

New Deal for Communities

The National Evaluation

Research Reports

Job Brokerage: Survey of Participants

Research Report 64

The Neighbourhood Renewal Unit within the Office of the Deputy Prime Minister is currently sponsoring the 2002-2005 national evaluation of New Deal for Communities. This evaluation is being undertaken by a consortium of organisations co-ordinated by the Centre for Regional Economic and Social Research at Sheffield Hallam University. The views expressed in this report do not necessarily reflect those of the NRU/ODPM.

Those wishing to know more about the evaluation should consult the evaluation's web site in the first instance
<http://ndcevaluation.adc.shu.ac.uk/ndcevaluation/h>



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Job Brokerage: Survey of Participants

Research Report 64

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Executive Summary

Job brokerage projects have been established in a number of New Deal for Communities (NDC) areas as part of the worklessness theme of the programme. This report is based on a survey of beneficiaries of job brokerage projects operating in six NDC areas including: Aylesbury, Bradford, Hartlepool, Middlesbrough, Newcastle and Shoreditch. The purpose of the survey was to assess whether beneficiaries of job brokerage schemes were achieving (sustainable) outcomes and the extent to which these could be attributed to NDC interventions. Specifically the study sought to identify:

- The extent to which those most at risk of social exclusion have been engaged by job brokerage projects
- The most effective outreach method employed to engage clients
- The range and package of interventions provided to clients, and
- Soft and hard outcomes achieved by clients

In each of the six survey areas, At Work, the employment agency, has been contracted to deliver the job brokerage service. At Work provided the contact details for 2,433 clients who had participated or were currently participating in the Job Brokerage scheme. A total of 710 telephone interviews were conducted during May and June 2004 with job brokerage participants. The following details the key findings from the survey.

The Job brokerage model

Each client, once registered with the employment agency, is appointed a Candidate Consultant. The role of the Candidate Consultant is to assess the needs of the individual, identify their job requirements, signpost where necessary for appropriate training/additional support and assist clients in their search for suitable jobs. Clients are then put forward for job interviews. In some cases, post placement support is provided for clients which are considered to be at 'high risk of dropping out' (HRDO).

Contact with At Work

- Over 50 per cent of respondents stated that they had become aware of At Work as a result of walking past a local branch office. A significant proportion of respondents, 26 per cent, were informed about the service through a friend or relative. In some areas, notably Bradford and Newcastle, the number of respondents informed of the agency through friends and family was almost as high as those who walked by the office

Services provided by At Work

A range of services are provided through the Job Brokerage Scheme.

Type of service	% of respondents assisted with
Job search	78
Completing applications	37
Preparing for interview	43
Career advice	25
Referral	11
Other (mostly in work after care)	45

- Virtually all of the survey participants stated that they found the services to be very or quite useful. Overall 97 per cent of clients found the assistance in preparing for interviews and completing job applications to be the most useful
- Just over half of the respondents that gained employment stated that this was as a result of contacts they received through the agency. This figure does fluctuate substantially by NDC area. In Newcastle only 37 per cent of respondents stated they got a job through contacts provided by At Work compared to 74 per cent in Hartlepool and Middlesbrough

Nature of employment

- Of the 455 respondents currently in work one quarter are engaged in an unskilled occupation and as such this represents the most common job placement. One fifth are employed in a sales role, while just over one sixth are working in administration. A small proportion of respondents are employed as managers, professionals or skilled labourers
- A higher proportion of respondents are now engaged in full time work and attribute this to their contact with At Work. Of those respondents that were in employment at the time of registering with the agency, 68 per cent were in a full time job; this figure rises to 80 per cent for those currently in work. Only 17 per cent of respondents are currently working part time in contrast to 30 per cent that were at the time they registered with At Work. It can be seen that the shift towards more full time employment has occurred in all NDC areas with the exception of Newcastle
- The overwhelming majority of At Work customers have permanent contracts with their employers, 72 per cent. Twenty per cent of respondents have been employed on a fixed period contract ranging in length from three months to one year

Circumstances of respondents not in paid work

- A total of 255 respondents are currently not in work (36 per cent of all survey participants); one third are registered as unemployed and are claiming JSA; an equal proportion are not registered as unemployed but are actively seeking work; while one fifth are in full time education
- The occupational breakdown of respondents' last job, for those currently not in employment, is in-keeping with the previous occupations for those in paid work. The vast majority had worked in unskilled occupations, 29 per cent. Slightly fewer had worked in sales, 23 per cent and 19 per cent in admin. The majority of respondents were employed in the wholesale and retail sector
- The overwhelming majority of respondents, 87 per cent, stated that they would like to have a regular paid job at the moment. This figure is much higher for males at 94 per cent than it is for females, at 78 per cent

Training and Education

- 35 per cent of all survey respondents had undertaken some type of education and training whilst registered with At Work
- Those respondents with NVQ level 3 and above, non-whites and individuals not in employment were more likely to have engaged in learning than other client groups. A further 40 per cent of respondents indicated that they would have liked to have undertaken some education and training
- The need to undertake some training or education was prompted by the respondents' candidate consultant in some instances. Overall 16 per cent of respondents stated that their candidate consultant advised them to do so

Benefits of registering with At Work

- A large proportion of respondents stated that they felt that their job related skills, self-confidence, personal/skills and career prospects had increased as a result of their contact with the employment agency
- Overall more than half of all survey participants felt that they had been helped in progressing towards the job they wanted. Whilst 67 per cent of respondents in Middlesbrough indicated that they had been helped either 'a lot' or 'some', this figure fell to 59 per cent in Bradford, 51 per cent in Hartlepool and only 30 per cent in Aylesbury and Shoreditch
- The overwhelming majority of respondents, 84 per cent, stated that they would recommend At Work to someone else seeking employment

What Works

- The vast majority of clients, 82 per cent, were satisfied (fairly/very) with the service provided by the candidate consultant
- Of those respondents that received assistance in preparing for interviews and completing applications, 97 per cent found the service to be useful
- Most clients obtained job placements which were of a good quality; the majority of employees were on permanent contracts and were entitled to company benefits. A large proportion of clients received post placement support and valued the continued contact with the employment agency

Conclusions

- To conclude, a range of outcomes both soft and hard have been achieved by survey participants. Over 300 respondents (42 per cent) gained employment with the help of contacts provided by At Work. In most cases these were full time permanent positions. Respondents indicated that the job brokerage agency has also contributed to them gaining job related skills, personal and social skills, increased levels of confidence and enhanced career prospects
- The high proportion of the key target groups contained within the survey including non-white (46 per cent), lone parents (11 per cent), Long term unemployed (15 per cent) disabled (10 per cent) and those with no or few qualifications (63 per cent) would suggest that those groups considered to be 'hard to reach' are accessing the job brokerage service

1. Introduction

Job brokerage projects have been established in a number of New Deal for Communities (NDC) areas as part of the worklessness theme of the programme. This report is based on a survey of the beneficiaries of job brokerage projects operating in six NDC areas including: Aylesbury, Bradford, Hartlepool, Middlesbrough, Newcastle and Shoreditch. The survey sought to obtain information on the views, perceptions and experiences of clients that had used the job brokerage service in order to assess whether beneficiaries of these schemes are achieving (sustainable) outcomes and the extent to which these can be attributed to NDC interventions.

A total of 710 telephone interviews were conducted with job brokerage participants during May and June 2004. The sample for the telephone survey was provided by At Work, the employment agency who are contracted by the NDCs to deliver the job brokerage service. Since the full database of client information was not available, it is not possible to assess the extent to which the sample is representative of At Work clients as a whole. The number of respondents interviewed in each area is as follows:

• Aylesbury	102	• Middlesbrough	151
• Bradford	100	• Newcastle	100
• Hartlepool	102	• Shoreditch	155

This report is the third in a series of research publications relating to the development of job brokerage projects. The first report provided an overview of the early findings from three case study areas. The report examined the nature of the problem job brokerage projects were attempting to overcome; the range of interventions offered; how projects were delivered and key lessons. The report established, amongst other things, the need for projects to reach the 'hardest to help' groups, to address barriers to employment, and that services deliver sustainable, high quality jobs which can facilitate career progression for clients. The second report reviewed inter-agency working in job brokerage projects, particularly in terms of the relationship with Jobcentre Plus, and the potential for mainstreaming.

This report builds on these findings. Specifically the study sought to identify:

- the extent to which those most at risk of social exclusion have been engaged by job brokerage projects
- the most effective outreach method employed to engage clients
- the range and package of interventions provided to clients, and
- soft and hard outcomes achieved by clients

This report begins with a brief update of the policy context in which the job brokerage scheme are operating. Section 3 reviews the job brokerage model implemented in the six survey areas and provides some contextual information on the local labour market conditions. Section 4 presents the main findings from the survey while section 5 summarises the key lessons identifying in particular what has worked, for whom and in what circumstances. The conclusions are presented in section 6.

2. Jobs for All

In December 2003 the Department for Work and Pensions and HM Treasury published the report 'Full employment in every region'. This document sets out the Government's approach for achieving full employment and outlines measures for tackling disadvantage and pockets of worklessness. The report recognised that whilst the UK has one of the highest employment rates and one of the lowest unemployment rates in the G7 significant challenges remain in ensuring that employment opportunities are available for all. The inequitable distribution of employment opportunities across the country was identified in an earlier report by the Policy Action Team on Jobs (PAT1) 'Jobs for All'.

The PAT found that opportunities in the labour market were unequal. Rates of employment and unemployment varied widely from area to area, with high concentrations of worklessness in particular wards. Individuals living in deprived neighbourhoods face distinct disadvantages in the labour market. A number of barriers to gaining employment were outlined. For example, individuals may lack the necessary skills and aptitude that employers require in order to gain employment; services and government programmes to assist individuals into work may be inaccessible; some individuals may suffer racial discrimination or fall into the benefit trap; while others may lack the necessary networks which inform people about job opportunities.

The report recommended five key ways of redressing these problems. These included reaching out to vulnerable individuals that are currently not engaged in labour market programmes; ensuring that policies tackle racial discrimination; building links with employers; making work pay; and finally, working with members of the local community to deliver labour market policies.

Differences in labour market performance are also evident between various groups in the population. Some groups face particular barriers to entering, remaining in and progressing in employment. These groups as identified in the report: 'Full Employment in every Region' includes:

- **Disabled people**
Individuals with health issues or disabilities represent the largest group of people on out-of-work benefits. Between 1979 and 1997 the number of people claiming incapacity-related benefits trebled, representing 1.7 million people
- **Lone parents**
Worklessness at the household level is a key cause of poverty. Around two-thirds of workless households with children are headed by a lone parent. The rise in the number of lone parents, combined with the UK's low employment rate for lone parents, was a key factor behind the increasing number of children living in workless households in the 1980s and early 1990s.
- **Ethnic minorities**
The employment rate for people from ethnic minority backgrounds is 58 per cent, compared to around 75 per cent for UK population as a whole. This gap of just over 16 percentage points has remained roughly constant over the past decade. The participation rate amongst minority ethnic groups does differ. Whilst people of Indian origin are relatively successful in the labour market, the employment rate among Pakistani and Bangladeshi women may be as low as 16 per cent.

- **People aged over 50**

There has been a steady increase in the employment rate of the over 50s, rising from 65 per cent in 1997 to 70 per cent in 2003. Most of those remaining out of work are economically inactive: the unemployment rate for people over 50 is below the national average. In some cases, this reflects rising wealth, with people choosing to retire early. Many people who are aged over 50 and are not in employment would, however, prefer to be in work and are often living on incapacity - related benefits.

- **People with low or no qualifications**

While the number of people with no formal qualifications is expected to continue to fall over the next few years, an unacceptably large proportion of the workforce lacks basic literacy and numeracy skills. Research has shown that those without English language fluency are severely disadvantaged in accessing employment.

- **People living in the most deprived areas**

While most areas of the country have an employment rate higher than the EU and OECD average, there remain differences in employment rates between regions, and greater differences within regions. Some cities, in particular, are characterised by concentrations of worklessness despite high numbers of vacancies.

The Government has outlined its vision in 'A new commitment to Neighbourhood Renewal' that within 10-20 years no-one should be seriously disadvantaged by where they live. It has been recognised that in some areas a 'culture of worklessness' has developed and that many problems can only be successfully tackled at the level where they occur. The implementation of job brokerage schemes in many NDC areas is an attempt to address the concentrations of worklessness at the most appropriate level. Section 3 reviews the job brokerage model implemented by the NDC areas and the local labour market conditions.

3. The Job Brokerage Model and Local Labour Market Contexts

Job brokerage projects have been developed in response to the problems that NDC residents have encountered in accessing jobs. Issues that limit access to employment have been identified as:

- detachment from the labour market
- detachment from services aimed at improving employment prospects
- lack of appropriate knowledge, skills and experience of work
- the recruitment practices of employers

In each of the six survey areas At Work, the employment agency, has been contracted to deliver the job brokerage service. The service provided by At Work is illustrated in Figure 3.1. The figure shows that whilst the model is essentially linear there are plenty of opportunities for clients to reuse the service, re-entering at different points. Each client, once registered with At Work, is appointed a Candidate Consultant. The role of the Candidate Consultant is to assess the needs of the individual, identify their job requirements, signpost where necessary for appropriate training/additional support and assist clients in their search for suitable jobs. Clients are then put forward for job interviews. In some cases, post placement support is provided for clients which are considered to be at 'high risk of dropping out' (HRDO). This usually involves regularly contacting the client once in employment to ensure that everything is ok. It is recognised that some clients will use the service numerous times.

3.1. Local labour market contexts

A national survey has been undertaken, by Mori, in each of the NDC areas. A minimum of 500 interviews were completed in the NDC areas of interest to this study, totalling 3011. This section of the report briefly reviews some of the findings of this survey highlighting local labour market conditions.

Overall 68 per cent of the individuals that took part in the survey described their ethnic origin as white. There are, however, substantial variations in the number of respondents from black and minority ethnic (BME) backgrounds across the NDC areas. Bradford and Aylesbury have the largest proportion of BME groups. Over 50 per cent of respondents in Bradford were of Asian origin; in Aylesbury 49 per cent of respondents were black. In contrast, in Hartlepool and Middlesbrough only 4 per cent of respondents were from a BME background.

