



Staff vacancies in care services 2019



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Introduction

The Staff vacancies in care 2019 report is jointly published by the Care Inspectorate and the Scottish Social Services Council (SSSC). The report provides data on vacancies reported by care services as at 31 December 2019. It shows the number of registered care services with a vacancy and the number of actual vacancies that services say they had using whole time equivalent (WTE) data.

It is important to remember the data in the report reflect the situation in care services before the COVID-19 pandemic and before the first case had been identified in the UK. Our next report, which we will publish in 2021, will be based on data between 01 January 2020 and 31 December 2020 December and will provide data from during the pandemic.

The Care Inspectorate and the SSSC recognise that parts of the social service sector have had challenges with recruitment and retention of staff for some years. Both organisations collect and publish data about the workforce and services to support planning. We believe this joint report aids understanding of 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 related questions, across early learning and childcare, children's services and adult social care. The only exception are childminders, who are usually sole providers.

Numbers, however, never tell the whole story. The skills, experience and values of social service staff are 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.

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. We work closely with colleagues in health to support the development of greater integration between social care and health services.

Both organisations have been heavily involved in responding to the impact of COVID-19, which has been unprecedented and placed huge demands on staff and services. We are grateful for the commitment of the workforce to keep delivering high quality care throughout.

The pandemic has put a focus on Scotland's social services and raised its public profile; it will be interesting to see what difference that makes to vacancies in the sector in due course.

Peter Macleod
Chief Executive
Care Inspectorate

Lorraine Gray
Chief Executive
Scottish Social Services Council

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. 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.

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
Sub-sector	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 2019 there were just under 12,700 registered services providing care and support for children, young people, adults and older people across Scotland. Almost 4,800 of these services were childminders, which are not included in the remainder of this report. The remaining 7,900 services employed an estimated

183,560¹ staff – an increase of 1.1% on the previous year's estimate. Around 39% (about 71,350 workers) work in care at home and/or housing support services; 29% (about 53,080 workers) work in care homes for adults and older people and a further 20% (about 37,370 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 2019, 39% of services reported having vacancies. This was an increase of 1 percentage point from the proportion of services with vacancies at 31 December 2018 and 2017 (both 38%). This was higher than the 20% of all establishments, across all sectors in Scotland that reported having a vacancy².
- Care homes for older people (63% of services), housing support services (62% of services), care at home services (62% of services), and care homes for adults (54% 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, care homes for children and young people, housing support services, care at home services, and residential special schools all had a proportion of services with vacancies significantly above the national average for all care services.
- Daycare of children services were significantly below the national average for all care services reporting vacancies.
- Clackmannanshire (51% of services), Edinburgh (49% of services) and Aberdeen (47% of services) had the highest proportion of services with vacancies of all local authority areas.
- Aberdeen, Edinburgh and Glasgow had a significantly higher proportion of services with vacancies than the national average for all care services.
- Angus (22% of services), Highland (31% of services) and Orkney (31% of services) had the lowest proportion of services with vacancies of all local authority areas but still higher than the Scottish economy average.
- Angus, Dumfries and Galloway, Falkirk, Highland and South Lanarkshire 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 2019, the rate of WTE vacancies for all services in Scotland was 6.2%, up from 5.5% in 2018. This was higher than the overall vacancy rate across all establishments in Scotland of 3.1%².
- Housing support services and nurse agency services had a significantly higher rate of WTE vacancies than the national average.

¹ Workforce Data 2019 – Scottish Social Services Council

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

Nurse vacancies

- At 31 December 2019, 18% 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 2018 (19%) and down 2 percentage points from 2017 (20%).
- Care homes for older people (40% of services) and nurse agency services (45% of services) had a significantly higher than average proportion of services with nursing vacancies. These two service types account for 95% of nurses working in the care sector³ and from the last annual return 69% of care homes for older people stated that they provided nursing care.

Rate of whole time equivalent (WTE) nursing vacancies

- At 31 December 2019, the rate of WTE vacancies for all services in Scotland was 1.2% unchanged from 2018.
- Nurse agency services had a significantly higher rate of WTE nursing vacancies than the national average.
- Glasgow had a significantly higher rate of WTE nursing vacancies than the national average.

Services reporting problems filling vacancies

- At 31 December 2019, 49% of services with vacancies reported having problems filling them; up 2 percentage points from the previous year.
- Care at home services (68%), care homes for older people (60%), housing support services (60%) and residential special schools (77%) all had a proportion of services reporting that vacancies were hard to fill, significantly above the national average for all care services (49%).
- Daycare of children services (43%), adoption services (16%), care homes for children and young people (38%), fostering services (24%), mainstream school accommodation services (24%), adult placement services (8%) and support services other than care at home services (adult day care services; 26%) had a proportion of services reporting that vacancies were hard to fill, significantly below the national average for all care services.
- Edinburgh (61%), Aberdeen (60%), West Lothian (54%) and Orkney (54% 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 (31%), North Ayrshire (34%) and Inverclyde (34%) had the lowest proportion of services reporting that vacancies were hard to fill.
- Angus, South Lanarkshire, 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.

³ Workforce Data 2019 – Scottish Social Services Council

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 (59%), too few applicants in general (58%) and too few qualified applicants (52%) 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. 26% of services reported there were too few applicants applying for roles, 17% reported there were too few applicants with the required experience and 14% 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 2019, 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 child care 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.

Within this report the term 'significantly' is used to indicate when a result is outside the 95% confidence interval.

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) How many WTE staff vacancies did you have at 31 December of staff who work directly with people who use services?
- 4) Have you found vacancies hard to fill? (Yes, No, Not applicable)
- 5) 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
- 6) If 'Other reason', please specify. (open response text box)
 - 7) Please tell us what you consider to be the main reason why it is hard to fill vacancies. (dropdown list of options from Question 5)
 - 8) 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, 39% of services (where the question was applicable) said they had vacancies at 31 December 2019. This was an increase of 1 percentage point from 31 December 2018 and 2017 (both 38%).

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 reporting vacancies.

- Housing support services decreased 1 percentage point from 63% of services in 2018 to 62% of services in 2019.
 - 69% of private services, 61% of voluntary or not for profit services and 55% of public services reported having vacancies.
- Care at home services increased 2 percentage points from 60% of services in 2018 to 62% of services in 2019.
 - 85% of public services, 61% of private services and 56% of voluntary or not for profit services reported having vacancies.
- Care homes for older people increased 4 percentage points from 59% of services in 2018 to 63% of services in 2019.
 - 82% of public services, 62% of voluntary or not for profit services and 59% of private services reported having vacancies.
- Care homes for adults increased 2 percentage points from 52% of services in 2018 to 54% of services in 2019.
 - 55% of voluntary or not for profit services, 54% of private services and 44% of public services reported having vacancies.
- Offender accommodation services reported a decrease in the proportion of services with vacancies, down from 60% of services in 2018 to 40% of services in 2019. However, in real terms this is just a decrease of one service reporting having vacancies.
 - 50% of voluntary or not for profit services and 0% of public services reported having vacancies.

Except for offender accommodation services, all the service types above had vacancy rates significantly above the national average for all care services (39% of services).

For care at home services, Highland (84% of services) had a significantly higher proportion of services with vacancies than the national average for care at home services (62%). Housing support services in East Lothian (87% of services) and Midlothian (91% of services) both had a significantly higher proportion of services with vacancies than the national average for housing support services (62%).

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 (54%). While, for care homes for older people, Edinburgh (82% of services) had a significantly higher proportion of services with vacancies than the national average for care homes for older people (63%).

Non-residential services

- The proportion of services reporting vacancies in support services other than care at home (adult day care services) increased 2 percentage points from 36% of services in 2018 to 38% of services in 2019.
 - 42% of public services, 37% of voluntary or not for profit services and 22% of private services reported having vacancies.
- Nurse agency services decreased 7 percentage points from 51% of services in 2018 to 44% of services in 2019.
 - 41% of private services and 100% of voluntary or not for profit services reported having vacancies.
- Adult placement services increased 2 percentage points from 22% of services in 2018 to 24% of services in 2019.
 - 29% of public services and 11% of voluntary or not for profit services reported having vacancies.

No non-residential service types had vacancy rates significantly above or below the national average for all care services (39% of services).

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 increased 6 percentage points from 41% of services in 2018 to 47% of services in 2019.
 - 50% of private services, 47% of voluntary or not for profit services and 45% of public services reported having vacancies.
- Vacancies in secure accommodation services increased; up 20 percentage points from 60% of services in 2018 to 80% of services in 2019 (this was an increase of 1 service reporting having at least one vacancy).
 - 100% of public services and 75% of voluntary or not for profit services reported having vacancies.

- Residential special school accommodation services increased 6 percentage points from 73% of services in 2018 to 79% of services reporting vacancies in 2019 (this was an increase of 3 services reporting having at least one vacancy).
 - 80% of private services and 79% of voluntary or not for profit services reported having vacancies.
- The proportion of mainstream school accommodation services reporting vacancies increased 17 percentage points from 23% of services in 2018 to 40% of services in 2019 (this was an increase of 4 services reporting having at least one vacancy).
 - 57% of public services and 33% of voluntary or not for profit services reported having vacancies.

The proportion of care homes for children and young people (47% of services) and residential special school accommodation services (79% of services) reporting vacancies were significantly above the national average for all care services. For both service types, 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 2018 at 23%.
 - 33% of private services, 20% of public services and 18% of voluntary or not for profit services reported having vacancies.
- Fostering services reported a decrease in the proportion of reported vacancies; down from 39% of services in 2018 to 36% of services in 2019.
 - 38% of public services and 33% of voluntary or not for profit services reported having vacancies.
- Adoption services with vacancies increased, up from 22% of services in 2018 to 27% of services in 2019.
 - 33% of voluntary or not for profit services and 26% of public services reported having vacancies.
- The proportion of childcare agency services with vacancies decreased, down from 25% of services in 2018 to 24% of services in 2019.
 - 27% of private services and 20% of voluntary or not for profit services reported having vacancies.

Daycare of children services (23% of services) had vacancy rates significantly below the national average for all care services (39% 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 (5% of services), Fife (12% of services), Highland (13% of services) and South Ayrshire (11% of services) all had a significantly lower proportion of services with vacancies than the national average for daycare of children services (23%).

Analysis by local authority area (Table 1d)

The local authority areas with the highest proportions of services with vacancies at 31 December 2019 were:

- Clackmannanshire (51%, up 8 percentage points from 2018)
- Edinburgh (49%, unchanged from 2018)
- Aberdeen (47%; down 2 percentage points from 2018).

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

In Edinburgh, care homes for older people (82% of services) and housing support services (66% of services) had a significantly higher proportion of services with vacancies than the average for services in Edinburgh (49%).

In Aberdeen, care homes for older people (75% of services) and housing support services (74% of services) all had a significantly higher proportion of services with vacancies than the average for services in Aberdeen (47%).

In Glasgow, care at home services (68%), care homes for older people (64% of services) and housing support services (58% of services) had a significantly higher proportion of services with vacancies than the average for services in Glasgow (44%).

The local authority areas with the lowest proportions of services with vacancies at 31 December 2019 were:

- Angus (22%; up 1 percentage point from 2018)
- Highland (31%; up 2 percentage points from 2018)
- Orkney (31%, down 4 percentage points from 2018).

Of all the local authority areas, Angus, Dumfries and Galloway, Falkirk, Highland and South Lanarkshire 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 16 out of 32 local authority areas (50%) the proportions of services with vacancies increased between 2018 and 2019. The following local authority areas saw the biggest increases (in percentage points).

