



Staff vacancies in care services 2020



Contents

	Page
Introduction	3
Summary of key findings	5
Sources and use of data in this report	9
Detailed findings	12
Reason analysis	25
Tables	41

Introduction

The Staff vacancies in care 2020 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 2020. 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 this report reflects the situation in care services during the Covid-19 pandemic and was provided by services at a very difficult time. We all remain grateful for the incredible dedication and commitment our skilled and qualified workforce displayed during a particularly challenging period.

We know many parts of the social service sector faced challenges filling vacancies before the pandemic and that this continues to be the case. This report gives us a detailed understanding of the challenges across the wider social care sector as registered care services provide this information as part of their annual returns to the Care Inspectorate. The annual returns ask services to share information about the numbers of vacancies, difficulties filling vacancies and related questions, across social care.

As a society and a country, we need to properly recognise and reward social care workers with beneficial terms and conditions and proper investment. Reports such as this one help us to monitor the state of the sector and raise awareness of the challenges it faces. This report is just one of the ways we do this. For example, the Care Inspectorate asks employers to provide data on Covid-19 absences and the SSSC surveys registered workers each year. All these questions help Scottish Government, regulators and others to understand the challenges faced by the sector and to consider how we can provide support.

This report is just one aspect of the workforce planning activities undertaken by the Care Inspectorate and the SSSC. We work closely with colleagues in health to support the development of greater integration between social and health services. Both organisations continue to work closely with Scottish Government and others to help employers to recruit, retain and develop their staff. For example, the SSSC's Careers website gives everything you need to know to get started in the sector. We also work closely with the Scottish Government to support recruitment campaigns for adult social care and early learning and childcare.

Both organisations continue to be heavily involved in responding to the impact of the Covid-19 pandemic, which has been unprecedented and placed huge demands on staff and services. We strongly welcome the ongoing debates about the value of care, its workforce and how it is funded. We will continue to play our part in promoting this.

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 body that supports improvement and is 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 work, social care and early years workforce in Scotland responsible for protecting the public by registering workers, setting standards for their practice, conduct, training and education and by supporting their professional development.

At 31 December 2020, there were just over 12,200 registered services providing care and support for children, young people, adults and older people across Scotland. Just over 4,300 of these services were childminders, which are not included in the remainder of this report. The remaining 7,900 services employed an estimated 187,600¹ staff – an increase of 2.2% on the previous year's estimate. Around 40% (about 74,870 workers) work in care at home and/or housing support services; 28% (about 52,920 workers) work in care homes for adults and older people and a further 20% (about 38,300 workers) in daycare of children services.

Services reporting vacancies

- At 31 December 2020, 36% of services reported having vacancies. To put this into the context of the wider labour market, the Scottish Government's Employer Skills Survey in 2020, which covers all types of employer, found that 11% of all establishments, across all sectors in Scotland reported having a vacancy². In comparison, the percentage of services reporting vacancies is over three times higher in social care than across all employers in Scotland (36% compared with 11%).
- The percentage of care services reporting vacancies fell by 3 percentage points over the last year, and by 2 percentage points since Dec 2017. Although this is the case for both social care services and for the employers as a whole across Scotland², the fall is much smaller for social care services (2 percentage points) compared to all types of employer (9 percentage points).

The distribution of services reporting vacancies varies by type of service and by geographical location.

- Housing support services (60% of services), care at home services (59% of services), care homes for older people (55% of services), and care homes for adults (48% of services) had the largest proportion of services reporting vacancies where the service type had more than 100 services. These service types and residential special school care accommodation services all had a proportion of services with vacancies significantly above the national average for all care services.
- East Ayrshire (47% of services), Edinburgh (47% of services) and Renfrewshire (44% of services) had the highest proportion of services with vacancies of all local authority areas. These local authority areas and Glasgow had a significantly higher proportion of services with vacancies than the national average for all care services.

¹ Scottish Social Service Sector: Report on 2020 Workforce Data– Scottish Social Services Council

² Scottish Employer Skills Survey 2020

Rate of whole time equivalent (WTE) vacancies

- At 31 December 2020, the rate of WTE vacancies for all services in Scotland was 5.1%, down from 6.2% in 2019. This was higher than the overall vacancy rate across all establishments in Scotland of 1.9% reported in the Scottish Government's Employer skills Survey 2020.
- The rate of WTE vacancies for all services in Scotland fell by 1.1 percentage points over the last year, and by 0.8 percentage points since Dec 2017. Although this is the case for both social care services and for the employers as a whole across Scotland², the fall is smaller for social care services (0.8 percentage points) compared to all types of employer (1.2 percentage points).
- Nurse agency services (19.7%), care at home services (7.7%) and childcare agency services (24.8%) had a significantly higher rate of WTE vacancies than the national average.

Nurse vacancies

- At 31 December 2020, 16% of services reported having nursing vacancies (where applicable). This was a decrease of 2 percentage points on the proportion of services with vacancies at 31 December 2019 (18%) and down 3 percentage points from 2018 (19%).
- Not all care services require nursing staff: 96% of all nurses working in the sector work in care homes for older people or for nurse agencies. In care homes for older people 38% of services reported nursing vacancies and decreased 2 percentage points from 2019. In nurse agency services 46% of services reported a nursing vacancy, an increase of 1 percentage point from 2019.

Rate of whole time equivalent (WTE) nursing vacancies

- At 31 December 2020, the rate of WTE nursing vacancies for all services in Scotland was 7.4%.
- Care homes for adults (10.8%) and care homes for older people (7.9%) had the highest rate of WTE nursing vacancies of all service types.
- Stirling (17.2%) and Aberdeen (16.4%) had the highest rate of WTE nursing vacancies of all local authority areas.

Services reporting problems filling vacancies

- At 31 December 2020, 43% of services with vacancies reported having problems filling them; down 6 percentage points from the previous year. This varied by type of service and geographical area:
- Care at home services (63%), care homes for older people (54%), housing support services (52%) and nurse agency services (57%) were all significantly above the national average for all care services.
- Aberdeen (55%) and Edinburgh (53%) were significantly higher than the national average.

Reported reasons for vacancies being hard to fill

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

- Too few applicants with experience (60%), too few applicants in general (56%) and too few qualified applicants (52%) were the most common themes within most service types that reported problems filling vacancies.

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 2020, 95% 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 and data on whole time equivalent vacancies reported by services. 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.

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 the SSSC (for example, care homes for children and young people and school care accommodation services). A comparison of the definitions the Care Inspectorate and the 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 the 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

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 Scottish 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.

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 Scottish Employer Skills report. The reasons why services find it hard to fill vacancies are only shown for those services that said they found it hard to fill vacancies. Where services said they did not find it hard to fill vacancies but have nonetheless answered the question about why they found it hard to fill them, we have recategorised their initial response to a 'Yes' and the reasons they detailed for vacancies being hard to fill are included in all analyses. This is a change in the way we treated these responses in the previous report, where we excluded them. This has changed some of the statistics previously reported about reasons vacancies were hard to fill.

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

Daycare of children is defined by the Public Services Reform (Scotland) Act 2010 as a service that provides care for children on non-domestic premises for a total of more than two hours a day and on at least six days per year. This includes nurseries, crèches, out of school care and playgroups. Daycare of children services along with childminder services collectively make up early learning and childcare services.

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

childcare agencies may include vacancies in terms of staffing their own service as well as the staff they supply to other services. Although we have included these figures in our analysis, these vacancies are different in nature to the vacancies reported by other types of service directly providing a care service.

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. 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 nursing staff?

Impact of Covid-19

It is important to note that the data collection underpinning this report happened between January and March 2021 while Scotland was experiencing very high levels of Covid-19 cases and subject to national restrictions. Certain care service types were predominantly closed or operating in a different way to normal while others were operating in extremely challenging and pressured conditions providing care to those who need it. Additionally, unlike other years, there was substantial financial support available through the Coronavirus Job Retention Scheme (known as the furlough scheme) and other government-backed financial support that may have impacted on services decision around hiring or making staff redundant. Furthermore, the SSSC, working together with the Scottish Government, COSLA, the Care Inspectorate and other partners set up a Covid-19 recruitment portal to help social care services in Scotland to recruit and deploy staff during this critical time. This system was set up for social care services and involved contacting people who had recently left SSSC's register asking them to apply to work in social care services if required. If care services were struggling with staffing levels, they could apply on the portal for additional staff. A report looking at adult social care workforce in England found that vacancies fell initially throughout the first year of the pandemic before increasing to levels above the pre-Covid vacancy level.³

A combination of the internal pressures in care services and the external factors around restrictions and financial support may result in the findings of this report being reflective of this particular time under Covid-19 rather than indicative of the longer-term trend that had previously been seen in care services with a higher proportion of services reporting vacancies and finding them hard to fill. It may also have masked or delayed the impact Brexit has or would have had on the vacancies reported by care services in Scotland.

³ The state of the adult social care sector and workforce in England (October 2021) - Skills for Care

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, 36% of services (where the question was applicable) said they had vacancies at 31 December 2020. This was a decrease of 3 percentage points from 31 December 2019 (39%) and 2 percentage points down on 2018 (38%). It is important to consider these results in the context of the impact of Covid-19 detailed above in the 'Sources and use of data in this report' section.

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 2 percentage points from 62% of services in 2019 to 60% of services in 2020.
 - 68% of private services, 58% of public services and 57% of voluntary or not for profit services reported having vacancies.
- Care at home services decreased 3 percentage points from 62% of services in 2019 to 59% of services in 2020.
 - 76% of public services, 57% of private services and 55% of voluntary or not for profit services reported having vacancies.
- Care homes for older people decreased 8 percentage points from 63% of services in 2019 to 55% of services in 2020.
 - 77% of public services, 56% of voluntary or not for profit services and 51% of private services reported having vacancies.
- Care homes for adults decreased 6 percentage points from 54% of services in 2019 to 48% of services in 2020.
 - 61% of public services, 47% of voluntary or not for profit services and 46% of private services and reported having vacancies.
- Offender accommodation services remained unchanged in the proportion of services with vacancies at 60% of services in 2020. In real terms this is just 3 out of 5 services reporting having vacancies.
 - 75% 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 (36% of services).

For care at home services, Falkirk (91% of services) had a significantly higher proportion of services with vacancies than the national average for care at home services (59%). Housing support services in East Ayrshire (81% of services) had a significantly higher proportion of services with vacancies than the national average for housing support services (60%).

In the case of care homes for adults, no local authority areas had a significantly higher proportion of services with vacancies than the national average for care homes for adults (48%). While, for care homes for older people, Shetland (100% of services), East Lothian (82% of services) and Edinburgh (72% of services) had a significantly higher proportion of services with vacancies than the national average for care homes for older people (55%).

Non-residential services

- The proportion of services reporting vacancies in support services other than care at home (adult day care services) increased 3 percentage points from 38% of services in 2019 to 41% of services in 2020.
 - 51% of public services, 33% of voluntary or not for profit services and 17% of private services reported having vacancies.
- Nurse agency services increased 3 percentage points from 44% of services in 2019 to 47% of services in 2020.
 - 45% of private services and 100% of voluntary or not for profit services reported having vacancies.
- Adult placement services decreased 12 percentage points from 24% of services in 2019 to 12% of services in 2020.
 - 12% of public services and 13% of voluntary or not for profit services reported having vacancies.

Adult placement services had vacancy rates significantly below the national average for all care services (36% of services). There were no local authority areas where the proportion of services reporting vacancies was significantly above the average for the overall service type.

Services for children and young people

Services where care is provided at place of residence

- The proportion of services with vacancies in care homes for children and young people decreased 9 percentage points from 47% of services in 2019 to 38% of services in 2020.
 - 41% of voluntary or not for profit services, 40% of private services and 34% of public services reported having vacancies.
- Vacancies in secure accommodation services decreased; down 40 percentage points from 80% of services in 2019 to 40% of services in 2020 (this was a decrease of 2 services reporting having at least one vacancy).
 - 100% of public services and 25% of voluntary or not for profit services reported having vacancies.

- Residential special school accommodation services decreased 13 percentage points from 79% of services in 2019 to 66% of services reporting vacancies in 2020 (this was a decrease of 6 services reporting having at least one vacancy).
 - 65% of private services and 67% of voluntary or not for profit services reported having vacancies.
- The proportion of mainstream school accommodation services reporting vacancies decreased 7 percentage points from 40% of services in 2019 to 33% of services in 2020 (this was a decrease of 2 services reporting having at least one vacancy).
 - 29% of public services and 35% of voluntary or not for profit services reported having vacancies.

The proportion of residential special school accommodation services (66% of services) reporting vacancies was significantly above the national average for all care services. For this service type, 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 decreased, down from 23% of services in 2019 to 21% of services in 2020.
 - 22% of private services, 23% of public services and 15% of voluntary or not for profit services reported having vacancies.
- Fostering services reported an increase in the proportion of reported vacancies; up from 36% of services in 2019 to 39% of services in 2020.
 - 38% of public services and 41% of voluntary or not for profit services reported having vacancies.
- Adoption services with vacancies decreased, down from 27% of services in 2019 to 24% of services in 2020.
 - 33% of voluntary or not for profit services and 23% of public services reported having vacancies.
- The proportion of childcare agency services with vacancies decreased, down from 24% of services in 2019 to 13% of services in 2020.
 - 18% of private services and 0% of voluntary or not for profit services reported having vacancies.

Daycare of children services (21% of services) had vacancy rates significantly below the national average for all care services (36% 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. Clackmannanshire (4% of services), Dumfries and Galloway (9% of services), Highland (10% of services), East Lothian (12% of services) and Angus (12% of services) all had a significantly lower proportion of services with vacancies than the national average for daycare of children services (21%).

Childcare agency services (13% of services) had vacancy rates significantly below the national average for all care services (36% of services). There were no local authority areas that had vacancy rates significantly below the national average for this service type (13% of services).

