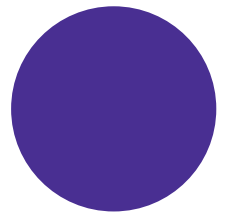
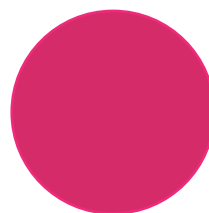
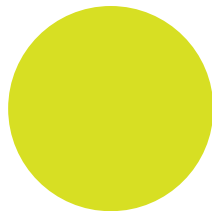
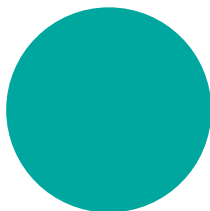
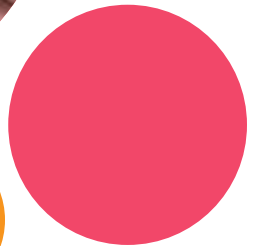


Staff vacancies in care services 2016

Published October 2017



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Introduction

Scrutiny evidence suggests that having an effective and stable staff team is strongly associated with providing high-quality care. This allows trusting relationships to be developed between people providing and experiencing care, often supporting positive experiences and outcomes.

The Care Inspectorate recognises that recruitment and retention into some parts of the social care sector remains a challenge, and we collect significant data about the places and parts of the sector where recruitment problems are more challenging.

This report has been prepared to provide a national overview of the vacancy levels and recruitment difficulties reported by care services in their Care Inspectorate annual returns.

The information on vacancies, problems filling vacancies, and the reasons why services have reported having problems filling vacancies, has been extracted from information provided by care services, across early learning and childcare, children's services, and adult social care. Every care service is asked to complete an annual return every year to provide statistical and other information. The vacancy questions are asked for every care service type apart from childminders, who are typically sole providers.

We know, of course, that numbers do not tell the whole story. The skills, experiences, and values of social care staff are just as critical as the right number of staff being employed. The Health and Social Care Standards set out what people should experience from care, including that:

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

Values-based recruitment is critically important in social work and social care. The Care Inspectorate was pleased to work with the Scottish Social Services Council, and a wide range of experts from the social care sector, to revise and update national safer recruitment guidance, which is available at <http://hub.careinspectorate.com/knowledge/safer-recruitment>.

At a time of major expansion of early learning and childcare, and continued growth in the demand for health and social care, we hope this statistical information is helpful for planners, commissioners and policy-makers.

Karen Reid
Chief Executive

Sources and use of data in this report

The information in this report is provided by managers of care services, rather than being independently verified by inspectors. 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:

- 1) Did you have any staff vacancies at 31 December? (yes, no, not applicable)
- 2) Have you found vacancies hard to fill? (yes, no, not applicable)
- 3) 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
- 4) If "Other reason", please specify? (open response text box)
- 5) Please tell us what you consider to be the main reason why it is hard to fill vacancies (dropdown list of options from Question 3)
- 6) If Other Reason Please tell us what it is. (open response text box)

The information shown below 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 2016, 89% of services (excluding childminders) completed an annual return with all required staffing information completed.

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 and therefore there may be variation between services in what a vacancy was defined as. Additionally, services were only asked "Did you have any staff vacancies at 31 December?" so it was not possible in the context of this report to determine how many vacancies a service had, only whether the service had at least one vacancy at 31 December.

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 may be variation between services with regards the definition.

The reasons why services find it hard to fill vacancies are only shown for those services that stated that they found it hard to fill vacancies. Where services reported that they did not find it hard to fill vacancies, but have nonetheless answered the

question about why they found it hard to fill vacancies, we have excluded the latter results from the analysis.

When we refer to 'care services', we mean services that are 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 daycentres. 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 sector. 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 employers responsible for their own recruitment.

This means that where we refer to local authority areas in this report, we generally are referring to the totality of care services that are 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 head office. Due to the nature of these services they may operate in other or additional local authority areas than the local authority where the head office is located.

Summary of key findings

The Care Inspectorate is the independent scrutiny and improvement body responsible for regulating a wide range of care and support services in Scotland. At 31 December 2016 there were almost 13,500 registered services providing care and support for children, young people, adults and older people across Scotland. Almost 6,000 of these services were childminders, which are not included in the remainder of this report. The remaining 8,000 services employed an estimated 177,250¹ staff – an increase of 0.2% on the previous year's estimate. Around 39% (about 69,000 workers) work in care at home or housing support services; 30% (about 54,000 workers) work in care homes for adults and older people and a further 19% (about 33,000 workers) in daycare of children services.

The information on vacancies, problems filling vacancies, and the reasons why services have reported having problems filling vacancies, has been extracted from the Care Inspectorate's annual returns. Every care service has to fill in the annual return every year. The vacancy questions are asked for every service type apart from childminders. All information relates to 31 December of the year displayed.

Services reporting vacancies

- At 31 December 2016, 35% of services reported having vacancies. This was an increase of 1 percentage point on the proportion of services with vacancies at 31 December 2015 and 2014 (both 34%).
- Care homes for older people (59% of services), housing support services (57% of services), care at home services (57% of services), and care homes for adults (51% of services) were the main service types with the largest proportion of services reporting vacancies.
- Care homes for adults, care homes for older people, care homes for children and young people, housing support services, and care at home services all had vacancy rates significantly above the national average.
- Daycare of children services (19% of services) was the only main service type where the vacancy rates were significantly below the national average.
- Aberdeen (45% of services), North Lanarkshire (43% of services), Stirling (41% of services) and Dundee (41% of services) had the highest proportion of services with vacancies of all local authority areas.
- Aberdeen, North Lanarkshire and Edinburgh had a significantly higher proportion of vacancies than the national average when the number of services in the area was taken into account.
- Angus (21% of services), South Ayrshire (25% of services) and Highland (27% of services) had the lowest proportion of services with vacancies of all local authority areas.
- Angus, Dumfries and Galloway, Falkirk, Highland, Scottish Borders and South Ayrshire had a significantly lower proportion of vacancies than the national average when the number of services in the area was taken into account.

¹ Workforce Data 2016 – Scottish Social Services Council

Nurse vacancies

- At 31 December 2015, there were an estimated 6,550 nurses working in registered care services in Scotland. The vast majority (70% of nurses; 4,590 nurses) were working in care homes for adults, with a further 27% (1,800 nurses) employed by nurse agencies.
- At 31 December 2016, 21% of services reported having nursing vacancies (where applicable). This was an increase of 1 percentage point on the proportion of services with vacancies at 31 December 2015 (20%) and 3 percentage points from 2014 (18%).
- Care homes for older people (49% of services) and nurse agencies (64% of services) had a significantly higher than average proportion of services with nursing vacancies.

Services reporting problems filling vacancies

- At 31 December 2016, 41% of services with vacancies reported having problems filling them; up 2 percentage points from the previous year.
- Particularly high proportions of the following types of services reported problems filling vacancies: care at home services (64%), care homes for older people (57%), care homes for adults (49%) and housing support services (48%). Additionally, nurse agencies (61%) and residential special schools (61%) had high proportion of services reporting problems filling vacancies, although these percentages were based on a small number of services.
- Care homes for adults, care homes for older people, care homes for adults, housing support services, care at home services, nurse agencies and residential special schools all had a proportion of services reporting that vacancies were hard to fill significantly above the national average. On the other hand, daycare of children services and support services other than care at home services had a proportion of services reporting that vacancies were hard to fill significantly below the national average.
- Aberdeen (57%), Perth and Kinross (52%) and Fife (51% of services) had the highest proportion of services reporting that vacancies were hard to fill.
- Aberdeen, Perth and Kinross, Fife and Edinburgh had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average when the number of services in the area was taken into account.
- Angus (26%), Inverclyde (26%), West Dunbartonshire (28%), and Scottish Borders (28% of services) had the lowest proportion of services reporting that vacancies were hard to fill.
- Angus, Dundee, Falkirk, Inverclyde, North Ayrshire, Scottish Borders and West Dunbartonshire all had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average when the number of services in the area was taken into account.

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 (58%), too few applicants in general (58%) and too few qualified applicants (50%) were the most common themes within most service types that reported problems filling vacancies.
- The main reason why services found vacancies difficult to fill was not having enough or appropriate applicants applying for vacancies. 27% of services reported that there were too few applicants applying for roles, 20% reported that there were too few applicants with the required experience and 18% reported that there were too few qualified applicants.
- Housing support services were affected by a multitude of reasons for filling vacancies, with services significantly above average on over half of the main reasons given for vacancies being difficult to fill. Care homes for children and young people, were generally unaffected by many of the main reasons given for vacancies being difficult to fill, with services significantly below average on over half of the main reasons given for vacancies being difficult to fill.
- Services in Aberdeen were affected by a multitude of reasons for filling vacancies, with services significantly above average on over half of the main reasons given for vacancies being difficult to fill. Services in Fife were generally unaffected by many of the main reasons given for vacancies being difficult to fill, with services significantly below average on over half of the main reasons given for vacancies being difficult to fill.

Detailed Findings

Please note that tables referenced in this section of the report are listed at the end of the report)

Services reporting vacancies

Overall (Table 1a)

In the most recent annual return, 35% of services (where the question was applicable) stated that they had vacancies at 31 December 2016. This was an increase of 1 percentage point on the proportion of services with vacancies at 31 December 2015 and 2014 (both 34%).

Service Type Analysis (Table 1b)

Main service types

For main service types the change in the proportion of services with vacancies was variable. Care homes for older people increased 2 percentage points from 57% of services in 2015 to 59% of services in 2016. Likewise, housing support services increased 3 percentage points to 57% of services from 54% of services in 2015 returning above the 56% of services with a vacancy reported in 2014. Support services other than care at home have reported relatively consistent levels of vacancies over the last 3 years with around about a third of services reporting vacancies. This year, the proportion of services with vacancies increased 2 percentage points to 34% of services from 32% of services in 2015. The proportion of services with vacancies in care homes for children and young people remained unchanged from 2015 at 44% of services. This was 5 percentage points down from the levels of vacancies at 2014. Daycare of children services reported no change in the proportion of services with vacancies (19% of services) for the second straight year. Care at home services decreased slightly, down 1 percentage point from 58% of services in 2015 to 57% of services. This was still 11 percentage points higher than the 46% of services with vacancies reported in 2014. The proportion of services with vacancies reported in care homes for adults fell 3 percentage points from 2015 to just over half of all care homes reporting vacancies (54% to 51% of services).

Of the main service types, care homes for adults, care homes for older people, care homes for children and young people, housing support services, and care at home services all had vacancy rates significantly above the national average. On the other hand, daycare of children services had vacancy rates significantly below the national average. For care homes for adults and care homes for children and young people, there were no local authority areas where the proportion of services reporting vacancies was significantly above the average for the overall service type. This suggests that the issue of filling vacancies for these service types may be a national problem across Scotland and was not driven by issues in a particular local authority area.

In contrast, care homes for older people, housing support services and care at home services all displayed significant regional differences in vacancy levels between local authority areas compared to the average for the service type.

In the case of care homes for older people, East Renfrewshire (92% of services) West Lothian (83% of services) and Edinburgh (75% of services with vacancies) all had a significantly higher proportion of vacancies than the national average for care homes for older people (59%).

Housing support services in Aberdeen (74% of services) and Fife (73% of services with vacancies) both had a significantly higher proportion of vacancies than the national average for housing support services (57%).

