %	10 %	21 %	35 %	8 %	6 %	6 %	2 %	2 %	6 %	13 %	12 %	4 %	8 %	8 %	2 %	0 %	0 %	0 %	6 %	2 %	8 %	6 %	17 %	1 %	2 %
West Dunbartonshire	19 %	13 %	27 %	7 %	22 %	23 %	22 %	22 %	27 %	7 %	4 %	0 %	0 %	4 %	0 %	15 %	9 %	5 %	4 %	4 %	0 %	0 %	0 %	0 %	26 %	13 %	9 %	0 %	9 %	9 %	9 %
West Lothian	23 %	28 %	25 %	19 %	20 %	30 %	21 %	18 %	16 %	7 %	9 %	7 %	3 %	4 %	0 %	14 %	5 %	10 %	2 %	0 %	1 %	0 %	1 %	1 %	3 %	9 %	5 %	7 %	5 %	4 %	4 %
Grand total	24 %	26 %	26 %	16 %	17 %	17 %	18 %	18 %	19 %	4 %	5 %	4 %	3 %	3 %	3 %	11 %	9 %	8 %	5 %	4 %	4 %	1 %	1 %	1 %	8 %	8 %	8 %	11 %	11 %	9 %	9 %



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