- Clackmannanshire up 8 percentage points (from 43% to 51%)
- Argyll and Bute up 6 percentage points (from 29% to 35%)
- East Lothian up 6 percentage points (from 32% to 38%)
- East Renfrewshire up 6 percentage points (from 33% to 39%)
- Perth and Kinross up 6 percentage points (from 36% to 42%).

In 12 out of 32 local authority areas (38%) the proportions of services with vacancies decreased between 2018 and 2019. The following local authority areas saw the biggest decreases (in percentage points).

- North Lanarkshire down 6 percentage points (from 44% to 38%)
- Orkney down 4 percentage points (from 35% to 31%)
- Scottish Borders down 4 percentage points (from 37% to 33%)
- West Dunbartonshire down 4 percentage points (from 41% to 37%).

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 94% of services that provided WTE data being analysed.

Service type analysis (Table 1e and 1f)

At 31 December 2019, the rate of WTE vacancies for all services in Scotland was 6.2% up from 5.5% in 2018.

Adult services

Services where care is provided at place of residence

- The rate of WTE vacancies in care at home services increased from 7.3% in 2018 to 7.9% in 2019.
 - The rate of WTE vacancies was 9.1% in private services, 7.6% in voluntary or not for profit services and 6.3 in public services.
- Housing support services increased from 2018 at 7.2% to 8.0% in 2019.
 - The rate of WTE vacancies was 10.8% in private services, 7.5% in voluntary or not for profit services and 6.7 in public services.
- For care homes for older people, the percentage increased from 4.7 % in 2018 to 5.2% in 2019.
 - The rate of WTE vacancies was 7.5% in public services, 4.9% in private and 4.8% in voluntary or not for profit services.
- The rate of WTE vacancies in care homes for adults increased from 6.8% in 2018 to 7.0% in 2019.
 - The rate of WTE vacancies was 8.2% in voluntary or not for profit, 7.3% in public services and 5.7% in private services.
- The rate of WTE vacancies in offender accommodation services increased from 3.8% in 2018 to 5.7% in 2019.
 - The rate of WTE vacancies was 6.6% in voluntary or not for profit and 0% in private services.

Housing support services had a rate of WTE vacancies significantly higher than the national average of 6.2%.

For housing support services, there were no local authority areas that had a significantly higher rate of WTE vacancies than the national average for housing support services (8.0%).

Non-residential services

- Support services other than care at home (adult day care services) reported an increased rate down from 3.7% in 2018 to 5.4% in 2019.
 - The rate of WTE vacancies was 6.0% in public services, 4.9% in voluntary or not for profit and 2.9% in private services.
- The rate of WTE vacancies in nurse agency services increased from 18.9% in 2018 to 36.2% in 2019.
 - The rate of WTE vacancies was 36.3% in private services and 34.0% in public services.
 - 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 resulted in a rate of WTE vacancies that was much higher than other service types.
- Adult placement services had an increase in the rate of WTE vacancies down from 4.8% in 2018 to 5.0% in 2019.
 - The rate of WTE vacancies was 5.6% in public services and 3.3% in voluntary or not for profit services.

Nurse agency services had a rate of WTE vacancies significantly higher than the national average of 6.2%. For nurse agency services, there were no local authority areas that had a significantly higher rate of WTE vacancies than the national average for nurse agency services (36.2%).

Services for children and young people

Services where care is provided at place of residence

- Care homes for children and young people had an increase in the rate of WTE vacancies increasing from 3.9% in 2018 to 5.6% in 2019.
 - The rate of WTE vacancies was 7.1% in private services, 5.8% in voluntary or not for profit services and 4.1% in public services.
- Secure accommodation services' rate of WTE vacancies decreased from 6.0% in 2018 to 5.4% in 2019.
 - The rate of WTE vacancies was 13.5% in public services and 4.7% in voluntary or not for profit services and 2.9% in private services.
- Residential special school accommodation services increased from 3.8% in 2018 to 4.8% in 2019.
 - The rate of WTE vacancies was 8.0% in private services and 3.8% in voluntary or not for profit services.

- The rate of WTE vacancies in mainstream school accommodation services increased from 0.4% in 2018 to 3.0% in 2019.
 - The rate of WTE vacancies was 5.0% in public services and 2.8% in voluntary or not for profit services.

Non-residential services

- Daycare of children services reported a rate of 4.1% for WTE vacancies in 2019 up from 3.8% in 2018.
 - The rate of WTE vacancies was 5.0% in private services, 3.8% in voluntary or not for profit services and 3.4% in public services.
- The rate of WTE vacancies in fostering services decreased from 5.0% in 2018 to 4.5% in 2019.
 - The rate of WTE vacancies was 5.4% in public services and 3.5% in voluntary or not for profit services.
- The rate of WTE vacancies in adoption services increased from 3.2% in 2018 to 4.6% in 2019.
 - The rate of WTE vacancies was 5.1% in public services and 3.1% in voluntary or not for profit services.
- The rate of WTE vacancies in childcare agency services decreased from 19.2% in 2018 to 7.3% in 2019.
 - The rate of WTE vacancies was 8.6% in voluntary or not for profit services, 6.4% in private services and 0% in public services.

Daycare of children services had a rate of WTE vacancies significantly lower than the national average of 6.2%. For daycare of children services, there were no local authority areas that had a significantly lower rate of WTE vacancies than the national average for daycare of children services (4.1%).

Analysis by local authority area (Table 1g)

The local authority areas with the highest rates of WTE vacancies at 31 December 2019 were:

- Aberdeen (9.0% in 2019 up from 7.8% in 2018)
- Na h-Eileanan Siar (8.6% in 2019 up from 6.7% in 2018)
- Edinburgh (7.9% in 2019 up from 7.7% in 2018).

There were no local authority areas that had a significantly higher rate of WTE vacancies than the national average.

The local authority areas with the lowest rates of WTE vacancies at 31 December 2019 were:

- Angus (3.1% in 2019 up from 2.8% in 2018)
- Dumfries and Galloway (4.1% in 2019 up from 3.8% in 2018).
- South Ayrshire (4.1% in 2019 up from 3.8% in 2018).

Nursing vacancies (Table 1h)

In the most recent annual return, 18% of services (where the service decided the question was applicable to their situation) stated that they had nursing vacancies at 31 December 2019. This was a decrease of percentage point on the proportion of services with vacancies at 31 December 2018 (19%) and 2 percentage points down from 2017 (20%).

Service type analysis (Table 1i and 1j)

At 31 December 2019, care homes for older people had 40% of services reporting nursing vacancies, down 5 percentage points from 2018. Private care homes for older people had the highest proportion of services with nursing vacancies (47% of services). Voluntary or not for profit services had 15% of services reporting nursing vacancies. Local authority services had 7% of services reporting nursing vacancies. From the last annual return 69% of care homes for older people stated that they provided nursing care.

Care homes for adults had 16% of services reporting nursing vacancies, up 4 percentage points from 2018. Nurse agency services had 45% of services reporting nursing vacancies, down 6 percentage points from 2018. Care homes for older people (40%) and nurse agency services (45% of services) had nursing vacancies significantly above the national average for all care services (18% of services).

For care homes for older people, no local authority area had a rate of nursing vacancies significantly higher than the national rate for care homes for older people (40%). For nurse agency services, no local authority area had a rate of nursing vacancies significantly higher than the national rate for nurse agency services (45%).

Analysis by local authority area (Table 1k)

The local authority areas with the highest rates of services with nursing vacancies at 31 December 2019 were:

- North Lanarkshire (31% in 2019, down from 33% in 2018)
- Angus (30% in 2019, up from 20% in 2018)
- East Renfrewshire (29% in 2019, down from 30% in 2018).

North Lanarkshire (31% of services) had a significantly higher rate of services with nursing vacancies than the national average for all care services (18% of services). In North Lanarkshire, care homes for older people (50% of services) had a significantly higher rate of services with nursing vacancies than the average for services in the local authority area (31% of services). Fife (24% of services) had a significantly higher rate of services with nursing vacancies than the national average for all care services (18% of services). In Fife, nurse agency services (80% of services) and care homes for older people (50% of services) had a significantly higher rate of services with nursing vacancies than the average for services in the local authority area (24% of services).

The local authority areas with the lowest proportions of services with nursing vacancies at 31 December 2019 were:

- Orkney (0% in 2019, unchanged from 2018)
- Shetland (0% in 2019, unchanged from 2018)
- Argyll and Bute (0% in 2019, down from 3% in 2018).

Argyll and Bute and Falkirk both had a significantly lower 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. It is important to note that the WTE rate for nursing vacancies has been calculated using total staff and therefore results in a lower rate than a true nursing WTE rate for just nursing staff. We are planning to revise our methodology going forward to capture the number of nurses working in care homes so this true nursing vacancy WTE rate can be calculated.

Service type analysis (Table 1l and 1m)

At 31 December 2019, the rate of WTE nursing vacancies for all applicable services in Scotland was 1.2%, unchanged from 2018. The rate of WTE nursing vacancies in care homes for older people decreased to 1.2% from 1.5%, in 2018. Private care homes for older people had the highest rate of WTE nursing vacancies (1.9%). Voluntary or not for profit services had a rate of 0.2% and local authority services had WTE nursing vacancies rate of 0.1%.

Nurse agency services had a WTE nursing vacancies rate of 39.9% up from 31.8% in 2018. The rate of WTE nursing vacancies in care homes for adults was 1.3%, up from 0.6% in 2018. The rate of WTE nursing vacancies in offender accommodation services was 5.5%, up from 1.3% in 2018. Nurse agency services (39.9% of total WTE) had a rate of WTE nursing vacancies significantly above the national average (1.2%). There were no local authority areas that had a significantly higher rate of WTE nursing vacancies than the national average for nurse agency services (39.9%). 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:

- Glasgow (3.1% in 2019, up from 1.8% in 2018)
- Midlothian (3.0% in 2019, up from 0.7% in 2018)
- Fife (2.3% in 2019, up from 1.6% in 2018).

Of all the local authority areas, Glasgow had a significantly higher rate of WTE nursing vacancies than the national average. In Glasgow, nurse agency services (39.5% of total WTE) had a significantly higher rate of WTE nursing vacancies than the average for services in Glasgow (3.1%).

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, 49% reported that they found it hard to fill vacancies in 2019. The number of services that found it hard to fill vacancies increased for the third year in a row, up 2 percentage points from 47% in 2018 and up 4 percentage points from 45% in 2017. The total number of services reporting that vacancies were hard to fill increased to 2,831 in 2019, from 2,716 in 2018.

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 2 percentage points from 2018, with 68% of services reporting that vacancies were hard to fill.
 - 73% of private services, 66% of voluntary or not for profit services and 55% of public services reported vacancies were hard to fill.
- Housing support services increased 2 percentage points to 60% of services reporting that vacancies were hard to fill, up from 58% of services in 2018.
 - 73% of private services, 58% of voluntary or not for profit services and 49% of public services reported vacancies were hard to fill.
- Care homes for older people increased 2 percentage points from 2018 to 60% of services reporting that vacancies were hard to fill.
 - 72% of voluntary or not for profit services, 62% of public services and 58% of private services reported vacancies were hard to fill.
- Of care homes for adults, 54% reported that vacancies were hard to fill, an increase of 1 percentage point from 2018.
 - 56% of voluntary or not for profit services, 51% of private services and 50% of public services reported vacancies were hard to fill.

