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**Estimating the costs of Early Learning and Childcare provision in partner provider settings - Technical note**

**Chris Martin**

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# Acknowledgements

Thanks are due to all partner providers who gave up their time to take part in the survey on which this report is based. We know that completing the survey was no small undertaking and we are very grateful.

Thanks are also due to Early Years Scotland (EYS), the National Day Nurseries Association (NDNA) and the Care and Learning Alliance for their input into the approach and to the steering group. This included representatives of COSLA, ADES Early Years and Resource Networks, Education Resources and Directors of Finance.

Responsibility for the contents of this report lies with the author.

Chris Martin

# 1 Introduction and background

This report provides technical details of a survey of childcare partner providers carried out by Ipsos MORI in late February to late March 2022 on behalf local authorities across Scotland. It is to accompany the detailed data tables, in Excel format, which form the main output from this study.

High quality Early Learning and Childcare (ELC) provision has been a core strand of Scottish Government policy over the last decade, with the dual aim of improving child outcomes and supporting parental (particularly maternal) employment. Since April 2002, Local Authorities have had a duty to secure a funded part-time ELC place for every 3 and 4-year-old whose parents wish it. From August 2014, the Children and Young People (Scotland) Act 2014 extended ELC entitlement, giving all 3 and 4-year-olds entitlement to 600 hours ELC per year, as well as extending provision to 2-year-olds whose parents are in receipt of eligible benefits (looked after 2 year-olds were eligible from 2012). This entitlement was extended to 1,140 hours a year of funded ELC for all 3 and 4-year-olds and eligible 2-year-olds in August 2021.

Councils across Scotland work with both Council-run services and local 'partner providers' in the private and not-for-profit sectors, including childminders, to ensure that there is sufficient capacity to deliver 1,140 hours to all eligible families in their areas. Councils each set their own rates to reimburse partner providers for the funded ELC they deliver. This study was commissioned by the Improvement Service on behalf of local authorities. The main aim was to produce up to date estimates of the actual costs to providers of providing an hour of ELC, in order to inform planning, modelling and discussions about rate-setting. It followed a model developed by Ipsos MORI for an earlier Scotland-wide exercise conducted on behalf of the Scottish Government in 2016, and repeated for the West Partnership councils in 2019 and Aberdeenshire and Moray Councils in 2020.

The results do not include any information on childminders who are being surveyed separately.

## 2 Research methods

This section summarises the methods used in sampling, surveying and analysing data from partner providers.

### The sample

The Improvement Service provided Ipsos MORI with a list of 1,058 private and not-for-profit partner providers registered with them to provide funded ELC places. This list included contact information (provider name, manager name, e-mail address, phone number, address), as well as information about provider type (private or not for profit) and number of registered places for 0-5 year-olds.

Overall, 446 surveys were returned from partner providers, equating to a total response rate of 42%. With 80 responses rejected during the data cleaning (because of the amount of missing data) and 3 responses rejected as being out of scope, the total number of usable responses to the survey received was 363. This equates to a usable response rate of 34%.

Table 2.1 shows the issued and achieved sample by size, provider type and location. The response rate was higher in not-for-profit settings than private providers, and in small and medium sized providers. This means that not-for-profit providers and small and medium size providers are slightly overrepresented in the final achieved sample.

Table 2.1: Sample profile (issued vs. achieved)

	Issued		Achieved	
	Number	%	Responses	% of achieved
<b>Provider type</b>				
Private	739	70%	215	59%
Not-for profit	319	30%	148	41%
<b>Size of provider?</b>				
Small (<30 total places)	290	27%	121	33%
Medium (31-50 total place)	254	24%	105	29%
Large (51+ total places)	514	49%	137	38%

### Questionnaire design

This exercise took as its starting point the questionnaire used in the earlier studies. The earlier questionnaires were developed following feedback from piloting with a small number of providers and comments from the Scottish Government and the National Day Nurseries Association.

The aim was to replicate this exercise but to provide up-to-date figures for each council area separately. Additional questions were added in relation to views on likely inflation. Minor tweaks to this questionnaire were made to aid completion but, as with the 2016 exercise, the survey collected detailed information about private and not-for-profit partner providers' costs, income, capacity and occupancy. The final survey was signed off by the Improvement Service following consultation with CoSLA, ADES and Directors of Finance representatives, scripted by Ipsos MORI's specialist scripting team and tested by the research team to ensure that all routing worked correctly.

## Fieldwork

All partner providers were sent an e-mail invitation to complete the survey along with a unique link to their online questionnaire. Two further reminder emails were sent to those who did not respond initially. The survey was open to complete online from 21st February 2022 to 28th March 2022.

A 'helpdesk' e-mail address and phone number for the survey was in operation throughout, so that the research team could answer queries and resolve technical problems. A member of Ipsos MORI's telephone centre encouraged providers to respond to the online survey by calling them, checking they had received the invitation email, and finding out whether there was anything else they needed to help them take part.

## Data cleaning and analysis

The main aim of this survey was to provide an estimated cost per hour of providing ELC for children, supported by detailed information about the costs that feed into this. In order to estimate costs per hour, providers' survey responses were used to calculate:

- **Overall costs incurred by ELC providers.** This was collected by the survey across various cost headings, including: staff costs, mortgage/rent, utilities, consumables, external catering costs, play and learning equipment, play and learning activities and services, course fees and expenses for staff training, ICT equipment and office supplies, transport costs, maintaining or improving buildings, contracts for building services, business rates, other taxes excluding payroll taxes, and anything else not covered by these.
- **The total number of hours of ELC being provided.** This was calculated by multiplying: the number of weeks a year providers were open for, by the average hours provided per child per session, by how many children they currently had attending. Providers were able to give the number of children attending either on a daily basis, or separately for morning and afternoon sessions. They were also asked how long their day or half-day sessions were.

The costs per ELC hour were then calculated by dividing the total annual costs incurred, by the total annual number of ELC hours being provided.

In order to carry out this analysis, data cleaning was required to deal with missing and incomplete data and outliers (data that looks to be outside the plausible range of responses for a particular question). The data cleaning process involved a combination of manually inspecting and making decisions about how to treat missing/unusual data (e.g. whether to include or exclude outliers from calculations based on whether or not they appeared to be within a plausible range of responses), and imputation of missing data where possible and appropriate. Imputation involved estimating a missing value based on what is known about the other characteristics of that provider and the values provided by other providers with similar characteristics – for example, if the number of children per session was missing for a particular provider, we imputed (estimated) this number based on (a) the number they were registered to take (which they had provided) and (b) average occupancy rates for providers of a similar size.

### Cleaning cost data

- **Imputing missing staff costs** – in most cases, staff costs were based on responses to a question which asked providers about their actual total staff costs (which they could provide on a weekly, monthly, termly or yearly basis). This question asked them to include costs for all categories of staff, and to include temporary and permanent staff. However, in addition to asking providers to give their total staff costs as a single amount (at question C1a), we also asked them about how many ELC staff they had at different levels, and the average salary paid to staff at these levels (questions C2a to C8c). These more detailed questions were used in two ways:
  - o **As a check on the response to the total staff costs** – we used the detailed questions to derive an estimated annual salary bill (by multiplying the number of staff in each category by the average salary for staff in that category, and totalling these together), and compared this with the annual salary bill derived from C1a, which asked for overall staff costs as a single amount. The two figures were not completely comparable – the more detailed questions only asked about average salaries, and may therefore over or underestimate actual salary bills depending on how accurate an average providers were able to give. They also excluded ‘other’ staff – for example, administrative support staff or drivers – who should have been included in the total staff salary bill. However, being able to compare the two helped identify outliers for further inspection, where the difference between the annual staff costs derived from these two methods looked particularly large.