Analysis by local authority area (Table 1d)

The local authority areas with the highest proportions of services with vacancies at 31 December 2020 were:

- East Ayrshire (47%, up 2 percentage points from 2019)
- Edinburgh (49%, down 2 percentage points from 2019)
- Renfrewshire (44%; up 1 percentage point from 2019).

Figure 1: Percentage of services reporting staff vacancies by local authority area

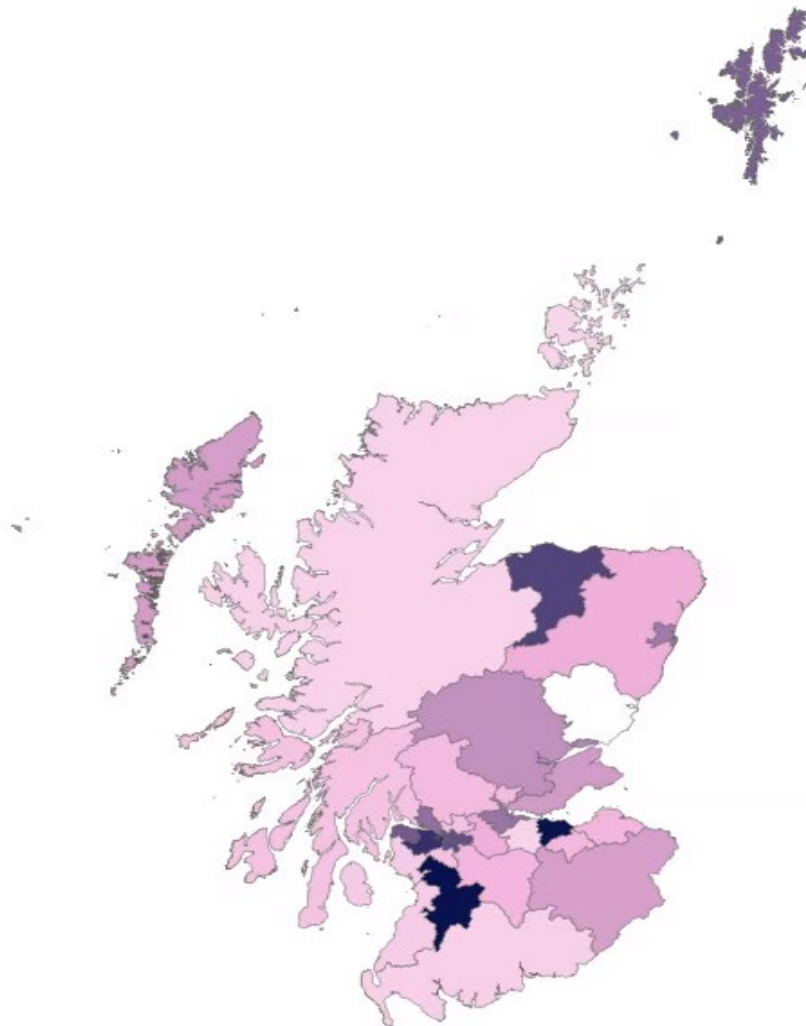


Figure 1 shows the percentage of services reporting staff vacancies by local authority area. The darker the shade the higher the percentage of services reporting vacancies.

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

In East Ayrshire, housing support services (81% of services) had a significantly higher proportion of services with vacancies than the average for services in East Ayrshire (47%).

In Edinburgh, care at home services (73%), care homes for older people (72% of services) and housing support services (65% of services) had a significantly higher proportion of services with vacancies than the average for services in Edinburgh (47%).

In Renfrewshire, housing support services (63% of services) had a significantly higher proportion of services with vacancies than the average for services in Renfrewshire (44%).

In Glasgow, care homes for older people (55% of services) and housing support services (62% of services) had a significantly higher proportion of services with vacancies than the average for services in Glasgow (42%).

The local authority areas with the lowest proportions of services with vacancies at 31 December 2020 were:

- Angus (21%; down 1 percentage point from 2019)
- Orkney (28%; down 3 percentage points from 2019).

Of all the local authority areas, Angus, West Lothian, Dumfries and Galloway and Highland 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 9 out of 32 local authority areas (28%) the proportions of services with vacancies increased between 2019 and 2020. The following local authority areas saw the biggest increases (in percentage points).

- Shetland up 8 percentage points (from 32% to 40%)
- Falkirk up 7 percentage points (from 32% to 39%)
- Moray up 5 percentage points (from 38% to 43%)

In 23 out of 32 local authority areas (72%) the proportions of services with vacancies decreased between 2019 and 2020. The following local authority areas saw the biggest decreases (in percentage points).

- Clackmannanshire down 18 percentage points (from 51% to 33%)
- East Dunbartonshire down 13 percentage points (from 45% to 32%)

- Aberdeen down 9 percentage points (from 47% to 38%)
- West Lothian down 9 percentage points (from 38% to 29%)

Rate of whole time equivalent (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 93% of services that provided WTE data being analysed.

Service type analysis (Table 1e and 1f)

At 31 December 2020, the rate of WTE vacancies for all services in Scotland was 5.1% down from 6.2% in 2019. It is important to consider these results in the context of the impact of Covid-19 detailed above in the 'Sources and use of data in this report' section.

Adult services

Services where care is provided at place of residence

- The rate of WTE vacancies in care at home services decreased from 7.9% in 2019 to 7.7% in 2020.
 - The rate of WTE vacancies was 8.3% in private services, 8.2% in voluntary or not for profit services and 6.1% in public services.
- Housing support services decreased from 8.0% in 2019 to 6.4% in 2020.
 - The rate of WTE vacancies was 9.0% in private services, 5.7% in voluntary or not for profit services and 5.3% in public services.
- For care homes for older people, the percentage decreased from 5.2 % in 2019 to 4.0% in 2020.
 - The rate of WTE vacancies was 5.8% in public services, 4.1% in voluntary or not for profit services and 3.6% in private services.
- The rate of WTE vacancies in care homes for adults decreased from 7.0% in 2019 to 5.6% in 2020.
 - The rate of WTE vacancies was 7.8% in public services, 6.5% in voluntary or not for profit and 4.0% in private services.
- The rate of WTE vacancies in offender accommodation services decreased from 5.7% in 2019 to 5.2% in 2020.
 - The rate of WTE vacancies was 6.2% in voluntary or not for profit and 0% in public services.

Care at home services (7.7%) had a rate of WTE vacancies significantly higher than the national average of 5.1%.

For care at home services, there were no local authority areas that had a significantly higher rate of WTE vacancies than the national average for care at home services (7.7%).

Non-residential services

- Support services other than care at home (adult day care services) reported an increased rate up from 5.4% in 2019 to 7.0% in 2020.
 - The rate of WTE vacancies was 8.7% in public services, 4.7% in voluntary or not for profit and 2.2% in private services.
- The rate of WTE vacancies in nurse agency services decreased from 36.2% in 2019 to 19.7% in 2020.
 - The rate of WTE vacancies was 18.5% in private services and 37.3% in voluntary or not for profit 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 up from 5.0% in 2019 to 7.1% in 2020.
 - The rate of WTE vacancies was 16.3% in voluntary or not for profit services and 3.5% in public services.

Nurse agency services had a rate of WTE vacancies significantly higher than the national average of 5.1%. 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 (19.7%).

Services for children and young people

Services where care is provided at place of residence

- Care homes for children and young people had a decrease in the rate of WTE vacancies decreasing from 5.6% in 2019 to 4.9% in 2020.
 - The rate of WTE vacancies was 5.9% in private services, 5.5% in voluntary or not for profit services and 3.5% in public services.
- Secure accommodation services' rate of WTE vacancies decreased from 5.4% in 2019 to 2.5% in 2020.
 - The rate of WTE vacancies was 13.5% in public services and 1.7% in voluntary or not for profit services.
- Residential special school accommodation services decreased from 4.8% in 2019 to 3.9% in 2020.
 - The rate of WTE vacancies was 6.2% in private services and 2.9% in voluntary or not for profit services.
- The rate of WTE vacancies in mainstream school accommodation services decreased from 3.1% in 2019 to 1.6% in 2020.
 - The rate of WTE vacancies was 2.2% in public services and 1.5% in voluntary or not for profit services.

Non-residential services

- The rate of WTE vacancies in daycare of children services decreased from 4.1% in 2019 to 3.4% in 2020.
 - The rate of WTE vacancies was 3.2% in private services, 4.1% in voluntary or not for profit services and 3.3% in public services.
- The rate of WTE vacancies in fostering services increased from 4.5% in 2019 to 6.3% in 2020.
 - The rate of WTE vacancies was 5.8% in public services and 6.9% in voluntary or not for profit services.
- The rate of WTE vacancies in adoption services decreased from 4.6% in 2019 to 4.5% in 2020.
 - The rate of WTE vacancies was 4.9% in public services and 2.9% in voluntary or not for profit services.
- The rate of WTE vacancies in childcare agency services increased from 7.3% in 2019 to 24.8% in 2020.
 - The rate of WTE vacancies was 35.1% in private services and 0.0% in voluntary or not for profit services.
 - Childcare agency services had a high rate of WTE vacancies. This is likely due to the specific operating model of this service type. Similar to nurse agency services, childcare 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.

Daycare of children services (3.4%) had a rate of WTE vacancies significantly lower than the national average of 5.1%. 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 (3.4%).

Childcare agency services had a rate of WTE vacancies significantly higher than the national average of 5.1%. For childcare agency services, there were no local authority areas that had a significantly higher rate of WTE vacancies than the national average for childcare agency services (24.8%).

Analysis by local authority area (Table 1g)

The local authority areas with the highest rates of WTE vacancies at 31 December 2020 were:

- East Lothian (6.9% in 2020 up from 6.2% in 2019)
- Aberdeen (6.8% in 2020 down from 9.0% in 2019)
- Perth and Kinross (6.7% in 2020 down from 7.5% in 2019).

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 2020 were:

- Angus (2.8% in 2020 down from 3.1% in 2019)
- East Dunbartonshire (3.1% in 2020 down from 5.6% in 2019)

- South Ayrshire (3.6% in 2020 down from 4.1% in 2019)
- South Lanarkshire (3.6% in 2020 down from 4.2% in 2019).

Figure 2: Rate of WTE vacancies by local authority area

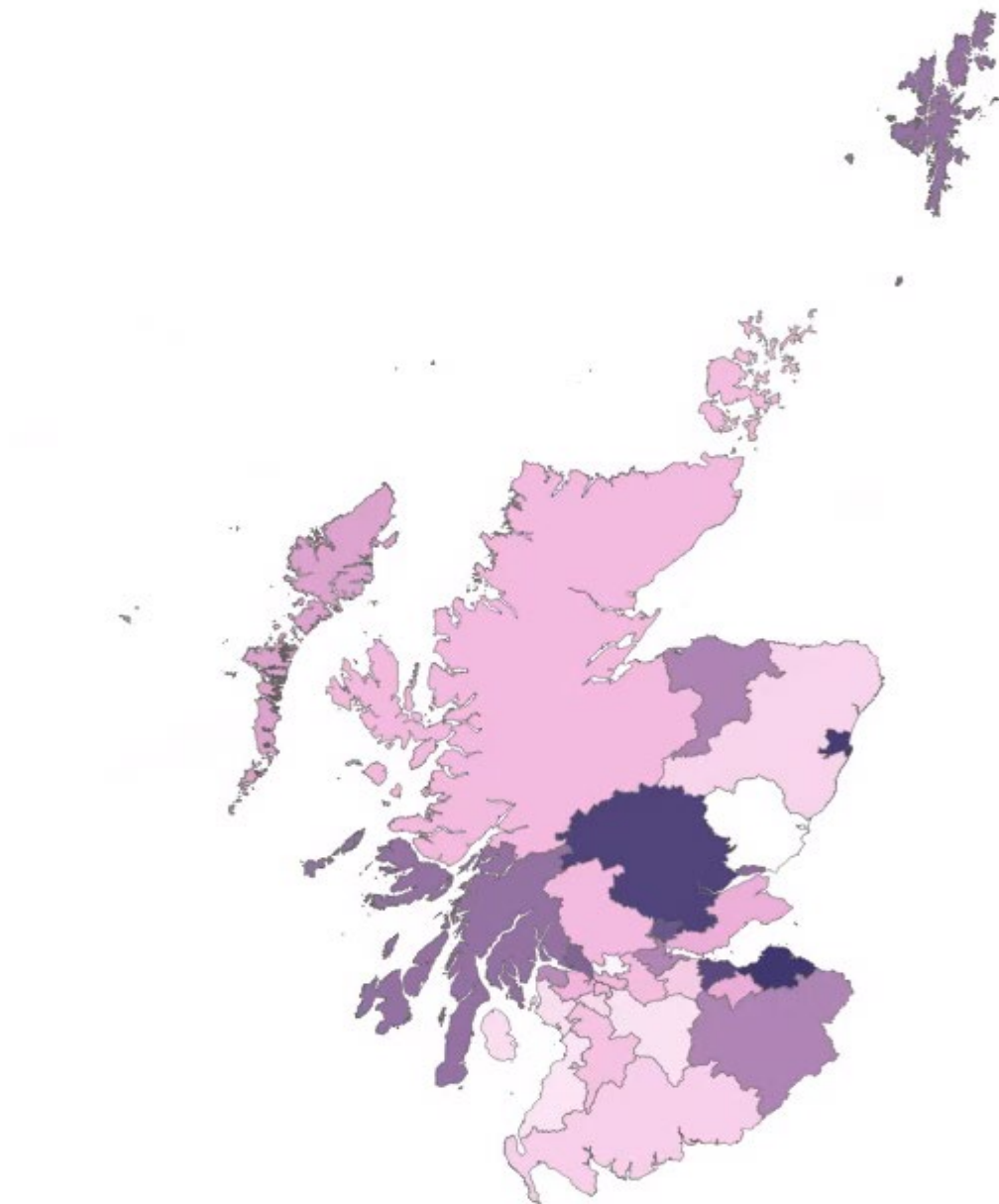


Figure 2 shows the rate WTE vacancies by local authority area. The darker the shade the higher the rate of WTE vacancies.

Nursing vacancies (Table 1h)

In the most recent annual return, 16% of services (where the service decided the question was applicable to their situation) stated that they had nursing vacancies at 31 December 2020. This was a decrease of 2 percentage points on the proportion of services with vacancies at 31 December 2019 (18%) and 3 percentage points down from 2018 (19%). It is important to consider these results in the context of the impact of Covid-19 detailed above in the 'Sources and use of data in this report'

section.

Service type analysis (Table 1i and 1j)

At 31 December 2020, care homes for older people had 38% of services reporting nursing vacancies, down 2 percentage points from 2019. Private care homes for older people had the highest proportion of services with nursing vacancies (44% of services). Voluntary or not for profit services had 19% of services reporting nursing vacancies. Public services had 4% of services reporting nursing vacancies.

Care homes for adults had 14% of services reporting nursing vacancies, down 2 percentage points from 2019. Nurse agency services had 46% of services reporting nursing vacancies, up 1 percentage point from 2019. Care homes for older people (38%) and nurse agency services (46% of services) had nursing vacancies significantly above the national average for all care services (16% of services).

For care homes for older people, West Dunbartonshire (83%) and North Lanarkshire (67%) had a rate of nursing vacancies significantly higher than the national rate for care homes for older people (38%). For nurse agency services, no local authority area had a rate of nursing vacancies significantly higher than the national rate for nurse agency services (46%).

Analysis by local authority area (Table 1k)

The local authority areas with the highest rates of services with nursing vacancies at 31 December 2020 were:

- North Lanarkshire (28% in 2020, down from 31% in 2019)
- Midlothian (27% in 2020, up from 21% in 2019)
- Clackmannanshire (27% in 2020, up from 18% in 2019).

North Lanarkshire (28% of services) had a significantly higher rate of services with nursing vacancies than the national average for all care services (16% of services). In North Lanarkshire, care homes for older people (67% of services) had a significantly higher rate of services with nursing vacancies than the average for services in the local authority area (28% of services). Fife (22% of services) had a significantly higher rate of services with nursing vacancies than the national average for all care services (16% of services). In Fife, 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 (22% of services).

The local authority areas with the lowest proportions of services with nursing vacancies at 31 December 2020 were:

- Orkney (0% in 2020, unchanged from 2019)
- Shetland (0% in 2020, unchanged from 2019)
- Na h- Eileanan Siar (0% in 2020, down from 4% in 2019).

Na h- Eileanan Siar had a significantly lower rate of services with nursing vacancies than the national average for all care services. 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.

Figure 3: Percentage of services reporting nursing vacancies by local authority area

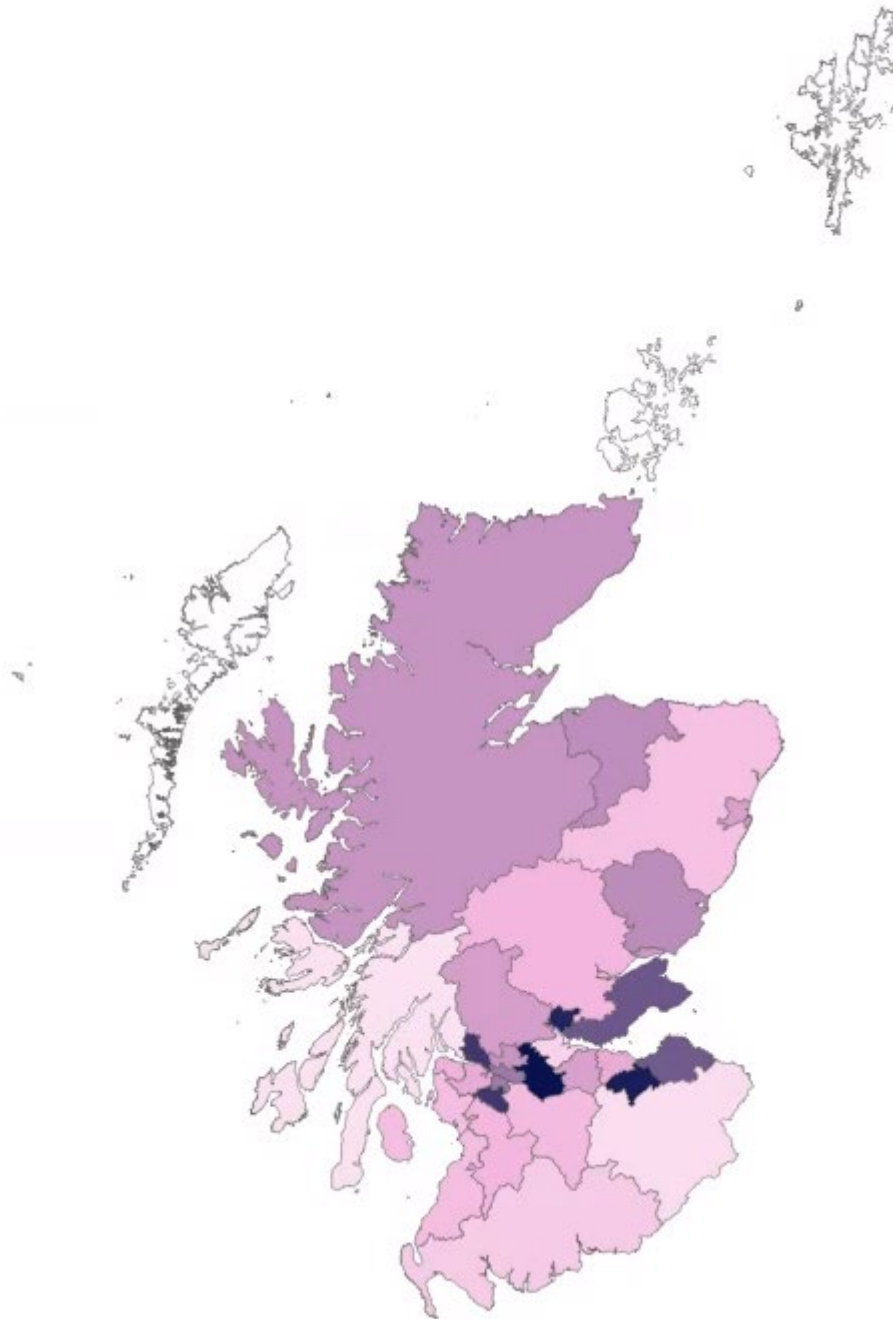


Figure 3 shows the percentage of services reporting nursing vacancies by local authority area. The darker the shade the higher the percentage of services reporting nursing vacancies.

Rate of whole time equivalent (WTE) 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 nursing 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 99% of services that provided nursing WTE data and where nursing vacancies were applicable, being analysed below. This is the first time that the WTE rate for nursing vacancies has been calculated using total WTE nursing staff and therefore the results are not comparable with those presented in previous publications which were calculated using the total WTE number of staff. These results should reflect a more accurate picture of the true nursing WTE rate.

Service type analysis (Table 1l and 1m)

At 31 December 2020, the rate of WTE nursing vacancies for all applicable services in Scotland was 7.4%. The rate of WTE nursing vacancies in care homes for older people was 7.9%. Private care homes for older people had the highest rate of WTE nursing vacancies (8.5%). Voluntary or not for profit services had a rate of 2.9% and local authority services had WTE nursing vacancies rate of 2.5%. The rate of WTE nursing vacancies in care homes for adults was 10.8%. Private and voluntary or not for profit care homes for adults had the highest rate of WTE nursing vacancies (10.9%). Public care homes for adults had WTE nursing vacancies rate of 8.4%. No service type had a significantly higher rate of WTE nursing vacancies than the national average.

Previous publications reported on the WTE nursing vacancies rate in nurse agency services. This rate was always significantly higher than any other service type. Due to the operating model of these service types, nurse agencies may have included vacancies in terms of staffing their own service, nursing staff they planned to hire, as well as the staff they supply to other services. As these services only provide nurses to the wider care sector they are no longer included in this report.

Analysis by local authority area (Table 1n)

The local authority areas with the highest rates of WTE nursing vacancies at 31 December 2020 were:

- Stirling (17.2% in 2020)
- Aberdeen (16.4% in 2020)
- Midlothian (12.6% in 2020).

No local authority areas had a significantly higher rate of WTE nursing vacancies than the national average.

Figure 4: Rate of WTE nursing vacancies by local authority area

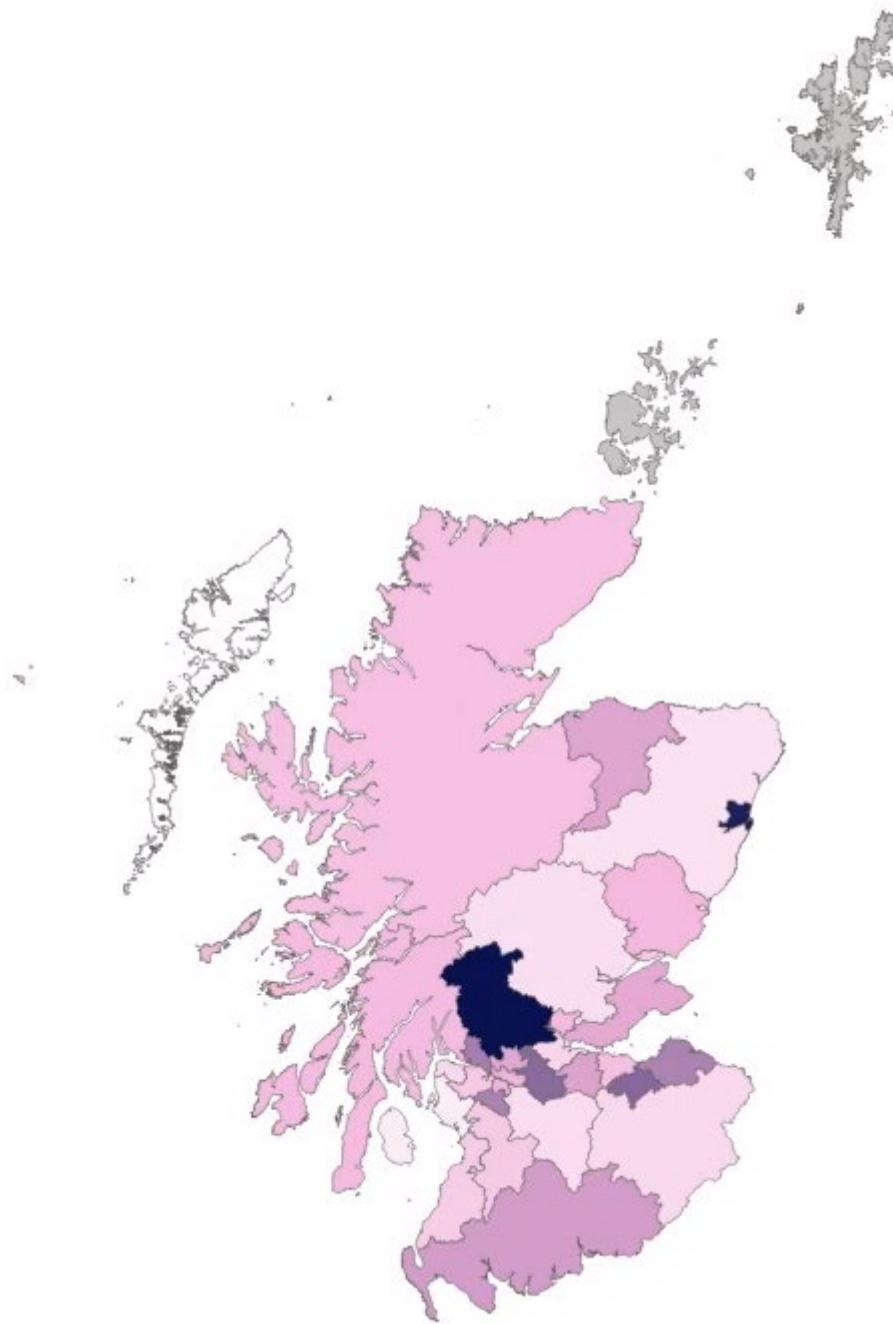


Figure 4 shows the rate of WTE nursing vacancies by local authority area. The darker the shade the higher the rate of WTE nursing vacancies.

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, 43% reported that they found it hard to fill vacancies in 2020. The number of services that found it hard to fill vacancies decreased for the first time in four years, down 6 percentage points from 49% in 2019 and down 4 percentage points from 47% in 2018. The total number of services reporting that vacancies were hard to fill decreased to 2,396 in 2020, from 2,831 in 2019. It is important to consider these results in the context of the impact of Covid-19 detailed above in the 'Sources and use of data in this report' section.

Service type analysis (Table 2b and 2c)

Adult services

Services where care is provided at place of residence

- Care at home services reported a drop of 5 percentage points from 2019, with 63% of services reporting that vacancies were hard to fill.
 - 70% of private services, 53% of voluntary or not for profit services and 55% of public services reported vacancies were hard to fill.
- Housing support services decreased 8 percentage points to 52% of services reporting that vacancies were hard to fill.
 - 68% of private services, 48% of voluntary or not for profit services and 45% of public services reported vacancies were hard to fill.
- Care homes for older people decreased 6 percentage points from 2019 to 54% of services reporting that vacancies were hard to fill.
 - 68% of voluntary or not for profit services, 59% of public services and 51% of private services reported vacancies were hard to fill.
- Of care homes for adults, 45% reported that vacancies were hard to fill, a decrease of 9 percentage points from 2019.
 - 46% of voluntary or not for profit services, 41% of private services and 52% 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 50% of services in 2019 to 75% in 2020.
 - 75% 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 43%.