- Offender accommodation services reporting that vacancies were hard to fill increased 25 percentage points (only one service), up from 25% of services in 2018 to 50% in 2019.
 - 67% of voluntary or not for profit services and 0% of public services reported vacancies were hard to fill.

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 49%.

- Care at home services (68%).
- Housing support services (60%).
- Care homes for older people (60%).

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 East Lothian (100%) and Fife (88%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care at home services (68%).

Housing support services in East Dunbartonshire and East Lothian (91% and 87% respectively) had a significantly higher proportion reporting that vacancies were hard to fill than the national average for housing support (60%).

In the case of care homes for older people, East Renfrewshire (91%) and Edinburgh (78%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care homes for older people (60%).

Non-residential services

- Support services other than care at home (adult day care services) increased 6 percentage points, up from 20% of services in 2018 to 26% in 2019.
 - 45% of private services, 35% of voluntary or not for profit services and 16% of public services reported vacancies were hard to fill.
- Nursing agency services decreased 7 percentage points from 65% of services in 2018 to 58% reporting that vacancies were hard to fill in 2019.
 - 100% of voluntary or not for profit services and 55% of private services reported vacancies were hard to fill.
- In 2019, 8% of adult placement services reported that vacancies were hard to fill, down 4 percentage points from 12% in 2018.
 - 12% of public services and 0% of voluntary or not for profit services reported vacancies were hard to fill.

Of support services other than care at home (adult day care services), 26% reported that vacancies were hard to fill, which was significantly below the national average for all care services of 49%. For support services other than care at home (adult day care services), only Renfrewshire (0%) was significantly below the national average

of 26% for support services other than care at home services for reporting that vacancies were hard to fill.

Adult placement services (8%) had a proportion reporting that vacancies were hard to fill that was significantly below the national average for all care services of 49%. 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 38% of services reporting that vacancies were hard to fill, down from 40% of services in 2018.
 - 57% of voluntary or not for profit services, 43% of private services and 20% of public services reported vacancies were hard to fill.
- Residential special schools increased 2 percentage points to 77% of services reporting that vacancies were hard to fill – the highest proportion of all service types reporting vacancies were hard to fill.
 - 87% of voluntary or not for profit services and 70% of private services reported vacancies were hard to fill.
- Secure accommodation services increased (up one service) to 60% of services reporting that vacancies were hard to fill - up from 40% of services in 2018.
 - 100% of public services and 50% of voluntary or not for profit services reported vacancies were hard to fill.
- Mainstream school accommodation services increased 11 percentage points to 24% reporting that vacancies were hard to fill - up from 13% in 2018.
 - 29% of public services and 22% of voluntary or not for profit services reported vacancies were hard to fill.

Residential special schools (77% of services) had a proportion of services reporting that vacancies were hard to fill, significantly above the national average for all care services of 49%. 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 (38%) had a proportion of services reporting that vacancies were hard to fill that was significantly below the national average for all care services of 49%. There were no local authority areas where care homes for children and young people were reporting a proportion of services with vacancies that were hard to fill that was significantly below the average for this service type

The proportion of mainstream school accommodation services (24%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 49%. 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 1 percentage point to 43% of services reporting that vacancies were hard to fill - up from 42% in 2018.
 - 64% of private services, 48% of voluntary or not for profit services and 26% of public services reported vacancies were hard to fill.
- Childcare agency services reporting that vacancies were hard to fill decreased to 47% in 2019 from 53% in 2018.
 - 100% of voluntary or not for profit services and 30% of private services reported vacancies were hard to fill.
- Fostering services reporting that vacancies were hard to fill increased 2 percentage points to 24% - up from 22% in 2018.
 - 33% of voluntary or not for profit services and 15% of public services reported vacancies were hard to fill.
- Adoption services reporting that vacancies were hard to fill decreased 3 percentage points to 16% - down from 19% in 2018.
 - 17% of voluntary or not for profit services and 16% of public services reported vacancies were hard to fill.

The proportion of daycare of children services (43%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 49%. 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 (10%), Scottish Borders (25%), Dundee (25%), Angus (27%) and Highland (35%) 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 43%.

The proportion of adoption services (16%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 49%. 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.

The proportion of fostering services (24%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 49%. 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 2019 were:

- Edinburgh (61%, up 4 percentage points from 2018)
- Aberdeen (60%, up 4 percentage points from 2018)
- Orkney (54%, down 1 percentage point from 2018)
- West Lothian (54%, up 6 percentage points from 2018).

Of all the local authority areas, Edinburgh (61%) and Aberdeen (60%) both had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for all care services of 49%.

In Edinburgh, care homes for older people (78%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Edinburgh of 61%.

In Aberdeen, there were no service types that had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Aberdeen of 60%.

The local authority areas with the lowest proportions of services reporting that vacancies were hard to fill at 31 December 2019 were:

- Angus (31%, up 1 percentage point from 2018)
- North Ayrshire (34%, down 4 percentage points from 2018)
- Inverclyde (35%, up 1 percentage point from 2018).

Of all the local authority areas, Angus (31%), Inverclyde (35%), North Ayrshire (34%), Dundee (39%) and South Lanarkshire (40%) each had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average for all care services of 49%.

In Angus and North Ayrshire (both 0%), and South Lanarkshire (10%) support services other than care at home (adult day care services), had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Angus (31%), North Ayrshire (34%) and South Lanarkshire (40%).

In Inverclyde and Dundee, daycare of children services (10% and 25% of services respectively), had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Inverclyde (35%) and Dundee (39%).

In 18 out of 32 local authority areas (56%) the proportions of services reporting that vacancies were hard to fill increased between 2018 and 2019. The following local authority areas saw the biggest increases (in percentage points).

- West Dunbartonshire – up 10 percentage points (from 34% to 44%).
- Stirling – up 8 percentage points (from 44% to 52%).
- East Lothian – up 7 percentage points (from 45% to 52%).

In 10 out of 32 local authority areas (31%) the proportions of services reporting that vacancies were hard to fill decreased between 2018 and 2019. The following local authority areas saw the largest decreases (in percentage points).

- Na h-Eileanan Siar – down 5 percentage points (from 45% to 40%).
- North Ayrshire – down 4 percentage points (from 38% to 34%).
- East Ayrshire – down 3 percentage points (from 46% to 43%).
- Fife – down 3 percentage points (from 51% to 48%).

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 (59% of services – down 1 percentage point from 2018)
- applicants in general (58% - unchanged from 2018)
- qualified applicants (52% - up 2 percentage points from 2018).

Additional reasons services gave were that candidates were unable to work the required hours (36% –down 1 percentage point from 2018) and competition from other service providers (42% – up 3 percentage points from 2018). Other than competition from other service providers (up 3 percentage points) and too few qualified applicants (up 2 percentage points), the proportion of responses for the reasons why vacancies were difficult to recruit has remained relatively unchanged from 2018.

In addition to providing information on any reasons for vacancies being hard to fill, services were also asked to provide the main reason 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 57% of main reasons given (down 1 percentage point from 2018). The issue with applicants can be further broken down into three main groups; 26% reported that there were too few applicants applying for roles (up 2 percentage points from 2018), 17% reported that there were too few applicants with the required experience (down 1 percentage point from 2018) and 14% reported that there were too few qualified applicants (down 2 percentage points from 2018). Competition for employees overall increased from 16% in 2018 to 18% in 2019. The issue with competition can be further split; 13% reported that the competition was from other service providers (up 2 percentage points from 2018) and 5% reported that the competition was from other types of work (other industries) (unchanged from 2018). 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 remained unchanged from 2018 at 71%.

- Care homes for adults increased 2 percentage points from 68% in 2018 to 70% in 2019.

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

- Daycare of children services increased 1 percentage point from 54% in 2018 to 55% in 2019.
- Care homes for older people remained unchanged from 2018 at 53%.
- Care homes for children and young people decreased 1 percentage point from 41% in 2018 to 40% in 2019.

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 Na h-Eileanan Siar increased 10 percentage points from 76% in 2018 to 86% in 2019.
- Services in Orkney increased 4 percentage points from 77% in 2018 to 81% in 2019.
- Services in Aberdeenshire decreased 2 percentage points from 70% in 2018 to 68%.

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

- Services in South Lanarkshire decreased 20 percentage points from 67% in 2018 to 47% in 2019.

Too few applicants with experience

Service type analysis

The following service types differed significantly from the national average for all care services of 59% 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 59%:

- Care homes for children and young people decreased 5 percentage points from 80% in 2018 to 75% in 2019.
- Residential special schools increased 18 percentage points from 71% in 2018 to 89% in 2019.

Significantly below the national average for all care services of 59%:

- Care at home services remained unchanged from 2018 at 52%.
- Nurse agency services decreased 1 percentage point from 29% in 2018 to 28% in 2019.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 59% 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 59%:

- Services in Edinburgh decreased 2 percentage points from 67% in 2018 to 65% in 2019.
- Services in Dundee increased 6 percentage points from 65% in 2018 to 71% in 2019.

Significantly below the national average for all care services of 59%:

- Services in North Lanarkshire decreased 1 percentage point from 46% in 2018 to 45% in 2019.

Too few qualified applicants

Service type analysis

The following service types differed significantly from the national average for all care services of 52% 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 52%:

- Care homes for children and young people decreased 1 percentage point from 71% in 2018 to 70% in 2019.
- Daycare of children services increased 2 percentage points from 60% in 2018 to 62% in 2019.

Significantly below the national average for all care services of 52%:

- Housing support services increased 3 percentage points from 31% in 2018 to 34% in 2019.
- Care at home services decreased 2 percentage points from 36% in 2018 to 34% in 2019.
- Support services other than care at home (adult day care services) decreased 8 percentage points from 40% in 2018 to 32% in 2019.

- Fostering services increased 8 percentage points from 9% in 2018 to 17% in 2019.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 52% for the proportion of services reporting that vacancies were hard to fill because of too few qualified applicants.

There were no local authority areas significantly above the national average for all care services of 52%.

Significantly below the national average for all care services of 52%:

- Services in North Lanarkshire increased 2 percentage points from 37% in 2018 to 39% in 2019.

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 42% 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 42%:

- Housing support services remained unchanged from 2018 at 57% in 2019.
- Care at home services increased 7 percentage points from 50% in 2018 to 57% in 2019.

Significantly below the national average for all care services of 42%:

- Fostering services increased 8 percentage points from 0% in 2018 to 8% in 2019.
- Daycare of children services increased 7 percentage points from 28% in 2018 to 35% in 2019.
- Care homes for older people decreased 1 percentage point from 38% in 2018 to 37% in 2019.
- Child care agency services decreased 56 percentage points from 56% in 2018 to 0% in 2019.
- Mainstream residential school services remained unchanged from 2018 at 0% in 2019.
- Support services other than care at home (adult day care services) decreased 2 percentage points from 28% in 2018 to 26% in 2019.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 42% 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 42%:

- Services in Aberdeen increased 10 percentage points from 44% in 2018 to 54% in 2019.
- Services in Edinburgh increased 6 percentage points from 42% in 2018 to 48% in 2019.

Significantly below the national average for all care services of 42%:

- Services in Angus increased 4 percentage points from 21% in 2018 to 25% in 2019.
- Services in Argyll and Bute increased 1 percentage point from 28% in 2018 to 29% in 2019.
- Services in Shetland decreased 11 percentage points from 30% in 2018 to 19% in 2019.
- Services in West Dunbartonshire decreased 3 percentage points from 26% in 2018 to 23% in 2019.
- Services in West Lothian decreased 8 percentage points from 37% in 2018 to 29% in 2019.

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 36% 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 36%:

- Care at home services increased 4 percentage points from 58% in 2018 to 62% in 2019.
- Housing support services decreased 4 percentage points from 55% in 2018 to 51% in 2019.

Significantly below the national average for all care services of 36%:

- Fostering services remained unchanged from 2018 at 0% in 2019.
- Daycare of children services remained unchanged from 2018 at 27% in 2019.

- Nurse agency services decreased 10 percentage points from 20% in 2018 to 10% in 2019.
- Support services other than care at home (adult day care services) decreased 8 percentage points from 24% in 2018 to 16% in 2019.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 36% 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 36%:

- Services in Clackmannanshire increased 10 percentage points from 48% in 2018 to 58% in 2019.
- Services in Dumfries and Galloway increased 6 percentage points from 45% in 2018 to 51% in 2019.
- Services in Falkirk increased 2 percentage points from 48% in 2018 to 50% in 2019.

Significantly below the national average for all care services of 36%:

- Services in Glasgow decreased 3 percentage points from 27% in 2018 to 24% in 2019.
- Services in Orkney decreased 7 percentage points from 19% in 2018 to 12% in 2019.

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 25% 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 25%:

- Housing support services increased 2 percentage points from 40% in 2018 to 42% in 2019.
- Care at home services increased 7 percentage points from 40% in 2018 to 47% in 2019.
- Care homes for adults increased 4 percentage points from 33% in 2018 to 37% in 2019.

Significantly below the national average for all care services of 25%:

- Care homes for children and young people decreased 1 percentage point from 14% in 2018 to 13% in 2019.
- Daycare of children services remained unchanged from 2018 at 14% in 2019.
- Fostering services remained unchanged from 2018 at 0% in 2019.
- Support services other than care at home (adult day care services) decreased 3 percentage points from 18% in 2018 to 15% in 2019.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 25% 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 25%:

- Services in Dumfries and Galloway increased 3 percentage points from 42% in 2018 to 45% in 2019.
- Services in Aberdeen decreased 1 percentage point from 35% in 2018 to 34% in 2019.

Significantly below the national average for all care services of 25%:

- Services in West Lothian decreased 1 percentage point from 16% in 2018 to 15% in 2019.
- Services in Orkney remained unchanged from 2018 at 4% in 2019.

Can't afford wage demands

Service type analysis

The following service types differed significantly from the national average for all care services of 16% 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 16%:

- Care homes for adults increased 1 percentage point from 22% in 2018 to 23% in 2019.
- Daycare of children services increased 1 percentage point from 19% in 2018 to 20% in 2019.

Significantly below the national average for all care services of 16%:

- Care homes for children and young people remained unchanged from 2018 at 6% in 2019.

- Care homes for older people decreased 2 percentage points from 11% in 2018 to 9% in 2019.
- Residential special school care accommodation services remained unchanged from 2018 at 0% in 2019.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services 16% 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 16%:

- Services in Aberdeenshire decreased 1 percentage point from 27% in 2018 to 26% in 2019.
- Services in Aberdeen increased 2 percentage points from 23% in 2018 to 25% in 2019.
- Services in Dumfries and Galloway increased 1 percentage point from 25% in 2018 to 26% in 2019.

Significantly below the national average for all care services of 16%:

- Services in Orkney decreased 4 percentage points from 4% in 2018 to 0% in 2019.
- Services in Fife increased 3 percentage points from 6% in 2018 to 9% in 2019.

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 increased 2 percentage points from 14% in 2018 to 16% in 2019.
- Housing support services remained unchanged from 2018 at 14% in 2019.

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

- Daycare for children services decreased 1 percentage point from 4% in 2018 to 3% in 2019.

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 8 percentage points from 43% in 2018 to 35% in 2019.
- Services in Aberdeenshire decreased 2 percentage points from 26% in 2018 to 24% in 2019.
- Services in Edinburgh increased 3 percentage points from 10% in 2018 to 13% in 2019.

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

- Services in Fife increased 1 percentage point from 3% in 2018 to 4% in 2019.
- Services in South Lanarkshire remained unchanged from 2018 at 2% in 2019.
- Services in Glasgow decreased 1 percentage point from 2% in 2018 to 1% in 2019.
- Services in Renfrewshire remained unchanged from 2018 at 1% in 2019.
- Services in Dundee increased 1 percentage point from 0% in 2018 to 1% in 2019.
- Services in North Lanarkshire remained unchanged from 2018 at 0% in 2019.
- Services in West Lothian decreased 1 percentage point from 2% in 2018 to 1% in 2019.

Tables

Table 1a: Services reporting vacancies

Vacancies in service	Number of services			Percentage of services		
	2019	2018	2017	2019	2018	2017
Yes	2689	2647	2631	39%	38%	38%
No	4174	4257	4372	61%	62%	62%
Total	6863	6904	7003	100%	100%	100%

This was not applicable to 103 services in 2019, 97 services in 2018 and 89 services in 2017. 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		
		2019	2018	2017	2019	2018	2017
Adoption		10	8	10	27%	22%	28%
Adult placement		8	8	8	24%	22%	24%
Care homes:	Adults	142	140	147	54%	52%	53%
	Older people	508	480	482	63%	59%	59%
	Children and young people	143	117	127	47%	41%	45%
Childcare agency		4	5	5	24%	25%	25%
Daycare of children		808	812	805	23%	23%	23%
Fostering		21	23	26	36%	39%	45%
Housing support		611	637	601	62%	63%	59%
Nurse agency		27	33	29	44%	51%	53%
Offender accommodation		2	3	2	40%	60%	40%
School care accommodation:	Mainstream	10	6	3	40%	23%	11%
	Residential special	27	24	28	79%	73%	78%
Secure accommodation		4	3	4	80%	60%	80%
Support services:	Care at home	207	197	188	62%	60%	62%
	Other than care at home	156	151	166	38%	36%	36%
Grand total		2689	2647	2631	39%	38%	38%

This was not applicable to 103 services in 2019, 97 services in 2018 and 89 services in 2017. 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		
	2019	2018	2017	2019	2018	2017
Adoption	10	8	10	27%	22%	28%
Adult day care	156	151	166	38%	36%	36%
Adult placement service	8	8	8	24%	22%	24%
Care homes for adults	650	619	628	61%	57%	57%
Child care agency	4	5	5	24%	25%	25%
Day care of children	806	811	805	23%	23%	23%
Fostering	21	23	26	36%	39%	45%
Housing support/care at home	819	828	789	62%	62%	60%
Nurse agency	26	33	29	43%	51%	54%
Offender accommodation	2	3	2	40%	60%	40%
Residential child care	174	143	159	51%	44%	50%
School care accommodation	10	6	3	40%	23%	11%
Grand total	2686	2638	2630	39%	38%	38%

This was not applicable to 103 services in 2019, 97 services in 2018 and 89 services in 2017. 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		
	2019	2018	2017	2019	2018	2017
Aberdeen	136	147	143	47%	49%	46%
Aberdeenshire	152	143	136	42%	39%	37%
Angus	37	36	36	22%	21%	20%
Argyll and Bute	54	43	51	35%	29%	32%
Clackmannanshire	28	24	25	51%	43%	44%
Dumfries and Galloway	63	67	76	32%	34%	37%
Dundee	83	84	91	43%	43%	45%
East Ayrshire	60	64	48	45%	48%	36%
East Dunbartonshire	59	57	61	45%	41%	45%
East Lothian	54	46	50	38%	32%	34%
East Renfrewshire	39	32	38	39%	33%	38%
Edinburgh	329	334	283	49%	49%	42%
Falkirk	59	59	59	32%	33%	31%
Fife	160	159	170	35%	35%	37%
Glasgow	311	293	292	44%	40%	40%
Highland	127	113	111	31%	29%	28%
Inverclyde	44	45	39	46%	45%	36%
Midlothian	48	47	37	39%	40%	31%
Moray	51	46	46	38%	34%	32%
Na h-Eileanan Siar	22	23	18	34%	34%	28%
North Ayrshire	56	62	60	37%	40%	37%
North Lanarkshire	109	126	146	38%	44%	49%
Orkney	17	19	20	31%	35%	36%
Perth and Kinross	93	81	89	42%	36%	39%
Renfrewshire	93	80	91	43%	38%	44%
Scottish Borders	50	59	57	33%	37%	34%
Shetland	20	22	24	32%	35%	38%
South Ayrshire	46	46	50	32%	30%	32%
South Lanarkshire	109	120	118	34%	37%	36%
Stirling	53	50	53	41%	40%	40%
West Dunbartonshire	36	40	38	37%	41%	40%
West Lothian	85	78	73	38%	35%	33%
Grand total	2680	2645	2629	39%	38%	38%

This was not applicable to 103 services in 2019, 97 services in 2018 and 89 services in 2017. These services have been excluded from the calculation above. Services registered outside of Scotland have also been excluded.

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		
		2019	2018	2017	2019	2018	2017
Adoption		37	36	34	4.6%	3.2%	3.4%
Adult placement		30	30	32	5.0%	4.8%	5.6%
Care homes:	Adults	245	260	272	7.0%	6.8%	7.3%
	Older people	760	771	790	5.2%	4.7%	4.8%
	Children and young people	280	271	266	5.6%	3.9%	5.1%
Childcare agency		14	18	16	7.3%	19.2%	11.4%
Daycare of children		3255	3328	3434	4.1%	3.8%	4.2%
Fostering		54	56	53	4.5%	5.0%	5.0%
Housing support		940	961	981	8.0%	7.2%	7.2%
Nurse agency		47	47	57	36.2%	18.9%	23.8%
Offender accommodation		5	5	5	5.7%	3.8%	8.2%
School care accommodation:	Mainstream	23	25	24	3.1%	0.4%	0.2%
	Residential special	32	31	34	4.8%	3.8%	4.3%
Secure accommodation		4	4	4	5.4%	6.0%	7.2%
Support services:	Care at home	301	295	290	7.9%	7.3%	8.2%
	Other than care at home	390	403	441	5.4%	3.7%	5.6%
Grand total		6417	6541	6733	6.2%	5.5%	5.9%

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 service types had an inclusion percentage of 80% or more (except for nursing agencies 77%).

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		
	2019	2018	2017	2019	2018	2017
Adoption	37	36	34	4.6%	3.2%	3.4%
Adult day care	390	403	440	5.4%	3.7%	5.6%
Adult placement	30	30	31	5.0%	4.8%	5.7%
Care homes for adults	1005	1031	1062	5.4%	5.0%	5.2%
Child care agency	14	18	16	7.3%	19.2%	11.4%
Day care of children	3253	3325	3430	4.1%	3.8%	4.2%
Fostering	54	56	53	4.5%	5.0%	5.0%
Housing support/care at home	1241	1255	1269	8.0%	7.2%	7.4%
Nurse agency	47	47	57	36.2%	18.9%	23.8%
Offender accommodation	5	5	5	5.7%	3.8%	8.2%
Residential child care	316	306	303	5.4%	4.0%	5.0%
School care accommodation	23	25	24	3.1%	0.4%	0.2%
Grand total	6415	6537	6724	6.2%	5.5%	5.9%

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 service types had an inclusion percentage of 80% or more (except for nursing agencies 77%).

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		
	2019	2018	2017	2019	2018	2017
Aberdeen	268	281	294	9.0%	7.8%	10.0%
Aberdeenshire	330	344	350	5.9%	5.7%	5.6%
Angus	160	166	173	3.1%	2.8%	3.0%
Argyll and Bute	145	142	146	7.1%	5.0%	6.9%
Clackmannan shire	53	55	56	7.0%	6.8%	10.6%
Dumfries and Galloway	186	191	201	4.1%	3.8%	4.7%
Dundee	187	185	195	7.8%	6.5%	6.3%
East Ayrshire	125	128	127	5.4%	4.5%	4.5%
East Dunbartonshire	128	134	130	5.6%	3.6%	4.9%
East Lothian	133	136	135	6.2%	6.2%	6.7%
East Renfrewshire	95	88	100	7.7%	5.1%	6.3%
Edinburgh	625	638	652	7.9%	7.7%	7.1%
Falkirk	177	175	186	5.2%	4.7%	7.0%
Fife	420	423	436	6.1%	5.7%	5.6%
Glasgow	665	688	710	6.6%	5.5%	5.9%
Highland	378	373	388	6.3%	5.0%	5.8%
Inverclyde	89	97	100	6.8%	5.6%	5.8%
Midlothian	114	111	114	5.2%	4.1%	5.0%
Moray	133	132	140	5.6%	4.6%	5.6%
Na h-Eileanan Siar	59	64	62	8.6%	6.7%	6.0%
North Ayrshire	140	149	158	5.1%	5.2%	5.6%
North Lanarkshire	271	270	289	5.4%	4.9%	6.2%
Orkney	51	53	52	7.1%	5.5%	7.2%
Perth and Kinross	205	214	220	7.5%	5.4%	5.4%
Renfrewshire	200	200	200	5.6%	4.5%	5.3%
Scottish Borders	142	152	163	6.0%	9.4%	5.3%
Shetland	59	61	61	5.7%	4.9%	6.8%
South Ayrshire	137	145	149	4.1%	3.8%	5.0%
South Lanarkshire	301	308	311	4.2%	4.3%	4.2%
Stirling	123	122	131	5.2%	3.8%	5.6%
West Dunbartonshire	90	91	89	5.3%	6.2%	4.9%
West Lothian	212	219	215	6.8%	6.0%	4.8%
Grand total	6417	6535	6733	6.2%	5.5%	5.9%

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 90% or more.

Table 1h: Services reporting nursing vacancies

Services reporting nursing vacancies	Number of services			Percentage of services		
	2019	2018	2017	2019	2018	2017
Yes	336	356	373	10%	11%	11%
No	1576	1547	1521	48%	46%	45%
Not applicable	1392	1427	1454	42%	43%	43%
Total	3304	3330	3348	100%	100%	100%

Services reporting nursing vacancies	Number of services			Percentage of services		
	2019	2018	2017	2019	2018	2017
Yes	336	356	373	18%	19%	20%
No	1576	1547	1521	82%	81%	80%
Total	1912	1903	1894	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		
		2019	2018	2017	2019	2018	2017
Care homes:	Adults	26	19	17	16%	12%	10%
	Older people	261	293	306	40%	45%	47%
	Children and young people	2	1	3	1%	1%	2%
Housing support		3	1	2	1%	0%	0%
Nurse agency		28	33	32	45%	51%	60%
Offender accommodation		2	2	2	50%	50%	50%
School care accommodation:	Mainstream	1	1	2	5%	5%	10%
	Residential special	2	2	3	12%	13%	16%
Secure Accommodation Service		1	0	0	20%	0%	0%
Support services:	Care at home	4	2	2	2%	1%	1%
	Other than care at home	6	2	4	3%	1%	2%
Grand total		336	356	373	18%	19%	20%

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		
	2019	2018	2017	2019	2018	2017
Adult day care	6	2	4	3%	1%	2%
Care homes for adults	287	311	323	36%	38%	39%
Housing support/care at home	7	3	4	1%	0%	1%
Nurse agency	27	33	32	44%	51%	62%
Offender accommodation service	2	2	2	50%	50%	50%
Residential child care	5	3	6	3%	2%	4%
School care accommodation	1	1	2	5%	5%	10%
Grand total	335	355	373	18%	19%	20%

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		
	2019	2018	2017	2019	2018	2017
Aberdeen	14	17	19	16%	19%	22%
Aberdeenshire	15	21	20	17%	24%	23%
Angus	11	8	8	30%	20%	19%
Argyll and Bute	0	1	6	0%	3%	15%
Clackmannanshire	3	4	4	18%	24%	24%
Dumfries and Galloway	6	5	6	10%	8%	10%
Dundee	10	13	15	15%	19%	22%
East Ayrshire	5	7	10	11%	16%	24%
East Dunbartonshire	8	9	7	26%	26%	22%
East Lothian	9	9	8	19%	20%	20%
East Renfrewshire	6	6	9	29%	30%	35%
Edinburgh	31	33	28	16%	18%	16%
Falkirk	3	7	7	6%	14%	13%
Fife	33	32	40	24%	24%	31%
Glasgow	40	40	36	19%	18%	17%
Highland	25	20	17	24%	20%	17%
Inverclyde	6	4	4	18%	13%	11%
Midlothian	5	6	3	21%	25%	12%
Moray	6	6	4	12%	13%	8%
Na h-Eileanan Siar	1	1	1	4%	4%	4%
North Ayrshire	6	5	11	15%	13%	28%
North Lanarkshire	20	23	21	31%	33%	31%
Orkney	0	0	0	0%	0%	0%
Perth and Kinross	11	9	13	16%	13%	19%
Renfrewshire	12	14	12	20%	25%	24%
Scottish Borders	5	6	5	11%	14%	12%
Shetland	0	0	0	0%	0%	0%
South Ayrshire	5	4	6	11%	8%	12%
South Lanarkshire	15	21	28	18%	25%	33%
Stirling	9	8	9	20%	18%	20%
West Dunbartonshire	4	5	5	20%	25%	23%
West Lothian	9	11	11	20%	24%	22%
Grand total	333	355	373	18%	19%	20%

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		
		2019	2018	2017	2019	2018	2017
Care homes:	Adults	152	156	156	1.3%	0.6%	0.4%
	Older people	618	619	623	1.2%	1.5%	2.0%
	Children and young people	151	148	141	0.0%	0.0%	0.0%
Housing support		437	430	426	0.0%	0.0%	0.0%
Nurse agency		47	47	41	39.9%	31.8%	41.1%
Offender accommodation		4	4	4	5.5%	1.3%	6.4%
School care accommodation:	Mainstream	16	19	19	0.0%	0.1%	0.0%
	Residential special	14	15	17	0.0%	0.2%	0.1%
Secure accommodation		4	4	3	0.3%	0.0%	0.0%
Support services:	Care at home	173	172	158	0.0%	0.0%	0.0%
	Other than care at home	181	182	195	0.0%	0.0%	0.0%
Grand total		1797	1796	1783	1.2%	1.2%	1.8%

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		
	2019	2018	2017	2019	2018	2017
Adult day care	181	182	195	0.0%	0.0%	0.0%
Care homes for adults	770	775	779	1.2%	1.4%	1.8%
Housing support/care at home	610	602	584	0.0%	0.0%	0.0%
Nurse agency	47	47	41	39.9%	31.8%	41.1%
Offender accommodation service	4	4	4	5.5%	1.3%	6.4%
Residential child care	169	167	160	0.0%	0.1%	0.0%
School care accommodation	16	19	19	0.0%	0.1%	0.0%
Grand total	1797	1796	1782	1.2%	1.2%	1.8%

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		
	2019	2018	2017	2019	2018	2017
Aberdeen	80	83	81	1.1%	0.8%	1.4%
Aberdeenshire	83	78	77	0.8%	0.9%	1.6%
Angus	36	38	41	0.7%	0.7%	1.2%
Argyll and Bute	37	36	38	0.0%	0.0%	0.7%
Clackmannanshire	16	17	17	0.5%	0.3%	0.2%
Dumfries and Galloway	55	61	60	0.5%	0.3%	0.5%
Dundee	62	63	62	0.6%	0.9%	1.5%
East Ayrshire	41	42	39	0.3%	0.2%	0.7%
East Dunbartonshire	30	34	32	0.4%	1.1%	1.3%
East Lothian	46	41	39	0.8%	1.0%	1.4%
East Renfrewshire	21	18	26	0.7%	1.7%	3.4%
Edinburgh	175	173	167	0.9%	3.7%	4.6%
Falkirk	46	48	52	0.4%	0.5%	0.7%
Fife	126	120	117	2.3%	1.6%	2.8%
Glasgow	202	207	204	3.1%	1.8%	2.6%
Highland	96	95	92	1.2%	0.6%	1.2%
Inverclyde	32	31	34	1.0%	0.4%	0.5%
Midlothian	24	23	24	3.0%	0.7%	0.9%
Moray	49	48	51	0.4%	0.5%	0.4%
Na h-Eileanan Siar	21	22	23	0.0%	0.8%	0.0%
North Ayrshire	39	39	38	0.4%	0.2%	1.4%
North Lanarkshire	61	66	63	1.0%	0.5%	0.8%
Orkney	10	9	9	0.0%	0.0%	0.0%
Perth and Kinross	64	64	63	1.1%	0.7%	0.9%
Renfrewshire	55	52	45	0.5%	0.9%	1.4%
Scottish Borders	44	42	41	0.6%	0.4%	0.4%
Shetland	8	8	6	0.0%	0.0%	0.0%
South Ayrshire	45	47	49	0.4%	0.3%	0.6%
South Lanarkshire	78	81	80	0.7%	1.0%	2.9%
Stirling	43	45	45	0.9%	2.6%	1.4%
West Dunbartonshire	19	20	22	0.9%	0.6%	1.5%
West Lothian	41	44	46	0.9%	1.1%	1.1%
Grand total	1797	1796	1783	1.2%	1.2%	1.8%

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 89% 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		
	2019	2018	2017	2019	2018	2017
Yes	2831	2716	2634	41%	39%	37%
No	2991	3082	3192	43%	44%	45%
Not Applicable	1144	1203	1265	16%	17%	18%
Total	6966	7001	7091	100%	100%	100%

Services reporting vacancies hard to fill	Number of services			Percentage of services		
	2019	2018	2017	2019	2018	2017
Yes	2831	2716	2634	49%	47%	45%
No	2991	3082	3192	51%	53%	55%
Total	5822	5798	5826	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		
		2019	2018	2017	2019	2018	2017
Adoption		5	6	8	16%	19%	27%
Adult placement		2	3	4	8%	12%	19%
Care homes:	Adults	130	129	121	54%	53%	50%
	Older people	467	447	464	60%	58%	59%
	Children and young people	105	102	106	38%	40%	42%
Childcare agency		7	9	7	47%	53%	41%
Daycare of children		1176	1121	1075	43%	42%	39%
Fostering		12	11	17	24%	22%	35%
Housing support		552	543	509	60%	58%	55%
Nurse agency		29	35	32	58%	65%	63%
Offender accommodation		2	1	2	50%	25%	40%
School care accommodation:	Mainstream	6	3	2	24%	13%	8%
	Residential special	27	24	22	77%	75%	65%
Secure accommodation		3	2	3	60%	40%	60%
Support services:	Care at home	217	208	182	68%	66%	63%
	Other than care at home	91	72	80	26%	20%	21%
Grand total		2831	2716	2634	49%	47%	45%