- To impute overall staff costs where this was not given separately – in 24 cases, providers were able to give numbers of staff and average salaries by level but did not give an overall figure for their total staff bill. In these cases, the overall staff bill was derived based on the responses given about numbers of staff and average salaries.
- **Imputation of other missing costs** – non-staff costs were asked about in a standard way – providers were asked to complete a table and for each cost heading (listed above), to enter a value for costs incurred, and to indicate the period this covers. Where costs were not given in annual amounts, they were converted to annual amounts for analysis. There was a sizeable volume of missing data under ‘other’ costs (where providers had left the cell blank)<sup>1</sup>. It was unclear whether providers did not incur any costs under these headings, or whether they were simply unable to estimate these costs. We had to make some assumptions about this in order to calculate overall costs.
  - For mortgage and rental costs, where no answer was given we have imputed that their costs were the same as the mean mortgage/rental costs for providers in the same tenure
  - For all other non-staff costs, where no answer was given costs were imputed for blank cells based on the mean costs for other providers, either of the same type (private or not-for-profit) when cost patterns differed by sector or from all other providers when there was no discernible pattern.

### Cleaning ELC hours data

- **Number of weeks open each year** was calculated as 52 minus the total number of weeks closed (asked at QA2)
- **Number of children attending per session** – partner providers were asked to say how many children currently attended each session, either per full day session for each day Monday to Friday, or split into morning and afternoon sessions. However, this information was missing for four partner providers. For these four cases, the number of children per session was imputed based on the number of children they were registered to take (collected at QB1a), multiplied by the average occupancy rates (that is, the numbers actually attending, divided by the numbers they are registered to take) for providers of the same size. (In 11 cases where the

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<sup>1</sup> For example, 22 cases where spend on ICT and office equipment was missing, 19 case where spend on play and learning equipment was missing and 59 cases where external catering costs were missing.

number of registered places was missing or unknown, we referred to the latest published inspection report for that provider to ascertain how many places they were registered for.)

- **Calculating occupancy rates** – for every partner provider, we calculated occupancy rates – that is, what proportion of registered places were actually taken up by children attending – for three age groups (under twos, two-year-olds, and three to five-year-olds). This was calculated by dividing the number of registered places per week (taken from their response to QB1a) by the number of children they reported attending in a week. For a small number of providers, occupancy rates calculated on this basis were above 100%. In other words, they appeared to have more children attending than they were registered to take. These cases were examined, and the most likely cause of error was inaccurate completion of attendance levels by age group. These cases were visually inspected for any errors and amended. All cases bar two had a final overall occupancy rate of 100% or less (with two having an occupancy rate of 101%). Obvious errors were corrected, leaving no cases where the overall occupancy rate was still over 105%. Where the occupancy rate for under twos or two-year olds separately was higher than 100% but the overall occupancy rate was below 100%, it was assumed that this either reflected the current position in the partnership provider or that completion of the attendance figures by respondents had be correct in terms of the overall number but may have been attributed to the wrong age group. These were not edited.
- **Hours per child per week** – the number of hours of ELC provided per child per week was calculated based on multiplying the number of children attending per session by the session lengths. Based on this, the average hours of ELC provided per child per week ranged from 5 hours to 55 hours across providers, with a median of 23 hours. This is where there most cleaning by visual inspection was undertaken. For example, in some cases providers indicated (in open text responses) that the length of sessions varied on different days of the week (e.g. 2 hours on a Monday, 5 on a Tuesday, etc.), so it was necessary to derive an average session length from this for analysis. It is possible that some over-estimation of ELC hours in total has occurred, since we have had to estimate session lengths in some cases based on opening and closing times, and some children may only attend for a part of this time (particularly where providers offer hourly rates) – although of course, providers will incur costs for the hours they are open even when children are not present.

Despite the various routines described above, there were a number of cases that were excluded from the analysis because they did not provide enough information to produce accurate figures. For example, a number of respondents did not give any information on session lengths nor costs incurred. Overall, 80 returns were excluded in response to failing initial Quality Assurance checks or because they did not provide enough information. Additionally, three responses were excluded

as being out of scope. These included a mobile creche and one setting that provided wrap-around school care but no ELC provision.

## 3 Key limitations and issues for interpretation

The main driver of this research is to inform planning, modelling and discussions about future rate-setting. However, **it is the responsibility of individual local authorities to set the funding rate for 2022.** The primary focus of this report is to explain how the figures were arrived at and any additional issues (beyond those outlined above) that need to be taken into account in their interpretation and further use. We do not include any narrative about the actual findings nor do we include a recommendation on what level of rate to be used.

The analysis carried out for this study gives as accurate information as possible about provider costs per ELC hour, based on the information we were able to collect. However, there are inevitably some limitations to this data. The design of the survey questionnaire had to balance the ease of completion for partners with the level of detail required. There was also a similar trade-off around the length of the survey form: the more information collected, the longer the survey, and the more difficult it will be to encourage participation.

In interpreting and using the data for further modelling of future costs, it is important to keep issues around data quality and around the challenges of projecting costs into the future in mind. Regarding the accuracy of the survey estimates, the following should be noted:

- **Response rate** – 34% of partner providers invited to participate in this survey provided useable data. While this is a good response rate for surveys of this type – issued to busy businesses and asking to collect detailed information which they may not have immediately to hand – we cannot be completely sure that there are no differences between average costs based on this survey and average costs incurred by partner providers who did not take part in the survey. However, as described in the previous chapter, the profile of the achieved sample was, overall, broadly similar to that of the issued sample. This gives us reasonable confidence that the findings based on this sample are likely to be broadly representative of partner providers.
- **Missing, outlier and incorrect estimates** – some providers left particular questions blank or gave implausibly high or low amounts. We therefore had to make decisions about imputing amounts based on the mean amount for similar kinds of provider. While this is standard practice for dealing with missing data, it is of course possible that this means that the total costs are either slightly higher or slightly lower than they are in reality. However, this should make only minimal difference to the overall average costs. With regard to outlier and incorrect

estimates, it should be borne in mind that it is easier to identify implausibly high amounts than it is to find implausibly low amounts. The data cleaning therefore had to be undertaken in a way that did not skew results. This means that while incorrect estimates of costs may have some impact on minimum and maximum values, they are likely to have only a minimal impact on medians and percentiles. This consideration has shaped our approach to the level of detail provided for each LA depending on the number of returns and not including minimum and maximum figures.

- **Seasonality** - No adjustment has been made for any seasonality. However, providers may experience some seasonal fluctuations in attendance and, possibly to a lesser extent, seasonal in costs. Such fluctuations may be more marked in some areas than others. Regarding the survey findings, the attendance figures provided by respondents are likely to be based on current attendance in Feb-Mar when the fieldwork was undertaken. If attendance is higher than average at this time point (but there is not the same variation in costs) this will have the effect of decreasing the estimate of the cost per hour over the whole year as it results in an over-estimate of the total number of hours of childcare provided per year. This should be borne in mind.
- **Challenges of establishing an up-to-date picture of costs** – the survey asked providers about their costs over the last year. As the survey asked about costs in some detail, it was suggested that providers might find it helpful to have their most recent annual accounts to hand. In practice, respondents may have also been guided by practical considerations and may have used figures that were easiest to collate. The questionnaire asked for information on the recency of staff cost estimates. While most based their estimates on either Q1 2022 data, or financial year 2021 to 2022 data, a sizeable minority said that the estimates were from figures dating back to before then.

The broad approach taken has been to ask respondents to provide information on current costs, rather than to ask about projected costs. We did not ask about projected costs as views on how costs will change are likely to vary significantly across providers and importantly, underlying assumptions on how current costs will change are not likely to be captured fully. Projecting future costs is not straightforward and a number of factors need to be taken into consideration:

- o **Inflation** – all businesses are affected by inflation. General inflation measures, such as RPI may or may not accurately reflect inflation felt by the sector. For example, there may be sector-specific factors, such as labour market conditions and the likely impact of supply/demand of staff on wage levels that are likely to impact on costs incurred.

- **Wage increases required to meet the Scottish Living Wages** – the Scottish Living Wage is a voluntary target intended to reduce in-work poverty by ensuring that all employees earn enough to live. It changed from £9.50 to £9.90 at the start of April 2022. The Scottish Government has indicated that all providers delivering funded ELC should be paying at least the living wage to all childcare workers.
- **Any other changes to provision or wider changes that might impact cost.** For example, any changes to employers National Insurance contributions or any changes to the National Standard for ELC providers that affect how ELC is provided might have cost implications.