Care at home services in North Lanarkshire (91% of services with vacancies) had a significantly higher proportion of vacancies than the national average for care at home services (57%).

Daycare of children services displayed significant regional differences in vacancy levels between local authority areas compared to the average for the service type. Angus (7% of services) Dumfries and Galloway (8% of services) South Ayrshire (8% of services) Falkirk (10% of services) and Highland (11% of services with vacancies) all had a significantly lower proportion of vacancies than the national average for daycare of children services (19%). This suggests that these local authority areas may have skewed the overall proportion for the service type and it is therefore recommended that more focussed attention is given to these outlier areas.

Other service types

For other service types the change in the proportion of services with vacancies was variable. Adult placement services increased 5 percentage points from 9% of services in 2015 to 14% of services with vacancies in 2016. Childcare agency services increased 12 percentage points to 26% of services with vacancies from 14% of services in 2015. Vacancies reported in nurse agency services have risen for the second year up from 50% of service in 2014, 56% of services in 2015 to 64% of services in 2016. After falling last year, both mainstream school (up 12 percentage points from 2015 to 73% of services) and residential special school accommodation services (up 11 percentage points from 2015 to 73% of services) increased in the reported proportion of vacancies. Likewise, after falling last year, vacancies in secure accommodation services increased 10 percentage points from 50% of services in 2015 to 60% of services in 2016. After falling last year, vacancies in offender accommodation services remained unchanged at 40% of services. Following an increase in vacancies last year, adoption services reported fewer vacancies than in 2015 (down 9 percentage points to 29% of services). Fostering services continued to report year on year decrease in the proportion of reported vacancies (down to 36% of services from 47% in 2015 and 37% in 2014).

For service types with fewer individual registered services, changes year on year can appear relatively large compared to the main service types. In order to assess whether the changes were statistically different, service size was taken into account. Nurse agencies (47% of local authority areas with this service type had 100% of services with vacancies) and residential special schools (70% of local authority areas with this service type had 100% of services with vacancies) both had vacancy rates significantly above the national average when service numbers were taken into account. For both of these service types, there were no local authority areas where

the proportion of services reporting vacancies was significantly above the average for the overall service type. This suggests that the issue of filling vacancies for these service types may be a national problem across Scotland and was not driven by issues in a particular local area.

Adult placement services had vacancy rates significantly below the national average, with 79% of local authority areas with this service type reporting no vacancies. Again, there were no local authority areas where the proportion of services reporting vacancies was significantly above the average for the overall service type. This suggests that filling vacancies was not a problem across Scotland.

Analysis by local authority area (Table 1c)

The local authority areas with the highest proportions of services with vacancies at 31 December 2016 were:

- Aberdeen (45% of services with vacancies; falling for the second year, down 2 percentage points from 2015 and 9 percentage points from 2016)
- North Lanarkshire (43%; up 5 and 10 percentage points from 2015 and 2014 respectively)
- Stirling (41%; down 1 percentage points from 2015 but still up 6 percentage points from 2014)
- Dundee (41%; up 6 and 3 percentage points from 2015 and 2014 respectively).

Of all the local authority areas, Aberdeen, North Lanarkshire and Edinburgh had a significantly higher proportion of vacancies than the national average when the number of services in the area was taken into account.

In Aberdeen, care homes for older people (76% of services) care homes for adults (68% of services) and housing support services (74% of services with vacancies) all had a significantly higher proportion of vacancies than the average for services in Aberdeen (45%).

In North Lanarkshire, care at home services (91% of services with vacancies) support services other than care at home services (80% of services) and housing support services (66% of services with vacancies) all had a significantly higher proportion of vacancies than the average for services in North Lanarkshire (43%).

In Edinburgh, care homes for older people (75% of services) care at home services (61% of services) and housing support services (61% of services with vacancies) all had a significantly higher proportion of vacancies than the average for services in Edinburgh (40%).

The local authority areas with the lowest proportions of services with vacancies at 31 December 2016 were: Angus (21% of services with vacancies; unchanged from last year and down 5 percentage points from 2014) South Ayrshire (25%; down 4 and 2 percentage points from 2015 and 2014 respectively) and Highland (27%; up 2 and 1 percentage points from 2015 and 2014 respectively).

Of all the local authority areas, Angus, Dumfries and Galloway, Falkirk, Highland, Scottish Borders and South Ayrshire had a significantly lower proportion of vacancies than the national average when the number of services in the area was taken into account. For all of these local authority areas, only daycare of children services had a significantly lower proportion of vacancies than the average for services in their respective regions.

In 12 out of 32 local authority areas (38% of areas) the proportions of services with vacancies increased between 2015 and 2016. The following local authority areas saw the biggest increases (in percentage points): Perth and Kinross up 9 percentage points (from 30% to 39% of services with vacancies) Inverclyde up 7 percentage points (from 33% to 40%) and West Dunbartonshire up 6 percentage points (from 27% to 33%). The following local authority areas saw the biggest decreases (in percentage points): Clackmannanshire down 9 percentage points (from 47% to 38% of services with vacancies) Aberdeenshire down 5 percentage points (from 38% to 33%) and South Ayrshire down 4 percentage points (from 29% to 25%).

Nursing Vacancies (Table 1d)

In the most recent annual return, 21% of services (where the question was applicable) stated that they had nursing vacancies at 31 December 2016. This was an increase of 1 percentage point on the proportion of services with vacancies at 31 December 2015 (20%) and 3 percentage points from 2014 (18%).

Service Type Analysis (Table 1e)

In 2015, the vast majority of nurses (75% of nurses, 4,930 nurses) were working in care homes for adults and older people, with a further 21% (1,380 nurses) employed by nurse agencies. At 31 December 2016, care homes for older people had 49% of services reporting nursing vacancies, rising for the second year in a row, up 3 and 4 percentage points from 2015 and 2014 respectively. Private care homes for older people had the highest proportion of services with nursing vacancies (58% of services). Voluntary/not for profit services had 20% of services reporting nursing vacancies. Local authority services had 7% of services reporting nursing vacancies.

Care homes for adults had 15% of services reporting nursing vacancies up 4 percentage points from 2015. Nurse agencies had 64% of services reporting nursing vacancies up 13 percentage points from 2015. Care homes for older people and nurse agencies had a significantly higher than average proportion of services with nursing vacancies.

Care homes for older people, housing support services and care at home services all displayed significant regional differences in vacancy levels between local authority areas compared to the average for the service type.

Analysis by local authority area (Table 1f)

In the case of care homes for older people, North Lanarkshire (78% of services) and Fife (70% of services with vacancies) both had a significantly higher proportion of nursing vacancies than the national average for care homes for older people (49%).

15 out of 32 local authority areas (47% of areas) had an increased proportion of care home for older people services with nursing vacancies from 2015. The local authority area with the highest proportion of care homes for older people (with more than 10 services) with nursing vacancies was West Lothian (73% of services with nursing vacancies). The top five local authority areas with the highest nursing vacancies for care at home services for older people were local authority areas surrounding Glasgow or Edinburgh. The local authority area with the lowest proportion (with more than 10 services) of care homes for older people services with nursing vacancies at 31 December 2016 was Dumfries and Galloway (10% of services with vacancies).

Services that reported problems filling vacancies

Overall Problems Filling Vacancies (Table 2a)

Of the services where this was applicable, 41% reported that they found it hard to fill vacancies in 2016. The number of services that found it hard to fill vacancies increased for the second year in a row up 2 percentage points from 39% in 2015 and up 5 percentage points from 36%. The total number of services reporting that vacancies were hard to fill increased from 2,230 services in 2015 to 2,377 services in 2016.

Service Type Analysis (Table 2b)

Main service types

For main service types the change in the proportion of services with vacancies being hard to fill was relatively stable from 2015. Care homes for children and young people increased 5 percentage points to 37% of services reporting that vacancies were hard to fill - up from 32% of services in 2015 and 9 percentage points from 2014. Daycare of children services increased 2 percentage points to 35% of services reporting that vacancies were hard to fill - up from 33% of services in 2015 and up 5 percentage points from 2014. Housing support services increased 2 percentage points to 48% of services reporting that vacancies were hard to fill - up from 46% of services in 2015 and up 6 percentage points from 2014.

Care homes for older people (57% of services) care homes for adults (49%) and support services other than care at home (20% of services) had increased slightly, up 1 percentage point, from 2015. Care at home services reported that 64% of services found vacancies hard to fill for the third year running.

Of the main service types, care homes for adults, care homes for older people, care homes for adults, housing support services and care at home services all had a proportion of services reporting that vacancies were hard to fill significantly above the national average. On the other hand, daycare of children services and support

services other than care at home services had a proportion of services reporting that vacancies were hard to fill significantly below the national average.

For care homes for adults and care at home services, 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. This suggests that the issue of filling vacancies for these service types may be a national problem across Scotland and was not driven by issues in a particular local authority.

In contrast, care homes for older people and housing support services both displayed significant regional differences in the proportion of services finding vacancies hard to fill between local authority areas 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 focused attention is given to these local authority areas.

In the case of care homes for older people, Stirling (87% of services), Perth and Kinross (83% of services) and Edinburgh (73% of services reporting that vacancies were hard to fill) all had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for care homes for older people (57%).

Housing support services in Argyll and Bute (73% of services), Fife (66% of services) and Aberdeen (62% of services reporting that vacancies were hard to fill) all had a significantly higher proportion of services reporting that vacancies were hard to fill than the national average for housing support services (48%).

Daycare of children services displayed significant regional differences in the proportion of services reporting that vacancies were hard to fill between local authority areas compared to the average for the service type. Inverclyde (10% of services) Scottish Borders (15% of services) Dumfries and Galloway (18% of services) Falkirk (19% of services and Dundee (23% of services reporting that vacancies were hard to fill) all had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average for daycare of children services (35%).

For support services other than care at home, only Moray (0% of services) was significantly below the national average for support services other than care at home services (20% of services) for reporting that vacancies were hard to fill. 41% of local authority areas (13 out of 32) had 10% or fewer services report that vacancies were hard to fill.

Other service types

For other service types the change in the proportion of services with vacancies being hard to fill was mostly up from 2015. Offender accommodation services increased 20 percentage points to 40% of services reporting that vacancies were hard to fill - up from 20% of services in 2015 and 2014. Secure accommodation services increased 15 percentage points to 40% of services reporting that vacancies were hard to fill - up from 25% of services in 2015 but still down from 60% in 2014. Residential special

schools increased 8 percentage points to 61% of services reporting that vacancies were hard to fill - up from 53% of services in 2015 and 49% in 2014. Mainstream schools increased 4 percentage points to 21% of services reporting that vacancies were hard to fill - up from 17% of services in 2015 and 2014. Adoption services increased 4 percentage points to 25% of services reporting that vacancies were hard to fill - up from 21% of services in 2015 and 24% in 2014. Fostering services increased 3 percentage points to 22% of services reporting that vacancies were hard to fill - up from 19% of services in 2015 but down from 27% in 2014.

After falling last year, childcare agency services remained unchanged at 33% of services. Nursing agency services also remained at their 2015 level with 61% of services reporting that vacancies were hard to fill.

Adult placement services continued to report year on year decreases in the proportion of services reporting that vacancies were hard to fill (down to 5% of services from 7% in 2015 and 37.12% in 2014).