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		
	2019	2018	2017	2019	2018	2017
Adoption	5	6	8	16%	19%	27%
Adult day care	91	72	80	26%	20%	21%
Adult placement	2	3	4	8%	12%	19%
Care homes for adults	597	575	584	59%	56%	57%
Child care agency	7	9	7	47%	53%	41%
Day care of children	1174	1117	1074	44%	42%	40%
Fostering	12	11	17	24%	22%	35%
Housing support/care at home	769	748	691	62%	60%	57%
Nurse agency	28	35	32	57%	65%	64%
Offender accommodation	2	1	2	50%	25%	40%
Residential childcare	135	126	130	42%	43%	46%
School care accommodation	6	3	2	24%	13%	8%
Grand total	2828	2706	2631	49%	47%	45%

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		
	2019	2018	2017	2019	2018	2017
Aberdeen	150	141	145	60%	56%	58%
Aberdeenshire	164	150	149	50%	47%	46%
Angus	40	38	41	31%	30%	29%
Argyll and Bute	65	60	69	52%	48%	53%
Clackmannanshire	24	25	23	49%	50%	48%
Dumfries and Galloway	65	67	75	41%	41%	44%
Dundee	70	72	74	39%	39%	39%
East Ayrshire	51	56	38	43%	46%	33%
East Dunbartonshire	62	63	59	53%	54%	52%
East Lothian	68	56	54	52%	45%	46%
East Renfrewshire	42	42	45	49%	51%	53%
Edinburgh	366	344	320	61%	57%	55%
Falkirk	70	65	62	44%	42%	38%
Fife	186	194	213	48%	51%	53%
Glasgow	284	272	253	48%	45%	42%
Highland	154	146	133	47%	47%	42%
Inverclyde	29	30	32	35%	34%	36%
Midlothian	48	41	42	48%	44%	45%
Moray	61	52	44	49%	43%	35%
Na h-Eileanan Siar	21	25	23	40%	45%	41%
North Ayrshire	46	50	49	34%	38%	37%
North Lanarkshire	115	112	109	53%	50%	47%
Orkney	26	26	20	54%	55%	42%
Perth and Kinross	93	91	97	52%	49%	52%
Renfrewshire	93	80	76	50%	46%	46%
Scottish Borders	54	59	47	43%	43%	33%
Shetland	26	27	23	49%	50%	43%
South Ayrshire	54	54	54	45%	43%	43%
South Lanarkshire	103	114	110	40%	42%	41%
Stirling	61	48	52	52%	44%	46%
West Dunbartonshire	35	27	23	44%	34%	31%
West Lothian	99	86	77	54%	48%	47%
Grand total	2825	2713	2631	49%	47%	45%

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

	2019	2018	2017
Too few applicants with experience	59%	60%	57%
Too few applicants	58%	58%	57%
Too few qualified applicants	52%	50%	50%
Competition from other service providers	42%	39%	33%
Candidates unable to work the hours needed	36%	37%	35%
Other reason	26%	25%	24%
Competition from other types of work	25%	24%	23%
Can't afford wage demands	16%	15%	14%
Cost of living in the area is too high	8%	8%	8%
Reason unknown	5%	4%	4%
Total number of services reporting problems filling vacancies	2831	2716	2634

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

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

	2019	2018	2017
Too few applicants	26%	24%	26%
Too few applicants with experience	17%	18%	18%
Too few qualified applicants	14%	16%	18%
Competition from other service providers	13%	11%	9%
Other reason	10%	11%	11%
Candidates unable to work the hours needed	7%	8%	8%
Competition from other types of work	5%	5%	4%
Can't afford wage demands	5%	4%	5%
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		
	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17
Adoption	40%	67%	38%	40%	33%	25%	10%	83%	75%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%	60%	33%	38%
Adult placement	0%	0%	25%	0%	0%	0%	0%	0%	25%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	25%	0%	0%	0%	0%	0%	0%	50%	10%	50%
Care Home Services:																														
Adults	70%	68%	67%	43%	36%	40%	52%	52%	59%	23%	22%	18%	8%	6%	6%	47%	47%	43%	37%	33%	30%	16%	14%	16%	42%	40%	40%	26%	26%	22%
Older people	53%	53%	52%	56%	55%	53%	55%	56%	54%	9%	11%	12%	6%	5%	5%	37%	38%	37%	25%	26%	23%	10%	10%	10%	36%	35%	31%	27%	29%	29%
Children and young people	40%	41%	41%	70%	71%	63%	75%	80%	74%	6%	6%	5%	4%	4%	5%	41%	38%	30%	13%	14%	11%	7%	6%	5%	30%	26%	25%	18%	18%	15%
Childcare agency	71%	56%	57%	57%	56%	57%	86%	67%	71%	29%	11%	14%	0%	0%	0%	0%	56%	43%	14%	33%	43%	14%	11%	29%	43%	56%	57%	43%	33%	43%
Daycare of children	55%	54%	52%	62%	60%	61%	61%	62%	58%	20%	19%	18%	2%	2%	2%	35%	28%	21%	14%	14%	13%	3%	4%	4%	27%	27%	27%	23%	23%	21%
Fostering	75%	64%	35%	17%	9%	24%	42%	45%	65%	8%	9%	12%	0%	0%	0%	8%	0%	12%	0%	0%	0%	0%	0%	6%	0%	0%	0%	33%	27%	47%
Housing support	71%	71%	72%	34%	31%	33%	57%	61%	59%	14%	14%	13%	7%	7%	6%	57%	57%	52%	42%	40%	41%	14%	14%	14%	51%	55%	52%	30%	29%	27%
Nurse agency	48%	57%	59%	34%	34%	41%	28%	29%	31%	21%	9%	3%	7%	6%	6%	59%	46%	44%	17%	14%	19%	3%	6%	9%	10%	20%	28%	21%	23%	22%
Offender accomm.	10%	10%	100%	50%	10%	50%	0%	0%	0%	50%	10%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	10%	50%
School care accommodation:																														
Mainstream residential	67%	33%	0%	50%	33%	50%	83%	67%	50%	17%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	33%	50%	17%	33%	50%
Residential special	44%	46%	41%	67%	63%	64%	89%	71%	73%	0%	0%	0%	4%	0%	0%	52%	46%	23%	19%	21%	9%	7%	4%	0%	26%	25%	23%	26%	21%	27%

Secure accomm.	33 %	0%	33 %	10 0%	10 0%	10 0%	67 %	50 %	67 %	0%	50 %	33 %	0%	0%	0%	0%	50 %	33 %	0%	50 %	33 %	0%	0%	0%	0%	0%	0%	0%	0%	33 %
Support services:																														
Care at home	63 %	63 %	66 %	34 %	36 %	35 %	52 %	52 %	49 %	11 %	11 %	13 %	7%	6%	5%	57 %	50 %	49 %	47 %	40 %	41 %	11 %	10 %	9%	62 %	58 %	66 %	26 %	27 %	29 %
Other than care at home	52 %	56 %	59 %	32 %	40 %	35 %	57 %	61 %	59 %	11 %	7%	10 %	4%	3%	9%	26 %	28 %	23 %	15 %	18 %	11 %	8%	10 %	11 %	16 %	24 %	28 %	31 %	21 %	26 %
Grand total	58 %	58 %	57 %	52 %	50 %	50 %	59 %	60 %	57 %	16 %	15 %	14 %	5%	4%	4%	42 %	39 %	33 %	25 %	24 %	23 %	8%	8%	8%	36 %	37 %	35 %	26 %	25 %	24 %

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		
	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17
Adoption	40%	67%	38%	40%	33%	25%	100%	83%	75%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%	60%	33%	38%
Adult day care	52%	56%	59%	32%	40%	35%	57%	61%	59%	11%	7%	10%	4%	3%	9%	26%	28%	23%	15%	18%	11%	8%	10%	11%	16%	24%	28%	31%	21%	26%
Adult placement	0%	0%	25%	0%	0%	0%	0%	0%	25%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	25%	0%	0%	0%	0%	0%	0%	50%	100%	50%
Care homes for adults	56%	56%	55%	53%	51%	51%	54%	55%	55%	12%	13%	13%	7%	5%	5%	39%	40%	38%	27%	27%	25%	11%	11%	11%	37%	36%	33%	27%	28%	28%
Childcare agency	71%	56%	57%	57%	56%	57%	86%	67%	71%	29%	11%	14%	0%	0%	0%	0%	56%	43%	14%	33%	43%	14%	11%	29%	43%	56%	57%	43%	33%	43%
Day care of children	55%	53%	52%	62%	60%	61%	61%	62%	58%	20%	19%	18%	2%	2%	2%	35%	29%	21%	14%	14%	13%	3%	4%	4%	27%	28%	27%	23%	23%	21%
Fostering	75%	64%	35%	17%	9%	24%	42%	45%	65%	8%	9%	12%	0%	0%	0%	8%	0%	12%	0%	0%	0%	0%	0%	6%	0%	0%	0%	33%	27%	47%
Housing support/care at home	69%	69%	71%	34%	32%	33%	56%	58%	56%	13%	13%	13%	7%	7%	6%	57%	55%	52%	43%	41%	41%	13%	13%	12%	54%	55%	56%	29%	29%	27%
Nurse agency	48%	57%	59%	34%	34%	41%	28%	29%	31%	21%	9%	3%	7%	6%	6%	59%	46%	44%	17%	14%	19%	3%	6%	9%	10%	20%	28%	21%	23%	22%
Offender accomm.	100%	100%	100%	50%	100%	50%	0%	0%	0%	50%	100%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	100%	50%
Residential Childcare	41%	41%	41%	70%	69%	65%	78%	78%	74%	4%	6%	5%	4%	3%	3%	42%	40%	29%	14%	16%	12%	7%	6%	4%	29%	26%	24%	19%	18%	18%
Schoolcare accomm.	67%	33%	0%	50%	33%	50%	83%	67%	50%	17%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	33%	50%	17%	33%	50%
Grand total	58%	58%	57%	52%	50%	50%	59%	60%	58%	16%	15%	14%	5%	4%	4%	42%	39%	33%	25%	24%	23%	8%	8%	8%	36%	37%	35%	26%	26%	24%

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					
	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17			
Adoption	20%	17%	25%	20%	0%	13%	60%	50%	38%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	13%
Adult placement	0%	0%	25%	0%	0%	0%	0%	0%	25%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	50%	67%	50%			
Care homes:																																	
Adults	35%	37%	38%	10%	7%	7%	13%	15%	15%	5%	7%	3%	5%	3%	4%	13%	9%	12%	4%	5%	5%	2%	2%	2%	6%	5%	7%	8%	12%	7%			
Older People	29%	28%	27%	20%	19%	20%	18%	16%	16%	2%	2%	3%	3%	4%	3%	9%	10%	11%	4%	5%	5%	1%	1%	1%	6%	4%	5%	9%	10%	9%			
Children and Young People	14%	9%	18%	19%	24%	27%	29%	37%	32%	4%	2%	1%	4%	2%	4%	17%	8%	3%	1%	0%	2%	0%	0%	0%	3%	8%	6%	9%	11%	8%			
Childcare agency	29%	11%	14%	14%	22%	14%	29%	11%	14%	14%	11%	0%	0%	0%	0%	0%	22%	14%	0%	0%	0%	0%	0%	14%	14%	22%	14%	0%	0%	14%			
Daycare of children	20%	18%	21%	19%	21%	25%	18%	19%	20%	6%	6%	7%	2%	2%	2%	14%	12%	7%	3%	3%	2%	0%	0%	0%	7%	8%	8%	11%	10%	10%			
Fostering	42%	27%	29%	25%	0%	12%	17%	36%	18%	0%	0%	12%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	17%	18%	29%			
Housing support	33%	33%	35%	4%	6%	5%	15%	15%	14%	4%	5%	3%	3%	3%	2%	13%	10%	11%	7%	6%	7%	1%	1%	3%	8%	9%	9%	11%	11%	11%			
Nurse agency	21%	23%	22%	7%	20%	25%	21%	17%	9%	14%	6%	0%	7%	3%	3%	28%	14%	13%	0%	0%	6%	0%	0%	0%	0%	3%	3%	3%	14%	19%			
Offender accomm.	10%	0%	0%	0%	10%	0%	0%	0%	0%	0%	0%	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
School care accommodation Services:																																	
Mainstream residential	50%	33%	0%	0%	0%	0%	17%	0%	50%	0%	0%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	33%	0%	0%	33%	50%			
Residential special	26%	17%	9%	7%	29%	45%	44%	33%	27%	0%	0%	0%	4%	0%	0%	7%	8%	0%	4%	0%	0%	0%	0%	0%	0%	0%	5%	7%	13%	14%			