It should also be noted when using the cost estimates, that the questionnaire asked about costs but did NOT ask about profits. This is relevant in terms of discussions about funding – private companies are unlikely to continue to operate if they are not generating a profit in addition to their costs, although actual/desired profit margins will vary widely. However, where owner/manager income was taken as draw-down from profits (rather than as a salary), partners were asked to include this in their total staff costs (which would otherwise underestimate the actual staffing costs).

The Scottish Government has published guidance on how to set a sustainable hourly rate<sup>2</sup> as well as information on how local authorities have implemented this<sup>3</sup>.

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<sup>2</sup> [Funding follows the child and the national standard for early learning and childcare providers: guidance for setting sustainable rates from August 2020 - gov.scot \(www.gov.scot\)](https://www.gov.scot/resources/documents/2020/08/Funding_follows_the_child_and_the_national_standard_for_early_learning_and_childcare_providers_guidance_for_setting_sustainable_rates_from_August_2020_-_gov.scot)

<sup>3</sup> [Early learning and childcare providers - local authority funding and support: overview - gov.scot \(www.gov.scot\)](https://www.gov.scot/resources/documents/2020/08/Early_learning_and_childcare_providers_-_local_authority_funding_and_support_overview_-_gov.scot)

## 4 Data tables

The excel tables provide full details of the costs per hour of ELC given, average fees charged, income, proportion of staff currently paid at the living wage and contextual information such as the proportion of total hours delivered to different age groups.

A separate set of tables has been provided for each Local Authority.

### Sample sizes and level of detail provided

All tables listed below have been provided for each Local Authority. Most tables provide figures for the Regional Improvement Collaboratives (RICs) area and Local Authority area **where the achieved sample size allows**. Additionally for a selection of tables, figures are broken down within RICs by type and size of provider within RIC area.

With regard to the level of detail provided in the data tables, it is imperative that promises of confidentiality are not breached. Additionally, the output should reduce the scope for over-interpretation of figures based on low numbers of cases. We have provided varying levels of detail at the LA/RIC level depending on the achieved sample sizes for the main cost tables.

- For base sizes of less than 10 returns, all findings have been suppressed. (This includes 17 Local Authorities, and no RICs).
- For a base size of 10-19 returns, the median figure is provided. (This covers 9 Local Authorities and no RICs).
- For a base size of 20-39 returns, the median figure, along with the 20<sup>th</sup> and 80<sup>th</sup> percentile figure are provided. (This covers 4 Local Authorities and 2 RICs)
- For a base size of 40 or more, the median figure along with all deciles (10<sup>th</sup>, 20<sup>th</sup>, etc) are provided. (This covers one Local Authority, and the remaining 4 RICs).

This approach has been taken to ensure that each data point differs from the next by at least 4 returns.

### List of data tables

#### Contextual information about current provision

##### 1. Sample sizes.

Number of useable responses by RIC, LA broken down by size and type of provider.

## 2. Currently provides funded places for funded 2-year-olds?

Taken from Q - Do you currently provide any government or council funded early learning and childcare places for eligible 2-year-olds?

## 3. Currently provides funded places for 3-5-year-olds?

Taken from Q - Do you currently provide any government or council funded early learning and childcare places for eligible 3-5year-olds?

## 4. Estimated proportion of total hours delivered to 0-1-year-olds

Derived from responses to questions on the number of children registered and lengths of sessions. This data was used to calculate (for each provider) the estimated annual number of ELC hours delivered to each age group, and a total annual number of ELC hours delivered to all children aged 0-5. The percentage of hours delivered to 0-1-year-olds by each provider was then derived by dividing estimated annual hours delivered to 0-1-year-olds by estimated total annual hours for all children aged 0-5.

## 5. Estimated proportion of total hours delivered to 2-year-olds

See above for note on how this was derived.

## 6. Estimated proportion of total hours delivered to 3-5-year-olds

See table 6, above, for note on how this was derived.

## Cost tables

### 1. Average total costs per hour of ELC provided to 0-5-year-olds

Total costs per ELC hour are based on providers' answers to detailed questions about individual costs (shown in subsequent tables), adjusted to give annual amounts, which was then divided by the estimated total annual number of ELC hours being provided to 0 to 5s.

### 2. Average total costs per hour of ELC provided to 0-5-year-olds – cost quartiles by provider type

This provides additional information on deciles or selected deciles when the achieved sample size allowed as detailed previously.



### 3. Average STAFF costs per hour of ELC provided to 0-5-year-olds

In most cases, this cost was derived based on the total staff costs entered at Q - In the last year, month, week or term (whichever is easier to provide), how much IN TOTAL did you pay in staff costs at <ServiceName>?

Please include:

Pension contributions

Costs for permanent and temporary staff

Costs for all categories of staff

Costs for paying owner/managers (where this is taken as a draw down from profits)

An annual cost was derived from their response to this question (multiplying the cost by 1, 12, 52 or 3 depending on whether they gave a figure per year, month, week or term), which was in turn divided by the estimated total number of hours of ELC provided to create a staff cost per hour.

In a small number of cases where providers did not answer this question but did provide details of ELC staff numbers and average salaries at subsequent questions, these questions were used instead to calculate estimated staff costs.

### 4. Average STAFF costs per hour of ELC provided to 0-5-year-olds – cost deciles by provider type

Average costs for the specific items listed below were all derived responses to a question which asked 'In the last year, month, week or term (whichever is easier), how much did you spend on [ITEM IN QUESTION] payments for <ServiceName>?', multiplied by the appropriate factor (e.g. x 12 for monthly, x 52 for weekly, etc.) to calculate an annual amount, and then divided by the estimated total number of hours of ELC provided to create a cost per hour.

Where providers left a particular cost item blank (rather than entering £0), their spend was estimated based on the average (mean) cost for providers of the same type (i.e. the mean cost for other private providers, or the mean cost for other not-for-profit providers), with the exception of missing rent/mortgage costs, which were estimated based on the average of providers who occupied their property in the same way (i.e. if they rented from a private owner, their imputed cost was the mean cost for other providers who also rented from a private owner).

### 5. Average RENT/MORTGAGE per hour of ELC given

6. Average RENT/MORTGAGE per hour of ELC given – cost quartiles
7. Average UTILITIES cost per hour of ELC given
8. Average UTILITIES per hour of ELC given – cost quartiles
9. Average CONSUMABLES cost per hour of ELC given
10. Average CONSUMABLES per hour of ELC given – cost quartiles
11. Average EXTERNAL CATERING cost per hour of ELC given
12. Average PLAY AND LEARNING EQUIPMENT costs per hour of ELC given
13. Average PLAY AND LEARNING ACTIVITY costs per hour of ELC given
14. Average STAFF TRAINING costs per hour of ELC given
15. Average ICT AND OFFICE costs per hour of ELC given
16. Average TRANSPORT costs per hour of ELC given
17. Average BUILDING MAINTENANCE costs per hour of ELC given
18. Average BUILDING SERVICES costs per hour of ELC given
19. Average BUSINESS RATES costs per hour of ELC given
20. Average OTHER TAXES costs per hour of ELC given
21. Average OTHER COSTS costs per hour of ELC given
22. Average salary costs of different types of employee
23. Average salary costs of FT early years practitioners - deciles

In addition to showing the median (50<sup>th</sup> percentile) cost, this table shows deciles or selected deciles depending on the achieved sample size.

## Fees tables

1. Average fee per hour for 4-year-olds
2. Average fee per hour for 3-year-olds

### 3. Average fee per hour for 2-year-olds

Tables are all based on weekly fee for appropriate age (divided by length of week) where given, or, if no weekly fee given, then based on day rate for that age group (divided by length of day in hours), or half-day rate (divided by length of half-day in hours) if no day rate given.

#### Income and living wages tables

1. Annual income from parents
2. Annual income from government or council funding
3. Proportion of staff paid at the living wage.
4. Average salary of staff paid below the living wage.

#### Expectations about the future

1. Expectations of growth/contraction of setting
2. Expectations of staff cost inflation
3. Expectations of utility cost inflation
4. Expectations of premises cost inflation.
5. Expectations of other cost inflation.
6. Expectations of level of fee increase.

# Appendix A – Provider questionnaire

The survey was administered online. As such, it is difficult to replicate exactly in Word. However, the text below shows what questions providers were asked and includes descriptions of routing (where questions were only asked of certain sub-groups), text-fills (where the precise wording varied depending on respondent characteristics) and other relevant scripting information.