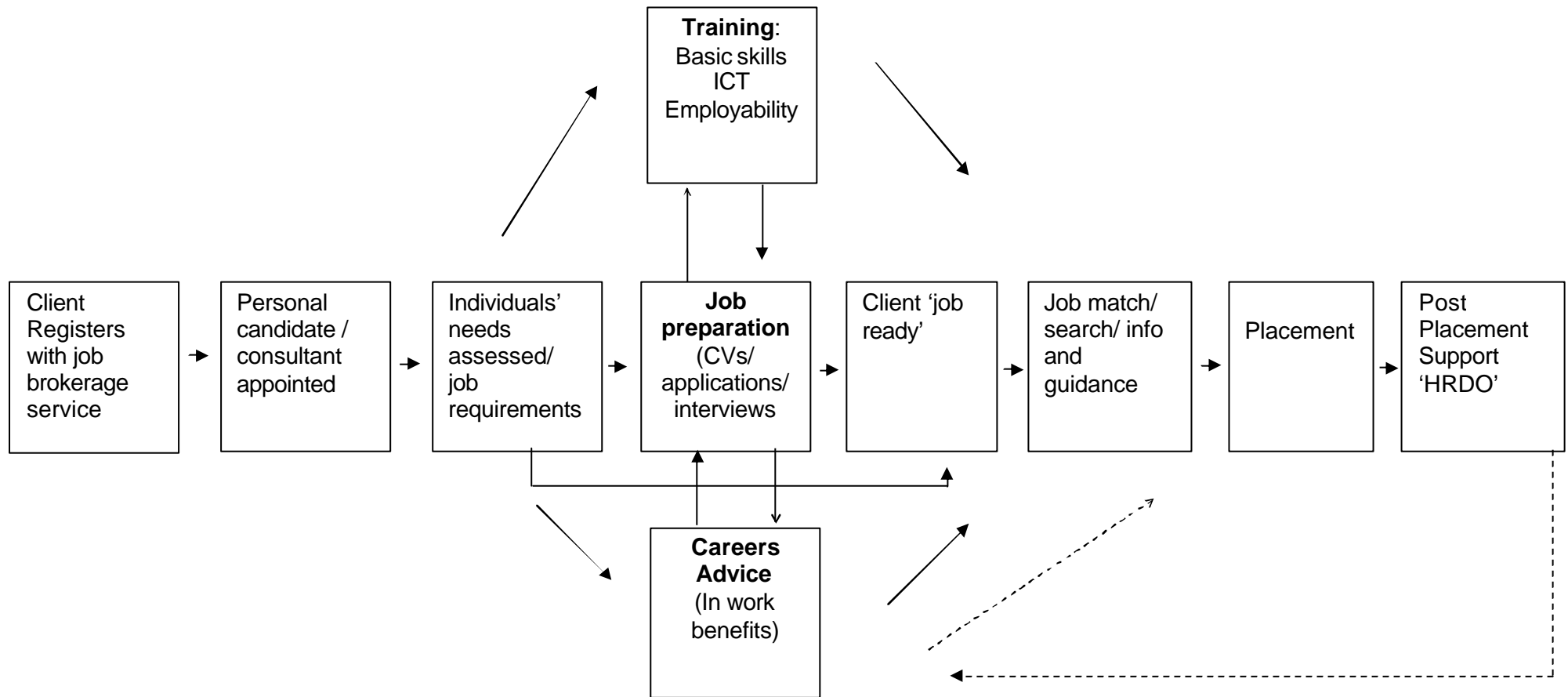
Just over one third of respondents of working age lived in a workless household. The number of workless households is significantly higher in Newcastle where it was reported to be 50 per cent. Aylesbury and Middlesbrough, with approximately 30 per cent, have the smallest proportion of non-working households. Only 40 per cent of respondents were engaged in paid work and approximately eight per cent of the survey respondents were registered unemployed and were looking for work. This ranged from six per cent in Middlesbrough to 10 per cent in Shoreditch. A small minority, one per cent, of those registered unemployed had not worked in the past. This figure is slightly higher in Bradford and Aylesbury.

For those currently in work almost one quarter of respondents were engaged in elementary occupations. Significantly fewer were employed as managers or senior officials; Shoreditch represents a slight exception as one fifth of respondents were classified in these 'higher order' occupations.

A considerable proportion of respondents had no qualifications at all, 33 per cent. The need to improve literacy and numeracy was also recognised. Respondents in Bradford were more likely to indicate a need to improve their basic skills than those living in other NDC areas. Just over 20 per cent of all those surveyed recognised a need to improve their skills compared to over approximately 30 per cent for individuals living in the Bradford NDC area. The vast majority of respondents, 85 per cent, stated that they would like to participate in education or training as a means of securing a job or getting on in a current job.

Given the high number of workless household there is clearly a need for NDCs to address the issue of providing access to and support in finding suitable employment for local residents. The following section details the findings from the survey reviewing, where possible, the results for those with a limiting illness, non-white, lone parents and the long term unemployed respondents across each of the six NDC areas.

Figure 3.1: A model Job Brokerage Service



4. The Job Brokerage Survey

4.1. Introduction

This chapter of the report details the key findings from the survey. The chapter begins by reviewing the outreach methods employed to engage clients. Section 4.3 outlines the services provided by At Work and how satisfied clients were. Section 4.4 explores the nature of employment gained by those respondents who are in work. The following section focuses on clients that are not in paid work and the factors which are preventing them taking up employment. Section 4.6 reviews the level of training and education undertaken by all respondents while the final section summarises the benefits of registering with employment agency in order to gain employment.

4.2. Contact with At Work

Ensuring that the local community, particularly those considered to be 'hard to reach', are fully informed of the services available in the local area for accessing job opportunities is crucial. Numerous government reports and policy documents highlight that certain groups, especially those living in disadvantaged areas, can often lack access to services or are simply uninformed of local provision. This section of the report reviews how clients first found out about At Work, their circumstances at the time and their reasons for registering with the agency.

4.2.1. Key findings

- over 50 per cent of respondents stated that they had become aware of the agency as a result of walking past a local branch office
- the vast majority, 76 per cent, of respondents decided to register with the employment agency because they wanted a job
- a high proportion, 30 per cent, of survey participants were not registered as unemployed but were seeking work at the time they registered with the employment agency
- approximately 40 per cent of participants had been out of work for 1-6 months prior to registering with the agency
- more than half of the survey respondents stated that 'nothing' was preventing them from getting a job

4.2.2. First Contact with At Work

Respondents were asked to indicate how they had first found out about At Work. Over 50 per cent of respondents stated that they had become aware of the agency as a result of walking past a local branch office. A significant proportion, 26 per cent, were informed about the service through a friend or relative. In some areas, notably Bradford and Newcastle, the number of respondents informed of At Work through friends and family was almost as high as those who walked by the office. Significantly fewer participants found out about the service as a result of newsletters or adverts. Figure 4.1 shows how respondents first found out about At Work.

The vast majority, 76 per cent, of respondents decided to register with the employment agency because they wanted a job. A smaller proportion registered because they desired a different job, 22 per cent. Given that, at the time of registering with At Work, 77 per cent of respondents did not have a job this is to be expected. (See figure 4.2). In Bradford and Newcastle a higher proportion of respondents were not in employment; 80 per cent and 86 per cent respectively. It is also apparent that non white

respondents, those with a limiting illness and lone parents were less likely to be in employment at the time of registering.

Figure 4.1: First Contact with At Work

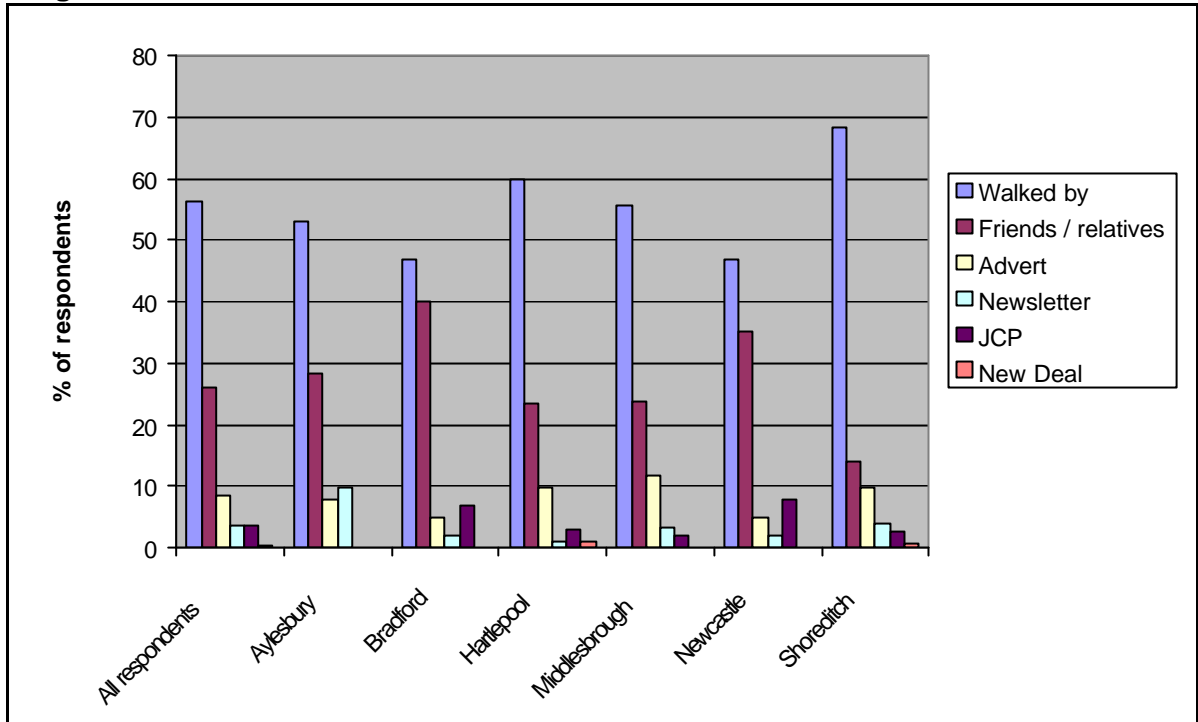
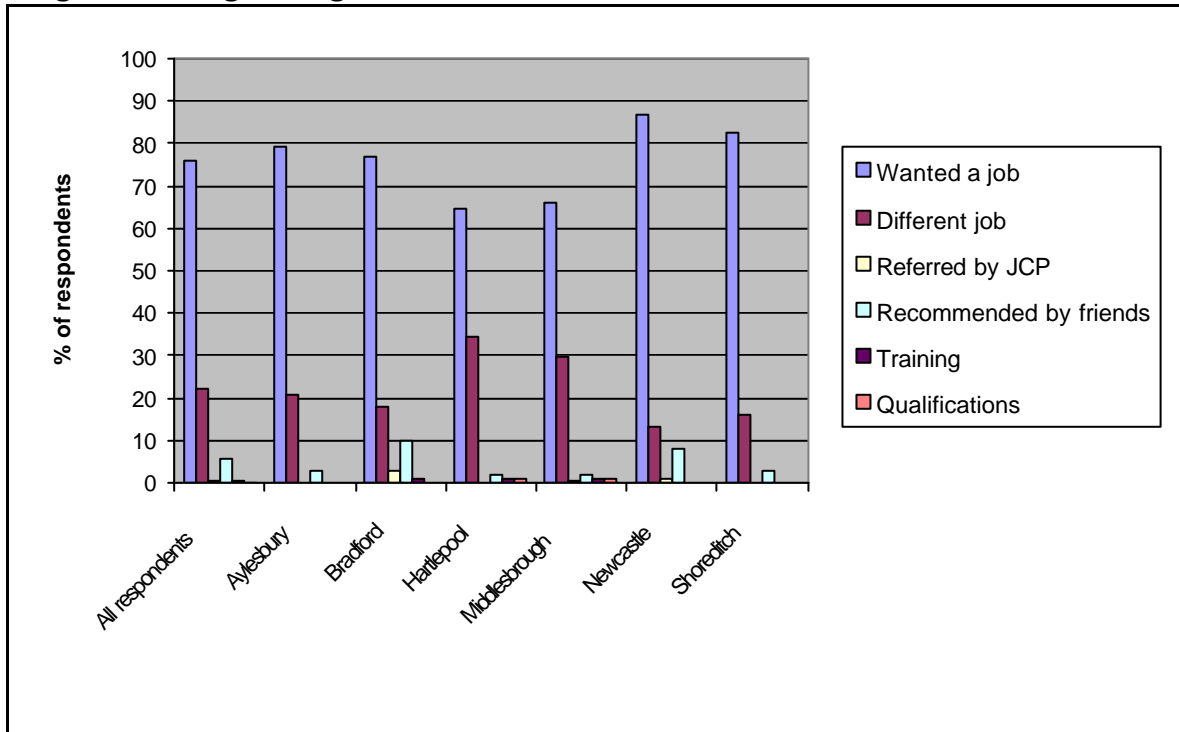


Figure 4.2: Registering with At Work



Of those respondents that were not in employment at the time of registering with At Work, 36 per cent were registered unemployed and claiming Jobseekers allowance (JSA). A higher proportion, 38 per cent, were not registered unemployed but were seeking work, 21 per cent were in full time education while only two per cent were not actively seeking work. Males were more likely than females to be registered as unemployed, only 29 per cent of female respondents in comparison to 43 per cent of males were claiming JSA. Similar patterns also emerge between white and non white respondents, a smaller proportion of non white respondents were registered as unemployed and as such only 30 per cent of non white respondents were claiming JSA, whilst 41 per cent were not registered as unemployed but were seeking work. In terms of a geographical breakdown, respondents in Aylesbury and Shoreditch were less likely to be registered as unemployed than respondents in the other NDC areas. Table 4.1 provides a detailed breakdown of respondents' circumstances at the time of registering with the agency.

Table 4.1: Respondents circumstances at the time they registered with At Work, if not in paid work

	Registered unemployed	Govt. Scheme	Not registered	LT Sick	Retired	Not seeking work	FT Education	Base
All respondents	36	0	38	1	0	2	22	544
Male	43	0	33	1	0	1	21	291
Female	28	0	44	0	0	3	22	253
LT unemployed	35	0	40	1	0	3	19	307
16-24	38	0	35	0	0	1	25	237
25-34	43	1	51	1	2	1	0	103
35+	31	0	31	0	0	1	351	259
NVQ 0-2	44	0	40	1	0	2	13	142
NVQ3+	37	1	50	1	1	4	5	142
White	38	0	40	1	1	2	17	344
Non White	32	0	35	1	0	2	31	190
Limiting illness	42	0	35	1	1	4	15	270
Lone parent	30	0	41	0	0	0	28	271
Aylesbury	45	2	45	3	0	2	3	58
Bradford	32	0	59	0	0	3	6	66
Hartlepool	22	0	46	1	0	0	30	81
Middlesbrough	44	0	40	0	1	1	13	80
Newcastle	49	0	39	0	2	0	10	67
Shoreditch	38	0	32	1	0	9	19	101

Source: Job brokerage survey 2004

Respondents were asked how long they had been continuously out of work prior to registering with At Work. The largest proportion of respondents, 39 per cent, had been out of work for 1-6 months. A sizeable proportion had been out of work for more than 12 months, 25 per cent, whilst 22 per cent had been out of work for less than one month. Lone parents and individuals with a limiting illness were significantly more likely to have been continuously out of work for more than 12 months; 44 per cent and 43 per cent respectively. Respondents living in Newcastle were also more likely to have been

out of work for a more protracted period of time than respondents living in any other NDC area. Table 4.2 shows how long respondents were out of work.