As other service types have fewer services, changes year on year can appear relatively large compared to the main service types. In order to assess whether the changes were statistically different, service size was taken into account. Nurse agencies (45% of local authority areas with this service type had 100% of services report that vacancies were hard to fill) and residential special schools (47% of local authority areas with this service type had 100% of services report that vacancies were hard to fill) both had a proportion of services reporting that vacancies were hard to fill significantly above the national average when service numbers were taken into account. Both of these service types had 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. This suggests that the issue of filling vacancies for these service types may be a national problem across Scotland and was not driven by issues in a particular local authority.

Adoption services (25%) Adult placement services (5%) fostering services (22%) and mainstream schools (21%) all had a proportion of services reporting that vacancies were hard to fill significantly below the national average (41% of services). Again, 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. This suggests that filling vacancies was not a problem across Scotland.

Analysis by local authority area (Table 2c)

The local authority areas with the highest proportions of services reporting that vacancies were hard to fill at 31 December 2016 were:

- Aberdeen (57% of services, falling for the second year, down 10 percentage points from 2015 and 12 percentage points from 2016)
- Perth and Kinross (52%, up 5 and 4 percentage points from 2015 and 2014 respectively)
- Fife (51%, up 5 and 13 percentage points from 2015 and 2014).

Of all the local authority areas, Aberdeen, Perth and Kinross, Fife and Edinburgh had a significantly higher proportion of services reporting that vacancies were hard to fill

than the national average when the number of services in the area was taken into account.

In Aberdeen, no service type had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Aberdeen (57%). This indicates that the issue of filling vacancies was not service type specific but instead is present for the majority of service types in Aberdeen.

In Perth and Kinross, care homes for older people (83% of services) had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Perth and Kinross (52%).

In Fife, care at home services (83% of services) had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Fife (51%).

In Edinburgh, care homes for older people (73% of services) and care at home services (73% of services) both had a significantly higher proportion of services reporting that vacancies were hard to fill than the average for services in Edinburgh (46%).

The local authority areas with the lowest proportions of services reporting that vacancies were hard to fill at 31 December 2016 were:

- Angus (26% of services reporting that vacancies were hard to fill - down 3 and 8 percentage points from 2015 and 2014 respectively)
- Inverclyde (26% of services reporting that vacancies were hard to fill - up 8 and 2 percentage points from 2015 and 2014 respectively)
- West Dunbartonshire (28% of services reporting that vacancies were hard to fill - up 2 percentage points from 2015 but still down 3 percentage points from 2014)
- Scottish Borders (28% of services reporting that vacancies were hard to fill - up 1 percentage point from 2015 and 2014).

Of all the local authority areas, Angus, Dundee, Falkirk, Inverclyde, North Ayrshire, Scottish Borders and West Dunbartonshire all had a significantly lower proportion of services reporting that vacancies were hard to fill than the national average when the number of services in the area was taken into account.

For Angus, Dundee and North Ayrshire, support services other than care at home service had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in their respective regions. North Ayrshire adult placement services also had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in North Ayrshire. In Scottish Borders, daycare of children services had a significantly lower proportion of services reporting that vacancies were hard to fill than the average for services in Scottish Borders.

In 19 out of 32 local authority areas (59% of local authority areas) the proportions of services reporting that vacancies were hard to fill increased between 2015 and 2016. The following local authority areas saw the biggest increases (in percentage points):

- East Dunbartonshire - up 13 percentage points (from 35% to 48% of services)
- Na-h-Eileanan Siar - up 9 percentage points (from 24% to 33%)
- Inverclyde - up 8 percentage points (from 18% to 26%).

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

- Aberdeen - down 10 percentage points (from 67% to 57% of services with vacancies)
- East Lothian - down 6 percentage points (from 45% to 39%)
- Aberdeenshire - down 3 percentage points (from 49% to 46%).

Reasons reported by services that vacancies were hard to fill

- The most common reasons services gave for finding it hard to fill vacancies were: too few applicants with experience (58% of services - down 1 percentage point from 2015)
- too few applicants in general (58% - unchanged from 2014)
- too few qualified applicants (50% - up 1 percentage points from 2015).

Additional reasons services gave were that candidates were unable to work the required hours (37% of services - up 1 percentage point from 2015) and services were competing with other service providers for employees (34% of services - up 3 percentage points from 2015). On the whole, the breakdown of reasons for why vacancies were difficult to recruit for has remained unchanged from 2015.

Not having enough or appropriate applicants applying was the main reason given by services for vacancies being difficult to fill, accounting for 64% of main reasons given (down 1 percentage point from 2015). The issue with applicants can be further broken down into three main groups; 27% of services reported that there were too few applicants applying for roles (unchanged from 2015) 20% reported that there were too few applicants with the required experience (unchanged from 2015) and 18% reported that there were too few qualified applicants (down 1 percentage point from 2015). Again, on the whole, the breakdown of main reasons for why vacancies were difficult to recruit for has remained unchanged from 2015.

A detailed breakdown of the reasons for vacancies being hard to fill can be found in the Reason Analysis section in the appendix.

Reason Analysis

Too few applicants

Service Type Analysis

The following service types differed significantly from the national average for the proportion of services reporting that too few applicants was a reason why vacancies were hard to fill.

- Care homes for adults increased 4 percentage points to 70% of services reporting that this was a reason up from 60% of services in 2015 and 57% from 2014.
- Care homes for children and young people increased 2 percentage points to 37% of services reporting that this was a reason up from 35% of services in 2015 and 30% from 2014.
- Housing support services increased 4 percentage points to 75% of services reporting that this was a reason up from 71% of services in 2015 and 64% from 2014.
- The proportion of daycare of children services reporting that too few applicants was a reason why vacancies were hard to fill remained unchanged (52% of services) from 2015.
- Residential special schools decreased 15 percentage points to 32% from 47% in 2015 and 35% in 2014.
- Other than care at home services decreased 3 percentage points to 56% from 59% in 2015 and 61% in 2014.
- Both care homes for older people (55% in 2016 vs. 56% in 2015) and care at home services (63% in 2016 vs. 64% in 2015) decreased 1 percentage point for services reporting that too few applicants was a reason why vacancies were hard to fill.

Care homes for adults (70%) and housing support services (75%) both had a proportion of services reporting that too few applicants was a reason why vacancies were hard to fill significantly above the national average (58%). On the other hand, daycare of children services (52%), residential special schools (32%), and care homes for children and young people (37%) services had a proportion of services reporting that too few applicants was a reason why vacancies were hard to fill significantly below the national average (58%).

Both care homes for adults and housing support services had no local authority areas, where the proportion of services reporting that too few applicants was a reason why vacancies were hard to fill, significantly above the average for the overall service type. This suggests that the issue of too few applicants may be a national problem for these services across Scotland and was not driven by issues in a particular local authority area. Likewise, residential special schools had no local authority areas, where the proportion of services reporting that too few applicants

was a reason why vacancies were hard to fill, was significantly above the average for the overall service type.

Daycare of children services displayed significant regional differences in the proportion of services reporting that too few applicants was a reason why vacancies were hard to fill between local authority areas compared to the average for the service type. North Lanarkshire (37% of services and Glasgow (41% of services reporting that vacancies were hard to fill) had a significantly lower proportion of services reporting that too few applicants was a reason why vacancies were hard to fill than the national average for daycare of children services (52%).

Care homes for children and young people services had one local authority area (0% of services in Dumfries and Galloway) where the proportion of services reporting that too few applicants as a reason for why vacancies were hard to fill was significantly below the average for the service type (37% of services). Seven other local authority areas had 0% of services report that too few applicants was a reason for why vacancies were hard to fill but due to the total number of services in these areas the difference did not reach significance.

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that too few applicants was a reason why vacancies were hard to fill.

- Services in Aberdeen reporting that this was a reason increased to 76% of services (up 1 percentage point from 2015 but down 2 percentage points from 2014)
- Services in Glasgow reporting that this was a reason increased to 50% of services (up 6 and 15 percentage points from 2015 and 2014)
- Services in Dundee reporting that this was a reason increased to 43% of services (up 4 and 9 percentage points from 2015 and 2014).

Services in East Dunbartonshire reporting that this was a reason decreased to 37% of services (down 6 and 8 percentage points from 2015 and 2014 respectively). Services in Perth and Kinross reporting that this was a reason decreased to 69% of services (down 1 percentage point from 2015 but up 1 percentage point from 2014).

Services in Aberdeen and Perth and Kinross both had a proportion of services reporting that too few applicants was a reason why vacancies were hard to fill significantly above the national average (58%). On the other hand services in Dundee, East Dunbartonshire and Glasgow had a proportion of services reporting that too few applicants was a reason why vacancies were hard to fill significantly below the national average (58%).

Services in Aberdeen and Perth and Kinross had no service types reporting that too few applicants was a reason why vacancies were hard to fill significantly above the average for the overall local authority. Similarly, services in East Dunbartonshire and Dundee had no service types reporting that too few applicants was a reason why

vacancies were hard to fill significantly below the average for the overall local authority.

Services in Glasgow displayed significant regional differences in the proportion of services reporting that too few applicants was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Care homes for older people (30% of services) and support services other than care at home (0% of services) had a significantly lower proportion of services reporting that too few applicants was a reason why vacancies were hard to fill than the average for Glasgow (50%).

Too few applicants with experience

Service Type Analysis

Fostering services differed significantly from the national average for the proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill. Their reporting that this was a reason increased to 91% of services (up 24 and 12 percentage points from 2015 and 2014 respectively).

The proportion of childcare agency services (100% of services) reporting that too few experienced applicants was a reason why vacancies were hard to fill remained unchanged from 2015.

Care homes for children and young people reporting that this was a reason decreased to 71% of services (down 6 percentage points from 2015 but still up 5 percentage points from 2014). Care at home support services reporting that that too few experienced applicants was a reason why vacancies were hard to fill decreased to 47% of services (down 4 and 9 percentage points from 2015 and 2014 respectively).

Care homes for children and young people (71%), childcare agency (100%), and fostering services (91%) all had a proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill significantly above the national average (58%). On the other hand, care at home services (47%) had a proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill significantly below the national average (58%).

Care homes for children and young people, childcare agency, and fostering services had no local authority areas, where the proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill significantly above the average for the overall service type. This suggests that the issue of too few experienced applicants may be a national problem for these service types across Scotland and was not driven by issues in a particular local authority. Likewise, care at home services had no local authority areas, where the proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill, significantly below the average for the overall service type.

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill.

- Services in Edinburgh reporting that this was a reason increased to 68% of services (up 2 and 1 percentage points from 2015 and 2014 respectively).
- Services in North Lanarkshire reporting that this was a reason decreased to 42% of services (down 4 and 11 percentage points from 2015 and 2014).

Services in Edinburgh had a proportion of services, significantly above the national average (58%), reporting that too few experienced applicants were a reason why vacancies were hard to fill. On the other hand, services in North Lanarkshire had a proportion of services reporting that too few experienced applicants was a reason why vacancies were hard to fill significantly below the national average (58%).

Services in Edinburgh had no service types reporting that too few experienced applicants was a reason why vacancies were hard to fill significantly above the average for the overall local authority. Similarly, services in North Lanarkshire had no service types reporting that too few experienced applicants was a reason why vacancies were hard to fill significantly below the average for the overall local authority.