- Care at home services (63%).
- Housing support services (52%).
- Care homes for older people (54%).

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

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

Care at home services in Fife (95%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care at home services (63%).

Housing support services in Stirling (79%), Falkirk (77%), Fife (76%) and Aberdeen (72%) had a significantly higher proportion reporting that vacancies were hard to fill than the national average for housing support services (52%).

In the case of care homes for older people, West Dunbartonshire (88%), East Renfrewshire (82%) and Edinburgh (68%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care homes for older people (54%).

Non-residential services

- Support services other than care at home (adult day care services) decreased 1 percentage point, down from 26% of services in 2019 to 25% in 2020.
 - 32% of private services, 29% of voluntary or not for profit services and 21% of public services reported vacancies were hard to fill.
- Nursing agency services decreased 1 percentage point from 58% of services in 2019 to 57% reporting that vacancies were hard to fill in 2020.
 - 100% of voluntary or not for profit services and 55% of private services reported vacancies were hard to fill.
- In 2020, 4% of adult placement services reported that vacancies were hard to fill, down 4 percentage points from 8% in 2019.
 - 0% of public services and 14% of voluntary or not for profit services reported vacancies were hard to fill.

Nurse agency services (57%) had a proportion reporting that vacancies were hard to fill that was significantly above the national average for all care services of 43%. There were no local authority areas where the proportion of services reporting that vacancies were hard to fill was significantly above the average for the overall service type.

Of support services other than care at home (adult day care services), 25% reported that vacancies were hard to fill, which was significantly below the national average for all care services of 43%. For support services other than care at home (adult day care services), only East Lothian (0%) was significantly below the national average of 25% for support services other than care at home services for reporting that vacancies were hard to fill.

Adult placement services (4%) had a proportion reporting that vacancies were hard to fill that was significantly below the national average for all care services of 43%. 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 6 percentage points to 32% of services reporting that vacancies were hard to fill, down from 38% of services in 2019.
 - 53% of voluntary or not for profit services, 36% of private services and 14% of public services reported vacancies were hard to fill.
- Residential special schools decreased 25 percentage points to 52% of services reporting that vacancies were hard to fill.
 - 58% of voluntary or not for profit services and 47% of private services reported vacancies were hard to fill.
- Secure accommodation services increased to 67% of services reporting that vacancies were hard to fill - up from 60% of services in 2019. However, there were only 3 services where this question was applicable.
 - 100% of public services and 50% of voluntary or not for profit services reported vacancies were hard to fill.
- Mainstream school accommodation services decreased 7 percentage points to 17% reporting that vacancies were hard to fill - down from 24% in 2019.
 - 14% of public services and 19% of voluntary or not for profit services reported vacancies were hard to fill.

Care homes for children and young people (32%) had a proportion of services reporting that vacancies were hard to fill that was significantly below the national average for all care services of 43%. Renfrewshire (8%) had a proportion of services with vacancies that were hard to fill that was significantly below the average for this service type (32%).

The proportion of mainstream school accommodation services (17%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 43%. 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 decreased 4 percentage points to 39% of services reporting that vacancies were hard to fill – down from 43% in 2019.
 - 57% of private services, 44% of voluntary or not for profit services and 24% of public services reported vacancies were hard to fill.
- Childcare agency services reporting that vacancies were hard to fill decreased to 43% in 2020 from 47% in 2019.
 - 75% 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 remained unchanged from 2019 at 24%.
 - 35% of voluntary or not for profit services and 14% of public services reported vacancies were hard to fill.
- Adoption services reporting that vacancies were hard to fill decreased 1 percentage point to 15% - down from 16% in 2019.

- 0% of voluntary or not for profit services and 19% of public services reported vacancies were hard to fill.

The proportion of daycare of children services (39%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 43%. 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%), Clackmannanshire (18%), Scottish Borders (23%), Dundee (24%), Angus (27%) and Highland (30%) 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 39%.

The proportion of adoption services (15%) reporting that vacancies were hard to fill was significantly below the national average for all care services of 43%. 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 43%. 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 2020 were:

- Aberdeen (55%, down 5 percentage points from 2019)
- Edinburgh (53%, down 8 percentage points from 2019).

Of all the local authority areas, Aberdeen (55%) and Edinburgh (53%) both had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for all care services of 43%.

In Aberdeen, housing support services (72%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Aberdeen of 55%.

In Edinburgh, care at home services (69%) and care homes for older people (68%) had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Edinburgh of 53%.

The local authority areas with the lowest proportions of services reporting that vacancies were hard to fill at 31 December 2020 were:

- Inverclyde (28%, down 7 percentage points from 2019)
- Angus (31%, unchanged from 2019)
- Dundee (31%, down 8 percentage points from 2019).

Of all the local authority areas, Inverclyde (28%), Angus (31%), Dundee (31%) and North Ayrshire (33%), each had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average for all care services of 43%.

In Angus and North Ayrshire, support services other than care at home (adult day care services) (0% in both areas), had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Angus (31%) and North Ayrshire (33%).

In Inverclyde, daycare of children services (10% of services), had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Inverclyde (28%).

In Dundee, there were no service types that had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Dundee (31%).

Falkirk (up 1 percentage point from 44% to 45%) was the only local authority area, out of 32 local authority areas to report the proportions of services reporting that vacancies were hard to fill, that increased between 2019 and 2020.

In 29 out of 32 local authority areas (91%) the proportions of services reporting that vacancies were hard to fill decreased between 2019 and 2020. The following local authority areas saw the largest decreases (in percentage points).

- West Lothian – down 12 percentage points (from 54% to 42%).
- Renfrewshire – down 10 percentage points (from 50% to 40%).
- Clackmannanshire – down 10 percentage points (from 49% to 39%).

Angus (31%) and South Lanarkshire (40%) were the only local authority areas where the proportions of services reporting that vacancies were hard to fill remained unchanged between 2019 and 2020.

Figure 4: Percentage of services reporting that vacancies were hard to fill by local authority area

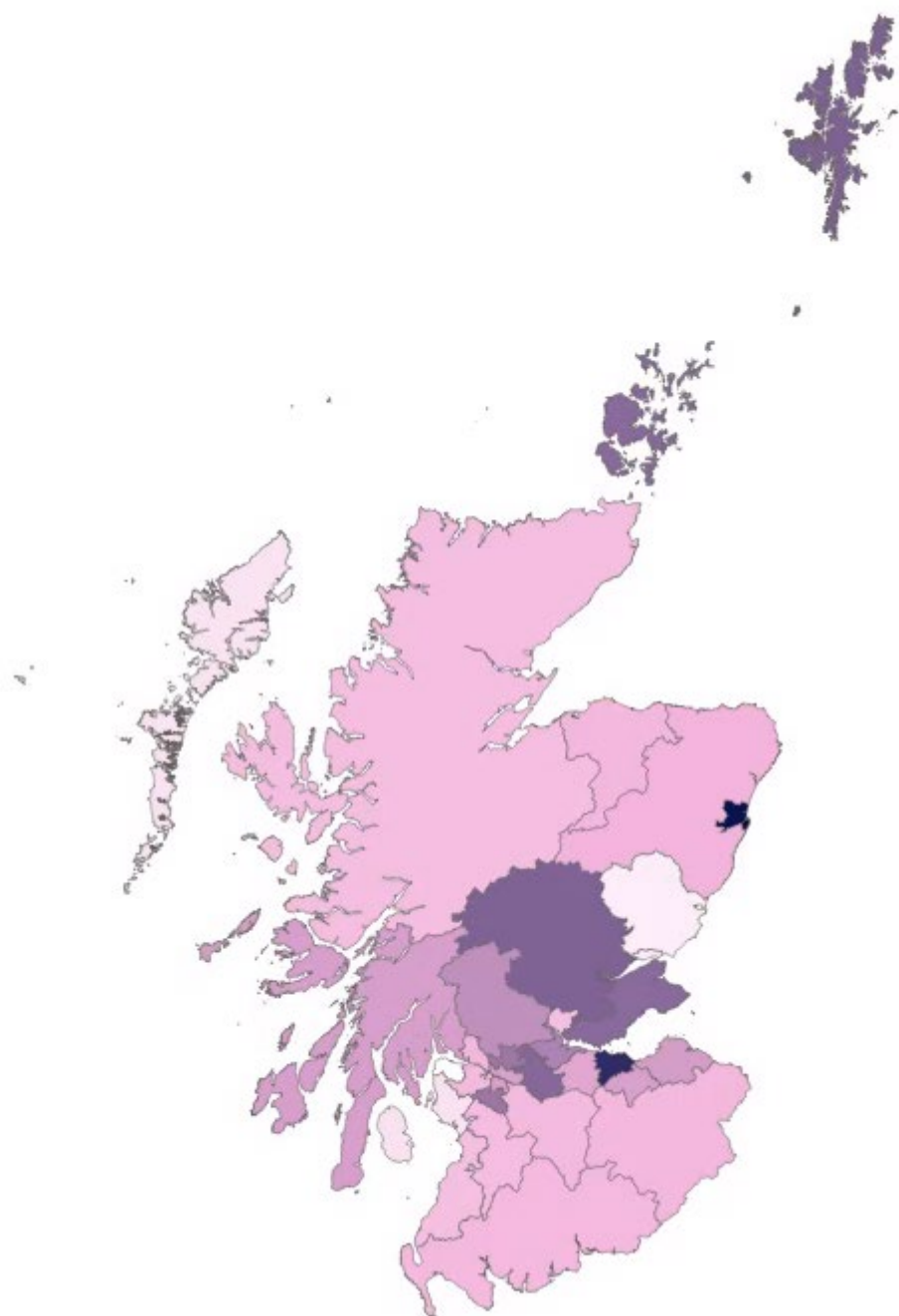


Figure 4 shows the percentage of services reporting that vacancies were hard to fill by local authority area. The darker the shade the higher the percentage of services reporting that vacancies were hard to fill.

Reasons reported by services that vacancies were hard to fill (Tables 3a and 3b)

Services were asked to provide reasons why they thought it was hard to fill vacancies. Services could choose as many or few reasons as they desired. The

most common reasons services gave for finding it hard to fill vacancies were, too few:

- applicants with experience (60% of services – up 1 percentage point from 2019)
- applicants in general (56% - down 2 percentage points from 2019)
- qualified applicants (52% - unchanged from 2019).

Additional reasons services gave were competition from other service providers (39% – down 3 percentage points from 2019) and candidates were unable to work the required hours (36% – unchanged from 2019). The order and general proportion of responses for the reasons why vacancies were difficult to recruit has remained relatively unchanged from 2019.

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 60% of main reasons given (up 3 percentage points from 2019). The issue with applicants can be further broken down into three main groups; 23% reported that there were too few applicants applying for roles (down 3 percentage points from 2019), 21% reported that there were too few applicants with the required experience (up 4 percentage points from 2019) and 16% reported that there were too few qualified applicants (up 2 percentage points from 2019). Competition for employees overall decreased from 18% in 2019 to 13% in 2020. The issue with competition can be further split; 10% reported that the competition was from other service providers (down 3 percentage points from 2019) and 3% reported that the competition was from other types of work (other industries) (down 2 percentage points from 2019). 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 (Tables 3c to 3h)

Too few applicants in general

Service type analysis

The following service types differed significantly from the national average for all care services of 56% 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 56%:

- Housing support services fell 4 percentage points from 71% in 2019 to 67% in 2020.
- Care at home services increased 1 percentage point from 63% in 2019 to 64% in 2020.

Significantly below the national average for all care services of 56%:

- Support services other than care at home (adult day care services) decreased 20 percentage points from 52% in 2019 to 32% in 2020.
- Care homes for children and young people decreased 4 percentage points from 40% in 2019 to 36% in 2020.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 56% 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 56%:

- Services in Na h-Eileanan Siar decreased 5 percentage points from 86% in 2019 to 81% in 2020.
- Services in Orkney decreased 2 percentage points from 81% in 2019 to 79% in 2020.
- Services in Scottish Borders increased 12 percentage points from 61% in 2019 to 73% in 2020.
- Services in Perth and Kinross decreased 1 percentage point from 68% in 2019 to 67% in 2020.
- Services in Highland increased 2 percentage points from 63% in 2019 to 65% in 2020.

Significantly below the national average for all care services of 56%:

- Services in South Lanarkshire decreased 9 percentage points from 47% in 2019 to 38% in 2020.
- Services in Angus decreased 7 percentage points from 45% in 2019 to 38% in 2020.
- Services in East Renfrewshire decreased 10 percentage points from 48% in 2019 to 38% in 2020.
- Services in Glasgow decreased 10 percentage points from 54% in 2019 to 44% in 2020.

Too few applicants with experience

Service type analysis

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

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

- Daycare of children services increased 3 percentage points from 61% in 2019 to 64% in 2020.
- Residential special schools decreased 1 percentage point from 89% in 2019 to 88% in 2020.

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

- Care at home services increased 1 percentage point from 52% in 2019 to 53% in 2020.
- Support services other than care at home (adult day care services) decreased 18 percentage points from 57% in 2019 to 39% in 2020.
- Nurse agency services decreased 2 percentage points from 28% in 2019 to 26% in 2020.

Analysis by local authority area

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

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

- Services in Edinburgh increased 5 percentage points from 65% in 2019 to 70% in 2020.

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

- Services in Moray decreased 7 percentage points from 52% in 2019 to 45% in 2020.
- Services in North Lanarkshire increased 4 percentage points from 45% in 2019 to 49% in 2020.
- Services in Highland decreased 2 percentage points from 51% in 2019 to 49% in 2020.

