

Research report

Jobseekers Regime and Flexible New Deal Evaluation: Findings from longitudinal customer surveys and qualitative research

by Customer Surveys: Lorna Adams, Katie Oldfield and Catherine Riley

Qualitative Research: Sandra Vegeris, Fatima Husain, Christine Bertram, Rosemary Davidson and Kim Vowden

Department for Work and Pensions

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Contents

Acknowledgements.....	viii
The Authors.....	ix
Abbreviations.....	x
Glossary.....	xi
Summary.....	1
1 Introduction.....	6
1.1 Policy context and background.....	6
1.2 The policy initiatives.....	7
1.2.1 <i>The Jobseekers Regime and Flexible New Deal</i>	7
1.2.2 <i>The New Deal for Young People</i>	10
1.2.3 <i>The New Deal 25 Plus</i>	11
1.3 The evaluation plan.....	11
1.4 Methodology.....	12
1.4.1 <i>Survey fieldwork</i>	12
1.4.2 <i>Qualitative fieldwork</i>	14
1.5 Report outline.....	15
2 Outcomes for Stage 1 cohort.....	16
2.1 Chapter summary.....	16
2.2 Introduction.....	16
2.3 Summary of overall destinations.....	17
2.4 Variations in destinations by sub-groups.....	19
2.5 Work destinations.....	22
2.6 Nature of employment.....	24
2.7 Progression.....	28
2.8 Job suitability.....	30
2.9 Reasons for leaving employment.....	31
2.10 Overall views of support received.....	33

3	Outcomes for Stage 2 cohort	37
3.1	Chapter summary	37
3.2	Introduction.....	37
3.3	Summary of overall destinations.....	37
3.4	Variations in destinations by sub-groups	40
3.5	Work destinations.....	43
3.6	Nature of employment.....	46
3.7	Progression.....	49
3.8	Job suitability.....	51
3.9	Reasons for leaving employment	52
3.10	Overall views of support received	53
4	Outcomes for Stage 3 cohort	58
4.1	Chapter summary	58
4.2	Introduction.....	58
4.3	Summary of overall destinations: 18-24s.....	59
4.4	Summary of overall destinations: 25+	61
4.5	Variations in destinations by sub-groups	64
4.6	Work destinations: 18-24s.....	67
4.7	Work destinations: 25+ customers.....	69
4.8	Nature of employment.....	71
4.9	Progression.....	75
4.10	Job suitability.....	77
4.11	Reasons for leaving employment	78
4.12	Overall views of support received	80
5	Stage 3 qualitative interviews	84
5.1	Chapter summary	84
5.2	Introduction.....	84
5.3	Initial Review Meeting	85
5.3.1	<i>Action Plans</i>	85
5.4	Advisory support.....	86

5.5	Weekly signing	87
5.6	Activities	87
5.6.1	<i>Offer of services</i>	87
5.6.2	<i>Types of services</i>	88
5.6.3	<i>Views on services</i>	89
5.6.4	<i>Mandatory activities</i>	90
5.7	Conditionality and sanctioning.....	90
5.8	Those who entered work	90
5.8.1	<i>Role of Stage 3 and Jobcentre Plus support</i>	91
5.9	Overall views.....	91
6	Conclusions.....	93
6.1	Conclusions from longitudinal customer surveys.....	93
6.2	Conclusions from Stage 3 qualitative interviews.....	95
Appendix A	Survey sampling, fieldwork outcomes and weighting.....	97
Appendix B	Survey profile of customers.....	99
Appendix C	Customer survey questionnaires.....	107
Appendix D	Customer topic guide: Experiences of Stage 3.....	225
References	232

List of tables

Table 1	Key findings: Stage 3 cohort.....	3
Table 1.1	Achieved interviews by Phase and age at start of claim for each of the longitudinal surveys.....	14
Table 1.2	Qualitative sample characteristics.....	15
Table 2.1	Activities of those neither working nor claiming at follow-up interview.....	19
Table 2.2	Average division of 12-month period between work, claiming and neither	21
Table 2.3	Reasons for leaving first job	32
Table 3.1	Activities of those neither working nor claiming at 18 month point (15 months after start of Stage 2).....	40
Table 3.2	Average division of 12-month period between work, claiming and neither	42
Table 3.3	Reasons for leaving first job	53
Table 4.1	Activities of 18-24-year-olds neither working nor claiming at follow-up interview	61

Table 4.2	Activities of 25+ customers neither working nor claiming at follow-up interview	63
Table 4.3	Average division of 12-month period between work, claiming and neither.....	66
Table 4.4	Reasons for leaving first job	79
Table 6.1	Summary of longitudinal destinations of 18-24-year-olds.....	93
Table 6.2	Summary of longitudinal destinations of 25-49-year-olds.....	94
Table 6.3	Summary of longitudinal destinations of 50+-year-olds.....	95
Table A.1	Sample frame available.....	97
Table A.2	Eligibility for original study.....	97
Table A.3	Longitudinal fieldwork outcomes.....	98
Table A.4	Achieved interviews by Phase and age.....	98
Table B.1	Stage 1 longitudinal weighted customer profile within Phase.....	100
Table B.2	Stage 2 Longitudinal weighted customer profile within Phase.....	102
Table B.3	Stage 3 Longitudinal weighted customer profile within Phase.....	104
Table B.4	Jobcentre Plus Districts in Phase 1 and Phase 2 of JRFND.....	106

List of figures

Figure 1.1	Diagrammatic representation of JRFND	9
Figure 1.2	Interview timings.....	13
Figure 2.1	Summary of interim and longer-term outcomes.....	18
Figure 2.2	Summary of longitudinal destinations by age group	20
Figure 2.3	Summary of work destinations	23
Figure 2.4	Type of work by age group.....	24
Figure 2.5	Employment contracts.....	25
Figure 2.6	Sector worked in	26
Figure 2.7	Occupation of employment	27
Figure 2.8	Earnings	28
Figure 2.9	Progression.....	29
Figure 2.10	Job suitability.....	31
Figure 2.11	Overall views of support.....	33
Figure 2.12	Views on support received.....	34
Figure 2.13	Impact of support received.....	36
Figure 3.1	Summary of interim and longer-term outcomes.....	39
Figure 3.2	Summary of longitudinal destinations by age group	41

Figure 3.3	Summary of work destinations	44
Figure 3.4	Type of work by age group.....	45
Figure 3.5	Employment contracts.....	46
Figure 3.6	Sector worked in	47
Figure 3.7	Occupation of employment	48
Figure 3.8	Earnings	49
Figure 3.9	Progression.....	50
Figure 3.10	Job suitability.....	52
Figure 3.11	Overall usefulness of support received	54
Figure 3.12	Views on support received.....	55
Figure 3.13	Impact of support received.....	56
Figure 4.1	Summary of interim and longer-term outcomes: 18-24-year-olds.....	60
Figure 4.2	Summary of interim and longer-term outcomes: 25+-year-olds.....	62
Figure 4.3	Summary of longitudinal destinations comparing 25-49-year-old customers with those aged 50+	64
Figure 4.4	Summary of work destinations: 18-24s	68
Figure 4.5	Summary of work destinations: 25+ customers.....	70
Figure 4.6	Type of work comparing 25-49-year-old customers with those aged 50+	71
Figure 4.7	Employment contracts.....	72
Figure 4.8	Sector worked in	73
Figure 4.9	Occupation of employment	74
Figure 4.10	Earnings	75
Figure 4.11	Progression.....	76
Figure 4.12	Job suitability.....	78
Figure 4.13	Job suitability.....	80
Figure 4.14	Views on support received.....	82
Figure 4.15	Impact of support received.....	83

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Abbreviations

CATI	Computer Assisted Telephone Interviewing
DWP	Department for Work and Pensions
ESA	Employment and Support Allowance
ESF	European Social Fund
ESOL	English for Speakers of Other Languages
FJR	Fortnightly Jobsearch Review
FND	Flexible New Deal
IAP	Intensive Activity Period
IB	Incapacity Benefit
IS	Income Support
JCPSC	Jobcentre Plus Support Contract
JRFND	Jobseekers Regime and Flexible New Deal
JSA	Jobseeker's Allowance
JSAg	Jobseekers Agreement
LPO	Lone Parent Obligations
ND25+	New Deal 25 Plus
ND50+	New Deal 50 Plus
NDLP	New Deal for Lone Parents
NDP	New Deal for Partners
NDYP	New Deal for Young People
NEET	Not in Employment, Education or Training
NJI	New Jobseeker Interview
PSI	Policy Studies Institute
SIA	Security Industry Authority
SNU	Support for the Newly Unemployed
SPa	State Pension age
TRs	Targeted Reviews
WCA	Work Capability Assessment

Glossary

Employment and Support Allowance	Employment and Support Allowance (ESA) replaced Incapacity Benefit (IB) and Income Support (IS) paid on the grounds of incapacity for new claims from 27 October 2008. Whilst claiming ESA, customers receive some financial assistance and undertake work-related activities to help them prepare for a return/entering work.
European Social Fund	The European Social Fund (ESF) was set up to support employment in the member states. It provides the necessary training and support to improve employment opportunities among disadvantaged groups in the European Union.
Fortnightly Jobsearch Review	During a Fortnightly Jobsearch Review (FJR) a customer tells their adviser what they have been doing to find work and to confirm they have been actively seeking work.
Flexible New Deal	The Flexible New Deal (FND) was rolled out from October 2009 and was compulsory among those who had been claiming Jobseeker's Allowance (JSA) for 12 months. The FND was delivered by Jobcentre Plus and private providers. It sought to provide support more tailored to an individual's needs and typically involved the customer undertaking a four-week work experience placement.
Jobcentre Plus Support Contract	The Jobcentre Plus Support Contract (JCPSC) provides support for eligible Jobcentre Plus customers through external providers and replaced Programme Centre provision. It includes: <ul style="list-style-type: none">• Improving Job Search Modules aimed primarily at JSA customers with moderate support needs.• Getting Ready For Working Modules aimed primarily at Carers, New Deal for Lone Parents (NDLP) participants and New Deal for Partners (NDP) participants with more substantial support needs.
Jobseekers Regime and Flexible New Deal	The Jobseekers Regime and Flexible New Deal (JRFND) was introduced from April 2009 to reform the previous JSA regime and the New Deals for on JSA. JRFND comprised four stages in total.
Jobseeker's Allowance	JSA is the main benefit for people of working age who are out of work or work less than 16 hours a week on average.

Jobseekers Agreement	A Jobseekers Agreement (JSAg) is a document drawn up between a JSA claimant and their Jobcentre Plus adviser on applying for a new JSA claim. The agreement outlines a customer's availability to work and the ways in which they will search for a job. The JSAg usually includes details on the area and hours that customers are available for employment, as well as any restrictions, a description of the type of work that is being sought, and planned action.
Lone Parent Obligations	Lone Parent Obligations (LPOs) were introduced in November 2008 and have been subject to review since. The changes meant that most lone parents with a youngest child aged 12 or over were no longer eligible for IS if they made a new claim for benefit only because they were a lone parent, subject to certain exemptions and conditions. Instead, those able to work could claim JSA and are expected to look for suitable work in return for personalised help and support. The changes were introduced in three phases: A youngest child aged 12 or over from 24 November 2008; a youngest child aged ten or over from 26 October 2009; and a youngest child aged seven or over from 25 October 2010. Existing lone parents' entitlement to IS was also phased in line with the above timescales.
New Deal 25+	New Deal 25 Plus (ND25+) was introduced in July 1998. It was a mandatory New Deal programme that targeted long-term claimants aged 25 and over, specifically those who had been unemployed and receiving JSA for at least 18 out of 21 months.
New Deal 50+	New Deal 50 Plus (ND50+) was a voluntary programme introduced in April 2000 and made available to those aged 50 and over who had been unemployed and claiming JSA for six months.
New Deal for Young People	New Deal for Young People (NDYP) was introduced in January 1998. It was a compulsory New Deal programme comprising three stages aimed at 18-24-year-olds who had been claiming JSA continuously for six months.
New Jobseeker Interview	During a New Jobseeker Interview (NJI), a customer setting up a new claim for JSA is advised on where and how best to look for employment and what additional support might be available to them if they face particular difficulties in finding work. A JSAg is also drawn up during this interview.

Summary

This report presents findings from the evaluation of the Jobseekers Regime and Flexible New Deal (JRFND), part of the previous government's reforms to the Jobseeker's Allowance (JSA) regime and the New Deals.

The report covers data taken from surveys with customers and qualitative research among a sample of customers who had experienced JRFND Stage 3.

The customer surveys covered both those experiencing JRFND in Phase 1 areas and those experiencing the former regime in Phase 2 areas, enabling comparisons to be made between the destinations of customers in the two areas. In this report simple comparisons between the two areas are drawn; this analysis will be supplemented with a study which will look to determine the impact of support received under the two regimes on the outcomes for customers.

Customers were interviewed initially about their views of Jobcentre Plus support a short time after experiencing it and then a follow-up interview took place a year later to explore longer-term destinations. Three groups or cohorts of customers were covered:

- **The Stage 1 cohort.** These customers were eligible for the initial Stage 1/comparison survey if they had started a claim in June 2009. Customers were interviewed initially around three months after the start of their claim.
- **The Stage 2 cohort.** These customers had entered Stage 2 (or the thirteenth week of consecutive claiming in Phase 2 areas) in September – October 2009. The initial interview took place around three months after the start of Stage 2.
- **The Stage 3 cohort.** Customers were eligible for this cohort if they had entered JRFND Stage 3 (or reached their twenty-sixth week of continuous JSA claiming or had been fast-tracked to New Deal for Young People (NDYP)) in August–September 2009. The initial interview was conducted six months after this (in February 2010), at the point at which those still claiming in Phase 1 areas were about to enter Flexible New Deal (FND).

The quantitative findings in this report relate largely to data collected from the follow-up interviews that took place a year after the initial interview. By the time of these follow-up interviews, some customers had left JSA and some were still claiming. Some of those still claiming had experienced the latter stages of the regimes by this point (so some JRFND customers in the Stage 1 cohort had experienced Stages 2 and 3 and started FND).

The qualitative exercise involved 16 depth interviews conducted with jobseekers who started JRFND Stage 3 in May 2010. The fieldwork took place between November and December 2010, after their time in Stage 3 had ended.

Key quantitative findings

Longer-term outcomes for Stage 1 cohort

Among the Stage 1 cohort, at the follow-up interview the situation of Phase 1 and Phase 2 customers was very similar with no statistically significant differences in key outcomes observed.

Over the 12 months between the initial and follow-up interview, the proportion of customers in the Stage 1 cohort that were in paid work had increased from around a quarter to six in ten. At both the initial and follow-up stages, the proportions in paid work in Phase 1 and Phase 2 areas were at a similar level.

Of those in the Stage 1 cohort who had entered paid work by the time of the initial interview, the vast majority were still in paid work at the follow-up interview. Hence work had proved sustainable for the majority of customers who found work during Stage 1.

Across the cohort as a whole, customers had spent an average of just under half the 12 months between the initial and follow-up interviews in paid work. The average amount of the year spent in paid employment was broadly the same in Phase 1 and Phase 2 areas.

By the time of the follow-up interview, a quarter of customers were claiming JSA with around half of these having claimed continuously to this point.

Looking back across their experience over the whole length of their claim, around three in five customers in both Phases felt that the support they had received was useful in moving them closer to finding paid work.

Longer-term outcomes for Stage 2 cohort

Again, for the Stage 2 cohort, at the follow-up interview the situation of Phase 1 and Phase 2 customers was very similar with no statistically significant differences in key outcomes.

In both areas, around half of the customers had found work by the follow-up interview (around 18 months after the start of their claim).

Although the proportion who had entered paid work by the initial stage was lower among the Stage 2 cohort than among the Stage 1 cohort, work outcomes had proved equally sustainable. In both Phases, four in five customers in work at the initial interview had remained in work by the follow-up stage.

Of the year between initial and follow-up interviews, the Stage 2 cohort had spent an average of around five months in paid work.

Around a third of the Stage 2 cohort were claiming JSA at the follow-up interview, with 19% of Phase 1 customers and 16% of Phase 2 customers having claimed continuously.

Reflecting the fact that their claims were longer on average and hence they had been exposed to a wider range of support, the Stage 2 cohort were more likely than the Stage 1 cohort to state that the support they had received was useful in moving them closer to work (65% in both Phase 1 and Phase 2 areas).

Longer-term outcomes for Stage 3 cohort

Table 1 shows the key outcomes for the Stage 3 cohort. The table shows findings for 18-24-year-old customers and those aged 25+ separately reflecting the fact that, under the former regime, the two groups experienced different provision (although the support available for the two age groups was the same under JRFND). Those aged 18-24 entered NDYP after six months of continuous claiming while those aged 25+ would not normally have entered New Deal for 25 Plus (ND25+) until they had been claiming for 18 months. Hence, under FND, 18-24-year-olds received access to additional support later, while those in the 25+ group got earlier access than was previously the case.

Table 1 Key findings: Stage 3 cohort

	18-24s		25+	
	Phase 1	Phase 2	Phase 1	Phase 2
Stage 3 cohort: Key figures	%	%	%	%
Proportion in paid work at initial interview	19*	28	18	18
Proportion in paid work at follow-up interview	38*	45	43	45
Proportion of those in paid work at the initial interview who were in paid employment by follow-up interview	62	67	86	78
Proportion claiming JSA at initial interview	71*	55	71	73
Proportion claiming JSA at follow-up interview	48*	38	38	37
Proportion claiming continuously from claim start to follow-up interview	19*	13	21	23
Proportion neither working nor claiming at initial interview	10*	18	11	9
Proportion neither working nor claiming at follow-up interview	14	16	19	18

* Used to indicate a statistically significant difference from Phase 2 at the 95% confidence level.

Younger customers within the Stage 3 cohort (those aged 18-24) were significantly more likely to be in paid work at the time of the follow-up interview in Phase 2 areas (where they would have been exposed to NDYP) than in Phase 1 areas. This difference between Phases reflects a difference in the likelihood to have entered paid employment that was already evident at the initial stage; the increase in the proportion of customers in paid work over the 12 month period between interviews was similar in both Phases.

Phase 1 18-24-year-old customers were correspondingly more likely to be claiming JSA at the follow-up stage than those in Phase 2 areas, although the difference between the two areas was smaller than was the case at the time of the initial interview.

A fifth of the Phase 1 cohort had claimed continuously at the time of the follow-up interview compared with 13% of 18-24s in Phase 2.

Among customers aged 25+, however, there was little difference between Phase 1 and Phase 2 customers in the likelihood to be in paid work at either the initial or follow-up interviews. A fifth were in work at the initial interview rising to over two-fifths by the time of the follow-up interview.

Work outcomes were slightly less likely to have been sustainable for 18-24-year-olds in the Stage 3 cohort than for older customers. Of those in work at the initial interview, two-thirds of 18-24-year-olds were still in paid work a year later.

Three-quarters of 18-24-year-old customers in both Phases felt that the support they had received during their claim was useful. Among those aged 25+ this proportion was lower.

Key qualitative findings – Stage 3 customer experiences

The qualitative study reflected customer experiences of Stage 3 at 12 to 18 months after JRFND went live and updated research from the early months of programme implementation. Customers continued to view Stage 3 as distinct from the earlier stages of JRFND. In general, they felt that the support was more personalised and that a wider range of employability services was on offer.

Findings on weekly signing and mandatory activities remained unchanged. Customers' attitudes toward weekly signing were generally negative. They questioned the purpose of weekly signing as the appointments were short and lacked content. Customers' awareness of participating in mandatory activities was low, apart from a small group who were instructed to attend a one-day employability training session.

In contrast to the earlier research, customers tended to see their Stage 3 adviser on a regular basis. However, the quality of regular meetings could be compromised by the nature of the customer-adviser relationship. Views on the Initial Review Meeting varied, with some customers feeling that personalised support was on offer while others felt they were being 'processed'.

Almost all customers in the sample were offered one or more services during Stage 3. Some customers criticised the haphazard or inconsistent way in which services were offered and suggested they would have preferred a menu of options at the outset. The most common service mentioned by customers was a referral to an external provider for employability training. Customers were generally satisfied with the services they received, but some – particularly those from a professional background – felt that the range of services on offer was inadequate for their needs.

Some of the customers who were in work acknowledged and appreciated the support they received in finding a job, while a few were more reluctant and felt that their current employed status was a result of their own motivation and efforts. The role of the Stage 3 adviser in securing work included: referrals to job fairs organised by Jobcentre Plus; supplying job advertisements and application forms; and proof reading job applications before submission.

Customers suggested a range of improvements, including an enhanced financial package of support for training and a more flexible approach to weekly and fortnightly signing. Finally, it was felt that advisers needed to expand their knowledge of a range of labour market sectors and strategies for seeking work in those sectors.

Conclusions

The key conclusions that can be drawn from the follow-up quantitative interviews with customers are that:

- Across all three cohorts, the proportions of 18-24-year-old customers in paid work at the time of the follow-up interview were higher in Phase 2 areas than in Phase 1 areas under JRFND and the proportions still claiming JSA were correspondingly lower. This points to the relative success of the NDYP compared to JRFND in moving young people into paid work earlier.
- The gap evident at the initial interview within the Stage 3 cohort in the proportions of 18-24-year-olds neither in paid work nor claiming JSA (which may have reflected a deterrent effect of NDYP) had closed by the follow-up stage. Hence, to a large extent the deterrent effect of NDYP on claimant levels appears to have been largely eroded by a period around 18 months after NDYP entry.
- Although more young people within the Stage 3 cohort were in work at the follow-up point in Phase 2 areas, there was no difference in the 'quality' of work outcomes achieved in terms of either contracts, pay, occupations or likelihood to have progressed.
- For each of the three cohorts, there was no difference between Phase 1 and Phase 2 areas in the likelihood of customers aged 25-49 to have entered paid work. This holds true both at points equivalent to the end of JRFND Stages 1 to 3 and also 12 months later.

- It was also the case that there were no statistically significant variations between Phase 1 and Phase 2 areas in the likelihood for customers aged 50+ within each cohort to be in paid work at the follow-up interview.
- For all three cohorts, in both Phases, the work outcomes that were achieved at the initial interview appear to have been largely sustainable and indeed – in many cases individuals have progressed within their employment over the 12 months between their initial and follow-up interviews.

The key conclusions that can be drawn from the Stage 3 qualitative interviews, also reflecting previous qualitative findings, are that:

- Regular, meetings with a personal adviser set Stage 3 apart from the earlier months of Jobcentre Plus provision under JRFND. Customers appreciated the extra guidance and service opportunities. From the analysis this extra attention was important for helping some customers secure work.
- Customers did not generally perceive any added value associated with the six weeks of weekly signing during Stage 3. More frequent signing was largely viewed as an inconvenience.
- In general, customers did not perceive extra pressure to participate in activities during Stage 3. As suggested in previous research (Vegeris *et al.*, 2010b) other factors may be at play when implementing mandatory activities. The need to label an activity as mandatory can be reduced by a jobseeker's willingness to participate or by a limited supply of appropriate activities. Moreover, advisers may downplay mandation to preserve the relationship of trust they have with a customer.
- Customers from a professional or highly skilled background were least satisfied with the range of services on offer and the quality of services received during Stage 3.

1 Introduction

This report presents process study findings from the evaluation of the Jobseekers Regime and Flexible New Deal (JRFND), part of the previous Labour government's reforms to the Jobseeker's Allowance (JSA) regime and the New Deals. JRFND was rolled out in two phases, the first from April 2009 and the second from April 2010. The Jobseekers Regime was delivered by Jobcentre Plus and the Flexible New Deal (FND)¹ by external providers. Further details of the reforms are set out in the Command Paper, *Ready for Work: Full-time employment in our generation* (Department for Work and Pensions (DWP), 2007a).

The DWP commissioned a research consortium, led by the Policy Studies Institute (PSI), to conduct a comprehensive evaluation of JRFND.² This report presents longitudinal quantitative survey findings from three cohorts of customers who started the Jobseekers Regime on their longer term outcomes and experiences, compared with comparison groups of customers undergoing the former regime in Phase 2 areas. The report also presents qualitative evidence on customer experiences.

This chapter sets out the policies underpinning the reforms, provides an overview of the employment initiatives under study and outlines the research methods used.

1.1 Policy context and background

The implementation of JRFND was integral to developments in the Labour government's welfare to work and skills agendas that included reforms for lone parents, people with a life limiting health condition or disability and older workers. The overall aims of the reform agenda were to increase employment and end long-term worklessness and the cycle of repeated returns to unemployment and benefits that some people experienced.

Building on the recommendations from the Freud Report (Freud, 2007), the key principles of the reform agenda were:

- a stronger framework of rights and responsibilities; increasing obligations on JSA recipients progressively throughout a claim while giving them the support needed to gain (and progress in) work;
- maximising innovation in all sectors, contracting on the basis of what works, leading to more and better employment outcomes; and
- helping jobseekers find work with opportunities for progression – to ensure all who need help to develop their skills have access to relevant pre-employment training.

The approach applied the concepts of personalised conditionality, increased adviser flexibility and mandatory work-related activities, and involved a substantial shift in expectations for both the service providers and customers of labour market programmes.

The government also set out proposals to build on existing employment and skills commitments, to place a greater focus on the role of individuals and employers. It reinforced the need to develop a skills system, shaped by employers, which put individuals in charge of their learning.

¹ In June 2011 the FND was replaced by the Work Programme.

² The evaluation consortium consists of the Policy Studies Institute (PSI), IFF Research, PricewaterhouseCoopers Social, MDRC New York, Professor David Greenberg of the University of Maryland Baltimore County and Professor Jeff Smith of the University of Michigan.

Through these reforms, the Government introduced greater employment requirements for lone parents so that by October 2010 lone parents with a youngest child aged seven or older, who claimed benefit, would be required to claim JSA rather than Income Support (IS)³.

Reforms for people claiming Incapacity Benefit (IB) and IS paid on incapacity grounds included the new Employment and Support Allowance (ESA) which was introduced for most new and repeat claimants in October 2008. At the same time, a new Work Capability Assessment (WCA) introduced a higher threshold for determining a person's functional capability for work.

In addition, changes to statutory State Pension age (SPa) between April 2010 and 2020, will gradually equalise working-age rules for men and women. As this happens, increasing numbers of people aged 60 to 64 will become eligible for JSA, if they claim benefits.

As a result of these reforms, Jobcentre Plus and FND providers were expected to be able to deliver work-focused support to increasing numbers of lone parents, older jobseekers and JSA customers with mild to moderate health conditions and disabilities.

1.2 The policy initiatives

1.2.1 The Jobseekers Regime and Flexible New Deal

The JRFND had the aims of increasing the support offered to job seekers while also increasing their obligations. The Jobseekers Regime replaced the former JSA regime; the FND combined the New Deal 25 Plus (ND25+), the New Deal for Young People (NDYP), the New Deal 50 Plus (ND50+), the New Deal for Musicians, Employment Zones and self-employment provision. JRFND was introduced across Great Britain in two phases. In April 2009, Phase 1 commenced in a set of Jobcentre Plus districts in England, Scotland and Wales.⁴ Phase 2 began in the remaining Jobcentre Plus districts in April 2010. Jobcentre Plus remained at the centre of the system, managing the enhanced regime and working in partnership with providers who delivered the FND.

A number of considerations were taken into account in the division of Jobcentre Plus districts into Phase 1 and Phase 2 areas including,

- incorporating into Phase 1 as many areas as possible with higher percentages of JSA customers claiming for 52 weeks or more to target those areas with greatest need first;
- ensuring that each phase included at least one large urban contract package area served by a single prime FND provider;⁵

³ In June 2010, the new Coalition Government announced its intention to overhaul and further streamline the employment welfare and benefits systems. In April 2011, Jobcentre Plus implemented a new, more flexible system of support for benefit claimants. In June 2011, a new Work Programme began being implemented across Great Britain to provide a holistic and comprehensive range of services for all claimants expected to look for work.

⁴ Twenty-eight districts were assigned to Phase 1 and 20 districts to Phase 2. See Table B.3 for the list of Jobcentre Plus districts in Phase 1 and Phase 2 of JRFND.

⁵ The majority of contract package areas were served by two competing prime FND providers to test whether competition can influence service quality and value for money. A monopoly supplier arrangement in selected areas provided the comparison. Twenty-eight districts were assigned to Phase 1 and 20 districts to Phase 2. See Table B.3 for the list of Jobcentre Plus districts in Phase 1 and Phase 2 of JRFND.

- placing some of the areas with more complex provision structures into Phase 2 areas to allow time for issues surrounding the delivery of the FND in these locations to be addressed;
- incorporating most of the Jobcentre Plus led Pathways to Work areas (most of which were IB hotspots) into Phase 2; and
- accommodating other departmental initiatives.

Ultimately, some of these practical considerations in the allocation of districts to Phase 1 or Phase 2 areas may impact on the comparability of the JSA caseloads between the two phases.

The JRFND programme comprised four stages based on the length of a JSA claim:

- Stage 1: 0 to 13 weeks;
- Stage 2: 13 to 26 weeks;
- Stage 3: 26 to 52 weeks;
- Stage 4 (FND): 52 weeks to two years.

The first three stages were delivered by Jobcentre Plus, and lasted up to 12 months. If a person was still claiming JSA after 12 months they were then referred to a FND provider for further work preparation support.

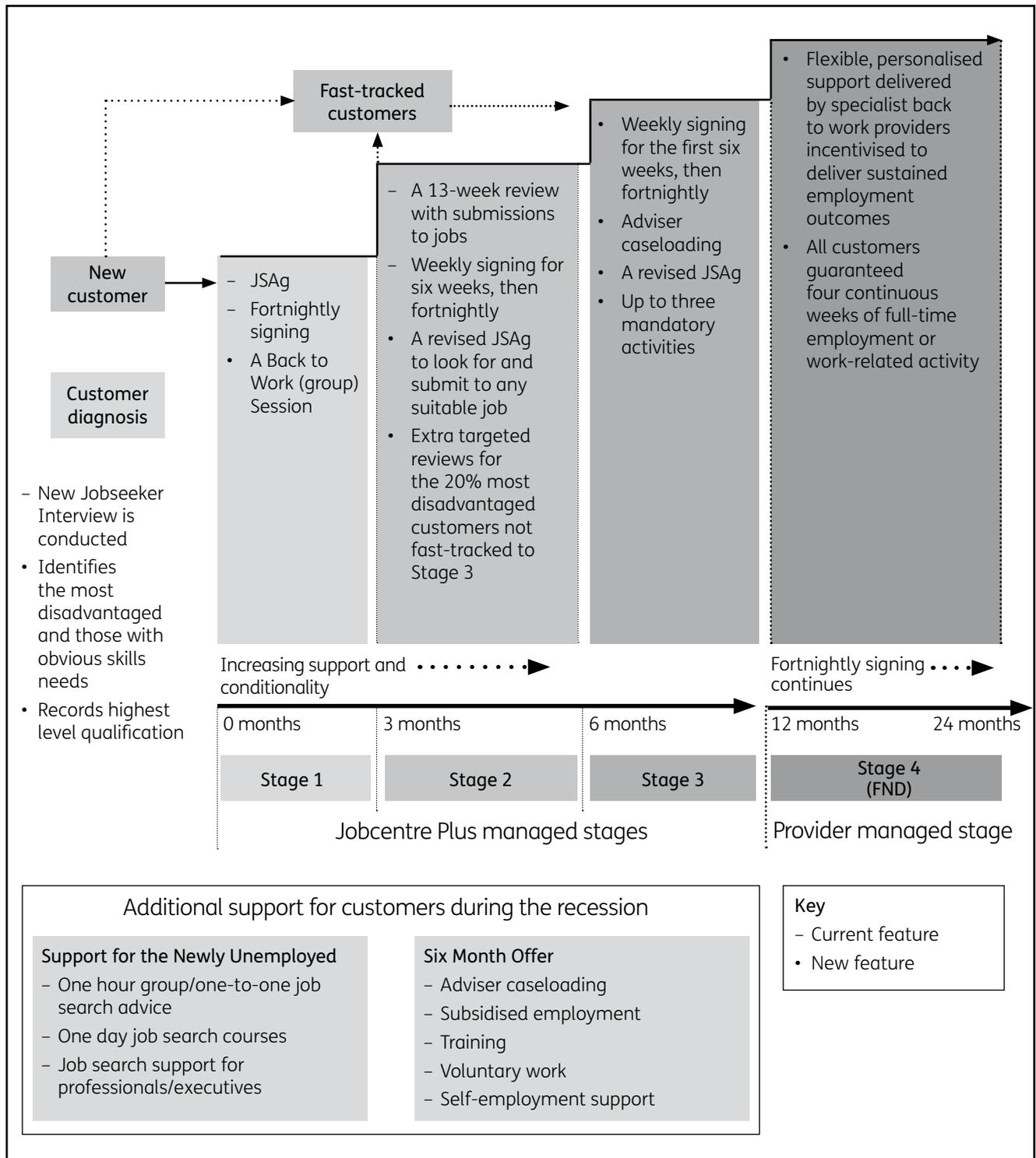
The four stages are summarised in Figure 1.1 and described in more detail below.

Stage 1 – Day one to 13 weeks

At the start of a claim, customers were required to attend a New Jobseeker Interview (NJI) with a Jobcentre Plus adviser. As under the former JSA regime, during the meeting customers were required to sign a Jobseekers Agreement (JSAg) containing agreed job goals and job search activities. They also received an overview of what was expected of them at later stages in their claim. For the remainder of Stage 1, the customer was required to engage in a self-directed job search, which was monitored by Jobcentre Plus through mandatory Fortnightly Jobsearch Reviews (FJR).

Some customers were fast-tracked to join Stage 3 of the regime from day one of their claim. It was mandatory for advisers to fast-track young people (aged 18 years) who had been 'Not in Employment, Education or Training' (NEET) for at least six months, and longer-term unemployed people (who previously claimed JSA for 22 out of the last 24 months). Advisers could discretionally offer fast-tracking to more disadvantaged job seekers who might benefit from early access to additional support.

Figure 1.1 Diagrammatic representation of JRFND



Stage 2 – 13 to 26 weeks

If a customer was still claiming JSA after three months they attended a second meeting with a Jobcentre Plus adviser to review their JSAG and training needs. Customers were also expected to extend their job search in terms of travel to work distance, working hours and the occupations considered. More intensive monitoring of job search activity was introduced during this stage, with the requirement to attend weekly review meetings for a six-week period.⁶ Subsequently, FJRs continued as normal for the remainder of Stage 2. From October 2009, advisers delivered two additional ‘Targeted Reviews’ (TRs) during Stage 2 to provide extra support for more disadvantaged customers. Customers selected for TRs were those deemed likely to benefit from additional support, but for whom immediate entry to Stage 3 was unnecessary.⁷

Stage 3 – 26 to 52 weeks

After six months of claiming JSA, customers were obliged to engage more regularly with a Jobcentre Plus adviser and to take part in work-related activities. At the Initial Stage 3 Review, the customer agreed an action plan, outlining the activities they should undertake to enhance their employability and enter work. Activities may include attending job preparation or pre-employment training, work trials or volunteering. Some of this provision was delivered by external providers under the Jobcentre Plus Support Contract (JCPSC) or the Support for the Newly Unemployed (SNU) initiative. Up to three of these activities may be mandatory, with failure to comply resulting in a benefit sanction. Customers were also required to attend weekly job search review meetings for a period of six weeks, after which FJRs continued as usual. Stage 3 also allowed for more regular advisory contact, averaging 3.5 hours of advisory time over the six months. This was meant to be scheduled flexibly, taking into account the needs and circumstances of the customer.

Stage 4 – Flexible New Deal (52 to 104 weeks)

Customers in Phase 1 areas who did not find work by the end of Stage 3 were referred to the FND, which was delivered by external providers. The nature of this service was expected to vary by provider. Following a ‘black box’ approach, providers were granted the freedom to design a personalised package of work preparation and job search support to address the needs of the customer balanced with the needs of the local labour market.

1.2.2 The New Deal for Young People

In Phase 2 areas where JRFND had not been rolled out, young people started the NDYP ‘Gateway’ at around the same time that their counterparts in Phase 1 areas started JRFND Stage 3, whereas customers aged 25 and over continued with fortnightly signing.

NDYP was a programme of assistance for 18-24-year-olds who have been unemployed for six months or more. Its aim was to increase employability and help young job seekers find lasting work. NDYP began with the Gateway, during which job seekers met with a personal adviser on a weekly basis to help them find a job. The Gateway lasted up to four months, though job seekers were expected to find work or enter one of the following New Deal Options before four months had passed:

⁶ Mandatory weekly signing for all from week 13 was not a new requirement and was also in place in Phase 2 areas, but there is evidence to suggest that it was not applied consistently in the former JSA regime.

⁷ This was on the basis that they have been unemployed for 12 out of 24 months, or because the adviser decided that they required additional support due to their barriers to work.

- Employment Option, offering subsidised employment.
- Full-time Education and Training Option.
- Voluntary Sector Option.
- Environment Task Force Option.

1.2.3 The New Deal 25 Plus

In Phase 2 areas where JRFND had not been rolled out, job seekers aged 25 and over were required to join the ND25+ if they had not found work after 18 months of claiming JSA. (By this time their counterparts in Phase 1 districts would have been participating in FND for six months.) Job seekers on ND25+ were required to participate in four stages of job preparation:

- an initial interview and assessment;
- a four-month Gateway period that combines job search, advice, training, or other specialist help;
- a 13-week 'Intensive Activity Period' (IAP) of training, work placement, and job search; and
- a six-week 'Follow-Through' of continuing advice and support.

A Gateway period of up to four months consisted of regular advisory meetings and possible referral to basic skills training and specialist help to address other work barriers. This was followed by an IAP which lasted up to 26 weeks. The IAP entailed mandatory work-related activities which may include work-focused training, work placements and workshops to bolster motivation and confidence.

1.3 The evaluation plan

The overall aim of the evaluation is to test the extent to which JRFND leads to additional employment outcomes for individuals and to provide possible explanations for the outcomes. The full evaluation to be delivered by the research consortium consists of a mixed method design. It includes a process study (research with customers, Jobcentre Plus, service providers); quantitative impact analyses; and a synthesis of the evidence.

Findings in the current report contribute to the evaluation process study which aims to address the following objectives:

- to assess the delivery of JRFND by Jobcentre Plus and contracted providers;
- to examine the customer experience of JRFND and to determine what elements of JRFND appear to help customers;
- to compare the customer experience of JRFND to the experience of customers at similar points in their claim in Phase 2 areas;
- to contribute to future policy development.

The process study combines qualitative and quantitative evidence on operations and participant experiences. It will provide data to inform the interpretation of outcomes and impacts. The customer surveys will provide quantitative data for the impact analyses.

The focus of this evaluation report is on the longer term outcomes of Stages 1-3 (the Jobseekers Regime) of the JRFND programme. It should be considered together with previously reported findings from the full evaluation (refer to Adams *et al.*, 2010a and 2010b; Knight *et al.*, 2010; Vegeris *et al.*, 2010a and 2010b, 2011).

Within the report, straightforward comparisons are made between outcomes for customers in each of the two areas. It should be noted that these comparisons do not attempt to correct for differences between the two areas (in terms of say customer profile or labour market conditions). These factors will be taken into account in the JRFND impact study which will report in 2012.

1.4 Methodology

Evaluation research for this report consisted of longitudinal quantitative surveys of Stages 1-3 customers and qualitative interviews with JRFND Stage 3 customers.

1.4.1 Survey fieldwork

The customer surveys were longitudinal and followed up groups of customers that had participated in a survey interview a year previously. Three groups or cohorts of customers were followed up:

- **The Stage 1 cohort.** These customers were eligible for the initial Stage 1/comparison survey if they had started a claim between week commencing 15 and 22 June 2009. Customers were interviewed initially around three months after the start of their claim (in October 2009).
- **The Stage 2 cohort.** These customers had entered Stage 2 (or thirteenth week of consecutive claiming in Phase 2 areas) between week commencing 28 September and 26 October 2009. The initial interview took place around three months after the start of Stage 2 (in January 2010).
- **The Stage 3 cohort.** Customers were eligible for this cohort if they had entered JRFND Stage 3 (or reached their twenty-sixth week of continuous JSA claiming or had been fast-tracked to NDYP) between week commencing 24 August and 28 September 2009. The initial interview was conducted six months after this (in February 2010), at the point at which those still claiming in Phase 1 areas would be about to enter FND.

The quantitative findings in this report are largely taken from the follow-up interviews conducted with each of these cohorts around 12 months after the initial interview.

The initial evaluation design also included a longitudinal follow-up survey among those that had started the FND and comparable stage of claiming in Phase 2 areas, but in light of the introduction of the Work Programme and changes to policy and programme direction this survey did not happen.

The initial survey sample had been drawn from the population of all eligible customers using a stratified sampling approach (stratified by Phase and age), with customers randomly selected within each stratum. An opt-out exercise was undertaken prior to the initial survey fieldwork commencing. At the end of the initial survey, customers were asked whether they were happy to be re-contacted in a year's time. The sample for the longitudinal surveys was drawn from those who gave their permission for this to happen. The full sampling strategy is detailed in Appendix A.

In the interview, customers were asked what they were currently doing and what their employment and claiming history had been in the 12 months since the last interview. They were also asked for their retrospective views on the support received from Jobcentre Plus.

A small number of pilot interviews were conducted before the main survey fieldwork to test the questionnaire structure and to ensure that respondents fully understood the nature of the questions being asked.

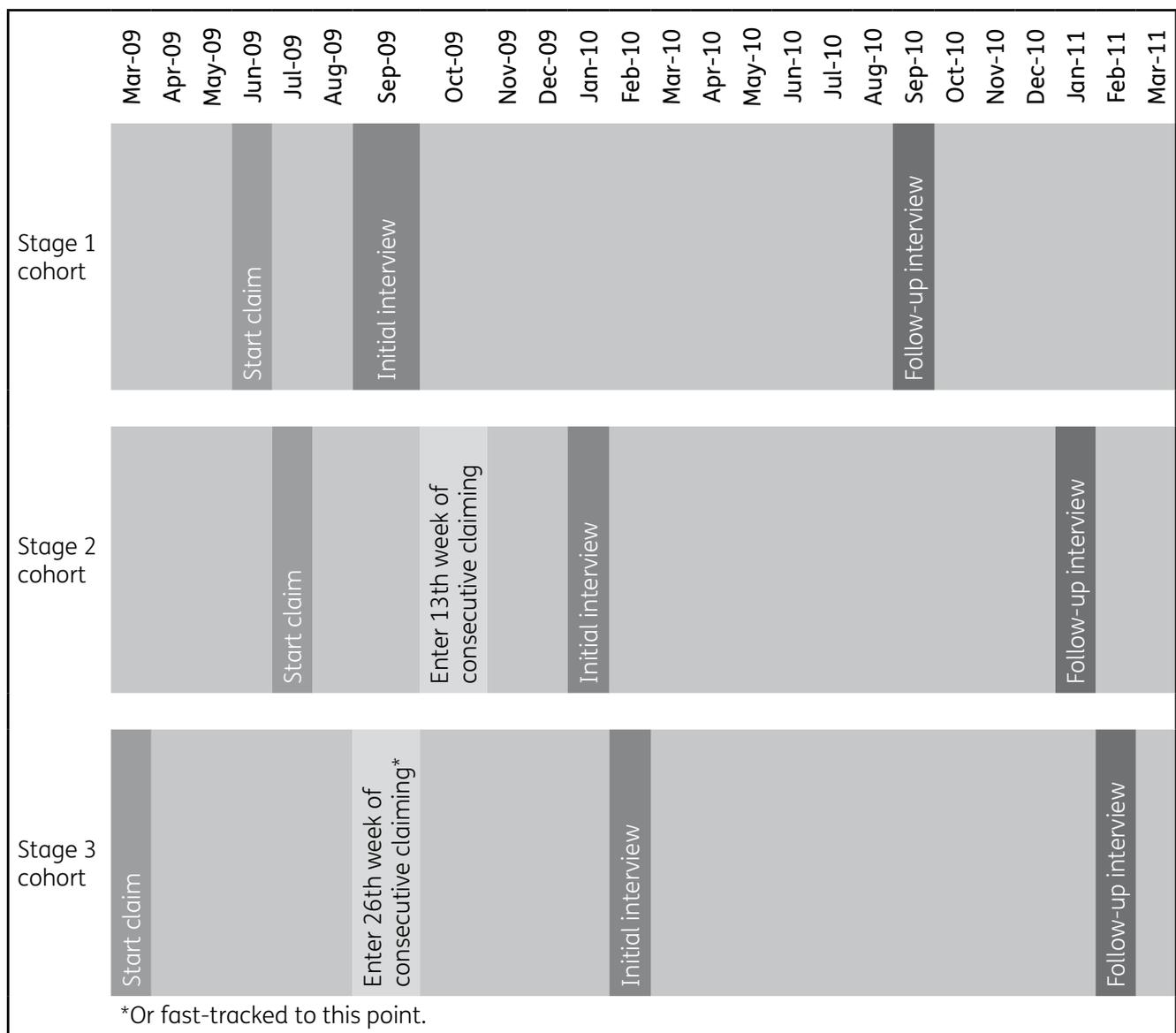
Telephone interviews were conducted from the IFF on-site Computer Assisted Telephone Interviewing (CATI) centre in central London. The fieldwork dates were as follows:

- Stage 1 cohort: 23 September – 23 October 2010;
- Stage 2 cohort: 10 January – 19 February 2011;
- Stage 3 cohort: 14 February – 10 March 2011.

Interviews were conducted in the evening and on weekends, as well as during normal working hours, to ensure those who may have entered work were able to participate.

The Figure 1.2 shows the timings of interviews with the three cohorts.

Figure 1.2 Interview timings



A total of 2,400 interviews were achieved for each of the three longitudinal surveys. Interviews were split evenly across Phase/age as detailed in Table 1.1.

Table 1.1 Achieved interviews by Phase and age at start of claim for each of the longitudinal surveys

	Phase 1	Phase 2	All
Under 25	400	400	800
25 – 49	400	400	800
50 or over	400	400	800
All	1,200	1,200	2,400

Quotas on Phase and age were set to ensure robust findings at the sub group level. Data have been weighted to ensure findings are representative of the population of customers in each Stage and Phase. Further details can be found in Appendices A and B. The customer survey questionnaires are available in Appendix C.

Overall response rates were 84% for the Stage 1 cohort, 80% for the Stage 2 cohort and 84% for the Stage 3 cohort (completed interviews as a percentage of completed interviews plus refusals).

A breakdown of those interviewed in each of the three cohorts by Phase based on demographics reported during the interview can be found in Appendix B. Alongside this is shown the overall profile by age, gender, ethnicity and disability of all those who started claims in the same weeks as the initial sample used for this survey (based on population counts provided by the DWP).

1.4.2 Qualitative fieldwork

Sixteen depth interviews were conducted with jobseekers that had started JRFND Stage 3 in May 2010. The fieldwork took place between November and December 2010, after time in Stage 3 had ended. Interview quotas were distributed (five, five and six) across three Jobcentre Plus districts in England and Scotland. The research was designed to update previous qualitative findings on customer experiences of Stage 3 conducted in six Jobcentre Plus districts during the first year of JRFND implementation (Vegeris *et al.*, 2010b).

Interviewees were identified from DWP administrative records and the fieldwork followed a postal opt-out exercise and telephone screening to identify employment status. The achieved sample reflects variation by gender, age, ethnicity, disability and work status (refer to Table 1.2). As an incentive and acknowledgement for their time given, respondents received a £20 gift voucher.

All interviews were digitally recorded and transcribed with respondent consent. Anonymised transcripts were collated and analysed thematically. The topic guide is available in Appendix D.

Table 1.2 Qualitative sample characteristics

	Count
Gender	
Male	9
Female	7
Age	
18-24	4
25-34	1
35-44	4
45-54	4
55+	3
Ethnicity	
White	12
BME groups	4
Disability	
Yes	2
No	14
Employment	
Yes	7
No	9
Total	16

1.5 Report outline

The remainder of the report is organised as follows:

- Chapter 2 presents findings from a longitudinal survey of customers who started JRFND Stage 1 and those who started Phase 2 provision within the same time period. The chapter reports longer term destinations for this Stage 1 cohort, provides detail on the nature of any work entered and explores customers' views of the support received. Comparisons are made with interim outcomes where relevant.
- Chapters 3 and 4 cover the same research topics as Chapter 2 but draw on findings from longitudinal surveys of a Stage 2 and Stage 3 cohort respectively.
- Chapter 5 presents qualitative findings on experiences of Stage 3 from the customer perspective.
- Chapter 6 draws together key findings from all chapters and presents conclusions from this element of the evaluation.

2 Outcomes for Stage 1 cohort

2.1 Chapter summary

For the Stage 1 cohort, destinations were largely the same for Phase 1 and Phase 2 customers – there were no significant differences by Phase at an overall level.

Of all those who started a claim in September 2009, a quarter had entered work three months after the start of their claim (when the initial interview was conducted). By the time of the follow-up interview (15 months after the start of their claim), this figure had risen to three in five.

The vast majority of those who had found work at the initial interview had remained in work. This demonstrates that work had proved to be sustainable for the vast majority of customers who had found work during Stage 1.

Those who were in work at both the initial and follow-up interview divided reasonably evenly into those who had remained in the same job role and those who had changed job.

Only one in nine customers had claimed continuously for 15 months.

Of those who have remained in work (either in the same role or with a move to a different employer/self-employment), the majority report to have experienced an improvement in working conditions in terms of nature of contract, hours worked, salary or responsibilities.

However, there were some significant differences in destinations by age group within Phase; Younger customers were more likely to be in paid work at the follow-up interview in Phase 2 areas and correspondingly less likely to be claiming Jobseeker's Allowance (JSA). Older customers aged 50+ were more likely to be neither claiming JSA nor in paid work in Phase 1 areas than in Phase 2 areas.

The views of Phase 1 and Phase 2 customers on the extent to which support was well-matched to their experiences and interests were very similar. However, those experiencing the Jobseekers Regime and Flexible New Deal (JRFND) in Phase 1 areas were more likely to feel that they were placed under pressure to take part in unsuitable activities and that they were asked to take part in more activities as the length of their claim increased.

2.2 Introduction

This chapter explores the destinations of a cohort of individuals who started a new claim for JSA in June 2009. They were initially interviewed at a point three months after their claim start date. For those that were still claiming this coincided with the completion of Stage 1 of JRFND in Phase 1 areas. The data in this chapter is largely drawn from follow-up interviews that took place 12 months later at a point 15 months after the initial claim start date⁸.

The chapter starts by summarising the overall situation of the cohort – in terms of whether they were in work, claiming JSA or doing something else at the point of interview. Later sections of the chapter look at the nature of paid work, progression and reasons for leaving employment. The final section looks at retrospective views on the usefulness of support provided by Jobcentre Plus.

⁸ The full report of research findings from the initial interview with the Stage 1 cohort can be found at: research.dwp.gov.uk/asd/asd5/summ2009-2010/624summ.pdf

2.3 Summary of overall destinations

The diagram (Figure 2.1) summarises the destinations of the Stage 1 cohort at the time of the follow-up interview. None of the differences by Phase shown in the diagram are statistically significant.

When they were initially interviewed, around a quarter of customers were in paid work, around two-thirds were claiming JSA and one in ten were neither working nor claiming. There was very little difference at this broad level in the destinations of customers in Phase 1 and Phase 2 areas. These figures are shown in the 3 boxes across the top of the diagram.

At the follow-up interview 12 months later, three in ten customers were in paid work, just under a quarter were claiming JSA and one in six were neither working nor claiming. These figures are shown in the boxes at the bottom of the diagram. Again the proportions are almost exactly the same for Phase 1 and Phase 2 areas. Hence, in terms of the overall likelihood to end a claim and the likelihood to enter paid work more specifically, there appears to be no difference between the outcomes secured after 15 months for customers experiencing JRFND and the outcomes of those participating in the former regime. However, it is worth noting that none of this cohort had experienced a full JRFND cycle by the time of their follow-up interview. Those who had claimed continuously (and followed a main track journey) would have entered Flexible New Deal (FND) around three months prior to interview.

The majority of individuals who had found paid work by the time of the initial interview had remained in employment over the 12-month period between interviews. In addition, just over half of those in each area who were still claiming at the initial interview had moved into employment 12 months later. The remainder of those in work at the time of the follow-up interview are accounted for by individuals who had ended their claim yet not entered work at the time of the initial interview and who were in work 12 months later. Of customers who were neither working nor claiming at the initial interview, around two-fifths had entered work by the follow-up interview.

Around half of those who were claiming JSA at the time of the follow-up interview had claimed continuously for 15 months. At an overall level this equates to around one in ten of all customers (11% of Phase 1 and 10% Phase 2 customers – difference between Phases are not statistically significant). The remainder of those claiming both at the initial and the follow-up interview had had a break in their claim at some stage.

Just under half of customers who were neither working nor claiming at the initial interview were in the same situation 12 months on. In addition, around one in seven of those who were claiming JSA at the initial interview had left JSA but not entered paid work by the time of the follow-up interview. A small proportion of those who were working at the initial interview had left employment but were not claiming JSA at the follow-up stage.

Table 2.1 shows the destinations of those who were neither in paid work nor claiming.

Figure 2.1 Summary of interim and longer-term outcomes

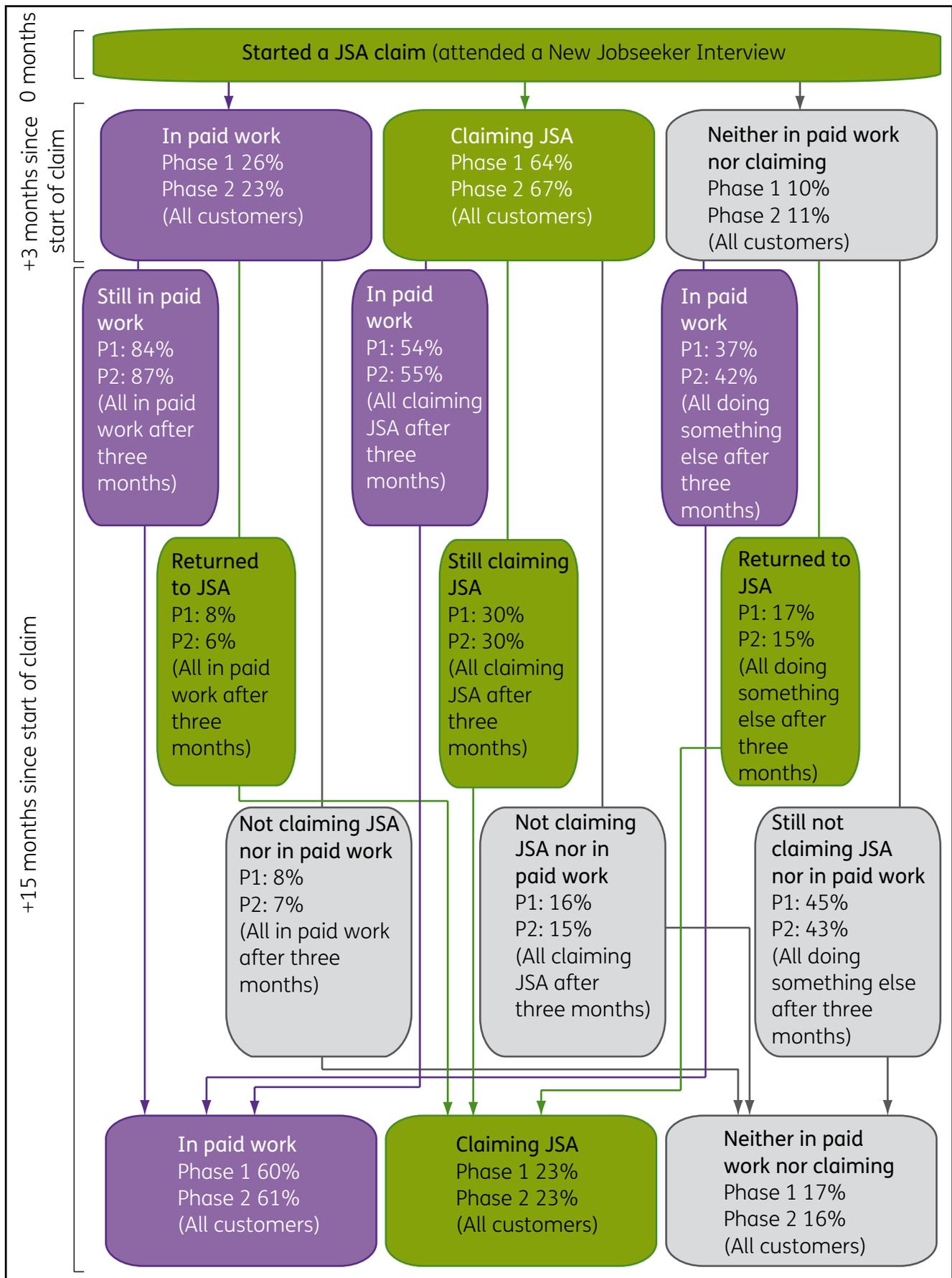


Table 2.1 Activities of those neither working nor claiming at follow-up interview

	Phase 1 %	Phase 2 %
Full time learning or education	6	5
Receiving or setting up claim for another benefit	5	6
Retired/claiming Pension Credit	2	1
Part-time learning or education	1	1
Working on an unpaid basis	1	1
Setting up a new JSA claim	1	1
Something else	4	3
Total neither in paid work nor claiming	17	16
All customers		
<i>Unweighted</i>	(1,200)	(1,200)
<i>Weighted</i>	(1,200)	(1,200)

NB: Some customers were engaged in more than one of these activities.

Within the 'something else' category are those who were not claiming for a wide variety of reasons including those who had a change in status (their own or a partner's), became ill, became pregnant, were told they were no longer eligible or simply no longer wanted to claim.

The types of activities that those neither claiming nor working on a paid basis were engaged with at the follow-up interview are very similar for Phase 1 and Phase 2 customers (none of the differences by Phase seen in Table 2.1 are statistically significant). Most commonly, customers were in learning or education or claiming another out-of-work benefit. Where customers were claiming another benefit, this was usually Employment and Support Allowance (ESA) or Income Support (IS).

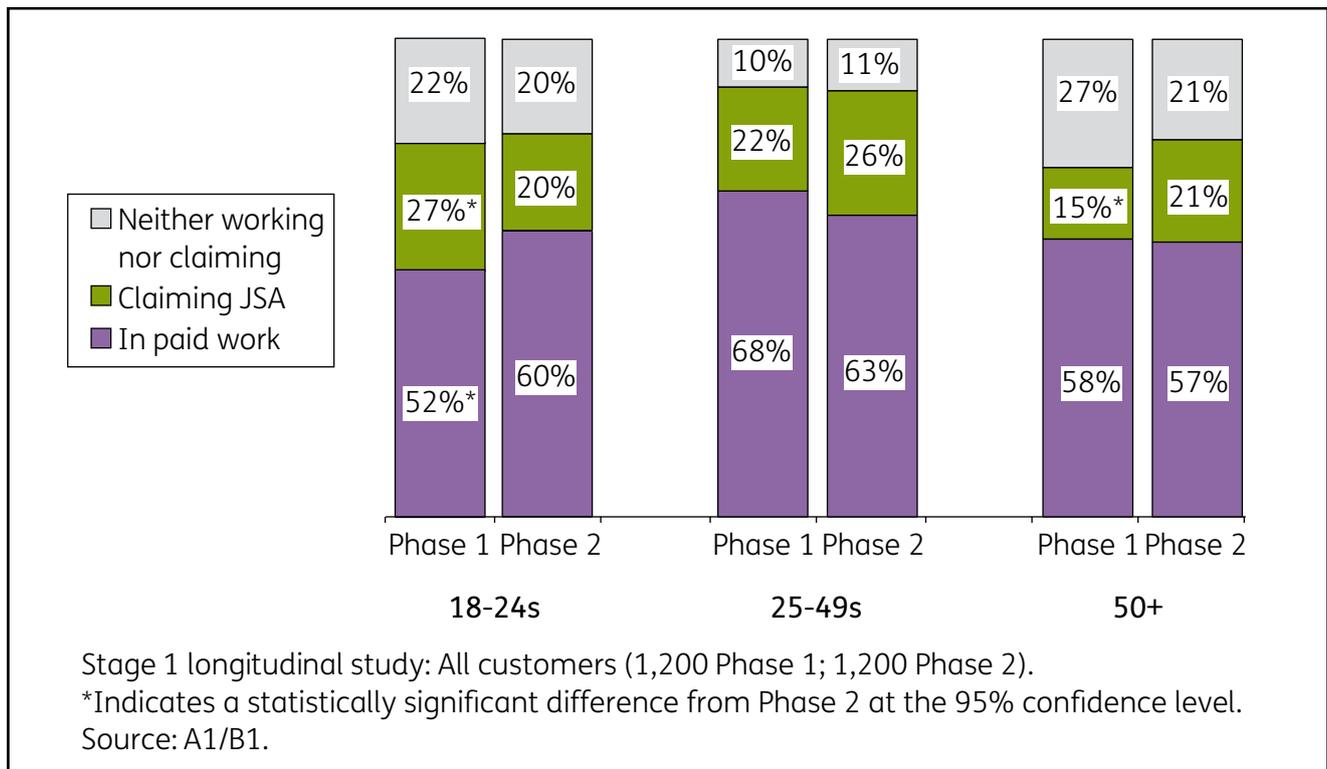
Although only a small proportion of customers at the overall level, those who had retired/were claiming Pension Credit accounted for a larger proportion of customers aged 50+. Customers in this age band were significantly more likely to be retired/claiming Pension Credit in Phase 2 areas than in Phase 1 areas (16% compared with 10% in Phase 1).

2.4 Variations in destinations by sub-groups

As Figure 2.2 shows, there were some variations in activities at the time of the follow-up interview by age group. At this level, there were also some significant differences by Phase (differences by Phase that are statistically significant are marked with a '*' symbol on figures on tables).

In Phase 2 areas, younger customers (aged 18-24) were slightly but significantly more likely to be in paid work at the follow-up interview (60% compared with 52% of those in Phase 1 areas) and correspondingly less likely to be claiming JSA (20% compared with 27% Phase 1). