

Part 4 - Conclusion

CONCLUSION

In summary, the research found that there were more people working in the sector than previously imagined (closer to 9000 rather than 7000), they are working across a wide variety of agencies, types of work and modes of employment. As employees they talk about their dedication to the work and their clients but raise many more issues of dissatisfaction.

Employers in the field mentioned recruitment and retention as key issues, the lack of parity of wages between NGOs and government, the plethora of different service offerings, and the challenge of providing quality services for clients across different service areas as challenges for the future. They wanted greater access to high quality just in time training and methods for determining quality in training and staff development providers.

This report sets out the findings of the research and makes recommendations for future work.

Part 5 - Appendices

Appendix I - Consultation Attendees

Appendix II - Employer Trial Survey – Mailing List

Appendix III - Final Employer Survey

Appendix IV - Raw data from Employer Survey

Appendix V - Final Staff Survey

Appendix VI - Raw data from Staff Surveys

Appendix VII - Review of the literature