Secure accomm.	33 %	0 %	0%	33 %	50 %	33 %	33 %	50 %	33 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %							
Support services:																														
Care at home	34 %	23 %	30 %	5 %	7 %	3 %	12 %	12 %	11 %	2 %	1 %	3 %	2 %	2 %	2 %	14 %	13 %	12 %	11 %	9 %	7 %	0 %	0 %	0 %	12 %	20 %	16 %	10 %	13 %	16 %
Other than care at home	36 %	25 %	29 %	7 %	10 %	10 %	15 %	21 %	23 %	3 %	1 %	3 %	4 %	6 %	6 %	8 %	13 %	8 %	7 %	8 %	4 %	1 %	1 %	1 %	5 %	4 %	6 %	13 %	11 %	11 %
Grand total	26 %	24 %	26 %	14 %	16 %	18 %	17 %	18 %	18 %	5 %	4 %	5 %	3 %	3 %	3 %	13 %	11 %	9 %	5 %	5 %	4 %	1 %	1 %	1 %	7 %	8 %	8 %	10 %	11 %	11 %

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					
	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17			
Adoption	20%	17%	25%	20%	0%	13%	60%	50%	38%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	13%
Adult day care	36%	25%	29%	7%	10%	10%	15%	21%	23%	3%	1%	3%	4%	6%	6%	8%	13%	8%	7%	8%	4%	1%	1%	1%	5%	4%	6%	13%	11%	11%			
Adult placement	0%	0%	25%	0%	0%	0%	0%	0%	25%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	50%	67%	50%			
Care homes for adults	30%	30%	29%	18%	16%	17%	17%	16%	16%	3%	3%	3%	3%	4%	4%	10%	10%	11%	4%	5%	5%	1%	1%	1%	6%	5%	6%	9%	11%	8%			
Childcare agency	29%	11%	14%	14%	22%	14%	29%	11%	14%	14%	11%	0%	0%	0%	0%	0%	22%	14%	0%	0%	0%	0%	0%	14%	14%	22%	14%	0%	0%	14%			
Day care of children	20%	18%	21%	19%	21%	25%	18%	19%	20%	6%	6%	7%	2%	2%	2%	14%	12%	7%	3%	3%	2%	0%	0%	0%	7%	8%	8%	11%	10%	10%			
Fostering	42%	27%	29%	25%	0%	12%	17%	36%	18%	0%	0%	12%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	17%	18%	29%			
Housing support/care at home	33%	30%	34%	4%	6%	5%	14%	14%	13%	3%	4%	3%	3%	3%	2%	13%	11%	11%	8%	7%	7%	1%	1%	2%	9%	12%	11%	11%	11%	13%			
Nurse agency	21%	23%	22%	7%	20%	25%	21%	17%	9%	14%	6%	0%	7%	3%	3%	28%	14%	13%	0%	0%	6%	0%	0%	0%	0%	3%	3%	3%	14%	19%			
Offender accomm.	10%	0%	0%	0%	10%	0%	0%	0%	0%	0%	0%	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Residential child care	17%	10%	16%	17%	25%	30%	32%	37%	32%	3%	2%	1%	4%	2%	3%	15%	7%	2%	1%	0%	2%	0%	0%	0%	2%	6%	5%	8%	11%	9%			
School care accomm.	50%	33%	0%	0%	0%	0%	17%	0%	50%	0%	0%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	33%	0%	0%	33%	50%			
Grand total	26%	24%	26%	14%	16%	18%	17%	18%	18%	5%	4%	5%	3%	3%	3%	13%	11%	9%	5%	5%	4%	1%	1%	1%	7%	8%	8%	10%	11%	11%			

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		
	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17
Aberdeen	62%	65%	66%	51%	52%	48%	59%	67%	65%	25%	23%	23%	1%	1%	1%	54%	44%	39%	34%	35%	36%	35%	43%	46%	40%	42%	39%	21%	21%	23%
Aberdeen shire	68%	64%	66%	57%	57%	53%	51%	59%	58%	26%	27%	26%	5%	5%	9%	37%	39%	35%	24%	28%	30%	24%	26%	25%	38%	43%	41%	28%	29%	26%
Angus	45%	55%	56%	50%	53%	63%	70%	71%	66%	18%	16%	17%	3%	3%	5%	25%	21%	22%	18%	16%	10%	3%	3%	0%	45%	47%	39%	10%	24%	22%
Argyll and Bute	65%	63%	67%	60%	58%	59%	51%	52%	49%	14%	10%	12%	3%	7%	4%	29%	28%	28%	28%	23%	28%	14%	15%	12%	31%	33%	38%	45%	52%	48%
Clackmannan shire	63%	56%	61%	46%	52%	52%	63%	52%	57%	21%	20%	17%	0%	0%	9%	46%	36%	35%	38%	32%	26%	0%	0%	0%	58%	48%	43%	29%	36%	26%
Dumfries and Galloway	52%	57%	53%	46%	57%	56%	49%	55%	49%	26%	25%	23%	5%	1%	0%	51%	49%	49%	45%	42%	37%	3%	4%	4%	51%	45%	40%	29%	24%	24%
Dundee	56%	54%	49%	47%	46%	45%	71%	76%	64%	17%	19%	16%	9%	7%	5%	47%	50%	38%	31%	26%	20%	1%	0%	1%	40%	43%	38%	23%	25%	18%
East Ayrshire	51%	52%	61%	41%	36%	47%	69%	59%	55%	6%	5%	11%	2%	4%	8%	51%	45%	58%	16%	13%	21%	4%	4%	3%	35%	21%	21%	22%	27%	24%
East Dunbarton shire	63%	49%	39%	58%	51%	42%	68%	59%	54%	19%	19%	14%	2%	2%	3%	53%	54%	39%	18%	17%	8%	3%	3%	3%	42%	44%	34%	26%	27%	22%
East Lothian	63%	59%	57%	56%	64%	50%	57%	71%	57%	13%	9%	20%	4%	4%	2%	50%	52%	46%	29%	23%	20%	9%	9%	11%	35%	48%	41%	24%	23%	20%
East Renfrew shire	48%	40%	42%	57%	50%	47%	67%	57%	58%	7%	12%	11%	2%	2%	2%	45%	40%	33%	33%	26%	22%	5%	0%	0%	33%	40%	38%	36%	36%	36%
Edinburgh	60%	57%	54%	56%	54%	57%	65%	67%	67%	15%	14%	14%	5%	6%	3%	48%	42%	38%	29%	28%	27%	13%	10%	12%	39%	38%	39%	26%	22%	22%
Falkirk	60%	58%	61%	46%	52%	50%	57%	57%	58%	16%	15%	18%	4%	5%	10%	36%	28%	23%	27%	25%	19%	4%	5%	3%	50%	48%	42%	24%	28%	32%
Fife	57%	64%	63%	50%	48%	48%	63%	62%	56%	9%	6%	8%	6%	6%	7%	39%	32%	27%	24%	21%	19%	4%	3%	2%	35%	31%	30%	15%	17%	16%
Glasgow	54%	55%	52%	49%	49%	48%	54%	55%	56%	14%	12%	11%	8%	6%	6%	45%	38%	31%	23%	22%	21%	1%	2%	2%	24%	27%	27%	24%	24%	25%
Highland	63%	63%	62%	52%	51%	54%	51%	55%	54%	14%	14%	13%	5%	3%	5%	38%	38%	29%	24%	26%	21%	7%	11%	11%	32%	34%	35%	36%	34%	32%