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 increased 3 percentage points from 70% in 2019 to 73% in 2020.
- Daycare of children services remained unchanged at 62% in 2020.

- Care homes for older people increased 2 percentage points from 56% in 2019 to 58% in 2020.

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

- Support services other than care at home (adult day care services) decreased 7 percentage points from 32% in 2019 to 25% in 2020.
- Housing support services remained unchanged at 34% in 2020.
- Care at home services increased 1 percentage point from 34% in 2019 to 35% in 2020.

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.

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

- Services in Aberdeenshire increased 5 percentage points from 57% in 2019 to 62% in 2020.
- Services in Edinburgh increased 4 percentage points from 56% in 2019 to 60% in 2020.

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

- Services in Falkirk decreased 6 percentage points from 46% in 2019 to 40% in 2020.
- Services in North Lanarkshire increased 2 percentage points from 39% in 2019 to 41% in 2020.

Competition from other service providers (other care services)

Service type analysis

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

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

- Housing support services decreased 5 percentage points from 57% in 2019 to 52% in 2020.
- Care at home services decreased 2 percentage points from 57% in 2019 to 55% in 2020.

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

- Fostering services remained unchanged at 8% in 2020.
- Daycare of children services decreased 1 percentage point from 35% in 2019 to 34% in 2020.
- Childcare agency services remained unchanged at 0% in 2020.
- Support services other than care at home (adult day care services) decreased 9 percentage points from 26% in 2019 to 17% in 2020.

Analysis by local authority area

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

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

- Services in Dumfries and Galloway increased 5 percentage points from 51% in 2019 to 56% in 2020.
- Services in Edinburgh decreased 3 percentage points from 48% in 2019 to 45% in 2020.

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

- Services in Angus decreased 11 percentage points from 25% in 2019 to 14% in 2020.

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 decreased 1 percentage point from 62% in 2019 to 61% in 2020.
- Housing support services decreased 2 percentage points from 51% in 2019 to 49% in 2020.

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

- Fostering services remained unchanged from 2019 at 0% in 2020.
- Daycare of children services increased 1 percentage point from 27% in 2019 to 28% in 2020.
- Nurse agency services increased 5 percentage points from 10% in 2019 to 15% in 2020.

- Support services other than care at home (adult day care services) decreased 6 percentage points from 16% in 2019 to 10% in 2020.

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 East Dunbartonshire increased 10 percentage points from 42% in 2019 to 52% in 2020.
- Services in Dumfries and Galloway decreased 2 percentage points from 51% in 2019 to 49% in 2020.

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

- Services in Glasgow decreased 2 percentage points from 24% in 2019 to 22% in 2020.

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 23% for the proportion of services reporting that vacancies were hard to fill because of competition from other types of work.

Significantly above the national average for all care services of 23%:

- Housing support services decreased 3 percentage points from 42% in 2019 to 39% in 2020.
- Care at home services decreased 2 percentage points from 47% in 2019 to 45% in 2020.

Significantly below the national average for all care services of 23%:

- Care homes for children and young people remained unchanged from 2019 at 13% in 2020.
- Daycare of children services remained unchanged from 2019 at 14% in 2020.
- Support services other than care at home (adult day care services) decreased 6 percentage points from 15% in 2019 to 9% in 2020.

Analysis by local authority area

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

Significantly above the national average for all care services of 23%:

- Services in Dumfries and Galloway decreased 9 percentage points from 45% in 2019 to 36% in 2020.

Significantly below the national average for all care services of 23%:

- Services in Orkney decreased 4 percentage points from 4% in 2019 to 0% in 2020.

Cannot afford wage demands

Service type analysis

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

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

- Daycare of children services remained unchanged from 2019 at 20% in 2020.

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

- Care at home services decreased 2 percentage points from 11% in 2019 to 9% in 2020.
- Care homes for older people remained unchanged from 2019 at 9% in 2020.

Analysis by local authority area

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

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

- Services in Dumfries and Galloway increased 1 percentage point from 26% in 2019 to 27% in 2020.
- Services in Stirling increased 11 percentage points from 15% in 2019 to 26% in 2020.
- Services in Aberdeen decreased 3 percentage points from 25% in 2019 to 22% in 2020.
- Services in Aberdeenshire decreased 4 percentage points from 26% in 2019 to 22% in 2020.

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

- Services in Shetland decreased 4 percentage points from 4% in 2019 to 0% in 2020.
- Services in East Ayrshire decreased 2 percentage points from 6% in 2019 to 4% in 2020.
- Services in Fife decreased 1 percentage point from 9% in 2019 to 8% in 2020.

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 7% 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 7%:

- Care homes for adults increased 1 percentage point from 16% in 2019 to 17% in 2020.
- Housing support services decreased 3 percentage points from 14% in 2019 to 11% in 2020.

Significantly below the national average for all care services of 7%:

- Daycare for children services increased 1 percentage point from 3% in 2019 to 4% in 2020.

Analysis by local authority area

The following local authority areas differed significantly from the national average for all care services of 7% 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 7%:

- Services in Aberdeen decreased 9 percentage points from 35% in 2019 to 26% in 2020.
- Services in Aberdeenshire decreased 4 percentage points from 24% in 2019 to 20% in 2020.
- Services in Edinburgh decreased 1 percentage point from 13% in 2019 to 12% in 2020.

Significantly below the national average for all care services of 7%:

- Services in North Lanarkshire remained unchanged from 2019 at 0% in 2020.
- Services in Glasgow remained unchanged from 2019 at 1% in 2020.

Tables

Table 1a: Services reporting vacancies

Vacancies in service	Number of services			Percentage of services		
	2020	2019	2018	2020	2019	2018
Yes	2427	2689	2647	36%	39%	38%
No	4285	4174	4257	64%	61%	62%
Total	6712	6863	6904	100%	100%	100%

This was not applicable to 99 services in 2020, 103 services in 2019 and 97 services in 2018. 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		
		2020	2019	2018	2020	2019	2018
Adoption		9	10	8	24%	27%	22%
Adult placement		4	8	8	12%	24%	22%
Care homes:	Adults	120	142	140	48%	54%	52%
	Older people	434	508	480	55%	63%	59%
	Children and young people	116	143	117	38%	47%	41%
Childcare agency		2	4	5	13%	24%	25%
Daycare of children		719	808	812	21%	23%	23%
Fostering		23	21	23	39%	36%	39%
Housing support		590	612	637	60%	62%	63%
Nurse agency		28	27	33	47%	44%	51%
Offender accommodation		3	2	3	60%	40%	60%
School care accommodation:	Mainstream	8	10	6	33%	40%	23%
	Residential special	21	27	24	66%	79%	73%
Secure accommodation		2	4	3	40%	80%	60%
Support services:	Care at home	199	207	197	59%	62%	60%
	Other than care at home	149	156	151	41%	38%	36%
Grand total		2427	2689	2647	36%	39%	38%

This was not applicable to 99 services in 2020, 103 services in 2019 and 97 services in 2018. 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		
	2020	2019	2018	2020	2019	2018
Adoption	9	10	8	24%	27%	22%
Adult day care	149	156	151	41%	38%	36%
Adult placement service	4	8	8	12%	24%	22%
Care homes for adults	554	650	619	53%	61%	57%
Childcare agency	2	4	5	13%	24%	25%
Day care of children	717	806	811	21%	23%	23%
Fostering	23	21	23	39%	36%	39%
Housing support/care at home	787	819	828	60%	62%	62%
Nurse agency	28	26	33	47%	43%	51%
Offender accommodation	3	2	3	60%	40%	60%
Residential childcare	139	174	143	41%	51%	44%
School care accommodation	8	10	6	33%	40%	23%
Grand total	2423	2686	2638	36%	39%	38%

This was not applicable to 99 services in 2020, 103 services in 2019 and 97 services in 2018. 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		
	2020	2019	2018	2020	2019	2018
Aberdeen	108	136	147	38%	47%	49%
Aberdeenshire	118	152	143	34%	42%	39%
Angus	37	37	36	21%	22%	21%
Argyll and Bute	48	54	43	31%	35%	29%
Clackmannanshire	17	28	24	33%	51%	43%
Dumfries and Galloway	55	63	67	29%	32%	34%
Dundee	70	83	84	37%	43%	43%
East Ayrshire	61	60	64	47%	45%	48%
East Dunbartonshire	41	59	57	32%	45%	41%
East Lothian	49	54	46	33%	38%	32%
East Renfrewshire	32	39	32	31%	39%	33%
Edinburgh	303	329	334	47%	49%	49%
Falkirk	71	59	59	39%	32%	33%
Fife	159	160	159	36%	35%	35%
Glasgow	284	311	293	42%	44%	40%
Highland	109	127	113	29%	31%	29%
Inverclyde	38	44	45	41%	46%	45%
Midlothian	39	48	47	33%	39%	40%
Moray	55	51	46	43%	38%	34%
Na h-Eileanan Siar	21	22	23	36%	34%	34%
North Ayrshire	45	56	62	30%	37%	40%
North Lanarkshire	99	109	126	34%	38%	44%
Orkney	14	17	19	28%	31%	35%
Perth and Kinross	81	93	81	37%	42%	36%
Renfrewshire	94	93	80	44%	43%	38%
Scottish Borders	55	50	59	35%	33%	37%
Shetland	25	20	22	40%	32%	35%
South Ayrshire	42	46	46	30%	32%	30%
South Lanarkshire	110	109	120	33%	34%	37%
Stirling	41	53	50	33%	41%	40%
West Dunbartonshire	38	36	40	39%	37%	41%
West Lothian	63	85	78	29%	38%	35%
Grand total	2422	2683	2645	36%	39%	38%

This was not applicable to 99 services in 2020, 103 services in 2019 and 97 services in 2018. 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		
		2020	2019	2018	2020	2019	2018
Adoption		37	37	36	4.5%	4.6%	3.2%
Adult placement		32	30	30	7.1%	5.0%	4.8%
Care homes:	Adults	239	245	260	5.6%	7.0%	6.8%
	Older people	738	760	771	4.0%	5.2%	4.7%
	Children and young people	286	280	271	4.9%	5.6%	3.9%
Childcare agency		12	14	18	24.8%	7.3%	19.2%
Daycare of children		3242	3255	3328	3.4%	4.1%	3.8%
Fostering		54	54	56	6.3%	4.5%	5.0%
Housing support		933	940	961	6.4%	8.0%	7.2%
Nurse agency		63	47	47	19.7%	36.2%	18.9%
Offender accommodation		5	5	5	5.2%	5.7%	3.8%
School care accommodation:	Mainstream	22	23	25	1.6%	3.1%	0.4%
	Residential special	31	32	31	3.9%	4.8%	3.8%
Secure accommodation		4	4	4	2.5%	5.4%	6.0%
Support services:	Care at home	314	301	295	7.7%	7.9%	7.3%
	Other than care at home	347	390	403	7.0%	5.4%	3.7%
Grand total		6359	6417	6541	5.1%	6.2%	5.5%

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, 93% of services that submitted WTE data were included, and all service types had an inclusion percentage of 80% or more (except for nursing agencies 78% and childcare agency services 75%).

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		
	2020	2019	2018	2020	2019	2018
Adoption	37	37	36	4.5%	4.6%	3.2%
Adult day care	347	390	403	7.0%	5.4%	3.7%
Adult placement	32	30	30	7.1%	5.0%	4.8%
Care homes for adults	977	1005	1031	4.2%	5.4%	5.0%
Childcare agency	12	14	18	24.8%	7.3%	19.2%
Day care of children	3235	3253	3325	3.4%	4.1%	3.8%
Fostering	54	54	56	6.3%	4.5%	5.0%
Housing support/care at home	1245	1241	1255	6.7%	8.0%	7.2%
Nurse agency	63	47	47	19.7%	36.2%	18.9%
Offender accommodation	5	5	5	5.2%	5.7%	3.8%
Residential childcare	321	316	306	4.5%	5.4%	4.0%
School care accommodation	22	23	25	1.6%	3.1%	0.4%
Grand total	6350	6415	6537	5.1%	6.2%	5.5%

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, 93% of services that submitted WTE data were included, and all service types had an inclusion percentage of 80% or more (except for nursing agencies 78% and childcare agency services 75%).

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		
	2020	2019	2018	2020	2019	2018
Aberdeen	265	268	281	6.8%	9.0%	7.8%
Aberdeenshire	323	330	344	4.1%	5.9%	5.7%
Angus	164	160	166	2.8%	3.1%	2.8%
Argyll and Bute	147	145	142	6.1%	7.1%	5.0%
Clackmannan shire	50	53	55	6.5%	7.0%	6.8%
Dumfries and Galloway	183	186	191	4.2%	4.1%	3.8%
Dundee	179	187	185	6.1%	7.8%	6.5%
East Ayrshire	120	125	128	4.6%	5.4%	4.5%
East Dunbartonshire	125	128	134	3.1%	5.6%	3.6%
East Lothian	139	133	136	6.9%	6.2%	6.2%
East Renfrewshire	98	95	88	3.9%	7.7%	5.1%
Edinburgh	611	625	638	6.6%	7.9%	7.7%
Falkirk	167	177	175	5.8%	5.2%	4.7%
Fife	420	420	423	5.2%	6.1%	5.7%
Glasgow	645	665	688	4.9%	6.6%	5.5%
Highland	360	378	373	4.9%	6.3%	5.0%
Inverclyde	88	89	97	5.7%	6.8%	5.6%
Midlothian	118	114	111	5.2%	5.2%	4.1%
Moray	132	133	132	5.8%	5.6%	4.6%
Na h-Eileanan Siar	54	59	64	5.3%	8.6%	6.7%
North Ayrshire	147	140	149	3.7%	5.1%	5.2%
North Lanarkshire	281	271	270	4.8%	5.4%	4.9%
Orkney	44	51	53	4.8%	7.1%	5.5%
Perth and Kinross	210	205	214	6.7%	7.5%	5.4%
Renfrewshire	202	200	200	5.0%	5.6%	4.5%
Scottish Borders	146	142	152	5.8%	6.0%	9.4%
Shetland	54	59	61	6.0%	5.7%	4.9%
South Ayrshire	131	137	145	3.6%	4.1%	3.8%
South Lanarkshire	309	301	308	3.6%	4.2%	4.3%
Stirling	123	123	122	4.9%	5.2%	3.8%
West Dunbartonshire	94	90	91	6.2%	5.3%	6.2%
West Lothian	215	212	219	4.3%	6.8%	6.0%
Grand total	6344	6401	6535	5.1%	6.2%	5.5%

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, 93% of services that submitted WTE data were included, and all

local authority areas had an inclusion percentage of 90% or more; except island local authorities: Orkney (88%), Shetland (86%) and Na h-Eileanan Siar (89%).

Table 1h: Services reporting nursing vacancies

Services reporting nursing vacancies	Number of services			Percentage of services		
	2020	2019	2018	2020	2019	2018
Yes	297	336	356	9%	10%	11%
No	1591	1576	1547	49%	48%	46%
Not applicable	1337	1392	1427	41%	42%	43%
Total	3225	3304	3330	100%	100%	100%

Services reporting nursing vacancies	Number of services			Percentage of services		
	2020	2019	2018	2020	2019	2018
Yes	297	336	356	16%	18%	19%
No	1591	1576	1547	84%	82%	81%
Total	1888	1912	1903	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		
		2020	2019	2018	2020	2019	2018
Care homes:	Adults	21	26	19	14%	16%	12%
	Older people	241	261	293	38%	40%	45%
	Children and young people	2	2	1	1%	1%	1%
Housing support		0	3	1	0%	1%	0%
Nurse agency		28	28	33	46%	45%	51%
Offender accommodation		0	2	2	0%	50%	50%
School care accommodation:	Mainstream	0	1	1	0%	5%	5%
	Residential special	0	2	2	0%	12%	13%
Secure Accommodation Service		0	1	0	0%	20%	0%
Support services:	Care at home	4	4	2	2%	2%	1%
	Other than care at home	1	6	2	1%	3%	1%
Grand total		297	336	356	16%	18%	19%

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		
	2020	2019	2018	2019	2019	2018
Adult day care	1	6	2	1%	3%	1%
Care homes for adults	262	287	311	34%	36%	38%
Housing support/care at home	4	7	3	1%	1%	0%
Nurse agency	28	27	33	46%	44%	51%
Offender accommodation service	0	2	2	0%	50%	50%
Residential childcare	2	5	3	1%	3%	2%
School care accommodation	0	1	1	0%	5%	5%
Grand total	297	335	355	16%	18%	19%

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		
	2020	2019	2018	2020	2019	2018
Aberdeen	13	14	17	16%	16%	19%
Aberdeenshire	9	15	21	12%	17%	24%
Angus	7	11	8	18%	30%	20%
Argyll and Bute	2	0	1	5%	0%	3%
Clackmannanshire	4	3	4	27%	18%	24%
Dumfries and Galloway	5	6	5	9%	10%	8%
Dundee	11	10	13	16%	15%	19%
East Ayrshire	6	5	7	13%	11%	16%
East Dunbartonshire	5	8	9	17%	26%	26%
East Lothian	11	9	9	22%	19%	20%
East Renfrewshire	6	6	6	25%	29%	30%
Edinburgh	28	31	33	15%	16%	18%
Falkirk	4	3	7	8%	6%	14%
Fife	28	33	32	22%	24%	24%
Glasgow	39	40	40	19%	19%	18%
Highland	16	25	20	17%	24%	20%
Inverclyde	5	6	4	14%	18%	13%
Midlothian	6	5	6	27%	21%	25%
Moray	8	6	6	17%	12%	13%
Na h-Eileanan Siar	0	1	1	0%	4%	4%
North Ayrshire	5	6	5	12%	15%	13%
North Lanarkshire	19	20	23	28%	31%	33%
Orkney	0	0	0	0%	0%	0%
Perth and Kinross	10	11	9	14%	16%	13%
Renfrewshire	9	12	14	15%	20%	25%
Scottish Borders	3	5	6	6%	11%	14%
Shetland	0	0	0	0%	0%	0%
South Ayrshire	6	5	4	12%	11%	8%
South Lanarkshire	11	15	21	13%	18%	25%
Stirling	7	9	8	16%	20%	18%
West Dunbartonshire	5	4	5	25%	20%	25%
West Lothian	8	9	11	16%	20%	24%
Grand total	296	333	355	16%	18%	19%

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
		2020	2020
Care homes:	Adults	46	10.8%
	Older people	494	7.9%
	Children and young people	10	1.2%
Housing support		24	0.0%
Offender accommodation		2	0.0%
Secure accommodation		4	0.0%
Support services:	Care at home	20	4.7%
	Other than care at home	16	0.7%
Grand total		616	7.4%

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, 99% of services that submitted WTE nursing staff data were included and all service types had an inclusion percentage of 93% or more. The rate of whole time equivalent (WTE) nursing vacancies was calculated by dividing the number of WTE nursing vacancies by the WTE number of nursing 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
	2020	2020
Adult day care	16	0.7%
Care homes for adults	540	8.1%
Housing support/care at home	44	2.1%
Offender accommodation service	2	0.0%
Residential childcare	14	1.1%
Grand total	616	7.4%

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
	2020	2020
Aberdeen	25	16.4%
Aberdeenshire	34	3.2%
Angus	17	7.9%
Argyll and Bute	6	7.6%
Clackmannanshire	4	7.6%
Dumfries and Galloway	10	9.8%
Dundee	21	5.9%
East Ayrshire	21	5.9%
East Dunbartonshire	17	9.2%
East Lothian	18	11.2%
East Renfrewshire	9	11.1%
Edinburgh	52	7.0%
Falkirk	18	4.6%
Fife	47	9.1%
Glasgow	60	8.4%
Highland	37	6.9%
Inverclyde	10	4.0%
Midlothian	6	12.6%
Moray	12	9.3%
Na h-Eileanan Siar	2	0.0%
North Ayrshire	15	2.0%
North Lanarkshire	35	12.5%
Orkney	0	0.0%
Perth and Kinross	17	3.5%
Renfrewshire	19	6.0%
Scottish Borders	10	4.1%
Shetland	0	0.0%
South Ayrshire	21	5.6%
South Lanarkshire	40	3.8%
Stirling	10	17.2%
West Dunbartonshire	8	11.4%
West Lothian	15	9.5%
Grand total	616	7.4%

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, 99% of services that submitted WTE nursing staff data were included and all local authority areas (except Clackmannanshire 80%; 4 out of 5 services) had an inclusion percentage of 90% 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		
	2020	2019	2018	2020	2019	2018
Yes	2396	2831	2716	35%	41%	39%
No	3147	2991	3082	46%	43%	44%
Not Applicable	1268	1144	1203	19%	16%	17%
Total	6811	6966	7001	100%	100%	100%

Services reporting vacancies hard to fill	Number of services			Percentage of services		
	2020	2019	2018	2020	2019	2018
Yes	2396	2831	2716	43%	49%	47%
No	3147	2991	3082	57%	51%	53%
Total	5543	5822	5798	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		
		2020	2019	2018	2020	2019	2018
Adoption		5	5	6	15%	16%	19%
Adult placement		1	2	3	4%	8%	12%
Care homes:	Adults	101	130	129	45%	54%	53%
	Older people	404	467	447	54%	60%	58%
	Children and young people	88	105	102	32%	38%	40%
Childcare agency		6	7	9	43%	47%	53%
Daycare of children		987	1176	1121	39%	43%	42%
Fostering		12	12	11	24%	24%	22%
Housing support		466	552	543	52%	60%	58%
Nurse agency		27	29	35	57%	58%	65%
Offender accommodation		3	2	1	75%	50%	25%
School care accommodation:	Mainstream	4	6	3	17%	24%	13%
	Residential special	16	27	24	52%	77%	75%
Secure accommodation		2	3	2	67%	60%	40%
Support services:	Care at home	197	217	208	63%	68%	66%
	Other than care at home	77	91	72	25%	26%	20%
Grand total		2396	2831	2716	43%	49%	47%

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		
	2020	2019	2018	2020	2019	2018
Adoption	5	5	6	15%	16%	19%
Adult day care	77	91	72	25%	26%	20%
Adult placement	1	2	3	4%	8%	12%
Care homes for adults	505	597	575	52%	59%	56%
Childcare agency	6	7	9	43%	47%	53%
Day care of children	983	1174	1117	39%	44%	42%
Fostering	12	12	11	24%	24%	22%
Housing support/care at home	661	769	748	55%	62%	60%
Nurse agency	27	28	35	57%	57%	65%
Offender accommodation	3	2	1	75%	50%	25%
Residential childcare	106	135	126	34%	42%	43%
School care accommodation	4	6	3	17%	24%	13%
Grand total	2390	2828	2706	43%	49%	47%

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		
	2020	2019	2018	2020	2019	2018
Aberdeen	125	150	141	55%	60%	56%
Aberdeenshire	124	164	150	41%	50%	47%
Angus	42	40	38	31%	31%	30%
Argyll and Bute	55	65	60	43%	52%	48%
Clackmannanshire	297	24	25	39%	49%	50%
Dumfries and Galloway	18	65	67	40%	41%	41%
Dundee	59	70	72	31%	39%	39%
East Ayrshire	52	51	56	40%	43%	46%
East Dunbartonshire	48	62	63	46%	53%	54%
East Lothian	50	68	56	43%	52%	45%
East Renfrewshire	54	42	42	46%	49%	51%
Edinburgh	39	366	344	53%	61%	57%
Falkirk	68	70	65	45%	44%	42%
Fife	177	186	194	47%	48%	51%
Glasgow	235	284	272	43%	48%	45%
Highland	120	154	146	39%	47%	47%
Inverclyde	23	29	30	28%	35%	34%
Midlothian	42	48	41	43%	48%	44%
Moray	49	61	52	40%	49%	43%
Na h-Eileanan Siar	16	21	25	33%	40%	45%
North Ayrshire	44	46	50	33%	34%	38%
North Lanarkshire	100	115	112	48%	53%	50%
Orkney	19	26	26	48%	54%	55%
Perth and Kinross	87	93	91	48%	52%	49%
Renfrewshire	70	93	80	40%	50%	46%
Scottish Borders	52	54	59	41%	43%	43%
Shetland	26	26	27	48%	49%	50%
South Ayrshire	45	54	54	39%	45%	43%
South Lanarkshire	101	103	114	40%	40%	42%
Stirling	47	61	48	44%	52%	44%
West Dunbartonshire	32	35	27	41%	44%	34%
West Lothian	75	99	86	42%	54%	48%
Grand total	2391	2825	2713	43%	49%	47%

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

	2020	2019	2018
Too few applicants with experience	60%	59%	60%
Too few applicants	56%	58%	58%
Too few qualified applicants	52%	52%	50%
Competition from other service providers	39%	42%	39%
Candidates unable to work the hours needed	36%	36%	37%
Other reason	30%	26%	25%
Competition from other types of work	23%	25%	24%
Can't afford wage demands	15%	16%	15%
Cost of living in the area is too high	7%	8%	8%
Reason unknown	5%	5%	4%
Total number of services reporting problems filling vacancies	2396	2831	2716

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

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

	2020	2019	2018
Too few applicants	23%	26%	24%
Too few applicants with experience	21%	17%	18%
Too few qualified applicants	16%	14%	16%
Other reason	13%	10%	11%
Competition from other service providers	10%	13%	11%
Candidates unable to work the hours needed	7%	7%	8%
Competition from other types of work	3%	5%	5%
Can't afford wage demands	3%	5%	4%
Reason unknown	3%	3%	3%
Cost of living in the area is too high	1%	1%	1%
Grand total	100%	100%	100%

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

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason					
	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18			
Adoption	40%	40%	67%	60%	40%	33%	100%	100%	83%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	60%	60%	33%
Adult placement	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	50%	0%
Care home services:																																	
Adults	63%	70%	68%	46%	43%	36%	59%	52%	52%	17%	23%	22%	7%	8%	6%	37%	47%	47%	30%	37%	33%	17%	16%	14%	39%	42%	40%	31%	26%	26%			
Older people	51%	53%	53%	58%	56%	55%	58%	55%	56%	9%	9%	11%	7%	6%	5%	36%	37%	38%	23%	25%	26%	8%	10%	10%	35%	36%	35%	34%	27%	29%			
Children and young people	36%	40%	41%	73%	70%	71%	77%	75%	80%	8%	6%	6%	6%	4%	4%	41%	41%	38%	13%	13%	14%	6%	7%	6%	33%	30%	26%	20%	18%	18%			
Childcare agency	83%	71%	56%	67%	57%	56%	83%	86%	67%	33%	29%	11%	0%	0%	0%	0%	0%	56%	17%	14%	33%	17%	14%	11%	50%	43%	56%	67%	43%	33%			
Daycare of children	53%	55%	54%	62%	62%	60%	64%	61%	62%	20%	20%	19%	3%	2%	2%	34%	35%	28%	14%	14%	14%	4%	3%	4%	28%	27%	27%	25%	23%	23%			
Fostering	58%	75%	64%	25%	17%	9%	67%	42%	45%	8%	8%	9%	8%	0%	0%	8%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	33%	27%			
Housing support	67%	71%	71%	34%	34%	31%	58%	57%	61%	13%	14%	14%	8%	7%	7%	52%	57%	57%	39%	42%	40%	11%	14%	14%	49%	51%	55%	35%	30%	29%			
Nurse agency	48%	48%	57%	41%	34%	34%	26%	28%	29%	19%	21%	9%	11%	7%	6%	52%	59%	46%	11%	17%	14%	4%	3%	6%	15%	10%	20%	30%	21%	23%			
Offender accomm.	67%	100%	100%	67%	50%	100%	33%	0%	0%	33%	50%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	50%	100%			
School care accommodation:																																	
Mainstream residential	75%	67%	33%	50%	50%	33%	75%	83%	67%	25%	17%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	25%	33%	33%	25%	17%	33%			
Residential special	44%	44%	46%	63%	67%	63%	88%	89%	71%	0%	0%	0%	6%	4%	0%	50%	52%	46%	19%	19%	21%	13%	7%	4%	19%	26%	25%	31%	26%	21%			

Secure accomm.	50 %	33 %	0%	50 %	10 0%	10 0%	50 %	67 %	50 %	0%	0%	50 %	0%	0%	0%	0%	0%	50 %	0%	0%	50 %	0%	0%	0%	0%	0%	0%	50 %	0%	0%
Support services:																														
Care at home	64 %	63 %	63 %	35 %	34 %	36 %	53 %	52 %	52 %	9%	11 %	11 %	4%	7%	6%	55 %	57 %	50 %	45 %	47 %	40 %	9%	11 %	10 %	61 %	62 %	58 %	31 %	26 %	27 %
Other than care at home	32 %	52 %	56 %	25 %	32 %	40 %	39 %	57 %	61 %	9%	11 %	7%	4%	4%	3%	17 %	26 %	28 %	9%	15 %	18 %	1%	8%	10 %	10 %	16 %	24 %	55 %	31 %	21 %
Grand total	56 %	58 %	58 %	52 %	52 %	50 %	60 %	59 %	60 %	15 %	16 %	15 %	5%	5%	4%	39 %	42 %	39 %	23 %	25 %	24 %	7%	8%	8%	36 %	36 %	37 %	30 %	26 %	25 %

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

	Too few applicants			Too few qualified applicants			Too few applicants with experience			Cannot afford wage demands			Reason unknown			Competition from other service providers			Competition from other types of work			Cost of living in the area is too high			Candidates unable to work the hours needed			Other reason		
	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18
Adoption	40%	40%	67%	60%	40%	33%	100%	100%	83%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	60%	60%	33%
Adult day care	32%	52%	56%	25%	32%	40%	39%	57%	61%	9%	11%	7%	4%	4%	3%	17%	26%	28%	9%	15%	18%	1%	8%	10%	10%	16%	24%	55%	31%	21%
Adult placement	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	100%	50%	100%
Care homes for adults	54%	56%	56%	55%	53%	51%	58%	54%	55%	10%	12%	13%	7%	7%	5%	36%	39%	40%	24%	27%	27%	10%	11%	11%	36%	37%	36%	33%	27%	28%
Childcare agency	83%	71%	56%	67%	57%	56%	83%	86%	67%	33%	29%	11%	0%	0%	0%	0%	0%	56%	17%	14%	33%	17%	14%	11%	50%	43%	56%	67%	43%	33%
Day care of children	53%	55%	53%	62%	62%	60%	64%	61%	62%	20%	20%	19%	3%	2%	2%	34%	35%	29%	14%	14%	14%	4%	3%	4%	28%	27%	28%	24%	23%	23%
Fostering	58%	75%	64%	25%	17%	9%	67%	42%	45%	8%	8%	9%	8%	0%	0%	8%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	33%	27%	
Housing support/care at home	66%	69%	69%	34%	34%	32%	56%	56%	58%	12%	13%	13%	7%	7%	7%	53%	57%	55%	41%	43%	41%	10%	13%	13%	53%	54%	55%	34%	29%	29%
Nurse agency	48%	48%	57%	41%	34%	34%	26%	28%	29%	19%	21%	9%	11%	7%	6%	52%	59%	46%	11%	17%	14%	4%	3%	6%	15%	10%	20%	30%	21%	23%
Offender accomm.	67%	100%	100%	67%	50%	100%	33%	0%	0%	33%	50%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	50%	100%
Residential childcare	38%	41%	41%	71%	70%	69%	78%	78%	78%	7%	4%	6%	6%	4%	3%	42%	42%	40%	13%	14%	16%	7%	7%	6%	30%	29%	26%	23%	19%	18%
School care accomm.	75%	67%	33%	50%	50%	33%	75%	83%	67%	25%	17%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	25%	33%	33%	25%	17%	33%
Grand total	56%	58%	58%	52%	52%	50%	60%	59%	60%	15%	16%	15%	5%	5%	4%	39%	42%	39%	23%	25%	24%	7%	8%	8%	36%	36%	37%	30%	26%	26%

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		
	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18
Adoption	0%	20%	17%	20%	20%	0%	80%	60%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%
Adult placement	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	50%	67%
Care homes:																														
Adults	37%	35%	37%	7%	10%	7%	21%	13%	15%	1%	5%	7%	5%	5%	3%	4%	13%	9%	2%	4%	5%	2%	2%	2%	8%	6%	5%	13%	8%	12%
Older People	25%	29%	28%	16%	20%	19%	23%	18%	16%	1%	2%	2%	3%	3%	4%	8%	9%	10%	3%	4%	5%	1%	1%	1%	3%	6%	4%	16%	9%	10%
Children and Young People	13%	14%	9%	16%	19%	24%	36%	29%	37%	5%	4%	2%	5%	4%	2%	9%	17%	8%	1%	1%	0%	0%	0%	0%	5%	3%	8%	11%	9%	11%
Childcare agency	17%	29%	11%	17%	14%	22%	0%	29%	11%	0%	14%	11%	17%	0%	0%	0%	0%	22%	17%	0%	0%	0%	0%	0%	0%	14%	22%	33%	0%	0%
Daycare of children	17%	20%	18%	25%	19%	21%	21%	18%	19%	4%	6%	6%	2%	2%	2%	11%	14%	12%	2%	3%	3%	1%	0%	0%	8%	7%	8%	9%	11%	10%
Fostering	33%	42%	27%	8%	25%	0%	33%	17%	36%	8%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	17%	17%	18%
Housing support	31%	33%	33%	7%	4%	6%	19%	15%	15%	3%	4%	5%	3%	3%	3%	11%	13%	10%	5%	7%	6%	1%	1%	1%	6%	8%	9%	13%	11%	11%
Nurse agency	22%	21%	23%	22%	7%	20%	4%	21%	17%	4%	14%	6%	4%	7%	3%	19%	28%	14%	0%	0%	0%	4%	0%	0%	0%	0%	3%	22%	3%	14%
Offender accomm.	67%	100%	0%	0%	0%	100%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
School care accommodation services:																														
Mainstream residential	0%	50%	33%	25%	0%	0%	25%	17%	0%	0%	0%	0%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	25%	17%	33%	25%	0%	33%
Residential special	6%	26%	17%	31%	7%	29%	38%	44%	33%	0%	0%	0%	0%	4%	0%	13%	7%	8%	0%	4%	0%	6%	0%	0%	0%	0%	0%	6%	7%	13%

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					
	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18			
Adoption	0%	20%	17%	20%	20%	0%	80%	60%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%
Adult day care	14%	36%	25%	6%	7%	10%	19%	15%	21%	5%	3%	1%	3%	4%	6%	6%	8%	13%	3%	7%	8%	1%	1%	1%	3%	5%	4%	39%	13%	11%			
Adult placement	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	50%	67%			
Care homes for adults	27%	30%	30%	14%	18%	16%	22%	17%	16%	1%	3%	3%	4%	3%	4%	7%	10%	10%	3%	4%	5%	2%	1%	1%	4%	6%	5%	15%	9%	11%			
Childcare agency	17%	29%	11%	17%	14%	22%	0%	29%	11%	0%	14%	11%	17%	0%	0%	0%	0%	22%	17%	0%	0%	0%	0%	0%	0%	14%	22%	33%	0%	0%			
Day care of children	17%	20%	18%	25%	19%	21%	21%	18%	19%	4%	6%	6%	2%	2%	2%	11%	14%	12%	2%	3%	3%	1%	0%	0%	8%	7%	8%	9%	11%	10%			
Fostering	33%	42%	27%	8%	25%	0%	33%	17%	36%	8%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	17%	17%	18%			
Housing support/care at home	31%	33%	30%	6%	4%	6%	18%	14%	14%	3%	3%	4%	3%	3%	3%	12%	13%	11%	6%	8%	7%	1%	1%	1%	10%	9%	12%	12%	11%	11%			
Nurse agency	22%	21%	23%	22%	7%	20%	4%	21%	17%	4%	14%	6%	4%	7%	3%	19%	28%	14%	0%	0%	0%	4%	0%	0%	0%	0%	3%	22%	3%	14%			
Offender accomm.	67%	100%	0%	0%	0%	100%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Residential childcare	12%	17%	10%	18%	17%	25%	36%	32%	37%	4%	3%	2%	4%	4%	2%	9%	15%	7%	1%	1%	0%	1%	0%	0%	4%	2%	6%	11%	8%	11%			
School care accomm.	0%	50%	33%	25%	0%	0%	25%	17%	0%	0%	0%	0%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	25%	17%	33%	25%	0%	33%			
Grand total	23%	26%	24%	16%	14%	16%	21%	17%	18%	3%	5%	4%	3%	3%	3%	10%	13%	11%	3%	5%	5%	1%	1%	1%	7%	7%	8%	13%	10%	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		
	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18
Aberdeen	56%	62%	65%	53%	51%	52%	66%	59%	67%	22%	25%	23%	4%	1%	1%	47%	54%	44%	30%	34%	35%	26%	35%	43%	39%	40%	42%	27%	21%	21%
Aberdeen shire	63%	68%	64%	62%	57%	57%	59%	51%	59%	22%	26%	27%	4%	5%	5%	32%	37%	39%	22%	24%	28%	20%	24%	26%	37%	38%	43%	23%	28%	29%
Angus	38%	45%	55%	48%	50%	53%	69%	70%	71%	14%	18%	16%	2%	3%	3%	14%	25%	21%	14%	18%	16%	0%	3%	3%	31%	45%	47%	12%	10%	24%
Argyll and Bute	62%	65%	63%	58%	60%	58%	55%	51%	52%	13%	14%	10%	4%	3%	7%	29%	29%	28%	25%	28%	23%	13%	14%	15%	35%	31%	33%	35%	45%	52%
Clackmannan shire	61%	63%	56%	39%	46%	52%	56%	63%	52%	17%	21%	20%	0%	0%	0%	44%	46%	36%	28%	38%	32%	0%	0%	0%	50%	58%	48%	39%	29%	36%
Dumfries and Galloway	58%	52%	57%	56%	46%	57%	56%	49%	55%	27%	26%	25%	3%	5%	1%	56%	51%	49%	36%	45%	42%	3%	3%	4%	49%	51%	45%	32%	29%	24%
Dundee	54%	56%	54%	56%	47%	46%	67%	71%	76%	13%	17%	19%	8%	9%	7%	42%	47%	50%	33%	31%	26%	2%	1%	0%	38%	40%	43%	27%	23%	25%
East Ayrshire	46%	51%	52%	48%	41%	36%	71%	69%	59%	4%	6%	5%	4%	2%	4%	50%	51%	45%	17%	16%	13%	4%	4%	4%	40%	35%	21%	29%	22%	27%
East Dunbarton shire	48%	63%	49%	46%	58%	51%	72%	68%	59%	22%	19%	19%	2%	2%	2%	48%	53%	54%	18%	18%	17%	4%	3%	3%	52%	42%	44%	36%	26%	27%
East Lothian	61%	63%	59%	57%	56%	64%	57%	57%	71%	9%	13%	9%	0%	4%	4%	48%	50%	52%	31%	29%	23%	6%	9%	9%	35%	35%	48%	33%	24%	23%
East Renfrew shire	38%	48%	40%	54%	57%	50%	64%	67%	57%	8%	7%	12%	3%	2%	2%	41%	45%	40%	33%	33%	26%	3%	5%	0%	38%	33%	40%	33%	36%	36%
Edinburgh	56%	60%	57%	60%	56%	54%	70%	65%	67%	14%	15%	14%	5%	5%	6%	45%	48%	42%	28%	29%	28%	12%	13%	10%	37%	39%	38%	31%	26%	22%
Falkirk	66%	60%	58%	40%	46%	52%	60%	57%	57%	15%	16%	15%	4%	4%	5%	34%	36%	28%	24%	27%	25%	3%	4%	5%	41%	50%	48%	28%	24%	28%
Fife	56%	57%	64%	46%	50%	48%	59%	63%	62%	8%	9%	6%	8%	6%	6%	35%	39%	32%	21%	24%	21%	4%	4%	3%	36%	35%	31%	21%	15%	17%
Glasgow	44%	54%	55%	49%	49%	49%	56%	54%	55%	13%	14%	12%	8%	8%	6%	38%	45%	38%	18%	23%	22%	1%	1%	2%	22%	24%	27%	30%	24%	24%
Highland	65%	63%	63%	49%	52%	51%	49%	51%	55%	13%	14%	14%	7%	5%	3%	32%	38%	38%	22%	24%	26%	8%	7%	11%	33%	32%	34%	39%	36%	34%

Inverclyde	61 %	62 %	73 %	52 %	55 %	53 %	43 %	52 %	50 %	9 %	14 %	17 %	9 %	7 %	3 %	35 %	38 %	40 %	22 %	28 %	27 %	0 %	3 %	3 %	30 %	38 %	37 %	26 %	28 %	37 %
Midlothian	48 %	56 %	71 %	57 %	52 %	51 %	62 %	63 %	63 %	17 %	21 %	17 %	0 %	4 %	12 %	52 %	48 %	46 %	17 %	17 %	20 %	5 %	6 %	7 %	29 %	33 %	22 %	26 %	15 %	12 %
Moray	59 %	62 %	58 %	53 %	52 %	42 %	45 %	52 %	58 %	18 %	20 %	21 %	4 %	5 %	2 %	49 %	46 %	44 %	29 %	30 %	29 %	4 %	3 %	4 %	43 %	44 %	37 %	35 %	21 %	21 %
Na h-Eileanan Siar	81 %	86 %	76 %	31 %	43 %	40 %	69 %	57 %	56 %	6 %	14 %	12 %	0 %	0 %	0 %	19 %	29 %	32 %	19 %	24 %	28 %	0 %	5 %	8 %	31 %	29 %	32 %	38 %	38 %	32 %
North Ayrshire	50 %	50 %	48 %	57 %	48 %	48 %	59 %	59 %	54 %	14 %	15 %	14 %	2 %	4 %	0 %	34 %	39 %	38 %	16 %	17 %	16 %	14 %	9 %	10 %	45 %	43 %	36 %	41 %	33 %	36 %
North Lanarkshire	63 %	50 %	48 %	41 %	39 %	37 %	49 %	45 %	46 %	14 %	12 %	13 %	6 %	4 %	5 %	36 %	37 %	34 %	25 %	17 %	18 %	0 %	0 %	0 %	35 %	30 %	27 %	32 %	39 %	37 %
Orkney	79 %	81 %	77 %	42 %	42 %	35 %	47 %	58 %	54 %	0 %	0 %	4 %	5 %	0 %	0 %	37 %	35 %	31 %	0 %	4 %	4 %	5 %	15 %	15 %	16 %	12 %	19 %	37 %	35 %	35 %
Perth and Kinross	67 %	68 %	70 %	51 %	60 %	48 %	64 %	63 %	58 %	13 %	11 %	12 %	3 %	5 %	5 %	39 %	39 %	40 %	18 %	22 %	19 %	5 %	9 %	5 %	39 %	40 %	38 %	32 %	25 %	23 %
Renfrewshire	50 %	55 %	50 %	41 %	45 %	44 %	59 %	61 %	65 %	17 %	16 %	18 %	4 %	4 %	1 %	33 %	35 %	40 %	19 %	23 %	23 %	1 %	1 %	1 %	44 %	38 %	44 %	31 %	20 %	19 %
Scottish Borders	73 %	61 %	68 %	48 %	46 %	36 %	56 %	57 %	49 %	13 %	15 %	10 %	4 %	6 %	2 %	44 %	48 %	36 %	21 %	24 %	27 %	2 %	2 %	2 %	44 %	46 %	46 %	44 %	24 %	12 %
Shetland	65 %	65 %	78 %	58 %	54 %	52 %	65 %	62 %	63 %	0 %	4 %	11 %	8 %	4 %	7 %	27 %	19 %	30 %	38 %	31 %	41 %	12 %	15 %	22 %	31 %	31 %	41 %	23 %	42 %	37 %
South Ayrshire	62 %	59 %	57 %	53 %	52 %	48 %	56 %	69 %	65 %	16 %	15 %	17 %	9 %	2 %	2 %	40 %	39 %	39 %	18 %	22 %	20 %	2 %	4 %	4 %	33 %	39 %	31 %	24 %	30 %	30 %
South Lanarkshire	38 %	47 %	47 %	54 %	54 %	49 %	59 %	63 %	57 %	15 %	21 %	14 %	3 %	6 %	4 %	44 %	44 %	34 %	23 %	21 %	20 %	2 %	2 %	2 %	30 %	39 %	36 %	37 %	22 %	24 %
Stirling	62 %	48 %	52 %	49 %	48 %	52 %	62 %	59 %	56 %	26 %	15 %	17 %	9 %	5 %	4 %	40 %	36 %	38 %	32 %	33 %	38 %	9 %	5 %	6 %	32 %	31 %	40 %	36 %	34 %	31 %
West Dunbartonshire	56 %	57 %	52 %	50 %	54 %	56 %	53 %	46 %	48 %	13 %	9 %	19 %	3 %	0 %	0 %	38 %	23 %	26 %	16 %	11 %	11 %	0 %	3 %	0 %	47 %	43 %	63 %	38 %	34 %	26 %
West Lothian	51 %	49 %	45 %	56 %	59 %	53 %	56 %	56 %	64 %	17 %	15 %	17 %	4 %	3 %	6 %	31 %	29 %	37 %	20 %	15 %	16 %	1 %	1 %	2 %	33 %	29 %	35 %	17 %	17 %	13 %
Grand total	56 %	58 %	58 %	52 %	52 %	50 %	60 %	59 %	60 %	15 %	16 %	15 %	5 %	5 %	4 %	39 %	42 %	39 %	23 %	25 %	24 %	7 %	8 %	8 %	36 %	36 %	37 %	30 %	26 %	25 %

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			
	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	20	19	18	
Aberdeen	23%	27%	21%	19%	14%	16%	24%	23%	20%	6%	6%	6%	2%	1%	3%	12%	11%	12%	2%	3%	5%	1%	1%	3%	6%	7%	8%	5%	6%	7%	
Aberdeen shire	26%	39%	25%	21%	12%	15%	21%	14%	13%	3%	9%	11%	2%	1%	3%	7%	7%	9%	1%	1%	1%	3%	1%	3%	8%	9%	7%	8%	7%	11%	
Angus	14%	15%	21%	19%	13%	21%	40%	35%	29%	0%	8%	5%	0%	0%	3%	5%	10%	3%	7%	0%	0%	0%	0%	0%	0%	10%	10%	11%	5%	10%	8%
Argyll and Bute	33%	29%	33%	18%	17%	13%	16%	13%	8%	0%	0%	2%	0%	0%	5%	9%	2%	7%	4%	5%	8%	0%	3%	2%	7%	13%	7%	13%	19%	15%	
Clackmannan shire	39%	42%	32%	11%	8%	20%	22%	13%	12%	0%	4%	12%	0%	4%	0%	0%	0%	8%	0%	8%	4%	0%	0%	0%	11%	13%	4%	17%	8%	8%	
Dumfries and Galloway	15%	17%	30%	20%	12%	16%	7%	14%	16%	5%	6%	6%	2%	2%	3%	19%	18%	7%	8%	9%	4%	0%	0%	0%	10%	5%	7%	14%	17%	9%	
Dundee	22%	21%	17%	14%	13%	11%	33%	23%	25%	2%	3%	4%	0%	3%	6%	10%	14%	13%	6%	7%	8%	0%	0%	0%	4%	7%	8%	10%	9%	8%	
East Ayrshire	19%	25%	18%	17%	12%	7%	27%	29%	38%	0%	2%	4%	4%	2%	5%	10%	8%	9%	4%	4%	0%	0%	0%	0%	8%	10%	4%	10%	8%	16%	
East Dunbarton shire	14%	27%	17%	16%	21%	17%	26%	6%	13%	8%	3%	3%	2%	2%	0%	6%	21%	14%	2%	8%	3%	0%	0%	0%	12%	6%	16%	14%	5%	16%	
East Lothian	20%	18%	25%	9%	16%	16%	22%	12%	22%	2%	7%	0%	0%	3%	4%	9%	16%	13%	4%	12%	7%	0%	1%	0%	9%	6%	4%	24%	9%	9%	
East Renfrew shire	21%	36%	21%	18%	10%	14%	28%	14%	12%	0%	2%	2%	3%	5%	2%	10%	7%	14%	5%	17%	7%	0%	0%	2%	5%	2%	17%	10%	7%	7%	
Edinburgh	17%	27%	22%	19%	15%	17%	24%	17%	19%	3%	3%	3%	1%	4%	2%	15%	14%	12%	2%	3%	7%	2%	1%	1%	6%	5%	8%	13%	11%	9%	
Falkirk	26%	21%	17%	18%	10%	12%	21%	17%	26%	6%	3%	3%	3%	1%	3%	4%	17%	8%	1%	6%	5%	0%	0%	0%	10%	20%	20%	10%	4%	6%	
Fife	26%	28%	24%	15%	17%	21%	19%	22%	17%	2%	3%	3%	4%	1%	4%	9%	11%	9%	2%	3%	2%	1%	1%	0%	7%	10%	7%	15%	5%	13%	
Glasgow	25%	26%	21%	13%	11%	17%	22%	16%	17%	3%	7%	4%	7%	5%	5%	10%	17%	14%	2%	5%	4%	0%	0%	0%	5%	3%	5%	13%	11%	13%	

Highland	28 %	34 %	29 %	22 %	17 %	14 %	18 %	12 %	12 %	2 %	3 %	6 %	3 %	4 %	1 %	5 %	8 %	10 %	3 %	6 %	5 %	1 %	0 %	0 %	4 %	6 %	8 %	15 %	10 %	14 %
Inverclyde	26 %	21 %	20 %	22 %	10 %	13 %	17 %	14 %	17 %	4 %	7 %	3 %	9 %	10 %	0 %	13 %	17 %	7 %	0 %	3 %	3 %	0 %	0 %	0 %	4 %	7 %	13 %	4 %	10 %	23 %
Midlothian	24 %	17 %	22 %	26 %	19 %	20 %	7 %	15 %	7%	2 %	0 %	5 %	5 %	4 %	0 %	17 %	28 %	17 %	2 %	2 %	10 %	0 %	0 %	0 %	0 %	4 %	7 %	17 %	11 %	12 %
Moray	18 %	23 %	29 %	14 %	20 %	18 %	18 %	13 %	22 %	2 %	8 %	8 %	2 %	2 %	0 %	16 %	11 %	10 %	12 %	11 %	4 %	0 %	0 %	0 %	4 %	5 %	6 %	12 %	7 %	4%
Na h-Eileanan Siar	38 %	48 %	48 %	25 %	19 %	8%	19 %	10 %	12 %	6 %	0 %	8 %	0 %	5 %	0 %	6 %	5 %	12 %	0 %	5 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	6 %	10 %	12 %
North Ayrshire	16 %	9 %	22 %	18 %	9 %	8%	14 %	22 %	20 %	5 %	7 %	2 %	0 %	2 %	2 %	9 %	9 %	10 %	2 %	7 %	8 %	14 %	2 %	4 %	11 %	17 %	10 %	11 %	17 %	14 %
North Lanarkshire	25 %	22 %	18 %	10 %	10 %	13 %	18 %	12 %	14 %	6 %	5 %	4 %	3 %	4 %	8 %	12 %	15 %	10 %	2 %	2 %	4 %	0 %	0 %	0 %	7 %	8 %	9 %	16 %	22 %	21 %
Orkney	53 %	65 %	62 %	11 %	4 %	8%	11 %	12 %	4%	0 %	0 %	4 %	0 %	0 %	0 %	11 %	12 %	19 %	11 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	5 %	8 %	4%
Perth and Kinross	26 %	27 %	33 %	18 %	14 %	18 %	22 %	19 %	19 %	1 %	3 %	2 %	1 %	2 %	1 %	6 %	12 %	7 %	2 %	5 %	7 %	2 %	2 %	0 %	10 %	6 %	8 %	10 %	9 %	6%
Renfrewshire	16 %	14 %	16 %	7 %	11 %	18 %	21 %	22 %	20 %	3 %	8 %	0 %	3 %	1 %	3 %	14 %	18 %	15 %	10 %	5 %	8 %	0 %	1 %	0 %	11 %	10 %	11 %	14 %	10 %	10 %
Scottish Borders	29 %	22 %	32 %	15 %	11 %	12 %	13 %	15 %	14 %	2 %	7 %	2 %	2 %	4 %	0 %	10 %	7 %	14 %	6 %	0 %	2 %	0 %	0 %	0 %	10 %	9 %	17 %	13 %	24 %	8%
Shetland	35 %	35 %	52 %	12 %	35 %	19 %	19 %	8 %	11 %	0 %	0 %	4 %	8 %	8 %	0 %	4 %	8 %	4 %	4 %	0 %	0 %	0 %	0 %	0 %	4 %	0 %	0 %	15 %	8 %	11 %
South Ayrshire	22 %	13 %	20 %	22 %	22 %	9%	16 %	28 %	37 %	0 %	6 %	2 %	4 %	4 %	2 %	11 %	4 %	9 %	4 %	4 %	0 %	0 %	0 %	0 %	11 %	6 %	11 %	9 %	15 %	9%
South Lanarkshire	14 %	27 %	23 %	13 %	11 %	11 %	21 %	18 %	19 %	3 %	2 %	4 %	5 %	6 %	4 %	12 %	20 %	9 %	4 %	3 %	5 %	0 %	0 %	0 %	5 %	8 %	12 %	24 %	6 %	12 %
Stirling	23 %	25 %	21 %	11 %	16 %	25 %	28 %	25 %	10 %	6 %	5 %	8 %	0 %	2 %	2 %	2 %	10 %	13 %	6 %	3 %	8 %	4 %	0 %	0 %	6 %	2 %	6 %	13 %	13 %	6%
West Dunbartonshire	25 %	26 %	19 %	9 %	20 %	7%	19 %	14 %	22 %	9 %	0 %	7 %	0 %	0 %	0 %	9 %	9 %	15 %	0 %	3 %	4 %	0 %	0 %	0 %	16 %	14 %	26 %	13 %	14 %	0%
West Lothian	25 %	27 %	23 %	16 %	13 %	19 %	21 %	17 %	21 %	8 %	7 %	7 %	4 %	2 %	3 %	5 %	11 %	14 %	0 %	5 %	2 %	0 %	0 %	0 %	15 %	10 %	3 %	5 %	7 %	7%
Grand total	23 %	26 %	24 %	16 %	14 %	16 %	21 %	17 %	18 %	3 %	5 %	4 %	3 %	3 %	3 %	10 %	13 %	11 %	3 %	5 %	5 %	1 %	1 %	1 %	7 %	7 %	8 %	13 %	10 %	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

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