Too few qualified applicants

Service Type Analysis

The following service types differed significantly from the national average for the proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill.

- Support services other than care at home services reporting that this was a reason increased to 36% of services (up 10 and 9 percentage points from 2015 and 2014 respectively).
- Care homes for children and young people reporting that this was a reason increased to 60% of services (up 4 and 10 percentage points from 2015 and 2014 respectively).
- Housing support services reporting that this was a reason increased to 34% of services (up 2 and 3 percentage points from 2015 and 2014 respectively).

The proportion of care homes for older people (57% of services) daycare of children services (52% of services) and care homes for adults (36% of services) reporting that too few qualified applicants was a reason why vacancies were hard to fill remained unchanged from 2015.

Residential special schools reporting that that too few qualified applicants was a reason why vacancies were hard to fill decreased to 82% of services (down 2

percentage points from 2015 but up 17 percentage points from 2014). Care at home support services reporting that that too few qualified applicants was a reason why vacancies were hard to fill decreased to 32% of services (down 3 and 5 percentage points from 2015 and 2014 respectively).

Care homes for children and young people (66%) care homes for older people (57%) daycare of children (61%) and residential special school services (82%) all had a proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill significantly above the national average (51%). On the other hand, care homes for adults (36%) housing support services (34%) care at home services (32%) and support services other than care at home (36%) had a proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill significantly below the national average (51%).

Care homes for children and young people, care homes for older people, and residential special school services had no local authority areas, where the proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill, significantly above the average for the overall service type. This suggests that the issue of too few qualified applicants may be a national problem for these service types across Scotland and was not driven by issues in a particular local authority. Likewise, care homes for adults, housing support services, care at home services and support services other than care at home had no local authority areas, where the proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill, significantly below the average for the overall service type.

Daycare of children services displayed significant regional differences in the proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill between local authority areas compared to the average for the service type. Angus (88% of services) Edinburgh (70% of services) Highland (80% of services) and Perth and Kinross (80% of services) had a significantly lower proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill than the national average for daycare of children services (61%).

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill.

- Services in Angus reporting that this was a reason increased to 71% of services (up 2 and 8 percentage points from 2015 and 2014 respectively).
- Services in Edinburgh reporting that this was a reason increased to 62% of services (up 4 and 8 percentage points from 2015 and 2014).
- Services in Orkney reporting that this was a reason increased to 23% of services (up 2 and 10 percentage points from 2015 and 2014).

Services in Highland reporting that this was a reason decreased to 60% of services (down 2 and 1 percentage points from 2015 and 2014 respectively). Services in North Lanarkshire reporting that this was a reason decreased to 39% of services (down 1 and 2 percentage point from 2015 and 2014 respectively).

Services in Angus, Edinburgh and Highland had a proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill significantly above the national average (51%). On the other hand, services in North Lanarkshire and Orkney had a proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill significantly below the national average (51%).

Angus and Edinburgh had no service types that were significantly above each local authority's overall average for reporting that too few qualified applicants was a reason why vacancies were hard to fill.

Services in Highland displayed significant regional differences in the proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Daycare of children services (80% of services) had a significantly higher proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill than the average for Highland (60%).

Orkney had no service types that were significantly below the average for the local authority's overall average for reporting that too few qualified applicants was a reason why vacancies were hard to fill.

Services in North Lanarkshire displayed significant regional differences in the proportion of services reporting that too few applicants was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Housing support services (17% of services) had a significantly lower proportion of services reporting that too few qualified applicants was a reason why vacancies were hard to fill than the average for North Lanarkshire (39%).

Competition from other service providers

Service Type Analysis

The following service types differed significantly from the national average for the proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill.

- Care homes for adults reporting that this was a reason increased to 51% of services (up 10 and 17 percentage points from 2015 and 2014 respectively).
- Care homes for older people reporting that this was a reason increased to 39% of services (up 2 and 3 percentage points from 2015 and 2014 respectively).

- Daycare of children services reporting that this was a reason increased to 18% of services (up 2 and 6 percentage points from 2015 and 2014 respectively).
- Housing support services reporting that this was a reason increased to 57% of services (up 5 and 6 percentage points from 2015 and 2014 respectively).
- Nursing agency services reporting that this was a reason increased to 59% of services (up 9 percentage points from 2015 but down 4 percentage points from 2014).
- Care at home services reporting that this was a reason increased to 45% of services (up 1 percentage point from 2015 but down 5 percentage points from 2014).

Care homes for adults (51%) care homes for older people (39%) housing support services (57%) nursing agency services (59%) and care at home services (45%) all had a proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill significantly above the national average (34%). On the other hand, daycare of children services (18%) had a proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill significantly below the national average (34%).

Care homes for adults had one local authority (85% of services in Aberdeenshire) where the proportion of services reporting that competition from other service providers as a reason for why vacancies were hard to fill was significantly above the average for the service type (51% of services). Care homes for older people had two local authority areas (Aberdeenshire; 63% of services and Edinburgh; 61% of services) where the proportion of services reporting that competition from other service providers as a reason for why vacancies were hard to fill was significantly above the average for the service type (39% of services). Housing support services had two local authority areas (North Ayrshire and East Ayrshire; both 100% of services) where the proportion of services reporting that competition from other service providers as a reason for why vacancies were hard to fill was significantly above the average for the service type (57% of services). Care at home services had one local authority (100% of services in Midlothian) where the proportion of services reporting that competition from other service providers as a reason for why vacancies were hard to fill was significantly above the average for the service type (45% of services).

Nurse agency services had no local authority areas, where the proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill, significantly above the average for the overall service type. This suggests that the issue of competition from other service providers may be a national problem for nurse agency services across Scotland and was not driven by issues in a particular local authority.

Daycare of children services had no local authority areas, where the proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill, significantly below the average for daycare of children services. This suggests that completion from other service providers was not an

issue in general for daycare of children services across Scotland. The exception being Aberdeen which had a proportion of services (37% of services) reporting that competition from other service providers as a reason for why vacancies were hard to fill significantly above the average for the service type (18% of services).

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill.

- Services in East Ayrshire reporting that this was a reason increased to 57% of services (up 8 and 20 percentage points from 2015 and 2014 respectively).
- Services in Fife reporting that this was a reason increased to 28% of services (up 3 percentage points from 2015 and 2014 respectively).
- Services in Glasgow reporting that this was a reason increased to 26% of services (up 5 and 4 percentage points from 2015 and 2014 respectively).
- Services in Aberdeen reporting that this was a reason remained unchanged at 44% of services from 2015 but up 4 percentage points from 2014).

Services in Aberdeen and East Ayrshire had a proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill significantly above the national average (34%). On the other hand, services in Fife and Glasgow had a proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill significantly below the national average (34%).

Services in Aberdeen had no service types reporting that competition from other service providers was a reason why vacancies were hard to fill significantly above the average for the overall local authority.

Services in East Ayrshire displayed significant regional differences in the proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Housing support services (100% of services) had a significantly higher proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill than the average for East Ayrshire (57%).

Services in Fife and Glasgow displayed significant regional differences in the proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Daycare of children services had a significantly lower proportion of services reporting that competition from other service providers was a reason why vacancies were hard to fill than the average for the local authority (17% compared to 28% of services for Fife and 10% compared to 26% of services for Glasgow).

Candidates unable to work the hours needed

Service Type Analysis

The following service types differed significantly from the national average for the proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill.

- Housing support services reporting that this was a reason increased to 58% of services (up 1 and 2 percentage points from 2015 and 2014 respectively).
- Daycare of children services reporting that this was a reason increased to 28% of services (up 2 percentage points from 2015 and 2014).
- Adoption and fostering services reporting that this was a reason both remained unchanged at 0% of services for the third successive year.
- Child care agency services reporting that this was a reason remained unchanged from 2015 at 83% of services.

Care homes for children and young people reporting that this was a reason decreased to 16% of services (down 3 percentage points from 2015 but up 1 percentage point from 2014). Care homes for older people reporting that this was a reason decreased to 32% of services (down 3 and 4 percentage points from 2015 and 2014 respectively). Care at home services reporting that this was a reason decreased to 60% of services (down 6 and 3 percentage points from 2015 and 2014 respectively).

Childcare agency services (83%) care at home services (60%) and housing support services (58%) all had a proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill significantly above the national average (37%). On the other hand, care homes for children and young people (16%) care homes for older people (32%) daycare of children services (28%) and both adoption and fostering services (both 0%) had a proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill significantly below the national average (37%).

Childcare agency services, housing support services, and care at home services had no local authority areas, where the proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill, significantly above the average for this service type. This suggests that candidates being unable to work the hours needed was an issue in general for these service types across Scotland.

Adoption services, fostering services and care homes for children and young people had no local authority areas, where the proportion of services reporting candidates being unable to work the hours needed as a reason why vacancies were hard to fill, significantly below the average for this service type. This suggests that candidates being unable to work the hours needed was not an issue in general for these service types across Scotland.

In the case of care homes for older people, there was only one local authority area (Glasgow; 16% services) where the proportion of services reporting that candidates being unable to work the hours needed as a reason for why vacancies were hard to fill was significantly below the average for the service type (32% of services). Aberdeenshire (52%) and Edinburgh (49% of services) had a proportion of services reporting that candidates being unable to work the hours needed as a reason for why vacancies were hard to fill was significantly above the average.

Daycare of children services had two local areas, North Lanarkshire (12%) and Fife (14% of services), where the proportion of services reporting that candidates being unable to work the hours needed as a reason why vacancies were hard to fill was significantly below the average for the service type (28% of services). North Ayrshire (53%) and Renfrewshire (48% of services) had a proportion of services reporting that candidates being unable to work the hours needed as a reason for why vacancies were hard to fill was significantly above the average for the service type (28% of services).

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill.

- Services in Edinburgh reporting that this was a reason increased to 44% of services (up 4 and 3 percentage points from 2015 and 2014 respectively).
- Services in Fife reporting that this was a reason increased to 28% of services (up 3 percentage points from 2015 and unchanged from 2014).
- Services in East Ayrshire reporting that this was a reason decreased to 20% of services (down 2 and 6 percentage points from 2015 and 2014 respectively).

Services in Edinburgh had a proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill that was significantly above the national average (37%). On the other hand, services in Fife and East Ayrshire had a proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill significantly below the national average (37%).

Services in Edinburgh displayed significant regional differences in the proportion of services reporting that candidates being unable to work the hours needed as a reason why vacancies were hard to fill between service types, compared to the average for the local authority. Housing support services (66% of services) had a significantly higher proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill than the average for Edinburgh (44%).

Services in Fife displayed significant regional differences in the proportion of services reporting that candidates being unable to work the hours needed was a

reason why vacancies were hard to fill between service types compared to the average for the local authority. Daycare of children services (14% of services) had a significantly lower proportion of services reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill than the average for Fife (28%).

Services in East Ayrshire had no service types reporting that candidates being unable to work the hours needed was a reason why vacancies were hard to fill significantly below the average for the overall local authority.

Competition from other types of work

Service Type Analysis

The following service types differed significantly from the national average for the proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill.