Inverclyde	62 %	73 %	72 %	55 %	53 %	50 %	52 %	50 %	47 %	14 %	17 %	16 %	7 %	3 %	0 %	38 %	40 %	34 %	28 %	27 %	31 %	3 %	3 %	0 %	38 %	37 %	28 %	28 %	37 %	25 %
Midlothian	56 %	71 %	57 %	52 %	51 %	50 %	63 %	63 %	50 %	21 %	17 %	19 %	4 %	12 %	2 %	48 %	46 %	31 %	17 %	20 %	17 %	6 %	7 %	7 %	33 %	22 %	29 %	15 %	12 %	14 %
Moray	62 %	58 %	55 %	52 %	42 %	50 %	52 %	58 %	64 %	20 %	21 %	11 %	5 %	2 %	0 %	46 %	44 %	36 %	30 %	29 %	27 %	3 %	4 %	2 %	44 %	37 %	34 %	21 %	21 %	20 %
Na h-Eileanan Siar	86 %	76 %	70 %	43 %	40 %	43 %	57 %	56 %	52 %	14 %	12 %	4 %	0 %	0 %	4 %	29 %	32 %	30 %	24 %	28 %	22 %	5 %	8 %	9 %	29 %	32 %	30 %	38 %	32 %	35 %
North Ayrshire	50 %	48 %	55 %	48 %	48 %	53 %	59 %	54 %	47 %	15 %	14 %	16 %	4 %	0 %	2 %	39 %	38 %	29 %	17 %	16 %	12 %	9 %	10 %	10 %	43 %	36 %	39 %	33 %	36 %	35 %
North Lanarkshire	50 %	48 %	49 %	39 %	37 %	38 %	45 %	46 %	42 %	12 %	13 %	6 %	4 %	5 %	3 %	37 %	34 %	28 %	17 %	18 %	17 %	0 %	0 %	1 %	30 %	27 %	30 %	39 %	37 %	28 %
Orkney	81 %	77 %	65 %	42 %	35 %	30 %	58 %	54 %	65 %	0 %	4 %	0 %	0 %	0 %	0 %	35 %	31 %	40 %	4 %	4 %	5 %	15 %	15 %	20 %	12 %	19 %	10 %	35 %	35 %	25 %
Perth and Kinross	68 %	70 %	73 %	60 %	48 %	52 %	63 %	58 %	59 %	11 %	12 %	16 %	5 %	5 %	5 %	39 %	40 %	32 %	22 %	19 %	15 %	9 %	5 %	4 %	40 %	38 %	36 %	25 %	23 %	24 %
Renfrewshire	55 %	50 %	53 %	45 %	44 %	50 %	61 %	65 %	64 %	16 %	18 %	17 %	4 %	1 %	4 %	35 %	40 %	30 %	23 %	23 %	22 %	1 %	1 %	1 %	38 %	44 %	39 %	20 %	19 %	21 %
Scottish Borders	61 %	68 %	55 %	46 %	36 %	36 %	57 %	49 %	60 %	15 %	10 %	11 %	6 %	2 %	4 %	48 %	36 %	32 %	24 %	27 %	26 %	2 %	2 %	0 %	46 %	46 %	45 %	24 %	12 %	13 %
Shetland	65 %	78 %	57 %	54 %	52 %	52 %	62 %	63 %	61 %	4 %	11 %	13 %	4 %	7 %	4 %	19 %	30 %	26 %	31 %	41 %	35 %	15 %	22 %	17 %	31 %	41 %	39 %	42 %	37 %	30 %
South Ayrshire	59 %	57 %	57 %	52 %	48 %	46 %	69 %	65 %	56 %	15 %	17 %	11 %	2 %	2 %	4 %	39 %	39 %	37 %	22 %	20 %	24 %	4 %	4 %	4 %	39 %	31 %	41 %	30 %	30 %	28 %
South Lanarkshire	47 %	47 %	50 %	54 %	49 %	55 %	63 %	57 %	54 %	21 %	14 %	13 %	6 %	4 %	2 %	44 %	34 %	27 %	21 %	20 %	19 %	2 %	2 %	2 %	39 %	36 %	33 %	22 %	24 %	26 %
Stirling	48 %	52 %	65 %	48 %	52 %	42 %	59 %	56 %	58 %	15 %	17 %	17 %	5 %	4 %	4 %	36 %	38 %	33 %	33 %	38 %	33 %	5 %	6 %	8 %	31 %	40 %	37 %	34 %	31 %	35 %
West Dunbartonshire	57 %	52 %	43 %	54 %	56 %	39 %	46 %	48 %	48 %	9 %	19 %	9 %	0 %	0 %	0 %	23 %	26 %	17 %	11 %	11 %	13 %	3 %	0 %	0 %	43 %	63 %	57 %	34 %	26 %	26 %
West Lothian	49 %	45 %	47 %	59 %	53 %	56 %	56 %	64 %	57 %	15 %	17 %	13 %	3 %	6 %	4 %	29 %	37 %	27 %	15 %	16 %	16 %	1 %	2 %	3 %	29 %	35 %	35 %	17 %	13 %	10 %
Grand total	58 %	58 %	57 %	52 %	50 %	50 %	59 %	60 %	57 %	16 %	15 %	14 %	5 %	4 %	4 %	42 %	39 %	33 %	25 %	24 %	23 %	8 %	8 %	8 %	36 %	37 %	35 %	26 %	25 %	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		
	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17	19	18	17
Aberdeen	27%	21%	22%	14%	16%	17%	23%	20%	22%	6%	6%	3%	1%	3%	3%	11%	12%	7%	3%	5%	6%	1%	3%	6%	7%	8%	6%	6%	7%	8%
Aberdeen shire	39%	25%	26%	12%	15%	19%	14%	13%	18%	9%	11%	9%	1%	3%	1%	7%	9%	7%	1%	1%	2%	1%	3%	2%	9%	7%	10%	7%	11%	5%
Angus	15%	21%	20%	13%	21%	39%	35%	29%	24%	8%	5%	2%	0%	3%	2%	10%	3%	5%	0%	0%	0%	0%	0%	0%	10%	11%	5%	10%	8%	2%
Argyll and Bute	29%	33%	36%	17%	13%	22%	13%	8%	7%	0%	2%	1%	0%	5%	1%	2%	7%	6%	5%	8%	4%	3%	2%	0%	13%	7%	4%	19%	15%	17%
Clackmannan shire	42%	32%	48%	8%	20%	13%	13%	12%	4%	4%	12%	13%	4%	0%	4%	0%	8%	4%	8%	4%	9%	0%	0%	0%	13%	4%	0%	8%	8%	4%
Dumfries and Galloway	17%	30%	28%	12%	16%	15%	14%	16%	16%	6%	6%	5%	2%	3%	0%	18%	7%	5%	9%	4%	3%	0%	0%	0%	5%	7%	13%	17%	9%	15%
Dundee	21%	17%	27%	13%	11%	12%	23%	25%	15%	3%	4%	1%	3%	6%	3%	14%	13%	11%	7%	8%	4%	0%	0%	0%	7%	8%	12%	9%	8%	15%
East Ayrshire	25%	18%	16%	12%	7%	26%	29%	38%	16%	2%	4%	8%	2%	5%	3%	8%	9%	21%	4%	0%	5%	0%	0%	0%	10%	4%	3%	8%	16%	3%
East Dunbarton shire	27%	17%	17%	21%	17%	12%	6%	13%	27%	3%	3%	3%	2%	0%	3%	21%	14%	12%	8%	3%	2%	0%	0%	0%	6%	16%	12%	5%	16%	12%
East Lothian	18%	25%	35%	16%	16%	15%	12%	22%	11%	7%	0%	6%	3%	4%	2%	16%	13%	11%	12%	7%	2%	1%	0%	6%	6%	4%	2%	9%	9%	11%
East Renfrew shire	36%	21%	27%	10%	14%	7%	14%	12%	16%	2%	2%	7%	5%	2%	2%	7%	14%	7%	17%	7%	7%	0%	2%	0%	2%	17%	11%	7%	7%	18%
Edinburgh	27%	22%	23%	15%	17%	18%	17%	19%	19%	3%	3%	5%	4%	2%	2%	14%	12%	9%	3%	7%	4%	1%	1%	1%	5%	8%	8%	11%	9%	11%
Falkirk	21%	17%	21%	10%	12%	5%	17%	26%	23%	3%	3%	8%	1%	3%	11%	17%	8%	3%	6%	5%	3%	0%	0%	0%	20%	20%	13%	4%	6%	13%
Fife	28%	24%	23%	17%	21%	19%	22%	17%	20%	3%	3%	5%	1%	4%	2%	11%	9%	11%	3%	2%	4%	1%	0%	0%	10%	7%	8%	5%	13%	8%
Glasgow	26%	21%	27%	11%	17%	15%	16%	17%	15%	7%	4%	4%	5%	5%	5%	17%	14%	11%	5%	4%	4%	0%	0%	0%	3%	5%	8%	11%	13%	10%
Highland	34%	29%	30%	17%	14%	23%	12%	12%	14%	3%	6%	1%	4%	1%	1%	8%	10%	7%	6%	5%	2%	0%	0%	1%	6%	8%	3%	10%	14%	19%

Inverclyde	21 %	20 %	31 %	10 %	13 %	6 %	14 %	17 %	28 %	7 %	3 %	0 %	10 %	0 %	3 %	17 %	7 %	6 %	3 %	3 %	3 %	0 %	0 %	0 %	7 %	13 %	9 %	10 %	23 %	13 %
Midlothian	17 %	22 %	40 %	19 %	20 %	12 %	15 %	7 %	12 %	0 %	5 %	10 %	4 %	0 %	5 %	28 %	17 %	10 %	2 %	10 %	2 %	0 %	0 %	0 %	4 %	7 %	5 %	11 %	12 %	5 %
Moray	23 %	29 %	27 %	20 %	18 %	25 %	13 %	22 %	20 %	8 %	8 %	5 %	2 %	0 %	0 %	11 %	10 %	11 %	11 %	4 %	2 %	0 %	0 %	0 %	5 %	6 %	5 %	7 %	4 %	5 %
Na h-Eileanan Siar	48 %	48 %	30 %	19 %	8 %	13 %	10 %	12 %	22 %	0 %	8 %	0 %	5 %	0 %	4 %	5 %	12 %	9 %	5 %	0 %	17 %	0 %	0 %	0 %	0 %	0 %	0 %	10 %	12 %	4 %
North Ayrshire	9 %	22 %	22 %	9 %	8 %	24 %	22 %	20 %	12 %	7 %	2 %	4 %	2 %	2 %	2 %	9 %	10 %	10 %	7 %	8 %	2 %	2 %	4 %	0 %	17 %	10 %	14 %	17 %	14 %	8 %
North Lanarkshire	22 %	18 %	21 %	10 %	13 %	21 %	12 %	14 %	11 %	5 %	4 %	3 %	4 %	8 %	4 %	15 %	10 %	9 %	2 %	4 %	6 %	0 %	0 %	0 %	8 %	9 %	10 %	22 %	21 %	14 %
Orkney	65 %	62 %	40 %	4 %	8 %	0 %	12 %	4 %	25 %	0 %	4 %	0 %	0 %	0 %	0 %	12 %	19 %	10 %	0 %	0 %	10 %	0 %	0 %	0 %	0 %	0 %	0 %	8 %	4 %	15 %
Perth and Kinross	27 %	33 %	34 %	14 %	18 %	15 %	19 %	19 %	19 %	3 %	2 %	3 %	2 %	1 %	2 %	12 %	7 %	5 %	5 %	7 %	5 %	2 %	0 %	1 %	6 %	8 %	4 %	9 %	6 %	11 %
Renfrewshire	14 %	16 %	22 %	11 %	18 %	24 %	22 %	20 %	14 %	8 %	0 %	4 %	1 %	3 %	1 %	18 %	15 %	9 %	5 %	8 %	9 %	1 %	0 %	0 %	10 %	11 %	5 %	10 %	10 %	11 %
Scottish Borders	22 %	32 %	26 %	11 %	12 %	15 %	15 %	14 %	19 %	7 %	2 %	6 %	4 %	0 %	0 %	7 %	14 %	6 %	0 %	2 %	4 %	0 %	0 %	0 %	9 %	17 %	15 %	24 %	8 %	9 %
Shetland	35 %	52 %	39 %	35 %	19 %	30 %	8 %	11 %	4 %	0 %	4 %	13 %	8 %	0 %	0 %	8 %	4 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	8 %	11 %	13 %
South Ayrshire	13 %	20 %	26 %	22 %	9 %	15 %	28 %	37 %	28 %	6 %	2 %	0 %	4 %	2 %	2 %	4 %	9 %	7 %	4 %	0 %	4 %	0 %	0 %	0 %	6 %	11 %	11 %	15 %	9 %	7 %
South Lanarkshire	27 %	23 %	23 %	11 %	11 %	17 %	18 %	19 %	24 %	2 %	4 %	5 %	6 %	4 %	3 %	20 %	9 %	7 %	3 %	5 %	2 %	0 %	0 %	0 %	8 %	12 %	9 %	6 %	12 %	10 %
Stirling	25 %	21 %	23 %	16 %	25 %	10 %	25 %	10 %	21 %	5 %	8 %	6 %	2 %	2 %	2 %	10 %	13 %	12 %	3 %	8 %	8 %	0 %	0 %	0 %	2 %	6 %	2 %	13 %	6 %	17 %
West Dunbartonshire	26 %	19 %	13 %	20 %	7 %	22 %	14 %	22 %	22 %	0 %	7 %	4 %	0 %	0 %	4 %	9 %	15 %	9 %	3 %	4 %	4 %	0 %	0 %	0 %	14 %	26 %	13 %	14 %	0 %	9 %
West Lothian	27 %	23 %	28 %	13 %	19 %	20 %	17 %	21 %	18 %	7 %	7 %	9 %	2 %	3 %	4 %	11 %	14 %	5 %	5 %	2 %	0 %	0 %	0 %	1 %	10 %	3 %	9 %	7 %	7 %	5 %
Grand total	58 %	24 %	26 %	50 %	16 %	17 %	60 %	18 %	18 %	15 %	4 %	5 %	4 %	3 %	3 %	39 %	11 %	9 %	24 %	5 %	4 %	8 %	1 %	1 %	37 %	8 %	8 %	25 %	11 %	11 %



Scottish Social Services Council
Compass House
11 Riverside Drive
Dundee
DD1 4NY

www.sssc.uk.com
enquiries@sssc.uk.com
0345 60 30 891



Headquarters
Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207100
Fax: 01382 207289

www.careinspectorate.com
enquiries@careinspectorate.gov.scot
0345 600 9527