Table 4.2: Length of time out of work prior to registering with At Work

	Less than 1 month	1-6 months	7-12 months	12 months +	Don't know	Base
All respondents	22	39	10	25	4	413
Male	23	44	10	20	2	225
Female	22	32	10	30	5	188
LT unemployed	0	0	0	100	0	103
16-24	28	38	12	19	3	162
25-34	13	43	13	27	3	121
35+	24	36	5	30	5	129
NVQ 0-2	21	37	11	28	3	276
NVQ3+	25	44	10	18	3	128
White	30	32	8	27	3	217
Non White	14	47	12	23	4	193
Limiting illness	16	29	7	44	4	55
Lone parent	17	32	5	43	3	60
Aylesbury	14	46	18	21	2	57
Bradford	24	41	10	16	9	68
Hartlepool	35	28	12	23	2	60
Middlesbrough	26	36	8	26	3	72
Newcastle	17	36	9	35	3	58

Source: Job brokerage survey 2004

The vast majority of respondents, 62 per cent, stated that 'nothing' was preventing them getting a job at the time they registered. Factors preventing some individuals gaining employment included: looking after children/the home; illness/disability; lack of relevant skills and qualifications and lack of desired jobs. Lone parents and females were more likely to cite family commitments as a barrier to gaining employment; this was also stated by respondents that were long term unemployed, 30 per cent cited family responsibilities as a key barrier for employment. The 'lack of jobs I wanted' was stated by 21 per cent of respondents living in Hartlepool, this is significantly higher than respondents living in any other NDC area.

Over 60 per cent of respondents used the local Jobcentre to look for work while registered with At Work. However, individuals that were unemployed for more than 12 months prior to registering with the agency and lone parents were less likely to use the Jobcentre. Forty eight per cent of respondents that were long-term unemployed and 41 per cent of lone parents stated that they did not use the Jobcentre.

For those respondents (166) that were in employment at the time they registered with At Work, the vast majority, 68 per cent were in full time employment. The remainder were in part time jobs, (30 per cent), whilst a very small proportion were either self employed or on a training scheme, one per cent respectively. The predominance of full time employment is clearly pronounced in Newcastle where 86 per cent of respondents were engaged in full time work in contrast to seven per cent that were employed in part time

work. However, eight per cent of individuals with a limiting illness and of lone parents were self employed.

Table 4.3: Barriers to gaining employment

	Nothing	Looking after children	Illness/disability	No jobs I wanted	Lacked skills	Other	Base
All respondents	62	11	6	11	6	8	413
Male	67	4	5	12	7	8	255
Female	56	19	6	10	5	7	188
LT unemployed	40	30	11	7	5	13	103
16-24	70	4	3	9	7	7	162
25-34	56	18	6	12	4	7	121
35+	58	13	9	12	6	8	129
NVQ 0-2	61	13	7	10	6	8	276
NVQ3+	64	6	5	13	7	7	128
White	62	9	8	12	6	8	217
Non White	62	13	4	9	7	7	193
Limiting illness	53	11	18	13	11	7	55
Lone parent	47	33	8	10	3	2	60
Aylesbury	68	11	7	7	2	5	57
Bradford	65	9	3	9	10	6	68
Hartlepool	50	8	12	22	3	12	60
Middlesbrough	61	15	6	13	4	4	72
Newcastle	71	7	3	9	5	7	58

Source: Job brokerage survey 2004

4.3. Services provided by At Work

At Work provide a range of services to assist customers into employment. Figure 3.1 illustrates the job brokerage model and details the range of interventions provided. This section of the report reviews the take up of the services and the extent to which customers are satisfied with the provision.

4.3.1. Key findings

- the overwhelming majority, 87 per cent, of survey participants were allocated a candidate consultant
- the contact between the candidate consultant and the client tapered off once registration was complete. Just over 50 per cent of clients that were not in paid work were no longer in contact with their consultant
- seventy eight per cent of all respondents were assisted in job searching. A smaller proportion, 43 per cent received help in preparing for interviews
- virtually all survey participants found the services to be very or quite useful

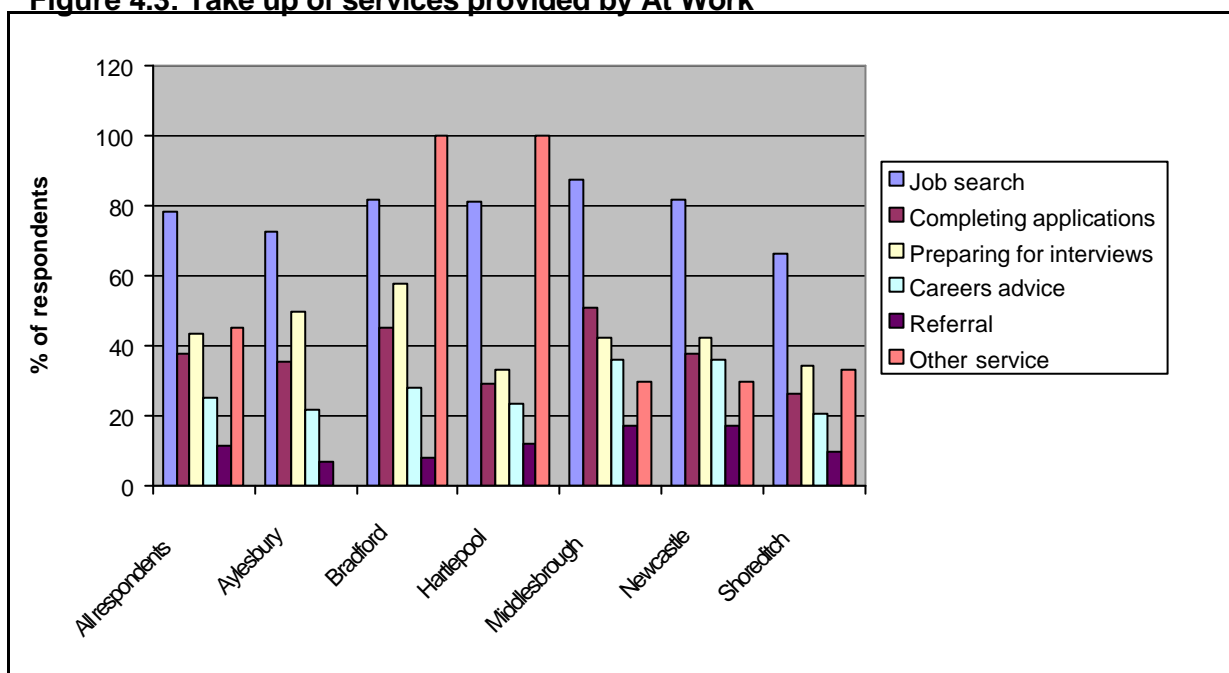
4.3.2. At Work services

Once clients have completed the online registration form a candidate consultant is appointed to assist customers into work. The overwhelming majority, 87 per cent, of the

survey respondents stated they were allocated a consultant. There are however some slight regional variations as in Bradford, Hartlepool and Middlesbrough over 90 per cent respondents indicated that they were allocated to a consultant, compared to 81 per cent of respondents in Aylesbury, Newcastle and Shoreditch. It was reported that when candidates first register with At Work they would be in contact with the candidate consultant a couple of times a week, at the time the survey was undertaken, approximately 60 per cent of respondents stated that they were no longer in contact with the candidate consultant. Given that many clients are now in employment it is to be expected that a high proportion of respondents are no longer in contact with the employment agency. However for those respondents not currently in employment (255) just over 50 per cent stated they were no longer in contact with At Work. Nevertheless 83 per cent of respondents were satisfied with the services provided by their candidate consultant.

Figure 4.3 shows the services provided by At Work and the extent to which clients received them. Seventy eight per cent of all respondents were assisted in job searching; 37 per cent were helped to complete job applications and CVs; 43 per cent in preparing for interviews; 25 per cent were offered careers advice; and 11 per cent of respondents were referred to other agencies for advice such as Jobcentre Plus. A significant proportion of respondents, 45 per cent, stated that they received other services in addition those listed above. In the main 'other services' refers to the provision of At Work's after care service. In one instance a respondents stated that their consultant attended an interview with them.

Figure 4.3: Take up of services provided by At Work

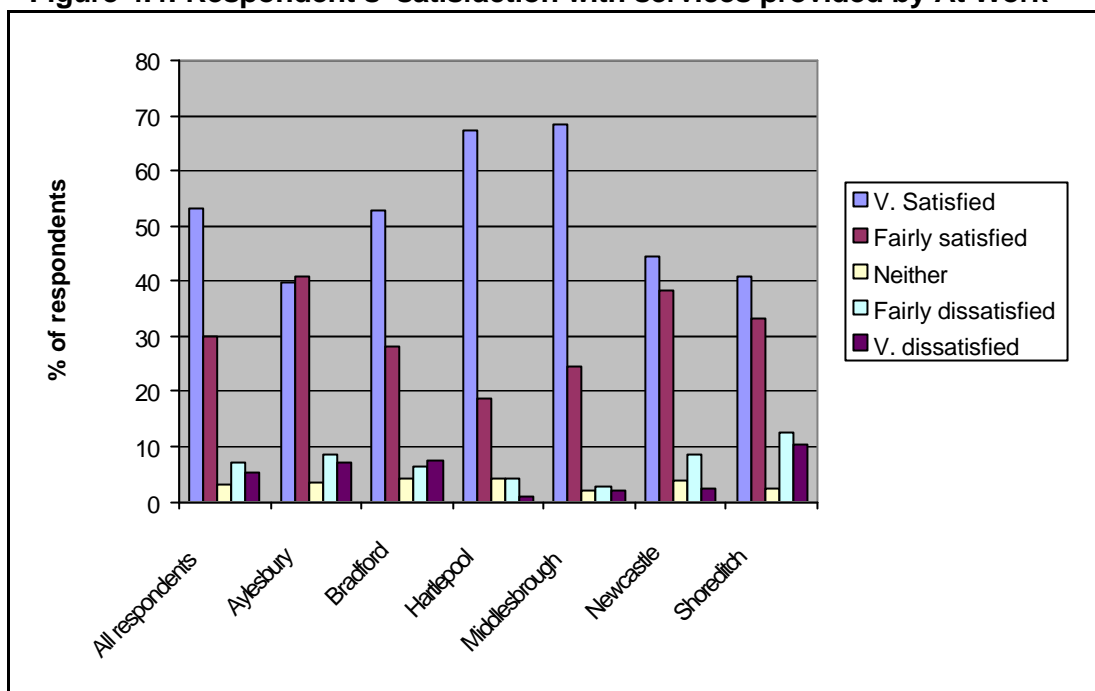


The vast majority of respondents stated that the employment agency arranged between 1-5 job interviews. Surprisingly 22 per cent reported that no interviews were arranged. This does vary between the NDC areas. For example in Bradford only 10 per cent of respondents stated that no interviews were arranged for them in contrast to 33 per cent in Shoreditch.

Virtually all of the survey participants found the services to be very or quite useful. Overall 97 per cent of respondents reported that the assistance in preparing for interviews and completing job applications were the most useful. In Bradford,

Hartlepool, Middlesbrough and Shoreditch, 100 per cent of respondents found the assistance in completing job applications to be quite to very useful. See Figure 4.4.

Figure 4.4: Respondent s' satisfaction with services provided by At Work



4.4. Nature of employment

The type of employment available to NDC residents is clearly an important factor in reviewing the extent to which respondents achieve sustainable employment outcomes. This section of the report details the current employment status and sectors of employment, employment benefits and how satisfied survey participants are with their current job.

4.4.1. Key findings

- seventy per cent of those currently in employment stated that they obtained their job through contacts provided by the employment agency
- the majority of At Work clients are employed in an unskilled occupation
- the vast majority of respondents are engaged in a full time, permanent job
- approximately three quarters of the participants rated their job security and satisfaction with their job as good or very good

4.4.2. Nature of employment for those in paid work

Of the 455 respondents currently in work, 70 per cent stated that they obtained their current job through contacts provided by At Work. The proportion of respondents attributing their job to contacts obtained through the agency varied from 52 per cent in Shoreditch to 80 per cent in Hartlepool. There is also a noticeable difference between respondents aged 16-24 and those 35+. The former were 20 per cent less likely than the latter to attribute employment outcomes to contacts provided by the agency.

One quarter of respondents are currently engaged in an unskilled occupation and as such this represents the most common job placement. One fifth are employed in a sales role while just over one sixth are working in administration. A small proportion of

respondents are employed as managers, professionals or skilled labourers. There are however a few noticeable exceptions. In Hartlepool, for example, one tenth of respondents are currently employed as managers, this is significantly higher than any other NDC area. In contrast, just over half of all respondents living in Newcastle gained employment in an unskilled occupation; this is more than double the amount of any other NDC area.

The distribution of employment is fairly well spread out. More respondents, 20 per cent, are working in the wholesale sector than any other industry. The remainder were employed in the real estate (13 per cent), health (12 per cent), hotels and restaurants (12 per cent), manufacturing (9 per cent) and transport (8 per cent). Differences do however emerge between client groups and NDC areas. For example, men are far more likely to be employed in the manufacturing sector than women, as are older respondents in comparison to those aged 16-24. See table 4.5 for a more detailed breakdown.

There is also a fairly equitable spread in terms of the size of company that respondents are now employed in. Approximately one fifth of participants work for micro firms, one third for small companies, slightly less than one fifth are employed by businesses that employ between 50-199 workers and one fifth work for large firms employing more than 200 employees. Most of these firms (63 per cent) were noted to be part of larger chain or group.

A higher proportion of respondents are now engaged in full time work and attribute this to their contact with At Work. For those respondents that were in employment at the time of registering with the agency, 68 per cent were in a full time job; this figure rises to 80 per cent for respondents currently in work. Only 17 per cent of respondents are currently working part time in contrast to 30 per cent that were at the time they registered with At Work. It can be seen that the shift towards more full time employment has occurred in all NDC areas with the exception of Newcastle.