- Care homes for children and young people reporting that this was a reason increased to 6% of services (up 2 and 1 percentage points from 2015 and 2014 respectively).
- Daycare of children services reporting that this was a reason increased to 14% of services (up 1 and 3 percentage points from 2015 and 2014 respectively).
- Housing support services reporting that this was a reason increased to 41% of services (up 2 and 6 percentage points from 2015 and 2014 respectively).
- Care at home services reporting that this was a reason decreased to 37% of services (down 5 percentage points from 2015 and 2014).

Housing support services (41%) and care at home services (37%) all had a proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill significantly above the national average (24%). On the other hand, care homes for children and young people (6%) and daycare of children services (14%) had a proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill significantly below the national average (24%).

Housing support services had two local authority areas (Clackmannanshire; 100% of services and Scottish Borders; 77% of services) where the proportion of services reporting that competition from other types of work as a reason for why vacancies were hard to fill was significantly above the average for the service type (41% of services). Care at home services had three local authority areas (Inverclyde and Midlothian; both 100% of services and East Lothian; 75% of services) where the proportion of services reporting that competition from other types of work as a reason for why vacancies were hard to fill was significantly above the average for the service type (37% of services).

In the case of daycare of children services, East Dunbartonshire, Perth and Kinross, and West Lothian (all 0% of services) and North Lanarkshire (2% of services) had a proportion of services reporting that competition from other types of work as a reason for why vacancies were hard to fill was significantly below the average for the service type (14% of services).

Care homes for children and young people had no local authority areas, where the proportion of services reporting that competition from other work types was a reason why vacancies were hard to fill, significantly below the average for this service type. This suggests that completion from other work types was not an issue in general for care homes for children and young people services across Scotland.

Analysis by local authority area

The following local authority area differed significantly from the national average for the proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill.

- Services in Aberdeenshire reporting that this was a reason increased to 35% of services (up 1 and 10 percentage points from 2015 and 2014 respectively).
- Services in Shetland reporting that this was a reason increased to 45% of services (up 7 and 8 percentage points from 2015 and 2014 respectively).
- Services in East Dunbartonshire reporting that this was a reason increased to 11% of services (up 3 percentage points from 2015 but down 1 percentage point from 2014).

Services in North Lanarkshire reporting that this was a reason remained unchanged at 15% of services from 2015 but up 1 percentage point from 2014). Services in West Dunbartonshire reporting that this was a reason remained unchanged at 0% of services for the third successive year.

Services in Aberdeen reporting that this was a reason decreased to 39% of services (down 4 percentage points from 2015 but unchanged from 2014). Services in Dumfries and Galloway reporting that this was a reason decreased to 37% of services (down 2 and 7 percentage points from 2015 and 2014 respectively). Services in Edinburgh reporting that this was a reason decreased to 30% of services (down 2 percentage points from 2015 but up 7 percentage points from 2014). Services in Fife reporting that this was a reason decreased to 17% of services (down 1 percentage point from 2015 but up 3 percentage points from 2014). Services in Orkney reporting that this was a reason decreased to 0% of services (down 7 percentage points from 2015 but unchanged from 2014).

Services in Aberdeen, Aberdeenshire, Dumfries and Galloway, Edinburgh and Shetland all had a proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill significantly above the national average (24%). On the other hand, services in Fife, East Dunbartonshire, North Lanarkshire, Orkney, and West Dunbartonshire all had a proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill significantly below the national average (24%).

Services in Aberdeen, Aberdeenshire, Dumfries and Galloway, and Shetland had no service types reporting that competition from other types of work was a reason why vacancies were hard to fill significantly above the average for the overall local authority.

Services in Edinburgh displayed significant regional differences in the proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Care homes for older people (51% of services) Housing support services (48% of services) and care at home services (50% of services) all had a significantly higher proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill than the average for Edinburgh (30%).

Services in Fife, East Dunbartonshire, Orkney, and West Dunbartonshire all had no service types reporting that competition from other types of work was a reason why vacancies were hard to fill significantly below the average for the overall local authority.

Services in North Lanarkshire displayed significant regional differences in the proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill between service types compared to the average for the local authority. Daycare of children services (2% of services) had a significantly lower proportion of services reporting that competition from other types of work was a reason why vacancies were hard to fill than the average for North Lanarkshire (15%).

Can't afford wage demands

Service Type Analysis

Only care homes for children and young people (3% of services; up 2 and 3 percentage points from 2015 and 2014 respectively) differed significantly from the national average (15%) for the proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill.

Care homes for children and young people had a proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill significantly below the national average. There were no local authority areas, where the proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill, significantly below the average for care homes for children and young people. This suggests that wage demands are not an issue for care homes for children and young people across Scotland.

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill.

- Services in Aberdeen reporting that this was a reason increased to 25% of services (up 3 and 4 percentage points from 2015 and 2014 respectively).
- Services in Angus reporting that this was a reason increased to 29% of services (up 6 and 14 percentage points from 2015 and 2014 respectively).

Services in Aberdeenshire reporting that this was a reason remained unchanged at 27% of services from 2015 but up 7 percentage points from 2014). Services in Fife reporting that this was a reason also remained unchanged at 7% of services from 2015 (but down 2 percentage points from 2014).

Services in Aberdeen, Aberdeenshire and Angus had a proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill significantly above the national average (15%). On the other hand, services in Fife had a proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill significantly below the national average (15%).

Services in Aberdeen and Angus had no service types reporting that being unable to afford wage demands was a reason why vacancies were hard to fill significantly above the average for the overall local authority.

Services in Aberdeenshire displayed significant regional differences in the proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill between service types, compared to the average for the local authority. Care homes for adults (54% of services) had a significantly higher proportion of services reporting that being unable to afford wage demands was a reason why vacancies were hard to fill than the average for Aberdeenshire (27%).

Services in Fife had no service types reporting that being unable to afford wage demands was a reason why vacancies were hard to fill significantly below the average for the overall local authority.

Cost of living in the area is too high

Service Type Analysis

The following service types differed significantly from the national average for the proportion of services reporting that the cost of living in the area is too high was a reason why vacancies were hard to fill.

- Care homes for children and young people reporting that this was a reason increased to 3% of services (up 2 percentage points from 2015 but down 4 percentage points from 2014).

- Care homes for adults reporting that this was a reason remained unchanged at 18% of services from 2015 and 2014. Housing support services reporting that this was a reason remained unchanged at 16% of services from 2015 and up 1 percentage point from 2014.
- Care homes for older people reporting that this was a reason decreased to 13% of services (down 1 percentage point from 2015 and 2014).
- Daycare of children services reporting that this was a reason decreased to 6% of services (down 1 percentage point from 2015 and 2014).

Care homes for adults (18%), care homes for older people (13%) and housing support services (16%) all had a proportion of services reporting that the cost of living in the area is too high was a reason why vacancies were hard to fill significantly above the national average (10%). On the other hand, care homes for children and young people (3%) and daycare of children services (6%) had a proportion of services reporting that the cost of living in the area is too high was a reason why vacancies were hard to fill significantly below the national average (10%).

Care homes for adults had three local authority areas - Aberdeen (56%) Edinburgh (57%) and Aberdeenshire (62% of services) - where the proportion of services reporting that the cost of living in the area is too high as a reason for why vacancies were hard to fill was significantly above the average for the service type (18% of services). Care homes for older people had three local authority areas - Aberdeen (71%) Aberdeenshire (56%) and East Lothian (38% of services) - where the proportion of services reporting that the cost of living in the area is too high as a reason for why vacancies were hard to fill was significantly above the average for the service type (13% of services). Housing support services had three local authority areas - Aberdeen (70%) Aberdeenshire (42%) and Edinburgh (36% of services) - where the proportion of services reporting that the cost of living in the area is too high as a reason for why vacancies were hard to fill was significantly above the average for the service type (16% of services).

In the case of daycare of children there was only one local authority area - Glasgow (0% services) - where the proportion of services reporting that the cost of living in the area is too high as a reason for why vacancies were hard to fill was significantly below the average for the service type (6% of services). Aberdeen (37%) Argyll and Bute (21%) and Stirling (18% of services) where the proportion of services reporting that the cost of living in the area is too high as a reason for why vacancies were hard to fill was significantly above the average.

Care homes for children and young people had no local authority areas, where the proportion of services reporting that the cost of living in the area is too high was a reason why vacancies were hard to fill, significantly below the average for this service type. This suggests that the cost of living was not an issue in general for care homes for children and young people services across Scotland with the exception of Aberdeen (33%) and Highland (20% of services) significantly above the average for this service type.

Analysis by local authority area

The following local authority areas differed significantly from the national average for the proportion of services reporting that cost of living in the area is too high was a reason why vacancies were hard to fill.

- Services in Aberdeenshire reporting that this was a reason increased to 29% of services (up 1 and 6 percentage points from 2015 and 2014 respectively).
- Services in Shetland reporting that this was a reason increased to 23% of services (up 10 percentage points from 2015 and 2014).
- Services in Dundee reporting that this was a reason increased to 2% of services (up 2 percentage points from 2015 and 2014).

Services in Aberdeen reporting that this was a reason remained unchanged at 54% of services from 2015 but up 4 percentage points from 2014. Services in Angus reporting that this was a reason remained unchanged at 0% of services for the third successive year. Services in Fife reporting that this was a reason remained unchanged at 2% of services for the third successive year. Services in Glasgow reporting that this was a reason remained unchanged at 2% of services from 2015 but up 1 percentage point from 2014. Services in Moray reporting that this was a reason remained unchanged at 0% of services from 2015 but down 3 percentage points from 2014. Services in North Lanarkshire reporting that this was a reason remained unchanged at 1% of services from 2015 but down 1 percentage point from 2014. Services in South Lanarkshire reporting that this was a reason remained unchanged at 2% of services for the third successive year.

Services in Renfrewshire reporting that this was a reason decreased to 1% of services (down 1 percentage points from 2015 and 2014).

Services in Aberdeen, Aberdeenshire, and Shetland all had a proportion of services reporting that cost of living in the area is too high was a reason why vacancies were hard to fill significantly above the national average (10%). On the other hand, services in Angus, Dundee, Fife, Glasgow, Moray, North Lanarkshire, Renfrewshire and South Lanarkshire all had a proportion of services reporting that cost of living in the area is too high was a reason why vacancies were hard to fill significantly below the national average (10%).

Services in Shetland had no service types reporting that cost of living in the area is too high was a reason why vacancies were hard to fill significantly above the average for the overall local authority.

Services in Aberdeen and Aberdeenshire displayed significant regional differences in the proportion of services reporting that cost of living in the area is too high was a reason why vacancies were hard to fill between service types compared to the average for the local authority. In Aberdeen, housing support services (70% of services) had a significantly higher proportion of services reporting that cost of living in the area is too high was a reason why vacancies were hard to fill than the average for Aberdeen (54%). In Aberdeenshire, care homes for adults (62% of services) and care homes for older people (56% of services) had a significantly higher proportion

of services reporting that cost of living in the area is too high was a reason why vacancies were hard to fill than the average for Aberdeenshire (29%).

Services in Angus, Dundee, Fife, Glasgow, Moray, North Lanarkshire, Renfrewshire and South Lanarkshire all had no service types reporting that cost of living in the area is too high was a reason why vacancies were hard to fill significantly below the average for the overall local authority.