## **Invitation email (will be sent to all providers in the sample. NB blue text will be text-filled from the sample)**

### **Ensuring a sustainable childcare sector for 2020 and beyond**

Dear

Councils across Scotland are setting rates for funded childcare.

The Improvement Service, on behalf of local authorities across Scotland, have commissioned **Ipsos MORI** Scotland to survey partner providers in your area, to gather **information on costs to help inform this**.

This survey is about the childcare service you provide at <ServiceName>. If you manage more than one service, please make sure you answer this survey specifically in relation to <ServiceName>.

### **Why should I take part?**

This survey is **your chance to ensure that your local authority takes local sustainable rate setting decisions based on as accurate and up to date information as possible**.

The **findings will inform discussions about the provision of funded hours in your local authority**, and the essential role funded providers in the private, third and childminding sectors will play in that. We hope as many providers as possible will take part.

### **What will I be asked and why?**

The questionnaire includes questions about your **current costs** (the money you spend on things like staff, rent, bills etc.), your income, your capacity and occupancy, and the fees you charge parents at <ServiceName>. You will also be asked whether there are additional costs (beyond inflation) you expect to incur in future years.

Ipsos MORI will use the information you provide to estimate the average rate per hour of providing childcare in your local authority area. This information, alongside data about likely inflation and other costs that might affect providers in future years, to inform discussions about the sustainable rate.

**Your individual response will not be shared with the local authority – they will only receive whole area data – e.g. averages and ranges.**

## How do I take part?

Taking part is easy – all you need to do is follow this link <LINK> and you will be taken to the questionnaire.

It is important that the answers are as accurate and up to date as you are able to provide – the more accurate the data is, the more useful it will be in informing discussions about funding.

**You may find it helpful to have relevant information to hand when you complete the survey.** This may be your accounts, or other records if these are more up to date.

If you require another member of your team to complete parts of the survey, you will be able to pause the survey and go back to it later.

## How will my answers be used?

Only aggregate results (e.g. for all providers in a local authority area) will be provided to local authorities or published – it will not be possible to identify individual providers from these aggregate results. **Individual responses will not be seen by anybody outside of Ipsos MORI.** All your data will be securely stored by Ipsos MORI in accordance with General Data Protection Regulations and destroyed after this project is completed.

For more information, the Privacy Notice can be found here:

<https://www.improvementservice.org.uk/national-childcare-cost-survey-2022-privacy-notice>

## Any questions?

If you have any questions or would like any further information regarding the survey please do not hesitate to contact either the ELC Team at Improvement Service at [elc@improvementservice.org](mailto:elc@improvementservice.org) or the research team - Chris Martin, Stuart Stevenson and Stef Pagani - at Ipsos MORI at [childcarecost2022@ipsos.com](mailto:childcarecost2022@ipsos.com).

Yours sincerely  
Chris Martin  
(Project Manager)

Your reference: XXXXXXXX / <MORI\_ID>

**Introductory text – which will appear on the first screen of the survey once they click the link in the email. This largely repeats the info above for those who skimmed the email.**

## Who is doing this survey?

This survey is being carried out by **Ipsos MORI Scotland**, an independent research company, on behalf of your local authority. It is being sent to all private and not-for-profit partner childcare providers (except childminders) in those areas.

## Why is it being carried out?

The payment of sustainable rates is a key aspect of the approach, Funding Follows the Child, which underpins the delivery of funded ELC in Scotland. More information on Funding Follows the Child and sustainable rates is available at (this includes a link to the separate sustainable rates guidance): <https://www.gov.scot/policies/early-education-and-care/national-standard-for-early-learning-and-childcare/>.

This survey will ensure that your local authority has a **reliable and up to date understanding of the current costs to local private and third sector providers** of delivering early learning and childcare, and a clear idea of the possible future factors (beyond inflation) that may impact on costs.

## Why should I take part?

This survey is **your chance to ensure that your local authority takes local sustainable rate setting decisions based on as accurate and up to date information as possible.**

The **findings will inform discussions about the provision of funded hours in your local authority**, and the essential role funded providers in the private, third and childminding sectors will play in that. We hope as many providers as possible will take part.

## What information are you asking me for?

The questionnaire includes questions about your current costs (the money you spend on things like staff, rent, bills etc.), your income, your capacity and occupancy, and the fees you charge parents.

**It is important that the answers are as accurate and up to date as you are able to provide** – the more accurate the data is, the more useful it will be in informing the approach by your local authority to setting sustainable rates for the delivery of funded ELC.

**You may find it helpful to have relevant information to hand when you complete the survey.** This may be your accounts, or other records if these are more up to date.

This survey is about the childcare service you provide at <ServiceName>. If you manage more than one service, **please make sure you answer this survey specifically in relation to <ServiceName>.**

## How to complete the survey

If you need another person to complete parts of the survey or you need to come back into the questionnaire at a later time, this is fine – just exit and the survey will resume at the place you left it when you're ready (you may need to leave it 10 minutes before going back in). You can also move forwards and backwards through the survey using the 'Next' and 'Back' buttons.

Please note, this survey is about Early Learning and Childcare for **children aged 5 and under who have not yet started school** – it does not cover before or after school care for school-aged children.

## How will my answers be used?

**Individual responses will be completely confidential** and will not be seen by anybody outside of Ipsos MORI. Only aggregate results – e.g. averages at Council level – will be provided to the local authority where you are based. All your data will be securely stored by Ipsos MORI in accordance with the Data Protection Act and destroyed after this project is completed.

## Where can I go for more information?

If you have any questions now or while you're completing the questionnaire, please contact the ELC Team at Improvement Service at [elc@improvementservice.org](mailto:elc@improvementservice.org) or the research team - Chris Martin, Stuart Stevenson and Stef Pagani - at Ipsos MORI at [childcarecost2022@ipsos.com](mailto:childcarecost2022@ipsos.com).

## SECTION A – OPENING HOURS

### SECTION A INTRO

The first set of questions are about your opening hours and capacity. These questions are used to work out how many hours of Early Learning and Childcare you currently deliver each year.

#### QA1

ASK ALL

ALLOW 1 DIGIT RESPONSE BETWEEN 1 AND 7.

SOFT RANGE CHECK IF RESPONSE IS NOT 5 – ‘Can you just confirm you are open for <number entered at QA1> days each week? If yes, click on NEXT’.

How many days is <ServiceName> open for Early Learning and Childcare each week?

Don't know

#### QA2

ASK ALL

ALLOW 2 DIGIT WRITE IN NUMBERS BETWEEN 1 AND 51.

SOFT RANGE CHECK IF >12 – ‘Can you just confirm you are CLOSED for <number at QA2> weeks a year? If yes, click on NEXT’.

How many weeks of the year is <ServiceName> **CLOSED** for Early Learning and Childcare? (If you are closed for less than 1 full week each year, please enter 1).

Don't know

#### QA3

SA

NOT SHOWN ON SCREEN – EVERYONE SET TO MORE THAN 600 HOURS

#### QA4

SA

ASK ALL

Thinking about all your Early Learning and Childcare places for children aged 5 and under, which of these best describes how you **normally** offer these to parents?

1. In either full day or half day sessions (or a mix of the two)
2. In full day sessions only
3. In half day sessions only
4. On an hourly basis with no standard sessions
5. Other – PLEASE SPECIFY



## QA5

SA

ASK IF CODE 3 (half-day only) AT QA4

Do you offer morning sessions, afternoon sessions, or both?

1. Morning sessions only
2. Afternoon sessions
3. Both morning and afternoon sessions

## QA6

SA

ASK IF 1-3 AT QA4

Leaving aside special arrangements for early or late drop-offs or pick-ups, do your standard session start and end times vary for children only accessing funded ELC hours and those who received paid (non-ELC funded) hours?

1. Yes – start and end times vary between ELC funded places and private places
2. No – standard start and end times do not vary between ELC funded places and private places

**QA7**

ALLOW 24 HOUR CLOCK RESPONSE FOR EACH LINE.

ALLOW (AND SHOW) 'Hours vary too much to answer' AS AN OPTION

ASK IF:

- CODE 3 (offer half-days only) AT QA4, AND
- CODE 3 (offer both morning and afternoon sessions) AT QA5 AND
- CODE 2 (standard times for private and council-funded places) AT QA6

SOFT RANGE CHECKS:

- IF START OF MORNING SESSION <07:00 OR >08:30
- IF END OF MORNING SESSION <11:30 OR >13:30
- IF START OF AFTERNOON SESSION <12:00 OR >14:00
- IF END OF AFTERNOON SESSION <15:00 OR >19:00

THEN PLEASE CHECK – 'You entered your session start and end times as: <SHOW START AND END TIMES FOR MORNING AND AFTERNOON>. Is that correct?' YES/NO – IF NO, LOOP BACK TO ENTER TIMES AGAIN.

Please enter your standard half-day session **start and end times** in **24 hour clock (i.e. 07:00 or 07.00)**.

By 'start time', we mean the time parents can normally drop their children off from, and by 'end time', we mean the time they are required to pick them up by.

Start of standard morning session  
 End of standard morning session  
 Start of standard afternoon session  
 End of standard afternoon session  
 Don't know

**QA8**

ALLOW 24 HOUR CLOCK RESPONSE FOR EACH LINE.

ALLOW (AND SHOW) 'Hours vary too much to answer' AS AN OPTION

ASK IF:

- CODE 1 OR 2 (offer full day only, or half or full-days) AT QA4 AND 2 (standard times for council and private places) AT QA6, OR
- CODE 4 OR 5 AT A4 (offer hourly/other sessions)

Please enter your standard **opening and closing times** in **24 hour clock (i.e. 07:00 or 07.00)**.

By 'opening time', we mean the time parents can normally drop their children off from, and by 'closing time', we mean the time they are required to pick them up by.

Standard opening time  
 Standard closing time  
 Don't know

**QA9**

ALLOW 24 HOUR CLOCK RESPONSE FOR EACH LINE.  
ALLOW (AND SHOW) 'Hours vary too much to answer' AS AN OPTION

ASK IF:

- CODE 3 (offer half-day sessions only) AT QA4 AND
- CODE 1 OR 2 AT QA5 (offer only morning, or only afternoon sessions) AND
- CODE 2 AT QA6 (standard start and end times for council and private places)

Please enter your standard <morning/afternoon> session **start and end times** in **24 hour clock (i.e. 07:00 or 07.00)**.

By 'start time', we mean the time parents can normally drop their children off from, and by 'end time', we mean the time they are required to pick them up by.

Start of standard <morning/afternoon> session  
End of standard <morning/afternoon> session  
Don't know

**QA10**

ALLOW 24 HOUR CLOCK RESPONSE FOR EACH LINE.

ALLOW (AND SHOW) 'Hours vary too much to answer' AS AN OPTION

ASK IF:

- CODE 3 (half-day) AT QA4, AND CODE 3 (both mornings and afternoons) AT QA5, AND CODE 1 (session times vary) AT QA6, OR
- CODE 1 (full or half) AT QA4 AND 1 at QA6 (session times vary)

Please enter your standard half-day session **start and end times** for parents paying for **private places**, in **24 hour clock (i.e. 07:00 or 07.00)**.

By 'start time', we mean the time parents can normally drop their children off from, and by 'end time', we mean the time they are required to pick them up by.

If you do not have fixed 'standard times' for fee paying parents, please enter typical start and end times.

Start of standard morning session  
 End of standard morning session  
 Start of standard afternoon session  
 End of standard afternoon session  
 Don't know

**QA11a**

ALLOW 24 HOUR CLOCK RESPONSE FOR EACH LINE.

ALLOW (AND SHOW) 'Hours vary too much to answer' AS AN OPTION

ASK IF:

- CODE 3 (half-day only) AT QA4, AND
- CODE 1 OR 2 (MORNING OR AFTERNOON ONLY) AT QA5 AND
- CODE 1 (session times vary) AT QA6

TEXTFILL <morning/afternoon> - IF 1 AT QA5 (Morning session only), TEXTFILL = 'morning', IF 2 AT QA5 (Afternoon session only), TEXTFILL = 'Afternoon'

Please enter your standard <morning/afternoon> session **start and end times** for parents paying for **private places**, using **24 hour clock (i.e. 07:00 or 07.00)**.

By 'start time', we mean the time parents can normally drop their children off from, and by 'end time', we mean the time they are required to pick them up by.

Start of standard <morning/afternoon> session  
 End of standard <morning/afternoon> session  
 Don't know

**QA11b****ALLOW NUMERIC RESPONSE IN HOURS AND MINUTES**

ALLOW (AND SHOW) 'No standard session length for Council places' and 'Do not offer this kind of session for Council funded places' AS OPTIONS

**ASK IF**

- CODE 3 (half-day) AT QA4, AND 1 (session times vary) AT QA6
- CODE 2 (full day only) AT QA4 AND 1 (session times vary) AT QA6
- CODE 1 (full or half) AT QA4 AND 1 (session times vary) AT QA6

Please enter your standard half and/or full-day session **lengths** for **funded ELC places** in hours and minutes.

If you do not have fixed session lengths for funded ELC places, please enter 'no standard session length'.

Half-day session (funded ELC place): **NUMERIC RESPONSE IN HOURS AND MINUTES**

Full-day session (funded ELC place): **NUMERIC RESPONSE IN HOURS AND MINUTES**

Don't know

**QA11c****ALLOW 24 HOUR CLOCK RESPONSE FOR EACH LINE.**

ALLOW (AND SHOW) 'Hours vary too much to answer' AS AN OPTION

**ASK IF:**

- CODE 2 (full day only) AT QA4 AND
- CODE 1 (session times vary) AT QA6

And please enter your standard **opening and closing times** for **private places** in **24 hour clock (i.e. 07:00 or 07.00)**.

By 'opening time', we mean the time parents can normally drop their children off from, and by 'closing time', we mean the time they are required to pick them up by.

Standard opening time

Standard closing time

Don't know

**QA12****OE**

**ASK IF 'Hours vary too much to answer' AT ANY OF QA7 TO QA11c**

You said your hours vary too much to answer. Please describe your opening hours in more detail

## QA13

ASK ALL  
MA

In addition to your standard sessions or hours, do you offer parents of under 5s early drop-offs or late pick-ups for an additional fee?

(Please do not include ad hoc cases where parents drop-off their children early or pick them up late without prior arrangement)

Early drop-off available for additional fee

Late pick-up available for additional fee

No, neither

Don't know

## SECTION B – CAPACITY, OCCUPANCY AND GOVERNMENT FUNDED PLACES

## QB1a

ASK ALL

ALLOW 2 DIGIT ANSWER ON EACH ROW, RANGE 1 TO 5000.

What is the **maximum** number of early learning and childcare places for children aged 5 and under that <ServiceName> is **registered to provide** for each of these age categories?

That is, the total number of places you are registered with the Care Inspectorate to be able to provide, regardless of whether these are private or funded places.

## DOWN SIDE OF GRID

Under 2s (0-1 year-olds)

2 year-olds

3 and over

Don't know

## QB1b

ASK ALL (EXCEPT THOSE DON'T KNOW FOR ALL 3 AT QB1A)

Your responses indicate that you are registered to provide a maximum total of <TOTAL FROM B1a> early learning and childcare places for children aged 5 and under. Is that correct?

Yes

No IF NO LOOP BACK TO QB1a.

## QB2a

ASK IF:

- CODE 2 OR 4 AT QA4 (only offer full-day sessions or only offer hourly) OR
- CODE 3 AT Q4 AND CODE 1 OR 2 AT QA5 (offer half days but on either morning or afternoon, not both)
- CODE 5 AT QA4 (other pattern)

How many children are actually **currently registered to attend** at <ServiceName> on each weekday?

If you do not have any children registered in that age group on that day, please enter '0'.

**DOWN SIDE OF GRID**

Monday  
 Tuesday  
 Wednesday  
 Thursday  
 Friday

**ALONG TOP OF GRID**

Under 2s (0 and 1 year-olds)  
 2 year-olds  
 3 and over  
 Don't know how many children are currently registered to attend

**QB2b****ASK IF:**

- CODE 1 AT QA4 (offer either full day or half day sessions) OR
- CODE 3 AT QA4 (offer half-day sessions) AND CODE 3 AT QA5 (offer both morning and afternoon sessions)

How many children are actually **currently registered to attend** at <ServiceName> in each weekday morning or afternoon slot?

If you do not have any children registered in that age group for that slot, please enter '0'.

**DOWN SIDE OF GRID**

Monday morning  
 Monday afternoon  
 Tuesday morning  
 Tuesday afternoon  
 Wednesday morning  
 Wednesday afternoon  
 Thursday morning  
 Thursday afternoon  
 Friday morning  
 Friday afternoon

**ALONG TOP OF GRID**

Under 2s (0 and 1 year-olds)

2 year-olds

3 and over

Don't know how many children are currently registered to attend

**QB3****ASK ALL**Do you currently provide any **council funded early learning and childcare places** for eligible

...

**DOWN SIDE OF GRID**

a) 2 year-olds

b) 3-5 year-olds

**ACROSS TOP OF GRID**

Yes

No

Don't know

**QB4****ASK IF YES AT B3a (DO PROVIDE PLACES FOR 2 YOs)****ALLOW 2 DIGIT RESPONSE, RANGE 1 TO 5000.**How many **eligible two year-olds** do you currently provide council funded early learning and childcare places for?

Don't know

**QB4b****ASK ALL WHO GIVE ANSWER > 0 AT QB4**And how many, if any, eligible **two year-olds** do you have registered who **ONLY** take up the council funded early learning and childcare hours? I.e. their parents do not pay for any additional hours.

ALLOW DON'T KNOW

HARD CHECK – CANNOT BE MORE THAN THE ANSWER GIVEN AT QB4

ALLOW 0 TO BE ENTERED.

**NEWQB4e****ASK ALL WHO GIVE ANSWER >0 AT QB4b**And thinking only about those [xx number given at QB4b) eligible **two** year-olds who are registered for **council funded hours only**, please indicate how many **DO NOT** take the full 1,140 hours for funded each of the following patterns of hours.

DON'T KNOW OPTION.

ALLOW 0 TO BE ENTERED.



SOFT CHECK IF SUM OF NUMBERS ENTERED AT B5D > TOTAL AT B4B, 'This adds to more than the total number of two year-olds you said were registered for council funded hours only. Please check your answers.'

#### QB5

ASK IF YES AT B3b (DO PROVIDE PLACES FOR 3-5 YO's)  
ALLOW 2 DIGIT RESPONSE, RANGE 1 TO 5000.

How many **eligible three to five year-olds** do you currently provide council funded early learning and childcare places for?

Don't know

#### QB5b

ASK ALL WHO GIVE ANSWER >0 AT QB5

And how many of these eligible **three to five year-olds**, if any, **ONLY** take up the council funded early learning and childcare hours and **DO NOT** receive additional hours paid for by their parents? I.e. they are in nursery for the funded hours only.

ALLOW DON'T KNOW

HARD CHECK – CANNOT BE MORE THAN THE ANSWER GIVEN AT QB4

ALLOW 0 TO BE ENTERED.

#### NEWQB5e

ASK ALL WHO GIVE ANSWER >0 AT QB5b

And thinking only about those [xx number given at QB4b) eligible **three to five** year-olds who are registered for **council funded hours only**, please indicate how many **DO NOT** take the full 1,140 hours for funded each of the following patterns of hours.

DON'T KNOW OPTION

ALLOW 0 TO BE ENTERED.

SOFT CHECK IF SUM OF NUMBERS ENTERED AT B5E > TOTAL AT B5B, 'This adds to more than the total number of two year-olds you said were registered for council funded hours only. Please check your answers.'

#### QB6

ASK ALL

Do you currently have any children with **disabilities or additional support needs** registered with <ServiceName> for early years learning and childcare?

Yes

No

## SECTION C – STAFF COSTS

### SECTION C INTRO

We are now going to ask you some questions about your current costs at <ServiceName>. You may find it helpful to have relevant information – e.g. accounts or other records – to hand for this section. As a reminder, we would like **as up to date information about your current costs as you are able to provide** – we will ask you what time period the information you give is based on, as we are aware that this may vary between providers.

If necessary, you can ask someone else – e.g. another manager or Treasurer - to complete this section. (If you need to close your browser, please note that **you will need to wait 10 minutes before going back into the questionnaire**).

Councils need detailed and accurate information to ensure they have a reliable understanding of what it costs providers to deliver early learning and childcare. They will use this information, alongside information from elsewhere (e.g. partner providers' published annual accounts) to inform discussions with you about future funding. Please answer as accurately as possible, but if you are not completely sure please put in your best estimate.

Just to remind you, Ipsos MORI will not share individual providers' cost data with your local council or anyone else – we will use it to provide anonymous figures for each local authority – e.g. averages – to inform planning for extending funded entitlement to early learning and childcare.

For all these questions, you have the option to provide costs per year, month, week or term. **It would be most useful if you were able to provide ANNUAL costs**, but if this is not possible, please provide over whichever period you find easiest.

### QC1a

#### ASK ALL

#### ALLOW UP TO 7 DIGIT RESPONSE, IN WHOLE £.

In the last year, month, week or term (whichever is easier to provide), how much **IN TOTAL** did you pay in **staff costs** at <ServiceName>?

Please include:

- Pension contributions
- Costs for permanent and temporary staff
- Costs for all categories of staff
- Costs for paying owner/managers (where this is taken as a draw down from profits)

Don't know

### QC1b

#### ASK ALL WHO ENTERED AMOUNT >£0 AT C1a

And what period does that cover?

(NB 'Year' can be used for the last financial year, accounting year, calendar year or the last 12 months)

1. Year
2. Month
3. Week
4. Term

### QC2c

#### ASK ALL WHO ENTERED AMOUNT >£0 AT C1a

So we are clear about how up to date these staff costs are, please could you provide more detail about the exact time period covered? (E.g. April 2018-April 2019, or January-December 2019, or December 2019 salary run, or whatever).

#### OPEN TEXT RESPONSE

### QC2a

#### ASK ALL

#### GRID FORMAT

#### SA IN EACH CELL

Please fill in the table below to show **how many of each type of staff you currently pay** at <ServiceName>.

- Please include both permanent staff and temporary staff/relief staff if you rely on them regularly (other than for covering unexpected leave).
- If you are not sure which category to count people in, include them in the box you think is the best description.

#### DOWN SIDE OF GRID

1. Managers (people with overall responsibility for the day-to-day management of <ServiceName>)
2. Early years supervisors / room supervisors
3. Early years practitioners
4. Paid trainees
5. Support workers who are not qualified early years practitioners
6. Other paid staff (e.g. secretarial, maintenance, catering, or domestic staff)

#### ACROSS TOP OF GRID

Full time (35+ hours/week)

Part-time 15-34 hours/week

Part-time under 15 hours/week

**QC2b**

ASK ALL – TO CALCULATE TOTALS FOR EACH CATEGORY FROM C2a – I.E. FOR MANAGERS, TOTAL = TOTAL FULL TIME + 15-34 HR + <15 HOURS ENTERED FOR MANAGERS AT C2A.

Your responses indicate that you have the following numbers of staff in each category? Is this correct?

Managers = <TOTAL FROM C2a>

Early years supervisors / room supervisors = <TOTAL FROM C2a>

Early years practitioners = <TOTAL FROM C2a>

Paid trainees = <TOTAL FROM C2a>

Support workers who are not qualified early years practitioners = <TOTAL FROM C2a>

Other paid staff (e.g. secretarial, maintenance, catering, or domestic staff) = <TOTAL FROM C2a>

Yes

No

**IF NO AT C2b****C2c**

Please use the 'back' button to check your answers about numbers of staff in each category.

**QC3a**

ASK IF 1+ MANAGER WORKING 35+ HOURS AT C2  
ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

The next few questions ask about average salaries for different members of staff. For each of these:

- Please tell us per **year if possible, or per month, week, hour or term** if this is easier.
- Please give the **gross salary**, before tax and national insurance
- If you are not sure of the exact average, please give us your **best estimate**

What is the **average full time equivalent salary** of a **manager** at <ServiceName>? That is, the average amount you pay a manager working 35 hours a week.

If owner/manager pay is taken as a draw-down from profits rather than as a monthly salary, please **INCLUDE** this here.

Don't know

**QC3b**

ASK IF RESPONSE (OTHER THAN DK) AT C3a

And what period does that cover?

1. Year
2. Month
3. Week

4. Hour
5. Term

#### QC4a

ASK IF 1+ MANAGER BUT ALL MANAGERS WORK <35 HOURS WEEK AT C2  
ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

The next few questions ask about average salaries for different members of staff. For each of these:

- Please tell us per **year if possible, or per month, week, hour or term** if this is easier
- We'll also ask you to tell us **how many hours a week** this average covers (e.g. average for a manager working 15 hours a week)
- Please give the **gross salary**, before tax and national insurance
- If you are not sure of the exact average, please give us your **best estimate**

What is the **average salary** of a **manager** at <ServiceName>?

Don't know

#### QC4b

ASK IF RESPONSE (OTHER THAN DK) AT C4a

And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC4c

ASK IF RESPONSE (OTHER THAN DK) AT C4a

ALLOW NUMERIC RESPONSE, RANGE 1-34

And roughly many hours a week does that average **manager's** salary cover?

Don't know

#### QC5a

ASK IF 1+ EARLY YEARS SUPERVISOR/ROOM SUPERVISOR WORKING 35+ HOURS AT C2

ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

What is the **average full time equivalent salary** of an **early years' supervisor / room supervisor** at <ServiceName>? That is, the average amount you pay a supervisor working 35 hours a week.

Please tell us per **year if possible, or per month, week, hour or term** if this is easier

Don't know

#### QC5b

ASK IF RESPONSE (OTHER THAN DK) AT C5a

And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC6a

ASK IF 1+ EY SUPERVISOR/ROOM SUPERVISOR BUT ALL SUPERVISORS WORK <35 HOURS WEEK AT C2

ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

What is the **average salary** of an **early years' supervisor / room supervisor** at <ServiceName>?

Please tell us per **year if possible, or per month, week, hour or term** if this is easier

Don't know

#### QC6b

ASK IF RESPONSE (OTHER THAN DK) AT C6a

And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC6c

ASK IF C6b = 1-3 or 5 (i.e. ALL EXCEPT HOURLY)

ALLOW NUMERIC RESPONSE, RANGE 1-34

And roughly many hours a week does that average **early years' supervisor / room supervisor** salary cover?

Don't know

#### QC7a

ASK IF 1+ EARLY YEARS SUPERVISOR/ROOM SUPERVISOR WORKING 35+ HOURS AT C2

ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

What is the **average full time equivalent salary** of an **early years' practitioner** at <ServiceName>? That is, the average amount you pay a practitioner working 35 hours a week.

Please tell us per **year if possible, or per month, week, hour or term** if this is easier

Don't know

#### QC7b

ASK IF RESPONSE (OTHER THAN DK) AT C7a

And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC8a

ASK IF 1+ EY SUPERVISOR/ROOM SUPERVISOR BUT ALL SUPERVISORS WORK <35 HOURS WEEK AT C2  
ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

What is the **average salary** of an **early years' practitioner** at <ServiceName>?

Please tell us per **year if possible, or per month, week, hour or term** if this is easier

Don't know

#### QC8b

ASK IF RESPONSE (OTHER THAN DK) AT C8a  
And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC8c

ASK IF C8b = 1-3 or 5 (i.e. ALL EXCEPT HOURLY)  
ALLOW NUMERIC RESPONSE, RANGE 1-34

And roughly many hours a week does that average **early years' practitioner's** salary cover?

Don't know

#### QC9a

ASK IF 1+ TRAINEE WORKING 35+ HOURS AT C2  
ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

What is the **average full time equivalent salary** of a **paid trainee** at <ServiceName>? That is, the average amount you pay a practitioner working 35 hours a week.

Please tell us per **year if possible, or per month, week, hour or term** if this is easier

Don't know

#### QC9b

ASK IF RESPONSE (OTHER THAN DK) AT C7a  
And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC10a

ASK IF 1+ TRAINEE BUT ALL TRAINEES WORK <35 HOURS WEEK AT C2  
ALLOW NUMERIC RESPONSE, RANGE £0-£300,000.

What is the **average salary** of a **paid trainee** at <ServiceName>?

Please tell us per **year if possible, or per month, week, hour or term** if this is easier

Don't know

#### QC10b

ASK IF RESPONSE (OTHER THAN DK) AT C8a

And what period does that cover?

1. Year
2. Month
3. Week
4. Hour
5. Term

#### QC10c

ASK IF C8b = 1-3 or 5 (i.e. ALL EXCEPT HOURLY)

ALLOW NUMERIC RESPONSE, RANGE 1-34

And roughly many hours a week does that average **paid trainee's** salary cover?

Don't know

#### QC11

SA

ASK ALL

Do you currently contribute towards a **pension scheme** for any of your employees (including the statutory auto-enrolment scheme)?

1. Yes – all employees
2. Yes – some employees
3. No – we do not contribute towards an employee pension scheme

Don't know



## SECTION D – OTHER COSTS

### QDintro

The next set of questions are about non-staff costs. Again, if possible it would be helpful if you could tell us annual costs, but if this is difficult you can tell us for whatever time-period is easiest.

### QD1

MA

ASK ALL

Which of these best describes your premises?

1. Rented from a private owner
2. Rented / provided for a fee from a charity / church
3. Rented from council / other public sector organisation
4. Provided rent free
5. Being bought with a mortgage
6. Owned outright

Don't know

### QD2a

ALLOW NUMERIC RESPONSE IN £, RANGE £1 UP

ASK IF CODE 1, 2, 3 OR 5 AT QD2 (MORTGAGE OR RENT)

In the last year, month, week or term (whichever is easier), how much did you spend on **rent or mortgage payments** for <ServiceName>?

Don't know

### QD2b

SA

ASK IF RESPONSE >=£1 AT D2a

And what period does that cover?

1. Year
2. Month
3. Week
4. Term
5. Other period

### QD2c

SA

ASK IF 'OTHER' (5) AT D2b

You ticked 'other'. What period did that rent/mortgage payment cover?

1. Every fortnight
2. Every four weeks
3. Every two months
4. Quarterly (every 3 months)
5. Twice a year (every 6 months)

## 6. Other – please specify

### QD2c

#### ASK ALL WHO ENTERED AMOUNT >£0 AT D1a

Again, so we are clear about how upto date these costs are, please could you provide more detail about the exact time period covered? (E.g. April 2018-April 2019, or January-December 2019, or December 2019 rent/mortgage payment, or whatever).

#### OPEN TEXT RESPONSE

### QD3

#### GRID

For **each of the costs** listed in this grid, we would like to know the TOTAL SPENT by <ServiceName> over the last year. For each cost heading, you can give the amount spent per year, month, week, term or quarter – whichever is easier. Use the drop down list to select the relevant period and the table will calculate the yearly spend for you to check.

If you have not spent anything on a particular category in the last year, please enter '£0'.

#### DOWN SIDE OF GRID

1. **Utilities** – such as gas, electricity, phone and internet
2. **Consumables** – e.g. food, nappies, toilet roll, cleaning materials etc.
3. **External catering costs**
4. **Play and learning equipment** (e.g. toys, books, play materials)
5. **Play and learning activities and services** (e.g. trips, external providers of play or learning activities)
6. **Course fees and expenses for staff training**
7. **ICT equipment and office supplies**
8. **Transport costs** (e.g. vehicle hire/maintenance)
9. **Maintaining or improving your building** (including salaries /costs for any maintenance staff and one-off maintenance costs)
10. **Contracts for building services** (e.g. waste management, cleaning, fire, pest control, boiler, etc.)
11. **Business rates**
12. **Other taxes excluding payroll taxes** (e.g. VAT, corporation taxes)
13. **Anything else, such as insurance, Care Inspectorate Registration fees or anything else not already covered above**

#### ALONG TOP OF GRID

TOTAL SPEND

ALLOW NUMERIC RESPONSE IN £, RANGE £0+

#### PERIOD COVERED

Year

Month

Weekly (term time only)

Weekly (year round)

Term

## Quarter

### TOTAL SPEND LAST YEAR

CALCULATED FROM TOTAL SPEND AND PERIOD COVERED AND SHOWN SO RESPONDENTS CAN SEE IT. I.E.:

- IF PERIOD = YEAR, TOTAL SPEND LAST YEAR = TOTAL SPEND X 1
- IF PERIOD = MONTH, TOTAL SPEND LAST YEAR = TOTAL SPEND X 12
- IF PERIOD = WEEKLY (TERMTIME ONLY), TOTAL SPEND LAST YEAR = TOTAL SPEND X 38
- IF PERIOD = WEEKLY (YEAR ROUND), TOTAL SPEND LAST YEAR = TOTAL SPEND X 52
- IF PERIOD = TERM, TOTAL SPEND LAST YEAR = TOTAL SPEND X 3
- IF PERIOD = QUARTER, TOTAL SPEND LAST YEAR = TOTAL SPEND X 4

### QD4

#### OE

ASK IF RESPONSE >£0 FOR 'ANYTHING ELSE, NOT COVERED ABOVE' AT D3

Please give a brief description of any other costs you have incurred in the last year, that were not covered by the other items listed.

### QD5

#### ASK ALL

Again, so we are clear about how up to date these costs are, please could you provide more detail about how recent these figures are? (E.g. April 2018-April 2019 figures, or January-December 2019, or December 2019 rent/mortgage payment, or whatever). If some are more recent than others, please include as much detail as you can about this.

## OPEN TEXT RESPONSE

## SECTION E – FEES AND INCOME

### QE1

#### ASK ALL

Do the fees you charge **parents** for pre-school early learning and childcare for children aged 5 and under vary depending on the age of the child?

1. Yes, fees vary depending on age of child
2. No, fees are the same regardless of age of child

### QE2a

#### GRID – RESPONSE IN EACH BOX

#### ASK IF 1 (YES) AT QE1

#### ALLOW NUMERIC RESPONSES FROM £0 UP TO 2 DECIMAL PLACES

Please enter your standard **parent fee structure** for 2, 3 and 4 year-olds.

If a particular fee does not apply at <ServiceName>, please enter '£0' in the box.

If your fees for a particular category vary (other than by age of child), then please enter your average or typical fee for that category.

#### DOWN SIDE OF GRID

1. Cost per half-day session
2. Cost per full day
3. Cost per week
4. Cost per hour
5. Cost per term

#### ALONG TOP OF GRID

2 year-olds

3 year-olds

4 year-olds

**QE2b****ANSWER ON EACH ROW****ASK IF 2 (NO) AT QE1****ALLOW NUMERIC RESPONSES FROM £0 UP TO 2 DECIMAL PLACES**Please enter your standard **parent fee structure** for 2, 3 and 4 year-olds.

If a particular fee does not apply at &lt;ServiceName&gt;, please enter '£0' in the box.

If your fees for a particular category vary (other than by age of child), then please enter your average or typical fee for that category.

1. Cost per half-day session
2. Cost per full day
3. Cost per week
4. Cost per hour
5. Cost per term

**QE3****SA ON EACH ROW****ASK ALL**

Please indicate whether each of the following are included in your standard session fees, charged for separately, or whether parents are asked to bring them in themselves?

**DOWN SIDE**

1. Lunchtime food and / or snacks
2. Nappies and / or wipes
3. Additional learning / play activities or trips

**ACROSS TOP**

1. Included in standard session fees
2. Charged for separately
3. Parents bring in themselves

Don't know

## QE4a

ALLOW NUMERIC RESPONSE (£0+)

ASK ALL

In the last year, month, week or term (whichever is easier), what was your **TOTAL income from fees and additional charges paid by parents**?

Don't know

## QE4b

SA

ASK IF RESPONSE &gt;=£1 AT QE4a

And what period does that cover?

1. Year
2. Month
3. Week
4. Term

## QE5a

ALLOW NUMERIC RESPONSE (£0+)

ASK ALL

In the last year, month, week or term (whichever is easier), what was your **TOTAL income from council funding of early years learning and childcare places**?

Don't know

## QE5b

SA

ASK IF RESPONSE &gt;=£1 AT QE4a

And what period does that cover?

1. Year
2. Month
3. Week
4. Term

## QE53a

SA

**In the last year, have you received income from any local council or Scottish Government grants, (e.g. for remote and rural setting)?**

Yes

No

Don't know.

## QE53b

ALLOW NUMERIC RESPONSE (£>0+)

ASK IF QE53a = YES

**In the last year, what was the total income you received from any other local council or Scottish Government grants,?**

Don't know

QE6a

ALLOW NUMERIC RESPONSE (£0+)

ASK ALL

**In the last year, month, week or term (whichever is easier), what was your **TOTAL** income from other sources not already mentioned, such as fundraising?**

Don't know

## QE6b

SA

ASK IF RESPONSE  $\geq$ £1 AT QE4a

And what period does that cover?

1. Year
2. Month
3. Week
4. Term

## SECTION F – OTHER QUESTIONS

## QF2

ASK ALL

SA

In a typical week, do any unpaid trainees, volunteers or parent helpers directly help support the delivery of early learning and childcare at <ServiceName>?

Yes

No

Don't know

## QF3

ASK IF YES (1) AT QF2

GRID FORMAT

NUMERIC RESPONSE IN EACH CELL, RANGE 0 TO 100.

Please enter the **number of trainees/volunteers** who spend 35+, 15-34 or less than 15 hours with you in a typical week.

## ALONG TOP

Number of unpaid trainees/volunteers helping for ...

## DOWN SIDE

35+ hours/week

15-34 hours/week

Less than 15 hours/week

Don't know



## ADDITIONAL COSTS IN FUTURE YEARS

QG1

ASK ALL

As you may know, the Scottish Government's aspiration is for all workers to be paid the real Living Wage as a minimum. The real Living Wage is currently set at £9.90 an hour.

How many, if any, of your staff (including temporary workers) are currently paid **below** the real Living Wage of £9.90 an hour?

ENTER NUMBER 0 TO 1000

Don't know

CHECK – IF NUMBER AT QG1 IS > TOTAL NUMBER OF STAFF (CALC BASED ON QC2b)  
You said that you have <xx> staff paid below the real Living Wage. This figure is higher than the total number of staff you indicated earlier in the survey (xx staff). Please check your answer. If you are having difficulties, please contact the research team on 0808 238 5376 for help.

QG2

ASK IF 1 OR MORE ENTERED AT QG1

What is the average hourly rate paid to these <xx> staff, who are not currently paid at the real Living Wage? If you are not sure, please give your best estimate.

ENTER NUMBER 0 to 8.99

Don't know

HARD CHECK – IF TRY TO ENTER 9+ AT G2, 'The ~~Scottish~~ real Living Wage is £9.90 an hour. We are interested in the average hourly rate paid to staff who are paid BELOW this, so please enter a figure below £9.90.'

Introduction to QH1.

The final section is about the future and what might happen in the coming year. These will not feed into the rate setting in your area but are about how you think the future looks for the sector.

QH1

ASK ALL

SA

In the next year, do you expect <ServiceName> to ...

Expand (cater for more children or provide more hours of childcare in total)

Stay the same size

Get smaller (cater for fewer children or fewer hours of childcare in total)

Close down altogether  
Don't know

## QH2

ASK ALL

SA

In the next year, how much do you expect <Staff costs/etc.> to rise? (Inflation is currently around 5%)

SA Repeat for each component.

	A lot less than inflation	A little less than inflation	Around inflation	A little more than inflation	A lot more than inflation	Don't know
Staff costs						
Gas and electricity costs						
Costs of premises						
Other costs						

## QH3

ASK IF QE1 = 1 (Fees charged to parents)

SA

Finally, the next year, how much do you expect the fees you charge to parents to increase? (Inflation is currently around 5%)

No increase.

An increase of less than inflation.

An increase in line with inflation.

An increase of little more than inflation.

An increase of much more than inflation.

Don't know.

## QH4

ASK ALL

OE

Is there anything else you would like to add in response to the topics covered in this survey?

## END TEXT

Thank you very much for taking the time to complete this. Your views will help shape the planning of childcare provision in your area. Just to remind you, your individual responses are confidential and will not be shared outside Ipsos MORI.

**Chris Martin**

chris.martin@ipsos.com