Table 4.4: Current Employment Status (% of respondents)

	Manager	Pro- fessional	Assoc- Prof	Admin	Skilled	Per- sonal	Sales	Semi- Skilled	Un- skilled	Base
All respondents	4	2	5	17	7	11	21	7	26	455
Aylesbury	4	4	6	15	4	18	26	6	20	55
Bradford	4	0	1	16	7	9	29	9	25	76
Hartlepool	10	3	4	18	8	11	17	10	20	79
Middlesbrough	3	2	6	18	9	12	25	9	18	118
Newcastle	6	0	4	9	2	2	19	6	54	54
Shoreditch	1	3	7	25	10	12	12	3	27	73

Source: Job brokerage Survey 2004

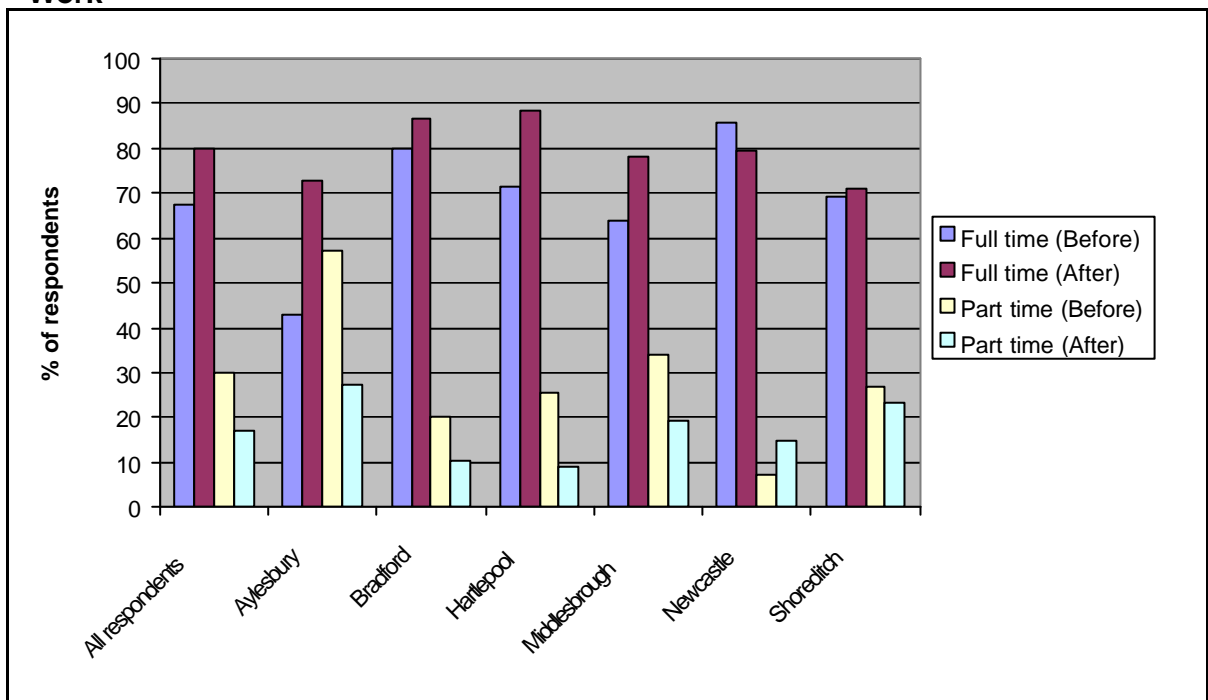
Table 4.5: Sectors of Employment (%)

	Manu	Utilities	Cons	Whole	Hotels	Trans	Fin	Real Estate	Public	Edu	Health
All respondents	9	1	6	20	12	8	4	13	6	5	12
Male	14	1	9	22	11	11	4	12	5	2	6
Female	3	1	2	19	12	5.	3	14	7	8	17
16-24	7	1	6	22	16	10	4	12	3	5	7
25-34	8	2	6	21	10	10	4	13	8	5	10

35+	12	2	4	16	7	4	2	13	9	5	22
NVQ 0-2	10	0	6	21	12	8	2	11	5	6	13
NVQ3+	6	2	5	18	12	8	6	15	7	3	11
White	9	2	7	14	13	7	4	13	8	5	12
Non White	8	1	3	29	10	11	3	13	3	4	11
Limiting illness	10	0	8	28	8	8	0	18	3	5	8
Lone Parent	7	2	2	17	11	9	4	15	2	7	17
Aylesbury	7	0	2	29	4	7	2	11	6	4	20
Bradford	17	1	5	30	4	12	4	9	1	5	9
Hartlepool	8	1	8	14	14	9	3	14	4	6	15
Middlesbrough	8	3	8	14	9	9	4	14	11	5	10
Newcastle	9	0	0	22	26	7	2	11	6	6	4
Shoreditch	3	0	7	16	18	4	6	16	6	3	14

Source: Job brokerage survey 2004

Figure 4.5: Employment status of respondents before and after contact with At Work



The overwhelming majority of At Work customers have permanent contracts with their employers, 72 per cent. Twenty per cent of respondents have been employed on a fixed period contract ranging in length from three months (13 per cent) to one year (18 per cent). It is apparent that individuals with a limiting illness and those living in Newcastle were significantly less likely to be employed on a permanent contract, 54 per cent and 56 per cent respectively. As such the proportion of these groups on fixed term contracts were commensurately higher than for other respondents. For example 28 per cent of individuals with a limiting illness and 30 per cent of Newcastle respondents reported being on a fixed term contract.

Figure 4.6 shows the employment benefits received by respondents in their current jobs. Overall the majority of employees are entitled to sick pay (64 per cent), paid holidays (86 per cent) on the job training (85 per cent) and flexible working (65 per cent). Less than half of all respondents received a company pension (46 per cent). This figure declines to approximately 30 per cent for those with a limiting illness and lone parents. There are also noticeable differences between NDC areas. Respondents living in Newcastle were consistently less likely to receive these employment benefits.

Figure 4.6: Employment Benefits in Newcastle compared to all respondents

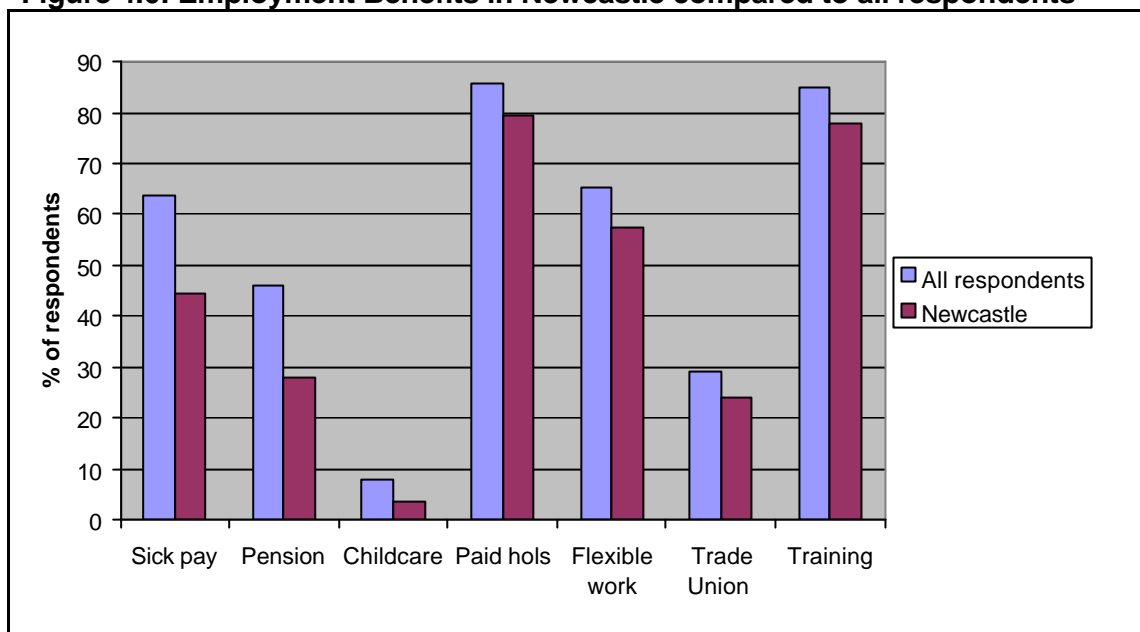


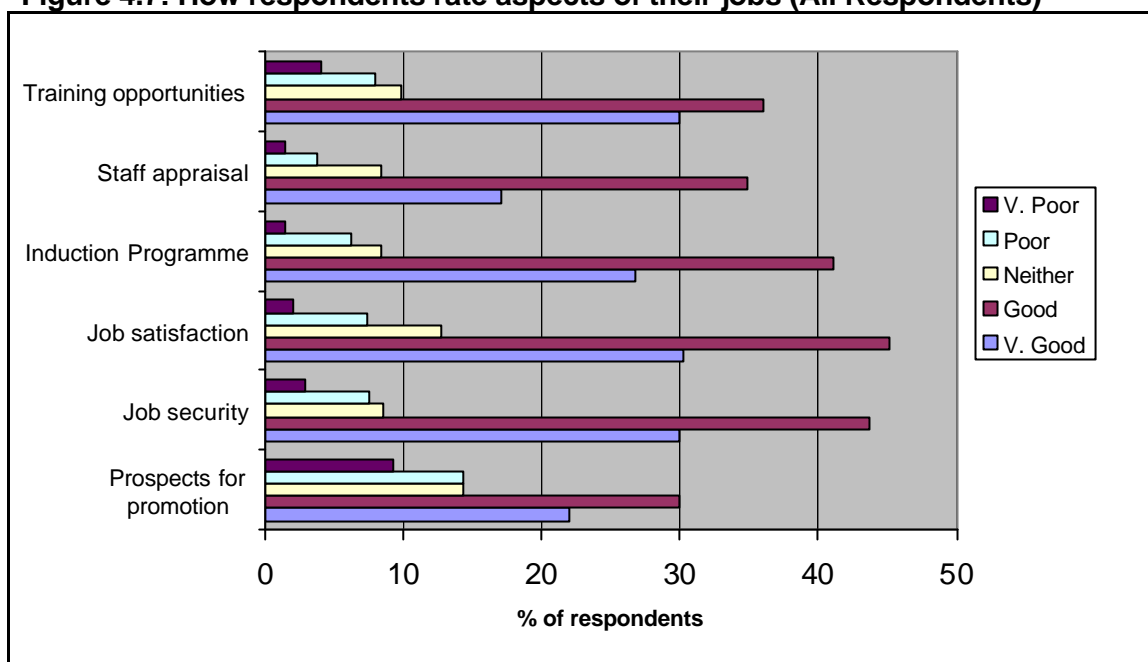
Table 4.7: Employment Benefits in all NDC areas

	Sick Pay	Pension	Childcare	Paid Holidays	Flexible Working	Trade Union	Base
All respondents	64	46	8	86	65	29	455
Aylesbury	44	28	4	80	57	24	55
Bradford	67	46	8	80	58	36	76
Hartlepool	71	47	6	91	58	19	79
Middlesbrough	72	53	9	93	73	32	118
Newcastle	62	48	7	81	71	25	54
Shoreditch	64	46	8	86	65	29	73

Source: Job brokerage Survey 2004

Survey participants were asked to rate various aspects of their current job including: prospects for promotion, job security and satisfaction, staff induction and appraisal and training opportunities. Approximately three quarters of respondents rated their job security and satisfaction as good or very good. More than half of all respondents were satisfied with their induction programmes and training opportunities. Respondents were less happy with their prospects for promotion; one quarter rated this aspect of their job as poor or very poor.

Figure 4.7: How respondents rate aspects of their jobs (All Respondents)



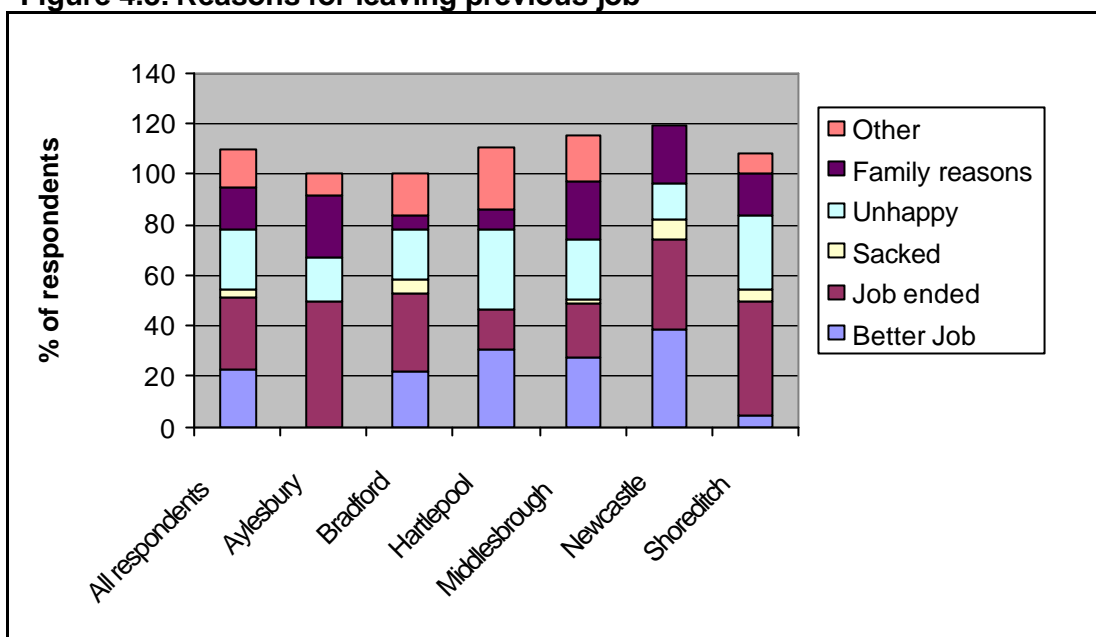
Approximately one third of respondents have had more than one job since registering with the employment agency. Of these 171 participants, slightly more than half had been employed in one other job, while one fifth have had two other jobs since registering with the agency. Approximately half of respondents in Bradford and Middlesbrough have worked in more than one job. Whilst respondents in Aylesbury are least likely to have had more than one job, for those respondents that have changed jobs, they are more likely to have had two or more jobs when compared to residents living in the other NDC areas.

Overall the occupational status of previous jobs is similar to respondent's current employment, with the exception of candidates living in Newcastle. Here, there has been a significant shift away from managerial and professional occupations towards admin and semi skilled jobs.

Figure 4.8 shows the reasons why respondents left their previous job. The largest proportion of respondents stated that their employment contracts had come to an end, 29 per cent. This was particularly the case for the London NDC areas. An equal proportion, 23 per cent, stated that they were unhappy or had found a better job. Several respondents stated 'other' reasons for leaving the job; this included being made redundant, wanting more or less working hours, pay issues and too much travelling.

Respondents were engaged in their previous jobs for varying periods of time. Just over 12 per cent were employed for three months, eight per cent for six months and nine per cent worked in their previous job for one year. A smaller proportion of respondents were employed in their last job for over one year. None of the respondents in Newcastle were employed in their last job for more than one year.

Figure 4.8: Reasons for leaving previous job



4.5. Current circumstances of respondents not in paid work

Reviewing the circumstances of those currently not in paid work is important as it enables the barriers to employment to be investigated, thereby providing some insight into the transition from unemployment to employment. The focus of this part of the report is on the respondents' last job, the occupational structure and the reasons why participants left their previous employment.