Tables

Table 1a: Services reporting vacancies

Vacancies in service	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Yes	2468	2359	2398	35.2%	34.1%	34.2%
No	4536	4555	4623	64.8%	65.9%	65.8%
Total	7004	6914	7021	100.0%	100.0%	100.0%

This was not applicable to 90 services in 2016, 80 services in 2015, and 69 services in 2014. These services have been excluded from the calculation above.

Table 1b: Services reporting vacancies by service type

Service Type	Subtype	Number of services			Percentage of services		
		2016	2015	2014	2016	2015	2014
Adoption Service		10	14	12	29%	38%	34%
Adult Placement Service		5	3	6	14%	9%	16%
Care Home Service	Adults	144	162	167	51%	54%	50%
	Older People	500	488	502	59%	57%	58%
	Children and Young People	116	107	121	44%	44%	49%
Childcare Agency		5	3	5	26%	14%	22%
Daycare of Children		694	665	674	19%	19%	19%
Fostering Service		21	21	27	36%	37%	47%
Housing Support Service		579	545	576	57%	54%	56%
Nurse Agency		29	19	15	64%	56%	50%
Offender Accommodation Service		2	2	3	40%	40%	60%
School Care Accommodation Service	Mainstream School	8	5	6	31%	19%	23%
	Residential Special School	27	23	26	73%	62%	70%
Secure Accommodation Service		3	2	3	60%	50%	60%
Support Service	Care at Home	169	144	96	57%	58%	46%
	Other than Care at home	156	156	159	34%	32%	33%
Grand Total		2468	2359	2398	35%	34%	34%

This was not applicable to 90 services in 2016, 80 services in 2015, and 69 services in 2014. These services have been excluded from the calculation above.

Table 1c: Services reporting vacancies by local authority area

Local authority area	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Aberdeen	141	146	165	45 %	47 %	54 %
Aberdeenshire	123	134	146	33 %	38 %	40 %
Angus	38	37	46	21 %	21 %	26 %
Argyll and Bute	58	49	62	35 %	34 %	38 %
Clackmannanshire	22	28	16	38 %	47 %	26 %
Dumfries and Galloway	59	50	54	28 %	24 %	25 %
Dundee	80	68	71	41 %	35 %	38 %
East Ayrshire	46	42	39	34 %	30 %	27 %
East Dunbartonshire	51	48	48	39 %	38 %	37 %
East Lothian	45	43	44	31 %	30 %	32 %
East Renfrewshire	34	31	36	37 %	34 %	39 %
Edinburgh	271	263	277	40 %	39 %	40 %
Falkirk	53	58	57	28 %	31 %	30 %
Fife	175	161	159	37 %	35 %	35 %
Glasgow	275	282	285	37 %	38 %	38 %
Highland	110	100	109	27 %	25 %	26 %
Inverclyde	45	36	48	40 %	33 %	43 %
Midlothian	43	42	40	34 %	38 %	34 %
Moray	49	45	37	34 %	32 %	27 %
Na h-Eileanan Siar	18	15	16	28 %	22 %	25 %
North Ayrshire	49	47	50	30 %	30 %	31 %
North Lanarkshire	126	110	97	43 %	38 %	33 %
Orkney	17	17	19	33 %	31 %	33 %
Perth and Kinross	89	70	63	39 %	30 %	27 %
Renfrewshire	80	76	76	39 %	38 %	37 %
Scottish Borders	47	45	38	28 %	27 %	23 %
Shetland	20	20	17	33 %	34 %	28 %
South Ayrshire	38	43	41	25 %	29 %	27 %
South Lanarkshire	114	106	96	36 %	33 %	30 %
Stirling	52	53	46	41 %	42 %	35 %
West Dunbartonshire	32	26	40	33 %	27 %	41 %
West Lothian	68	67	59	31 %	32 %	27 %
Grand Total	2468	2358	2397	35 %	34 %	34 %

This was not applicable to 90 services in 2016, 80 services in 2015, and 69 services in 2014. These services have been excluded from the calculation above.

Table 1d: Services reporting nursing vacancies

Services reporting nursing vacancies	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Yes	400	368	339	12%	11%	10%
No	1494	1490	1544	45%	45%	47%
Not Applicable	1451	1421	1427	43%	43%	43%
Total	3345	3279	3310	100%	100%	100%

Services reporting nursing vacancies	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Yes	400	368	339	21%	20%	18%
No	1494	1490	1544	79%	80%	82%
Total	1894	1858	1883	100%	100%	100%

Services that stated 'not applicable' were excluded.

Table 1e: Services reporting nursing vacancies by service type

Service Type	Subtype	Number of services			Percentage of services		
		2016	2015	2014	2016	2015	2014
Care Home Service	Adults	24	20	21	15 %	11 %	11 %
	Older People	332	315	287	49 %	46 %	41 %
	Children and Young People	0	2	1	0%	2 %	1 %
Housing Support Service		3	3	4	1 %	1 %	1 %
Nurse Agency		29	18	16	64 %	51 %	53 %
Offender Accommodation Service		2	2	2	50 %	50 %	50 %
School Care Accommodation Service	Mainstream School	2	2		10 %	10 %	
	Residential Special School	1	3	1	5 %	14 %	5 %
Support Service	Care at Home	4	2	3	2 %	1 %	3 %
	Other than Care at home	3	1	4	1 %	0 %	2 %
Grand Total		400	368	339	21 %	20 %	18 %

Calculation excludes those services that stated 'not applicable'

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

Local authority area	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Aberdeen	18	21	16	20 %	23 %	17 %
Aberdeenshire	22	17	22	24 %	20 %	24 %
Angus	9	9	10	22 %	21 %	25 %
Argyll and Bute	7	5	5	15 %	11 %	11 %
Clackmannanshire	7	2	3	39 %	12 %	18 %
Dumfries and Galloway	4	6	4	6 %	10 %	6 %
Dundee	12	14	13	20 %	24 %	21 %
East Ayrshire	10	10	9	26 %	25 %	21 %
East Dunbartonshire	6	8	10	18 %	26 %	29 %
East Lothian	9	9	7	22 %	23 %	21 %
East Renfrewshire	9	11	7	36 %	46 %	27 %
Edinburgh	30	34	29	18 %	20 %	18 %
Falkirk	6	7	7	11 %	14 %	13 %
Fife	40	30	26	30 %	23 %	20 %
Glasgow	45	38	40	21 %	18 %	17 %
Highland	17	18	20	16 %	17 %	20 %
Inverclyde	4	5	4	11 %	13 %	10 %
Midlothian	5	4	4	19 %	19 %	17 %
Moray	7	6	7	13 %	12 %	14 %
Na h-Eileanan Siar		2	1		8 %	5 %
North Ayrshire	11	6	8	28 %	17 %	21 %
North Lanarkshire	22	18	13	34 %	27 %	19 %
Perth and Kinross	13	9	14	19 %	14 %	21 %
Renfrewshire	15	16	16	30 %	32 %	31 %
Scottish Borders	8	4	8	19 %	9 %	19 %
South Ayrshire	9	6	3	19 %	13 %	6 %
South Lanarkshire	30	28	15	36 %	33 %	18 %
Stirling	9	10	6	20 %	24 %	14 %
West Dunbartonshire	4	4	2	18 %	18 %	10 %
West Lothian	12	11	10	24 %	22 %	22 %
Grand Total	400	368	339	21 %	20 %	18 %

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

Services reporting vacancies hard to fill	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Yes	2377	2230	2046	34%	32%	29%
No	3407	3420	3669	48%	49%	52%
Not Applicable	1310	1343	1375	18%	19%	19%
Total	7094	6993	7090	100%	100%	100%

Services reporting vacancies hard to fill	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Yes	2377	2230	2046	41%	39%	36%
No	3407	3420	3669	59%	61%	64%
Total	5784	5650	5715	100%	100%	100%

Services that stated 'not applicable' were excluded

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

Service Type	Subtype	Number of services			Percentage of services		
		2016	2015	2014	2016	2015	2014
Adoption Service		7	7	8	25 %	21 %	24 %
Adult Placement Service		1	1	2	5 %	7 %	12 %
Care Home Service	Adults	125	130	127	49 %	48 %	43 %
	Older People	460	449	406	57 %	56 %	49 %
	Children and Young People	87	69	61	37 %	32 %	28 %
Childcare Agency		6	6	9	33 %	33 %	45 %
Daycare of Children		923	875	797	35 %	33 %	30 %
Fostering Service		11	9	14	22 %	19 %	27 %
Housing Support Service		446	419	395	48 %	46 %	42 %
Nurse Agency		27	20	16	61 %	61 %	57 %
Offender Accommodation Service		2	1	1	40 %	20 %	20 %
School Care Accommodation Service	Mainstream School	5	4	4	21 %	17 %	17 %
	Residential Special School	22	19	17	61 %	53 %	49 %
Secure Accommodation Service		2	1	3	40 %	25 %	60 %
Support Service	Care at Home	178	146	119	64 %	64 %	64 %
	Other than Care at home	75	74	67	20 %	19 %	17 %
Grand Total		2377	2230	2046	41 %	39 %	36 %

Calculation excludes those services that stated 'not applicable' as these were high for childcare agencies and nurse agencies

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

Local authority area	Number of services			Percentage of services		
	2016	2015	2014	2016	2015	2014
Aberdeen	147	180	186	57%	67%	69%
Aberdeenshire	147	149	160	46%	49%	51%
Angus	35	40	48	26%	29%	34%
Argyll and Bute	65	56	58	47%	49%	43%
Clackmannanshire	23	20	18	47%	40%	37%
Dumfries and Galloway	63	62	54	36%	35%	30%
Dundee	58	62	53	33%	36%	32%
East Ayrshire	44	41	27	37%	35%	23%
East Dunbartonshire	54	37	33	48%	35%	31%
East Lothian	45	50	41	39%	45%	39%
East Renfrewshire	36	37	31	46%	47%	40%
Edinburgh	272	246	230	46%	43%	40%
Falkirk	47	43	33	30%	28%	21%
Fife	207	178	146	51%	46%	38%
Glasgow	219	189	169	37%	32%	28%
Highland	123	121	118	38%	40%	37%
Inverclyde	25	17	23	26%	18%	24%
Midlothian	45	42	38	45%	46%	39%
Moray	44	39	29	35%	32%	25%
Na h-Eileanan Siar	18	13	14	33%	24%	27%
North Ayrshire	41	42	38	32%	33%	31%
North Lanarkshire	96	80	66	42%	36%	29%
Orkney	13	14	16	29%	31%	33%
Perth and Kinross	95	86	88	52%	47%	48%
Renfrewshire	71	56	55	44%	37%	35%
Scottish Borders	39	36	37	28%	27%	27%
Shetland	22	24	23	45%	48%	47%
South Ayrshire	45	47	37	37%	38%	29%
South Lanarkshire	99	84	61	39%	33%	24%
Stirling	49	48	36	45%	44%	35%
West Dunbartonshire	21	20	23	28%	26%	31%
West Lothian	68	69	54	42%	42%	33%
Grand Total	2376	2229	2044	41%	39%	36%

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

	Vacancies Problem 2016	Vacancies Problem 2015	Vacancies Problem 2014
Too few applicants with experience	58 %	59 %	59 %
Too few applicants	58 %	58 %	54 %
Too few qualified applicants	51 %	50 %	48 %
Candidates unable to work the hours needed	37 %	36 %	36 %
Competition from other service providers	34 %	31 %	29 %
Competition from other types of work	24 %	23 %	21 %
Other reason	22 %	23 %	24 %
Can't afford wage demands	15 %	14 %	14 %
Cost of living in the area is too high	10 %	10 %	11 %
Reason unknown	5 %	4 %	4 %
Total number of services reporting problems filling vacancies	2377	2230	2046

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

Note: Only includes those services that responded that they have a problem filling vacancies, excludes those that responded that they don't have a problem filling vacancies or that this was not applicable.

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

	2016	2015
Too few applicants	27%	27%
Too few applicants with experience	20%	20%
Too few qualified applicants	17%	18%
Other reason	8%	9%
Competition from other service providers	8%	8%
Candidates unable to work the hours needed	9%	7%
Competition from other types of work	4%	5%
Can't afford wage demands	4%	4%
Cost of living in the area is too high	1%	1%
Reason unknown	2%	0%
Grand Total	100%	100%

Note: Only includes those services that responded that they have a problem filling vacancies, excludes those that responded that they don't have a problem filling vacancies or that this was not applicable.

Table 3c: Reported reasons why vacancies were hard to fill by service type for 2016, 2015 and 2014:

	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		
	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14
Adoption Service	57%	57%	63%	43%	43%	50%	71%	86%	88%	14%	14%	25%	0%	0%	0%	14%	14%	25%	0%	14%	13%	14%	0%	0%	0%	0%	0%	43%	57%	63%
Adult Placement Service	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	10%
Care Home Service																														
Adults	70%	66%	57%	36%	36%	37%	58%	55%	57%	18%	18%	17%	6%	7%	9%	51%	41%	34%	30%	27%	20%	18%	18%	18%	39%	40%	39%	18%	19%	17%
Older People	55%	56%	53%	57%	57%	54%	55%	59%	62%	13%	14%	15%	7%	6%	6%	39%	37%	36%	24%	27%	26%	13%	14%	14%	32%	35%	36%	29%	28%	29%
Children and Young People	37%	35%	30%	66%	62%	56%	71%	77%	66%	3%	1%	0%	6%	4%	7%	30%	25%	16%	6%	4%	5%	3%	1%	7%	16%	19%	15%	14%	20%	26%
Childcare Agency	67%	67%	44%	67%	67%	67%	100%	100%	78%	17%	17%	11%	0%	0%	11%	33%	33%	22%	33%	33%	22%	33%	33%	22%	83%	83%	67%	50%	67%	56%
Daycare of Children	52%	52%	51%	61%	61%	58%	60%	59%	57%	17%	14%	13%	2%	1%	2%	18%	16%	12%	14%	13%	11%	6%	7%	7%	28%	26%	26%	18%	20%	20%
Fostering Service	55%	78%	50%	36%	56%	64%	91%	67%	79%	9%	0%	7%	0%	0%	0%	9%	11%	21%	0%	11%	7%	18%	0%	0%	0%	0%	0%	36%	56%	43%
Housing Support Service	75%	71%	64%	34%	32%	31%	61%	60%	59%	16%	18%	15%	6%	7%	6%	57%	52%	51%	41%	39%	35%	16%	16%	15%	58%	57%	56%	23%	22%	21%
Nurse Agency	59%	50%	63%	44%	40%	56%	41%	50%	63%	7%	10%	13%	4%	0%	0%	59%	50%	63%	37%	25%	25%	7%	15%	6%	30%	30%	44%	11%	15%	25%
Offender Accommodation Service	100%	0%	0%	50%	100%	100%	0%	100%	100%	50%	0%	0%	0%	0%	0%	0%	100%	100%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
School Care Accommodation Service																														
Mainstream Residential School	40%	50%	0%	60%	50%	50%	60%	25%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	20%	25%	25%	20%	25%	50%
Residential Special School	32%	47%	35%	82%	84%	65%	77%	79%	59%	5%	11%	0%	0%	0%	0%	32%	32%	24%	14%	11%	12%	0%	0%	0%	27%	32%	29%	23%	21%	47%
Secure Accommodation Service	50%	0%	33%	100%	100%	67%	100%	0%	33%	50%	0%	33%	0%	0%	0%	50%	0%	33%	50%	0%	33%	0%	0%	0%	0%	0%	0%	50%	0%	33%

Table 3d: Summary of main reasons reported why vacancies were hard to fill by service type 2016, 2015 and 2014:

	Too few applicants		Too few qualified applicants		Too few applicants with experience		Can't afford wage demands		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		Reason unknown		Other reason	
	16	15	16	15	16	15	16	15	16	15	16	15	16	15	16	15	16	15	16	15
Adoption Service		14 %	14 %	14 %	71 %	43 %	14 %	14 %												14 %
Adult Placement Service	100 %																			100 %
Care Home Service																				
Adults	28 %	38 %	12 %	8 %	18 %	15 %	6 %	11 %	14 %	8 %	2 %	5 %	1 %	3 %	9 %	5 %	1 %		9 %	8 %
Older People	29 %	29 %	22 %	22 %	17 %	16 %	2 %	3 %	9 %	7 %	3 %	6 %	1 %	1 %	3 %	4 %	4 %		9 %	11 %
Children and Young People	28 %	9 %	14 %	20 %	30 %	51 %	3 %		6 %	3 %	2 %				5 %	4 %	6 %		7 %	13 %
Childcare Agency			17 %	17 %	50 %	17 %				17 %					17 %	50 %	17 %			
Daycare of Children	23 %	24 %	25 %	26 %	22 %	22 %	5 %	4 %	4 %	4 %	2 %	2 %	1 %	1 %	10 %	8 %	2 %		7 %	8 %
Fostering Service	27 %		9 %		64 %															
Housing Support Service	33 %	30 %	6 %	5 %	15 %	19 %	4 %	6 %	12 %	15 %	8 %	9 %	3 %	3 %	9 %	6 %	2 %		8 %	6 %
Nurse Agency	26 %	20 %	30 %	10 %	19 %	25 %			11 %	20 %	4 %	10 %	4 %		10 %		4 %		4 %	5 %
Offender Accommodation Service	50 %					100 %	50 %													
School Care Accommodation Service																				
Mainstream Residential School	20 %	50 %	20 %		20 %											25 %			40 %	25 %
Residential Special School	14 %	16 %	32 %	37 %	27 %	16 %	5 %		5 %	11 %	5 %	11 %			9 %	5 %			5 %	5 %
Secure Accommodation Service			50 %	100 %	50 %															
Support Service																				
Care at Home	32 %	34 %	4 %	5 %	11 %	13 %	1 %	2 %	12 %	13 %	12 %	8 %	1 %		19 %	19 %	2 %		7 %	7 %
Other than Care at home	23 %	22 %	8 %	7 %	25 %	23 %	5 %	7 %	17 %	8 %	1 %	5 %	1 %	3 %	9 %	9 %			9 %	16 %
Grand Total	27 %	27 %	17 %	18 %	20 %	20 %	4 %	4 %	8 %	8 %	4 %	5 %	1 %	1 %	9 %	7 %	2 %		8 %	9 %

Table 3e: Reported reasons why vacancies were hard to fill by local authority area 2016, 2015 and 2014:

	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		
	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14	16	15	14
Aberdeen	76%	75%	78%	49%	48%	46%	64%	63%	60%	25%	22%	21%	2%	4%	6%	44%	44%	38%	39%	43%	39%	54%	54%	50%	44%	39%	40%	14%	18%	17%
Aberdeen shire	65%	73%	77%	54%	56%	45%	57%	57%	51%	27%	27%	20%	7%	4%	4%	40%	35%	28%	35%	34%	25%	29%	28%	23%	41%	52%	42%	23%	20%	25%
Angus	51%	45%	48%	71%	68%	63%	66%	58%	50%	29%	23%	15%	3%	3%	2%	20%	13%	13%	11%	8%	6%	0%	0%	0%	34%	28%	27%	29%	25%	17%
Argyll and Bute	66%	70%	59%	55%	55%	57%	52%	52%	55%	11%	13%	10%	6%	4%	2%	32%	32%	26%	28%	32%	24%	15%	14%	16%	37%	36%	31%	40%	41%	34%
Clackmannanshire	52%	40%	33%	48%	30%	39%	48%	45%	67%	13%	20%	39%	0%	0%	6%	30%	40%	72%	30%	35%	44%	0%	5%	28%	48%	55%	44%	30%	40%	28%
Dumfries and Galloway	48%	53%	52%	54%	52%	50%	57%	65%	69%	22%	29%	35%	0%	3%	7%	46%	44%	56%	37%	39%	44%	3%	3%	6%	40%	45%	50%	29%	27%	20%
Dundee	43%	39%	34%	52%	52%	51%	69%	68%	66%	21%	16%	9%	9%	3%	4%	43%	31%	28%	16%	16%	19%	2%	0%	0%	33%	26%	21%	12%	19%	23%
East Ayrshire	61%	63%	48%	39%	39%	44%	57%	51%	56%	11%	12%	11%	7%	7%	11%	57%	49%	37%	20%	22%	26%	2%	2%	7%	20%	22%	26%	20%	20%	19%
East Dunbartonshire	37%	43%	45%	41%	43%	27%	52%	54%	61%	13%	14%	6%	2%	0%	6%	37%	27%	36%	11%	8%	12%	6%	3%	9%	31%	30%	24%	22%	19%	24%
East Lothian	51%	46%	39%	47%	42%	51%	53%	54%	56%	16%	10%	10%	2%	2%	2%	42%	42%	37%	31%	28%	27%	16%	16%	15%	47%	52%	44%	27%	30%	32%
East Renfrewshire	50%	27%	26%	53%	49%	55%	53%	54%	52%	8%	11%	16%	6%	3%	3%	42%	38%	32%	25%	16%	13%	6%	5%	6%	39%	41%	42%	33%	38%	32%
Edinburgh	55%	53%	50%	62%	58%	54%	68%	66%	67%	14%	11%	9%	4%	4%	5%	39%	39%	35%	30%	32%	23%	13%	12%	10%	44%	40%	41%	16%	22%	23%
Falkirk	64%	53%	58%	45%	42%	55%	57%	70%	70%	19%	16%	18%	9%	9%	3%	32%	26%	30%	21%	21%	18%	6%	2%	3%	49%	44%	42%	43%	30%	27%
Fife	63%	61%	53%	47%	46%	43%	56%	61%	59%	7%	7%	9%	8%	7%	5%	28%	25%	25%	17%	18%	14%	2%	2%	2%	28%	25%	28%	16%	17%	23%
Glasgow	50%	44%	35%	48%	49%	47%	58%	60%	60%	13%	10%	12%	5%	1%	2%	26%	21%	22%	19%	15%	12%	2%	2%	1%	32%	29%	28%	22%	23%	28%
Highland	67%	71%	58%	60%	62%	61%	57%	54%	57%	11%	11%	11%	7%	6%	7%	29%	26%	20%	20%	16%	15%	11%	5%	4%	33%	31%	31%	28%	24%	25%

Inverclyde	52 %	47 %	26 %	40 %	29 %	39 %	48 %	35 %	39 %	24 %	12 %	9 %	4 %	6 %	4 %	40 %	47 %	35 %	32 %	29 %	22 %	4 %	6 %	4 %	24 %	41 %	22 %	20 %	24 %	17 %
Midlothian	58 %	60 %	58 %	53 %	45 %	42 %	60 %	50 %	50 %	11 %	12 %	16 %	7 %	5 %	3 %	29 %	21 %	24 %	20 %	19 %	11 %	7 %	2 %	3 %	38 %	29 %	37 %	11 %	10 %	13 %
Moray	50 %	56 %	55 %	41 %	38 %	34 %	57 %	56 %	59 %	11 %	10 %	14 %	0 %	0 %	0 %	36 %	44 %	41 %	23 %	28 %	34 %	0 %	0 %	3 %	30 %	31 %	38 %	16 %	15 %	10 %
Na h-Eileanan Siar	67 %	85 %	71 %	39 %	38 %	21 %	56 %	69 %	64 %	6 %	0 %	7 %	6 %	0 %	7 %	28 %	31 %	21 %	17 %	15 %	14 %	11 %	8 %	14 %	33 %	38 %	29 %	28 %	31 %	36 %
North Ayrshire	59 %	55 %	50 %	61 %	64 %	53 %	59 %	57 %	55 %	15 %	24 %	11 %	0 %	7 %	8 %	39 %	21 %	21 %	12 %	17 %	18 %	10 %	10 %	11 %	51 %	48 %	55 %	27 %	33 %	37 %
North Lanarkshire	50 %	53 %	53 %	39 %	40 %	41 %	42 %	46 %	53 %	10 %	10 %	9 %	5 %	8 %	6 %	27 %	30 %	24 %	15 %	15 %	14 %	1 %	1 %	2 %	28 %	26 %	27 %	28 %	30 %	20 %
Orkney	77 %	79 %	69 %	23 %	21 %	13 %	54 %	79 %	81 %	0 %	0 %	0 %	0 %	0 %	0 %	23 %	21 %	19 %	0 %	7 %	0 %	0 %	0 %	0 %	15 %	14 %	6 %	15 %	7 %	6 %
Perth and Kinross	69 %	70 %	68 %	51 %	56 %	59 %	58 %	66 %	63 %	18 %	17 %	19 %	3 %	2 %	1 %	35 %	29 %	32 %	17 %	17 %	20 %	4 %	5 %	8 %	39 %	36 %	40 %	20 %	22 %	22 %
Renfrewshire	55 %	61 %	49 %	44 %	48 %	45 %	68 %	59 %	55 %	15 %	14 %	15 %	1 %	2 %	4 %	34 %	34 %	24 %	21 %	27 %	18 %	1 %	2 %	2 %	45 %	61 %	49 %	25 %	23 %	25 %
Scottish Borders	62 %	58 %	57 %	46 %	42 %	46 %	69 %	69 %	59 %	13 %	14 %	16 %	3 %	3 %	5 %	41 %	25 %	30 %	33 %	19 %	27 %	3 %	3 %	3 %	49 %	36 %	43 %	10 %	11 %	19 %
Shetland	55 %	58 %	48 %	59 %	71 %	57 %	59 %	58 %	70 %	14 %	13 %	13 %	0 %	0 %	0 %	36 %	25 %	26 %	45 %	38 %	39 %	23 %	13 %	13 %	41 %	29 %	35 %	23 %	21 %	22 %
South Ayrshire	64 %	64 %	49 %	42 %	51 %	41 %	53 %	57 %	49 %	9 %	13 %	11 %	7 %	6 %	8 %	38 %	36 %	38 %	29 %	19 %	16 %	4 %	4 %	5 %	29 %	40 %	54 %	22 %	21 %	24 %
South Lanarkshire	54 %	49 %	43 %	49 %	51 %	46 %	53 %	48 %	54 %	11 %	8 %	5 %	3 %	5 %	2 %	25 %	14 %	18 %	19 %	11 %	11 %	2 %	2 %	2 %	32 %	35 %	36 %	25 %	21 %	25 %
Stirling	65 %	60 %	56 %	41 %	38 %	44 %	55 %	56 %	53 %	16 %	13 %	14 %	8 %	8 %	3 %	37 %	27 %	17 %	29 %	19 %	22 %	6 %	6 %	8 %	45 %	44 %	36 %	33 %	29 %	36 %
West Dunbartonshire	57 %	45 %	48 %	52 %	40 %	48 %	57 %	55 %	48 %	5 %	10 %	9 %	0 %	0 %	0 %	24 %	25 %	22 %	0 %	0 %	0 %	0 %	0 %	0 %	38 %	35 %	35 %	14 %	30 %	26 %
West Lothian	47 %	43 %	39 %	56 %	51 %	52 %	62 %	62 %	57 %	15 %	7 %	7 %	1 %	1 %	4 %	34 %	35 %	28 %	15 %	17 %	19 %	3 %	3 %	4 %	32 %	33 %	31 %	7 %	16 %	22 %
Grand Total	58 %	58 %	54 %	51 %	50 %	48 %	58 %	59 %	59 %	15 %	14 %	14 %	5 %	4 %	4 %	34 %	31 %	29 %	24 %	23 %	21 %	10 %	10 %	11 %	37 %	36 %	36 %	22 %	23 %	24 %

Table 3f: Summary of main reported reasons why vacancies were hard to fill by local authority area 2016 and 2015:

	Too few applicants		Too few qualified applicants		Too few applicants with experience		Can't afford wage demands		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		Reason unknown		Other reason	
	16	15	16	15	16	15	16	15	16	15	16	15	16	15	16	15	16	15	16	15
Aberdeen	20 %	31 %	15 %	19 %	22 %	13 %	5 %	2 %	8 %	7 %	3 %	6 %	10 %	13 %	9 %	4 %	1 %		8 %	4 %
Aberdeenshire	28 %	32 %	10 %	14 %	20 %	12 %	8 %	11 %	9 %	9 %	5 %	3 %	3 %	3 %	8 %	11 %	2 %		7 %	5 %
Angus	26 %	30 %	26 %	33 %	34 %	13 %	6 %	3 %	3 %	3 %					3 %	13 %			3 %	8 %
Argyll and Bute	25 %	33 %	20 %	16 %	17 %	9 %		4 %	8 %	7 %	2 %	5 %	2 %		11 %	7 %	2 %		15 %	18 %
Clackmannanshire	35 %	10 %	13 %		9 %	15 %	4 %	10 %	9 %	15 %	4 %	10 %			9 %	20 %			17 %	20 %
Dumfries and Galloway	21 %	19 %	13 %	18 %	17 %	19 %	8 %	13 %	5 %	10 %	3 %	5 %			17 %	10 %	3 %		13 %	6 %
Dundee	26 %	13 %	21 %	23 %	22 %	26 %	5 %	8 %	9 %	7 %	5 %				7 %	10 %			5 %	8 %
East Ayrshire	30 %	24 %	7 %	15 %	30 %	17 %	5 %	2 %	9 %	17 %	5 %	5 %			2 %	7 %	9 %		5 %	10 %
East Dunbartonshire	9 %	16 %	30 %	16 %	17 %	16 %	4 %	8 %	6 %	14 %					24 %	11 %	2 %		9 %	19 %
East Lothian	24 %	31 %	24 %	16 %	11 %	14 %	2 %	8 %	7 %	6 %	4 %	2 %	2 %		9 %	10 %	7 %		9 %	12 %
East Renfrewshire	25 %	38 %	28 %	22 %	6 %	16 %	6 %	5 %	8 %	3 %	11 %	3 %			8 %	5 %	3 %		6 %	8 %
Edinburgh	26 %	20 %	21 %	21 %	21 %	20 %	2 %	3 %	11 %	14 %	3 %	7 %	3 %	2 %	9 %	5 %	1 %		4 %	7 %
Falkirk	28 %	23 %	9 %	12 %	21 %	35 %	2 %	2 %	4 %	7 %	9 %	7 %			9 %	2 %	4 %		15 %	12 %
Fife	32 %	35 %	17 %	15 %	20 %	28 %	0 %	1 %	10 %	6 %	5 %	6 %			4 %	3 %	6 %		5 %	5 %
Glasgow	27 %	22 %	14 %	24 %	23 %	22 %	2 %	2 %	8 %	9 %	5 %	2 %	0 %		8 %	7 %	4 %		9 %	12 %
Highland	40 %	30 %	15 %	17 %	15 %	19 %	2 %	3 %	6 %	5 %	4 %	4 %	1 %		4 %	8 %	1 %		12 %	13 %
Inverclyde	20 %	18 %	20 %	12 %	28 %	35 %	4 %	6 %	8 %	12 %	8 %	6 %				12 %			12 %	
Midlothian	31 %	33 %	24 %	26 %	20 %	12 %	7 %	10 %	2 %	2 %	4 %	2 %			9 %	7 %			2 %	7 %
Moray	30 %	36 %	11 %	8 %	16 %	28 %	7 %	3 %	14 %	13 %	5 %	3 %			7 %	5 %			11 %	5 %
Na h-Eileanan Siar	33 %	46 %	11 %	15 %	11 %	8 %	6 %		17 %	8 %		8 %			17 %	8 %			6 %	8 %
North Ayrshire	20 %	17 %	15 %	31 %	17 %	24 %	7 %	7 %	10 %		2 %				22 %	14 %			7 %	5 %
North Lanarkshire	24 %	24 %	17 %	20 %	11 %	18 %	5 %	5 %	11 %	8 %	5 %	4 %			10 %	13 %	2 %		14 %	10 %
Orkney	46 %	29 %	8 %	7 %	23 %	21 %			8 %	7 %		14 %			8 %				8 %	21 %

Perth and Kinross	35 %	36 %	19 %	15 %	13 %	22 %	4 %	4 %	8 %	4 %	2 %	5 %			7 %	2 %	2 %		9 %	12 %
Renfrewshire	24 %	20 %	17 %	13 %	28 %	23 %		2 %	7 %	13 %	10 %	9 %			10 %	9 %	1 %		3 %	11 %
Scottish Borders	31 %	26 %	13 %	9 %	13 %	26 %	5 %	6 %	3 %	3 %	13 %	6 %		3 %	18 %	14 %			5 %	9 %
Shetland	18 %	17 %	18 %	33 %	27 %	13 %	5 %	4 %	5 %	13 %	14 %	17 %					5 %		9 %	4 %
South Ayrshire	38 %	21 %	16 %	15 %	24 %	30 %	2 %	4 %	7 %	4 %	2 %	11 %			4 %	9 %	2 %		4 %	6 %
South Lanarkshire	21 %	35 %	25 %	11 %	20 %	20 %	3 %	2 %	3 %	4 %	5 %	1 %			9 %	12 %	4 %		9 %	15 %
Stirling	22 %	35 %	8 %	13 %	35 %	17 %	6 %	4 %	4 %	4 %	2 %	17 %			8 %	4 %	2 %		12 %	6 %
West Dunbartonshire	29 %	15 %	24 %	20 %	29 %	45 %			5 %						10 %	10 %			5 %	10 %
West Lothian	25 %	31 %	31 %	24 %	18 %	22 %	6 %	3 %	10 %	10 %	1 %	1 %	1 %		6 %	4 %			1 %	4 %
outside Scotland											100 %	100 %								
Grand Total	27 %	27 %	17 %	18 %	20 %	20 %	4 %	4 %	8 %	8 %	4 %	5 %	1 %	1 %	9 %	7 %	2 %		8 %	9 %

Headquarters

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

Website: www.careinspectorate.com
Email: enquiries@careinspectorate.com
Care Inspectorate Enquiries: 0345 600 9527

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