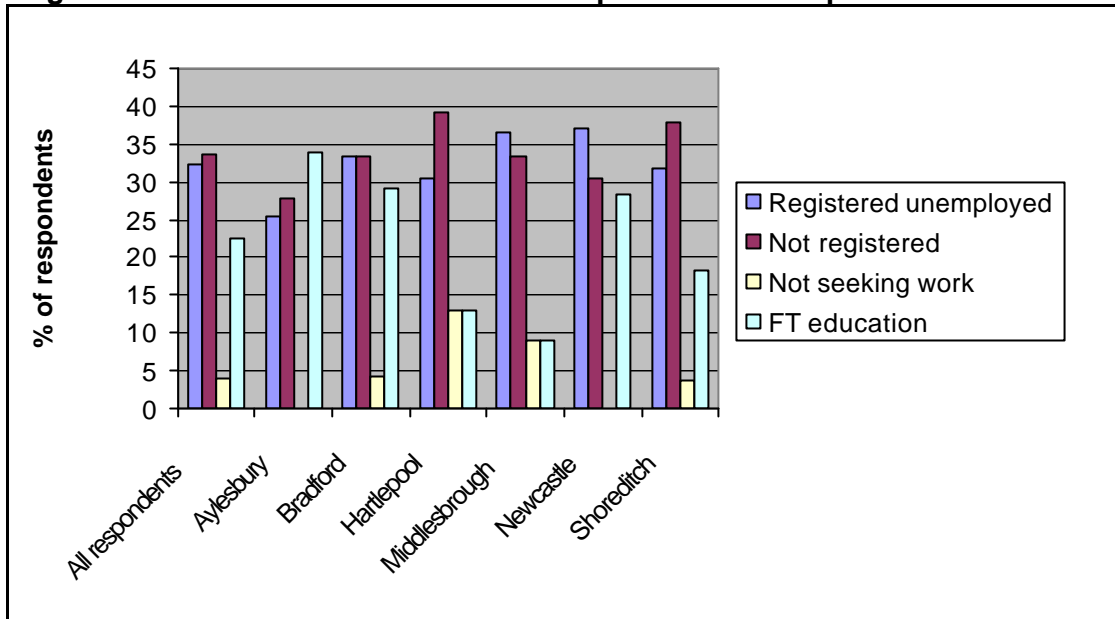
4.5.1. Key findings

- thirty six per cent of survey participants were registered as unemployed and are claiming JSA. An equal proportion was not registered as unemployed but were seeking work
- those not in paid work were more likely to cite family reasons for leaving their previous job in comparison to those currently in employment
- the overwhelming majority of respondents, 87 per cent, stated that they would like to have a regular paid job

4.5.2. Current circumstances

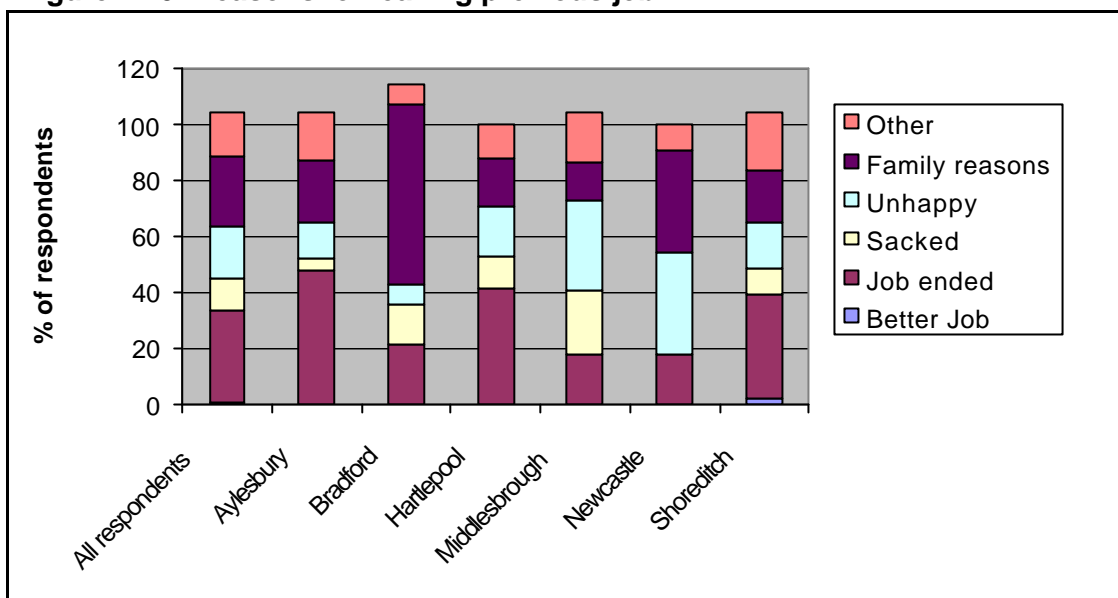
Of the 255 respondents currently not in work (36 per cent of all survey participants), one third are registered as unemployed and are claiming JSA, an equal proportion are not registered as unemployed but are actively seeking work while one fifth are in full time education. Respondents aged 16-24 and those with NVQ level 3 and above are more likely to be participating in education and training, one third respectively. Respondents living in Middlesbrough and Hartlepool were significantly less likely to be engaged in full time education and were more likely not to be actively seeking work than participants living in other NDC areas. Figure 4.9 shows the current circumstances of respondents not in paid work.

Figure 4.9: Current circumstances for respondents not in paid work



The occupational breakdown of respondents' last job, for those currently not in employment, is in-keeping with the previous occupations for those in paid work. The majority had worked in unskilled occupations, 29 per cent. Slightly fewer had worked in sales, 23 per cent and 19 per cent in admin. A large proportion of respondents were employed in the wholesale and retail sector, 25 per cent. However, more respondents were previously employed in the manufacturing, 12 per cent, than are currently employed in the sector, just eight per cent of the survey participants. The size of firms in which respondents were previously engaged also corresponds to those that are presently in paid work. Approximately 19 per cent of respondents worked for firms which employed less than 10 people. Substantially more, 34 per cent, worked for companies employing 11-49 employees, 17 per cent were employed by medium sized companies (50-199) a similar proportion worked for organisations which employed more than 200 members of staff. Whilst the vast majority of participants were previously employed on a full time basis, most (72 per cent) were employed for less than six months. Only 21 per cent of those currently not in paid work were employed for more than six months but less than one year. Once again, over 60 per cent of respondents worked for companies that were part of a larger group or chain. Survey participants were asked to why they had left their jobs, figure 4.10 illustrates the responses.

Figure 4.10: Reasons for leaving previous job



In comparing the reasons for leaving of those not in paid work with those currently in employment some stark differences emerge. For instance only one per cent of respondents not in paid work in contrast to 22 per cent of those in employment left their previous job because they had found a better job. Detailed analysis reveals that those that did leave their previous job tended to be respondents aged 25-34, those with NVQ level 3 and above, females and white respondents. Considerably more respondents that are not in paid work left their job due to being sacked, 11 per cent in comparison to three per cent for respondents in paid work. Those with a limiting illness (14 per cent) and respondents living in Middlesbrough (23 per cent) were more likely to have been sacked. Those not in paid work were more likely to cite family reasons for leaving their job. This was particularly the case in Bradford where 64 per cent of respondents indicated this reason.

Table 4.8: Would you like to have a regular paid job at the moment?

	Yes	Base
All respondents	87	255
Male	94	145
Female	78	110
LT unemployed	90	59
Aged 16-24	88	129
Aged 25-34	85	60
Aged 35+	88	66
NVQ0-2	89	180
NVQ 3+	81	70
White	91	107
Non White	84	147
Limiting illness	87	31
Lone parent	79	33
Aylesbury	92	47
Bradford	83	24
Hartlepool	87	23
Middlesbrough	85	33
Newcastle	94	46
Shoreditch	83	82

Source: Job brokerage survey 2004

The overwhelming majority of respondents, 87 per cent, stated that they would like to have a regular paid job at the moment. This figure is higher for males at 94 per cent than it is for females of which only 78 per cent stated they would like a job. Lone parents were also less likely to state that they would like regular employment at present, 79 per cent. Respondents in Bradford, Middlesbrough and Shoreditch were less likely to state that they would like to have regular employment in comparison to those living in Aylesbury and Newcastle. See table 4.8. When questioned as to why respondents would not like to have a paid job at present a considerable proportion stated that they were in full time education (30 per cent), 21 per cent had caring responsibilities and 36 per cent stated other reasons.

Table 4.9: Reasons for not wanting a regular paid job at present

	Caring / family	Illness/ disability	Benefit trap	FT education	Other	Base
All respondents	21	12	3	30	36	33
Male	11	11	0	44	33	9
Female	25	13	4	25	38	24
LT unemployed	67	0	17	33	0	6
Aged 16-24	6	13	0	31	50	16
Aged 25-34	56	0	11	33	11	9
Aged 35+	13	25	0	25	38	8
NVQ0-2	21	16	5	21	42	19
NVQ 3+	23	8	0	46	23	13
White	20	10	10	10	60	10
Non White	22	13	0	39	26	23
Limiting illness	25	75	25	0	0	4
Lone parent	43	14	0	0	43	7
Aylesbury	25	0	0	50	25	4
Bradford	50	0	0	50	0	4
Hartlepool	33	33	0	0	33	3
Middlesbrough	20	0	20	0	80	5
Newcastle	0	0	0	100	0	3
Shoreditch	14	21	0	21	43	14

Source: Job brokerage survey 2004

4.6. Training and Education

The level and type of education and training undertaken by individuals is noted to be a deciding factor in the number of spells and duration of unemployment. As such improving literacy, numeracy and IT skills now presents a key policy area for the Government. Understanding the impact of training in gaining employment in terms of the barriers to training and the benefits is explored in this section.

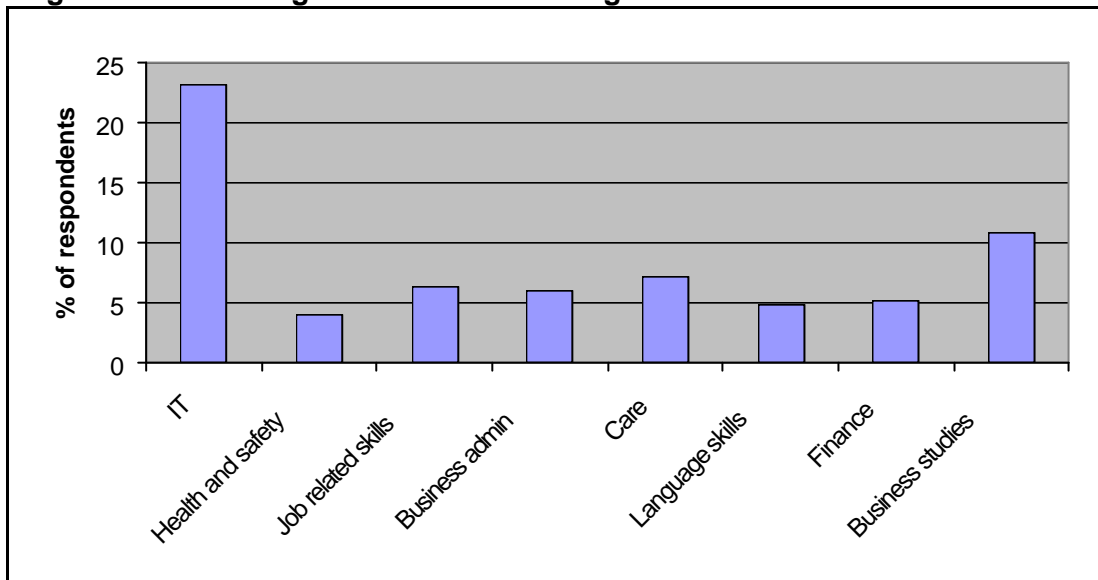
4.6.1. Key findings

- thirty five per cent of survey participants had undertaken some form of education and training whilst registered with At Work
- of those respondents that had engaged in learning, 12 per cent had been prompted to do so by their candidate consultant
- over 20 per cent of the survey respondents undertook an IT related course
- most respondents stated that undertaking some training would help them to get a job or a better job

4.6.2. Engagement in training and education

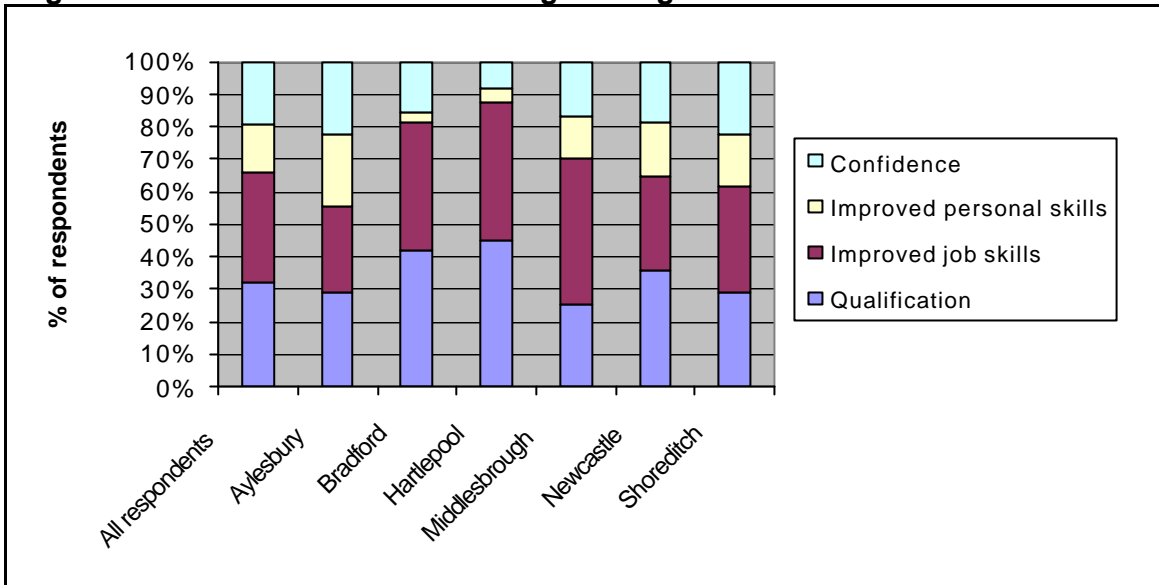
Thirty five per cent of all survey participants had undertaken some type of education and training whilst registered with At Work. Over 60 per cent of respondents living in Aylesbury undertook some form of training thus the take up of training and education in Aylesbury was almost double the amount undertaken in Middlesbrough and Bradford. Those respondents with NVQ level 3 and above, non-white and individuals not in employment were more likely to have engaged in learning than other client groups. A further 40 per cent of respondents indicated that they would have liked to have undertaken some education and training whilst registered with At Work. The need to undertake training or education was prompted by the respondents' candidate consultant in some instances. Overall 16 per cent of respondents stated that their candidate consultant advised them to do so. Respondents living in Bradford and Middlesbrough were far more likely to have been prompted to undertake some training than clients living in other NDC areas. In these two areas it was reported that the candidate consulted prompted 33 per cent and 43 per cent of the survey respondents to undertake training. In contrast only two per cent of respondents in Newcastle and eight per cent in Aylesbury. Figure 4.11 shows the subject areas in which training was undertaken.

Figure 4.11: Training undertaken whilst registered with At Work



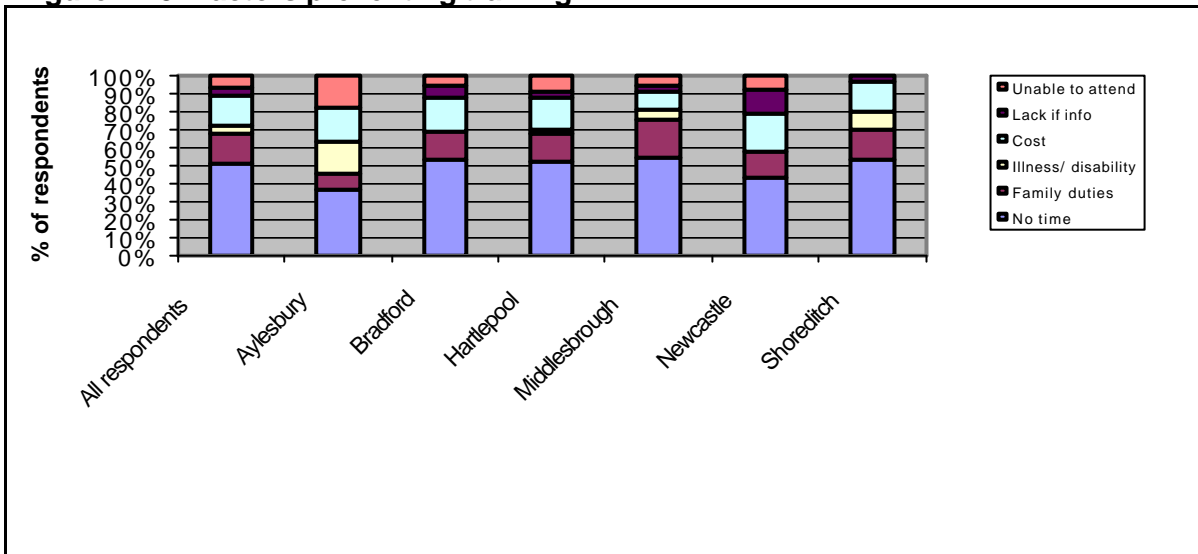
Over 20 per cent of the respondents that engaged in training undertook an IT related course. Business studies represented the second most popular choice with 11 per cent of respondents studying this subject. The vast majority of respondents, 87 per cent, enrolled on courses which led to a recognised qualification. The most popular level of qualification was NVQ 2 and NVQ 4. Approximately 30 per cent of survey participants gained the qualification. This figure rises to 50 per cent for respondents living in Bradford and 41 per cent for those living in Middlesbrough. Figure 4.12 shows what respondents have gained from undertaking their training. Improving job-related skills and gaining qualifications were the two most cited benefits from undertaking training.

Figure 4.12: Benefits from undertaking training



Most respondents stated that undertaking training would help them to get a job or a better job. This was particularly the case for non-white respondents, 93 per cent believed training would lead to a (better) job, 90 per cent of lone parents and 93 per cent of respondents living in Hartlepool.

Figure 4.13: Factors preventing training



For those respondents that have not engaged in any form of education or training, 30 per cent stated that there were preventing factors. This figure rises to 90 per cent for lone parents and 72 per cent for those out of work for 12 months and more. Figure 4.13 illustrates factors preventing some respondents from participating in training.

4.7. Benefits of Registering with At Work

In order to identify the range of soft and hard outcomes achieved by At Work clients it is important to review the benefits respondents feel they have gained in registering with the employment agency.

4.7.1. Key Findings

- a large proportion of respondents stated that their job related skills, self-confidence, personal / social skills and career prospects had increased as a result of their contact with the agency
- overall most participants, 61 per cent, felt that they had been helped in progressing towards the job they wanted
- the overwhelming majority of respondents, 84 per cent, stated that they would recommend At Work to some one else seeking employment

4.7.2. Benefits

A large proportion of respondents stated that their job related skills, self-confidence, personal/social skills and career prospects had increased as a result of their contact with the employment agency. However as figure 4.13 shows that approximately 60 per cent of respondents stated that their personal and social skills and career prospects had stayed the same. A very small proportion indicated that the skills had declined as a result of their contact with the agency. The quotes in figure 4.14 explain why some respondents felt their skills had declined.

Figure 4.13: Benefits of registering with At Work

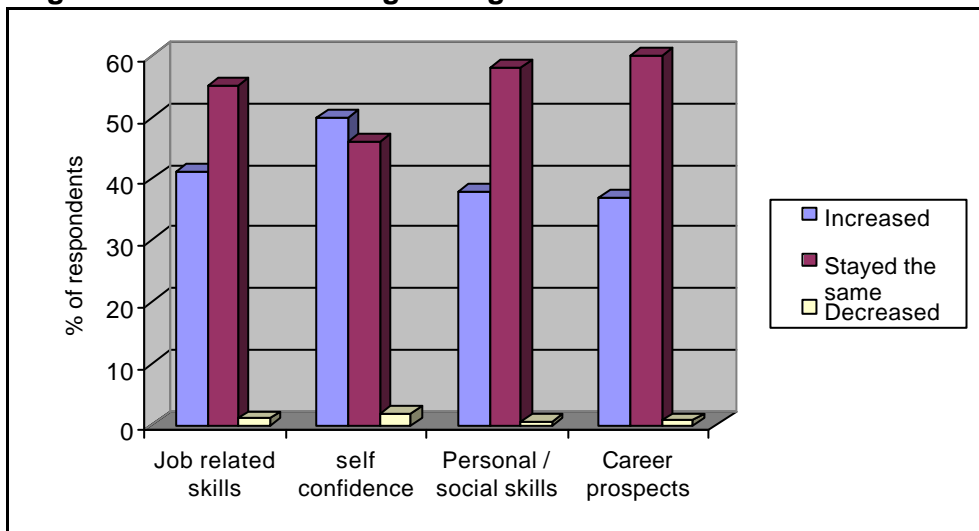
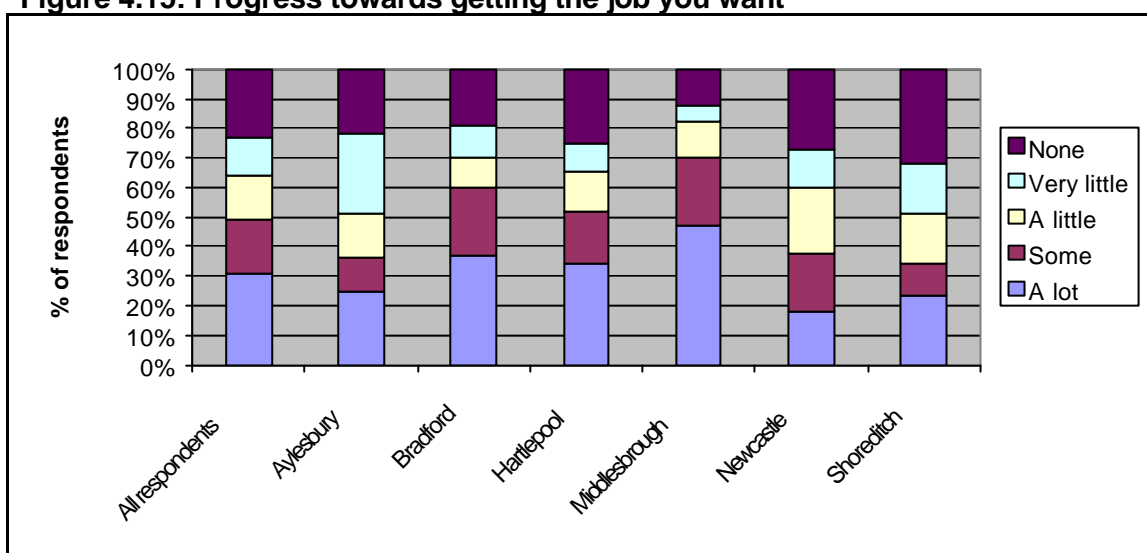


Figure 4.14: Why skills had declined

- "I'm getting too many knock backs at interviews which is getting me down."
- "You go to interviews and employers never bother getting back to you which is disheartening and knocks your confidence."
- "It's very demoralising to try to get work and get no feedback as to why."
- "I didn't know how to go about interviews, knocked me down a bit."

The extent to which respondents felt their contact with At Work had helped them move towards getting the job they wanted is shown in figure 4.15. Overall most respondents, 61 per cent, felt that they had been helped in progressing towards the job they wanted. In combining the results for those respondents that felt that they had been helped 'a lot' or 'some', 67 per cent of respondents in Middlesbrough are contained in this category. This compares to 59 per cent of respondents in Bradford, 51 per cent of respondents in Hartlepool. Approximately 30 per cent of respondents living in Aylesbury and Shoreditch stated their contact had helped them move towards the job they wanted.

Figure 4.15: Progress towards getting the job you want



Respondents were asked what other help and support At Work could have provided to help them get into work. The vast majority stated that the agency could have done nothing more to help them into work. For the minority of respondents that stated that At Work could have provided more support their comments can be grouped into the following themes: more regular contact with customers; the provision of a wider range of jobs; more support with training and preparing for interviews. Figure 4.16 details some of the quotes from respondents.

The overwhelming majority of respondents, 84 per cent, stated that they would recommend At Work to someone else seeking employment. In Middlesbrough 96 per cent of respondents stated that they would recommend using the service while only 74 per cent of respondents in Shoreditch stated that they would suggest At Work to friends and family seeking employment.

Figure 4.16: Comments regarding At Work

- "Have a wider range of jobs on offer."
- "Send me for more training so I could get a job."
- "Arrange more interviews."
- "More relevant information on training courses for me."
- "Provide more assistance in helping people to get to interviews i.e. finance."
- "Help with CV's."
- "I think they could have encouraged me to upgrade my qualifications."
- "No they were exceptional - the whole ethos of the company."
- "Help people with language problems."
- "Push further education and training - I don't feel I was encouraged enough."
- "None, they provided all the help I required."

5. What Works and Lessons

Clearly some aspects of the At Work job brokerage model can be identified as effective and as such present lessons which may be transferable to other areas. This section of the report details those parts of the programme which appear to have worked well and those which clients feel could be further enhanced to add greater value.

- ***The candidate consultant***
 - the vast majority of clients, 82 per cent, were satisfied (fairly/very) with the service provided by the candidate consultant
 - clients were less satisfied when they were appointed several consultants
 - most clients wanted more frequent contact with their candidate consultant once they had registered

- ***Job preparation***
 - of those respondents that received assistance in preparing for interviews and completing applications, 97 per cent found the service to be useful
 - clients that did not receive this assistance suggested that At Work could improve provision by offering more job preparation and training
 - a significant proportion of respondents, 35 per cent, undertook some training whilst registered with the agency; a further 40 per cent indicated that they would have liked to have participated in training

- ***Job matching***
 - the vast majority of respondents received help and advice with their job search
 - it was reported by some participants that the service could be improved by the candidate consultant personally notifying clients when suitable new vacancies arose
 - on average the employment agency arranged between 1-5 interviews for clients; some respondents felt that they would have benefited if more interviews were arranged

- ***Placement***
 - a sizeable proportion of respondents felt that At Work needed to provide a wider range of jobs in different sectors
 - the vast majority of placements made were of a good quality; most employees were on permanent contracts and were entitled to company benefits

- ***Post placement support***
 - a large proportion of At Work customers received post placement support and valued the continued contact with the employment agency

6. Conclusions

Context

The survey results presented in this report build upon the findings from previous research undertaken in relation to the worklessness theme of the NDC programme. Research under this theme has sought to identify “what works, for whom and why”, examining issues on both the supply and demand side of the labour market in order to assess what constitutes an effective intervention for some of the hard to reach groups in disadvantaged locations. Of key relevance to this survey is research around two related methods of intervention - Intermediate Labour Markets¹ and, more specifically, Job Brokerage projects². The research has identified a series of factors which contribute to the effectiveness of ‘bridges’ into the labour market, further evidence for which is presented in a recent report produced for the Neighbourhood Renewal Unit³. Key factors for successful labour market interventions identified in these reports include:

- effective **outreach provision** which needs to be embedded within the local community, taking into account issues of ethnicity and culture
- an **holistic, client-centred approach**, providing a package of personal support for those who encounter a number of barriers to employment
- the importance of developing **appropriate employment-related skills**, preferably linked to specific vacancies in order to increase the probability of a positive outcome. Following on from this
- strong **linkages with local employers** in order to develop a good understanding of their needs and expectations
- the development of **effective partnership working** with a range of agencies in order to maximise the impact of available resources and provision. There is a particular need for close working between Job Centre Plus and local employment agencies and initiatives
- the provision of **continuing support** for individuals once they have accessed work, particularly those whose circumstances might make them more vulnerable to losing their job

A key finding from previous research in this series was that job brokerage projects provide a multi-faceted approach to accessing employment, based on the principle that an effective intermediary service can improve the efficiency of the labour market in terms of bringing appropriate employers and employees together. The purpose of this report was to assess whether beneficiaries of job brokerage schemes are achieving (sustainable) outcomes and the extent to which this can be attributed to NDC interventions. This final section of the report addresses the key research questions.

¹ Darlow, A. (2004), *Intermediate Labour Markets: Early Findings* New Deal for Communities, Research Report No. 21

Bickerstaffe, T. and Devins, D. (2004), *Intermediate Labour Markets: Final Report* New Deal for Communities, Research Report

² Walton, F. Botterill, K., Halliday, S., Sanderson, I. (2003), *Job Brokerage: Early Findings* New Deal for Communities, Research Report No. 2

Walton, F. Botterill, K., Halliday, S., Sanderson, I. (2003), *Job Brokerage: Inter-agency working* New Deal for Communities, Research Report No. 15.

³ Sanderson, S. (2004), *Worklessness in Deprived Neighbourhoods: A Review of Evidence* Neighbourhood Renewal Unit

Are beneficiaries achieving sustainable outcomes and can this be attributed to NDC interventions?

The potential impact of job brokerage schemes can be demonstrated through the number of respondents that gained employment whilst registered with At Work and who attributed this to contacts provided by the employment agency. At the time of registering with At Work, 77 per cent of respondents were not in employment; at the time the survey was carried out 64 per cent of respondents were in paid work and 70 per cent of these indicated that they had obtained their job through contacts provided by At Work. A further 14 per cent of respondents had obtained a job but were not in work at the time of the survey. A considerable proportion of survey participants have therefore achieved an employment outcome which they attribute to some extent to NDC interventions.

With regards to the extent to which beneficiaries are achieving 'sustainable' outcomes, over 70 per cent of respondents were employed on a permanent contract and were still, at the time of the survey, in the job obtained since registering with the agency. For the third of respondents that have had more than one job since registering with At Work, the largest proportion left their previous job because their contracts had come to an end.

Furthermore, in most NDC areas respondents rated the level of job security and satisfaction as good or very good suggesting that respondents were overall content with their current job. This would therefore suggest that beneficiaries are achieving sustainable employment.

Have those most at risk of social exclusion been engaged by job brokerage projects?

The extent to which those most at risk of social exclusion have been engaged by the job brokerage projects can be evidenced through the number of respondents that fall into these target groups and by comparing their outcomes with that of all respondents. The number of target groups represented in the survey was satisfactory. The following lists the number of respondents that fell into these groups:

- | | |
|-------------------------|-----|
| • No/few qualifications | 448 |
| • Non White | 327 |
| • Disabled | 70 |
| • Lone parents | 79 |
| • Aged 50+ | 3 |

Whilst it is not possible to state how representative these target groups are of all At Work clients, it is possible to compare the outcomes of these groups with those of all survey respondents (with the exception of those aged 50+). Table 6.1 shows key outcomes for target groups.

The proportion of target group clients in employment at the time of registering with At Work was slightly lower than for all respondents. Whereas 23 per cent of survey participants were engaged in paid work, the figure for non white, those with a limiting illness and lone parents was approximately 17 per cent. However since registering with the employment agency around 60 per cent of the target group clients have had some type of paid work, this compares to 64 per for all respondents.

Those with a limiting illness were however below this with 54 per cent stating that they had been in paid employment. Despite the slightly lower employment level for

respondents with a limiting illness, more than 80 per cent stated that they had obtained their job through contacts provided by At Work. This figure is somewhat higher than for the other target groups.

It is also noticeable that those with a limiting illness were significantly less likely to have obtained a permanent contract, a job which provides sick pay or a pension. The jobs obtained by lone parents were also less likely to provide sick pay or a pension, however most employees were entitled to paid holidays. Approximately 50 per cent of these respondents stated that At Work had helped them move towards obtaining the job they wanted.

This would suggest therefore that target groups have been engaged by job brokerage projects. However, the jobs they obtained, particularly those with a limiting illness, were less likely to receive the range of company benefits received by other At Work clients.

What services/interventions have clients received?

The key service or intervention provided by At Work was assistance with job searching. Over 70 per cent of all respondents stated that they had taken up this service. Respondents had received, to a much lesser extent, assistance with completing applications and preparing for interviews (38 per cent and 43 per cent respectively). The majority of respondents were satisfied with the services provided by At Work. When questioned as to what other help and support the agency could provide for clients, of those that did respond, the overwhelming majority wanted more assistance with preparing applications, support for training and preparing for interviews.

Evidence of key factors associated with successful labour market interventions

It is possible to link the findings from the survey back to the key factors associated with successful labour market interventions that were identified at the beginning of this section. Below we outline the key findings that relate to each of these:

- **effective outreach provision.** The presence of a branch of At Work within the local community is clearly an important factor in raising awareness and encouraging residents to access the service. More than half of respondents had found out about At Work by walking past the local office. The relatively high level of word of mouth recommendations, particularly in Bradford and Newcastle, demonstrates the value of **embedding** the service within the community, often through the employment of local people within the office. This can, in turn, assist in overcoming potential barriers relating to culture and ethnicity that may prevent some NDC residents from accessing the more mainstream services
- **holistic, client-centred approach.** At Work clearly provide a range of services, particularly related to identifying and obtaining appropriate employment. Whilst it is evident that job search, careers advice and assistance with applications, interviews and CVs are the predominant areas in which support is provided, the ability of the organisation to refer clients elsewhere suggests that additional support can be accessed if necessary. The appointment of the candidate consultant is also an important aspect of the client-centred approach, providing an opportunity for the development of a trusting and beneficial relationship. To this end, it is perhaps disappointing to find that just over half of the respondents who are not in work are no longer in contact with their consultant, or At Work more generally. Overall, however, the high levels of satisfaction with the services offered (more than 80 per cent were 'very' or 'fairly' satisfied) indicate that job brokerage offered support in the areas that respondents' required

- **developing appropriate, employment-related skills.** Whilst access to employment is the key objective of the job brokerage service, the development of appropriate employment-related skills clearly constitutes an important component of this process. Evidence relating to skills development can be found in a number of areas in the survey. For example, respondents who had undertaken training felt that improving their job related skills was a key benefit of this experience; 40 per cent of respondents indicated that their job related skills had improved as a result of their contact with At Work; and just over 60 per cent of respondents stated that At Work had helped them, to some extent, towards getting the job that they really wanted
- **strong linkages with local employers.** The extent to which At Work develop relationships with employers and their methods for doing so are beyond the scope of this survey. However, the fact that 70 per cent of those who had gained employment indicated that they did so through contacts provided by At Work provides some evidence to suggest that the linkages into the local business community are well developed. Moreover, respondents who were in employment at the time of the survey indicated that they were enjoying relatively 'good' working conditions in terms of the provision of employment benefits such as permanent contracts, sick pay, paid holidays, and on-the-job training. Whilst a general concern around job brokerage projects can be their tendency to access only entry level jobs at relatively low salaries, this finding at least indicates a relatively secure working environment for a high proportion of survey respondents
- **effective partnership working.** The survey does not address the issue of partnership working, largely because this is an operational factor, the nature of which is unlikely to be made explicit to clients of the service. However, once again, the referral of respondents to other agencies, and the ability to access training (albeit often not prompted by the candidate consultant) do suggest that At Work are developing a range of partners in order to widen the scope of provision that is available to clients
- **continuing support.** The importance of continuing support for the most vulnerable clients, even once they have accessed work, is clearly recognised by At Work in their establishment of post placement support for those considered to be at 'high risk of dropping out'. Survey findings indicate that a large proportion of At Work customers received post placement support and that they valued the continued contact with the employment agency

To conclude, a range of outcomes both soft and hard have been achieved by the survey participants. Over 300 respondents gained employment with the help of the contacts provided by At Work. In most cases these were full time, permanent positions. The employment agency has also contributed to some respondents gaining job related skills, personal and social skills, increased levels of confidence and enhanced career prospects. The extent to which respondents were satisfied with the service provided by At Work is demonstrated by the proportion of respondents, 84 per cent, that stated they would recommend the agency to someone seeking employment.

Table 6.1: Outcomes for target groups (%)

	In paid when registering with at work	Had paid work since registering	Current job through contacts	Permanent contract	Job provides sick pay	Job provides pension	Job provides paid hols	At work helped (a lot/ some)	Base
All respondents	23	68	70	72	64	46	86	47	710
NVQ 0-2	23	63	71	75	65	46	86	52	448
Non White	17	65	66	67	57	45	79	43	327
Limiting Illness	17	54	81	54	51	31	77	56	70
Lone parent	17	63	77	78	48	33	83	47	79

Source: Job brokerage survey 2004

Annex 1: References

HM Treasury and DWP (2003) *'Full employment in every region'* London, The Stationary Office.

HM Treasury and DWP (2001) *'The Changing Welfare State: Employment Opportunity for all'*. London, HM Treasury.

Policy Action Team on Jobs. *'Jobs for All: National Strategy for Neighbourhood Renewal.'* London, DFEE.

Social Exclusion Unit (2001) *'A new Commitment to Neighbourhood Renewal: National Strategy Action Plan.'* London, Cabinet Office.

Annex 2: Methodology

This report is based on the findings from a telephone survey undertaken during May and June 2004. A total of 710 telephone interviews were conducted with participants of job brokerage projects in six NDC areas. The breakdown of interviews by NDC area is shown in Table A.

The survey was carried out by the Policy Research Institute. The sample for the survey was provided by At Work, the employment agency who are contracted by the NDCs to deliver the Job Brokerage service. The agency provided contact details (names, addresses and telephone numbers) of all clients that were registered on their database who were seeking a placement/employment or who had already been placed/employed. The full database of client information was unavailable, and it is therefore not possible to assess the extent to which respondents are representative of the At Work client base as a whole, or the degree to which At Work clients reflect the population of the wider NDC area.

A letter was sent to clients informing them of the research. Clients were then contacted within two weeks and interviews were undertaken with those who were willing to participate in the survey.

The overall response rate for the survey was 1:3. This did, however, vary by NDC area. The response rate for each NDC area is shown in Table A.

Table A: Interviews and response rate, by location

Location	Number of interviews	Response rate
Aylesbury	102	1:4
Bradford	100	1:4
Hartlepool	102	1:2
Middlesbrough	151	1:2
Newcastle	100	1:4
Shoreditch	155	1:5
Total	710	1:3

A copy of the survey questionnaire is attached.

Evaluation of Job brokerage Projects

Hello, my name isand I'm calling from Leeds Met University. We're currently carrying out some research to look at the services provided by At Work. I believe that you are/were registered with them, is that correct? *If yes continue, If no prompt with:*

At Work is an employment agency, you may have contacted them about finding a job? Do you recall attending their site at (insert details for area) and completing an online registration form? If the respondent still maintains they have never registered then terminate the interview and record them as a refusal on the contact sheet, stating 'never registered' as the reason for refusal.

You should have received a letter to let you know that we may contact you, do you recall seeing it*?

**If no letter sent/received say as necessary:*

The purpose of the survey is to find out from At Work customers what help you have received, your views about the service and how you feel it may have benefited you.

Would you be willing to participate in the survey? It will take approximately 10 minutes to complete and everything you tell us will be confidential and individual details will not be passed on to anyone else.

Section A - Your Contact with At Work

1. When did you first register with At Work, was it...?

(Prompt and tick one box only)

- ₁ Within the past month
- ₂ Within the past three months
- ₃ Within the past six months
- ₄ More than six months ago
- ₅ I don't know/can't remember

2. How did you first find out about At Work?

(Tick all that apply)

- ₁ Walking by and saw the office
- ₂ Through friends or relatives
- ₃ From an advertisement or poster
- ₄ Newsletter

- 5 From the Jobcentre/a Jobcentre Plus adviser
- 6 From a New Deal adviser
- 7 Other (*please specify*):
- 8 Don't know/can't remember

3. Why did you decide to register with At Work?

(Tick all that apply)

- 1 I wanted a job (as I did not have a job)
- 2 I wanted a **different** job (as I already had a job)
- 3 I was referred by Jobcentre Plus
- 4 I was referred by other NDC Project
- 5 Recommended by friends or family
- 6 Wanted some training
- 7 Wanted to obtain a qualification
- 8 Other (*please specify*):
- 9 Don't know/can't remember

4. At the time you first registered with At Work, were you in paid work?

(Please tick one box only)

- 1 Yes *Go to question 5*
- 2 No *Go to question 6*
- 3 Don't know/can't remember *Go to question 6*

5. If in paid work ask: Was your job....?

(Prompt and tick one box only)

- 1 Full time (16 hours or more per week) *Go to question 10*
- 2 Part time (under 16 hours per week) *Go to question 10*
- 3 Self employed *Go to question 10*
- 4 On a Local or Government training scheme involving paid work *Go to question 10*

6. If NOT in paid work ask: What were your circumstances at that time, were you.....?

(Prompt and tick one box only)

- 1 Registered unemployed & claiming JSA *Go to question 8*
- 2 On a Local or Government training scheme NOT involving paid work *Go to question 7*
- 3 Not registered as unemployed but seeking work *Go to question 7*
- 4 Long-term sick or disabled *Go to question 7*
- 5 Retired *Go to question*

- 6 At home/not seeking work
- 7 In full-time education
- 8 Other *(please specify)*

Go to question 10

Go to question 10

Go to Q7 or Q10 as appropriate

7. At the time you registered with At Work, were you also looking for work through your local Jobcentre / Jobcentre Plus?

(Please tick one box only)

- 1 Yes
- 2 No
- 3 Don't know/can't remember

8. For how long had you been continuously out of work prior to registering with At Work, was it.....?

(Prompt and tick one box only)

- 1 Less than 1 month
- 2 1-6 months
- 3 7-12 months
- 4 12 months+
- 5 Don't know/can't remember

9. At the time you registered with At Work, what was preventing you from getting a job?

(Please tick all that apply)

- 1 Nothing
- 2 Looking after children/the home
- 3 Illness/disability
- 4 No jobs that I wanted
- 5 No jobs that I was qualified/skilled to get
- 6 Other *(please specify):*
- 7 Don't know/unsure

Section B - Services Provided by At Work

I'm now going to ask you a few questions about the service you received from At Work, first of all.....

Did At Work allocate you a candidate consultant that is someone who provided support and assisted you in looking for work?

(Please tick one box only)

- 1 Yes
- 2 No *Go to question 14*
- 3 Don't know/can't remember *Go to question 14*

**When you started with At Work approximately how often did you talk to your candidate consultant?
(Please tick one box only)**

- 1 Daily
- 2 A couple of times a week
- 3 Once a week
- 4 Once a fortnight
- 5 Monthly
- 6 Other *(please specify)*:
- 7 Don't know/unsure

**How often are you in contact with your candidate consultant now?
(Please tick one box only)**

- 1 Daily
- 2 A couple of times a week
- 3 Once a week
- 4 Once a fortnight
- 5 Monthly
- 6 Other *(please specify)*:
- 7 Never
- 8 Don't know/unsure

Overall, how satisfied are/were you with the service provided by your candidate consultant, are/were you....?

(Read out options and tick one box only)

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Fairly dissatisfied
- 5 Very dissatisfied
- 6 Don't know/can't say

**a) Did you receive any of the following services from At Work. Firstly did you receive any...?
(Read out full list and circle either Yes, No or Not Applicable for each option)**

b) For each service received then ask: And how useful did you find the (state the service), was it very useful, quite useful or not useful? (Please circle one option only)

	Was it received?			b) How useful was it...?			
	YES	NO	N/A	Very	Quite	Not	D/K
1) Help with looking for job vacancies	1	2	3	1	2	3	4
2) Help with completing job applications / CVs	1	2	3	1	2	3	4
3) Help with preparing for interviews	1	2	3	1	2	3	4
4) Careers advice	1	2	3	1	2	3	4
5) Referral to another agency for advice eg Jobcentre Plus / Surestart	1	2	3	1	2	3	4
6) Any other service (please specify)	1	2	3	1	2	3	4

Whilst registered with At Work, how many job interviews did they arrange / have they arranged for you?

(Please tick one box only)

- ₁ None (Go to Question 18)
- ₂ 1 to 5
- ₃ 6 to 10
- ₄ 11 to 20
- ₅ More than 20
- ₆ Don't know/can't remember

Did you get a job through contacts provided by At Work?

(Please tick one box only)

- ₁ Yes
- ₂ No* (Go to Question 18)
- ₃ Don't know / can't remember* (Go to Question 18)

How long were you registered with At Work for before you got your first job through them?

(Please tick one box only)

- ₁ Less than a week (Go to Question 19)
- ₂ One to two weeks (Go to Question 19)
- ₃ Three to four weeks (Go to Question 19)
- ₄ One to two months (Go to Question 19)
- ₅ Three to six months (Go to Question 19)

- 6 More than six months *(Go to Question 19)*
- 7 Don't know / can't remember *(Go to Question 19)*

Since registering with At Work have you had any type of paid job?

(Please tick one box only)

- 1 Yes
- 2 No*
- 3 Don't know/ can't remember *

Section C - What are you doing now?

Are you currently in paid work? *(Including self employed & on Local/ Government training scheme involving paid work)*

(Please tick one box only)

- 1 Yes *Go to routing before question 32*
- 2 No *Go to question 20*

If NOT in paid work ask: What are your current circumstances, are you.....?

(Prompt and tick one box only)

- 1 Registered unemployed & claiming JSA
- 2 On a Local or Government training scheme NOT involving paid work
- 3 Not registered as unemployed but seeking work
- 4 Long-term sick or disabled
- 5 Retired
- 6 At home/not seeking work
- 7 In full-time education
- 8 Other *(please specify):*

.....

If respondent is not currently in work, but has had a paid job since registering with At Work – ie answered option 1 to Q16 OR answered Yes to Q18, go to Question 21.

** If respondent is not currently in work and has NOT had a paid job since registering with At Work – ie answered No or Don't Know to Q16 AND answered No or Don't Know to Q18, go to Question 28 **

Section D - For those NOT currently in Work - Your last Job

What was your last job? (Please record Job Title)

.....Code to SOC 2000:.....

What did your employer do? (Please record type of industry)

.....SIC:

How many people did the company employ at the site where you worked?

(Please tick one box only)

- ₁ 1-10
- ₂ 11-49
- ₃ 50-199
- ₄ 200+
- ₅ Don't know

Was the company you worked for part of a larger chain or group? (eg like McDonalds or Tesco)

(Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Don't know/can't remember

About how long were you in this job?

1) (years) 2) (months) 3) (weeks)

- ₄ Don't know/Can't remember

Were you ...? (Read options and tick one box only)

- ₁ A full time employee (16 hours or more per week)
- ₂ A part time employee (under 16 hours per week)
- ₃ Self employed
- ₄ On a Local or Government training scheme involving paid work

Why did you leave the job?

(Please tick all that apply)

- ₁ I found / was offered a better job
- ₂ It was a temporary job and it came to an end

- 3 I was sacked
- 4 I left as I was unhappy/didn't like it
- 5 I gave it up for family/personal reasons
- 6 Other (*please specify*):
- 7 Don't know / unsure

Section E - Your views regarding factors preventing you getting a job

Would you like to have a regular paid job at the moment?

(Please tick one box only)

- 1 Yes *Go to question 30*
- 2 No *Go to question 29*
- 3 Don't know *Go to question 29*

Why wouldn't you like to have a regular paid job at the moment?

(Please tick all that apply)

- 1 Looking after children / the home
- 2 Illness/disability
- 3 Benefit trap (ie can't afford to work as wages would be less than benefits)
- 4 In full time education
- 5 Other (*please specify*):
- 6 Don't know / unsure

Go to Question 47

What kind of job are you mainly looking for at the present time?

Job title.....

Industry/sector.....

What is currently preventing you from getting a job?

(Please tick all that apply)

- 1 Nothing
- 2 Looking after children/the home
- 3 Illness/disability
- 4 No jobs that I want
- 5 No jobs that I'm qualified/skilled to get
- 6 Other (*please specify*):
- 7 Don't know/unsure

Now go to Question 47

Section F - For those currently in Work

If respondent did get a job through At Work - ie answered Yes to Q16, go to Question 32

If respondent did NOT get a job through At Work - ie answered No or Don't Know to Q16, go to Question 33

Did you get your current job through contacts provided by At Work?

(Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Don't know/can't remember

What is your current job? (Please record Job Title)

..... Code to SOC 2000:

What does your current employer do? (Please record type of industry)

..... SIC:

How many people does the company employ at the site where you work?

(Please tick one box only)

- ₁ 1-10
- ₂ 11-49
- ₃ 50-199
- ₄ 200+
- ₅ Don't know

Is the company you work for part of a larger chain or group? (eg like McDonalds or Tesco)

(Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Don't know / can't remember

Are you ...?

(Read options and tick one box only)

- ₁ A full time employee (16 hours or more per week)
- ₂ A part time employee (under 16 hours per week)

- ₃ Self employed
- ₄ On a Local or Government training scheme involving paid work

Is your contract permanent or for a fixed period?

(Please tick one box only)

- ₁ Permanent *Go to question 40*
- ₂ Fixed period *Go to question 39*
- ₃ I don't have a contract *Go to question 40*
- ₄ Don't know *Go to question 40*

If Fixed: How long is it for?

1) (years) 2)(months) 3) (weeks)

- ₄ Indefinite
- ₅ Don't know

Does your current job offer any of the following....?

(Please circle one option per row)

	YES	NO	D/K
1) Sick pay	1	2	3
2) A pension scheme	1	2	3
3) Childcare (e.g. crèche)	1	2	3
4) Paid holidays	1	2	3
5) Flexible working / Time Off in Lieu	1	2	3
6) Trade Union Representation	1	2	3
7) Training	1	2	3
Any other benefits <i>(please specify)</i>	1	2	3

I'm now going to ask you to rate some aspects of your job. After each I'd like you to tell me whether you think it is either Very good, Good, Neither good nor poor, Poor or Very Poor, first of all.....?

(Read out each option and code one number per row)

	Very Good	Good	Neither good nor poor	Poor	Very poor	N/A	Don't know
Your prospects for promotion	1	2	3	4	5	6	7
Your job security	1	2	3	4	5	6	7
Your job satisfaction	1	2	3	4	5	6	7
Your induction Programme	1	2	3	4	5	6	7
Your staff appraisal	1	2	3	4	5	6	7
The training opportunities provided by your employer	1	2	3	4	5	6	7

Is your current job the only one you have had since registering with At Work?

(Please tick one box only)

- ₁ Yes *Go to question 47*
- ₂ No *Go to question 43*
- ₃ Don't know/Can't remember *Go to question 47*

Apart from your current job, how many other jobs have you had since registering with At Work?

..... (please write in number)

What was the last job you had before the one you are currently doing? (Please record Job Title)

..... Code to SOC 2000:

About how long were you in that job?

1) (years) 2) (months) 3) (weeks)

- ₄ Don't know / Can't remember

Why did you leave that job?

(Please tick all that apply)

- ₁ I found/was offered a better job
- ₂ It was a temporary job and it came to an end
- ₃ I was sacked

- 4 I left as I was unhappy/didn't like it
- 5 I gave it up for family/personal reasons
- 6 Other (*please specify*):
- 7 Don't know / unsure

Section E - Training & Education

I'm now going to ask you a few questions about training or education, first of all can you tell me.....

**Did you undertake / have you undertaken any training or education whilst registered with At Work?
(This does NOT include any training provided by an employer)**

(Please tick one box only)

- 1 Yes **Go to question 49**
- 2 No **Go to question 48**
- 3 Don't know **Go to question 48**

Did you / do you want to undertake any education or training whilst registered with At Work?

(Please tick one box only)

- 1 Yes **Go to question 57**
- 2 No **Go to question 57**
- 3 Don't know **Go to question 57**

Was this prompted through you talking to your At Work candidate consultant?

(Please tick one box only)

- 1 Yes
- 2 No
- 3 Don't know
- 4 Don't know/Can't remember

What is/was the training about?

How long did / will the training last?

1) (months) 2)(weeks) 3)(days)

Did / will the training lead to a recognised qualification?

(Please tick one box only)

- ₁ Yes *Go to question 53*
- ₂ No *Go to question 55*
- ₃ Don't Know/Can't remember *Go to question 55*

What was / is the qualification?

Subject:.....

Level:

Awarding body:

Did you gain/have you gained the qualification?

(Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Not yet – training ongoing
- ₄ Don't Know/Can't remember

What do you think you have gained from taking part in the training?

(Please tick all that apply)

- ₁ Qualifications
- ₂ Improved job related skills
- ₃ Improved interpersonal/social skills
- ₄ Built self - confidence
- ₅ Met new people/made friends
- ₆ Other *(please specify):*
- ₇ Don't know/unsure

In your opinion, do you think the training helped/will help you get a job/a better job?

(Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Don't know/can't say

Now go to Question 59

Are there any factors which are currently preventing you from engaging in training?

(Please tick one box only)

- ₁ Yes *Go to question 58*
- ₂ No *Go to question 59*
- ₃ Don't know *Go to question 59*

What factors prevent you participating in any training?

(Please tick all that apply)

- ₁ No time
- ₂ Looking after children/the home
- ₃ Illness/disability
- ₄ The cost
- ₅ Lack of information about courses
- ₆ Unable to attend due to location/running times
- ₇ Other *(please specify):*
- ₈ Don't know/unsure

Section I - Your views about the benefits of registering with At Work

A) As a result of your contact with At Work, can you say if you think the following have either increased, decreased or stayed the same, firstly.....?

(Please circle one option only)

	Increased	Stayed the same	Decreased	D/K
1) Your job related skills	1	2	3	4
2) Your self confidence and motivation	1	2	3	4
3) Your personal / social skills	1	2	3	4
4) Your career prospects	1	2	3	4

B) If the respondent answered Decreased to any of the options, for each ask: Why do you say that.....?

B1) Why have your job related skills decreased?

B2) Why has your self confidence / motivation decreased?

B3) Why have your personal / social skills decreased?

B4) Why have your career prospects decreased?

How much has your contact with At Work helped you move towards getting the job you want?

(Please tick one option only)

- ₁ A lot
- ₂ Some
- ₃ A little
- ₄ Very little
- ₅ None
- ₆ Don't know/Can't say

What other help and support could At Work have provided to help you get into work?

Would you recommend At Work to someone else seeking employment eg your friends and family?

(Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Don't know

Section J - About you

I'd now like to ask you a few details about yourself for classification purposes and I'll just remind you that any information given is confidential

Are you? (Do not ask - tick one box only)

- ₁ Male
- ₂ Female

How old are you? (Please tick one box only)

- ₁ 16-18
- ₂ 19-24
- ₃ 25-34
- ₄ 35-49
- ₅ 50-59
- ₆ 60-64
- ₇ 65+
- ₈ I do not wish to say

How would you describe your ethnic origin? (Please tick one box only)

- 1 White
- 2 Black - Caribbean
- 3 Black - African
- 4 Black - Other
- 5 Indian
- 6 Pakistani
- 7 Bangladeshi
- 8 Chinese
- 9 Mixed race
- 10 Other ethnic group (*please specify*):
- 11 I do not wish to say

Who else lives with you in your household?

(Prompt and tick all that apply)

- | | | |
|----------------------------|--|---|
| <input type="checkbox"/> 1 | No one, I live alone | Go to question 69 |
| <input type="checkbox"/> 2 | Spouse/Partner | Go to Q68 unless option 3 also selected |
| <input type="checkbox"/> 3 | Son(s)/Daughter(s) (Including Step or Foster Children) | Go to question 67 |
| <input type="checkbox"/> 4 | Parent(s)/Parent(s) in Law | Go to Q68 unless option 3 also selected |
| <input type="checkbox"/> 5 | Brother/Sister/Brother in Law/Sister in Law | Go to Q68 unless option 3 also selected |
| <input type="checkbox"/> 6 | Friend(s)/Housemate(s) | Go to Q68 unless option 3 also selected |
| <input type="checkbox"/> 7 | Boarder(s)/Lodger(s) | Go to Q68 unless option 3 also selected |
| <input type="checkbox"/> 8 | Other (<i>Please Specify</i>):
..... | Go to Q68 unless option 3 also selected |

Are any of the children you live with...?

(Prompt and tick all that apply)

- 1 Under 16 Years of Age
- 2 Aged 16 -18 And In Full Time Education (Up To A Level / Highers Or Equivalent)
- 3 Aged 16 -18 And Not In Full Time Education (Up To A Level/Highers Or Equivalent)
- 4 Aged 19 or Older

Not counting yourself, are there any adults in the household who are in paid work?

(Please tick one box only)

- 1 Yes
- 2 No
- 3 Don't know

How old were you when you first left full-time education ie School/Sixth Form/FE College/ University?

(Please tick one box only)

- 1 Under 15 years old
- 2 15 - 17yrs
- 3 18 - 19yrs
- 4 20 - 23yrs
- 5 Over 23yrs
- 6 Still in full time education
- 7 I do not wish to say

What is the highest qualification you have achieved? *(Please tick one box only)*

- 1 **No qualifications**
- 2 1-4 O levels/GCSEs/CSEs
- 3 5+ O levels/GCSEs (A-C)/ 1 A Level/2 AS Levels
- 4 2 or more A levels/4 or more AS Levels/SCE Highers
- 5 NVQ or SVQ Level 1/GNVQ Foundation
- 6 NVQ or SVQ Level 2/GNVQ Intermediate
- 7 NVQ or SVQ Level 3/GNVQ Advanced
- 8 NVQ or SVQ Level 4
- 9 NVQ or SVQ Level 5
- 10 BTEC First Diploma/First Certificate
- 11 BTEC National Diploma/National Certificate/OND/ONC
- 12 City & Guilds or other trade qualifications
- 13 BTEC HNC/HND
- 14 Degree level/Nursing Qualification
- 15 Postgraduate level (eg PG Dip, MA MSc)
- 16 Professional Qualifications (eg Chartered Accountant)
- 17 Non UK Qualifications
- 18 Don't know/Can't remember
- 19 Other **(please specify)**:

Do you have any difficulty with reading or writing which may have prevented you from getting work or training? *(Please tick one box only)*

- 1 Yes
- 2 No
- 3 I do not wish to say

Do you have any difficulty speaking English which may have prevented you from getting work or training? (Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ I do not wish to say

Do you have a long-term health problem or disability which affects the kind of work you can do? (Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ I do not wish to say

In the last five years, how many paid jobs have you had? (Total to include current job if working)

..... (please write in number)

Is there anything else you would like to tell us about your experience of At Work?

We're interested in finding out more about your experiences, would you be willing to participate in further research of this type?

- ₁ Yes
- ₂ No

Can you tell me your postcode please?

___ _ / ___ _

Thank you very much for completing this questionnaire

To be completed by the interviewer

Interviewer: Date:

Do you feel that the respondent could communicate sufficiently in English to complete the questionnaire? (Please tick one box only)

- ₁ Yes
- ₂ No
- ₃ Don't Know/Can't say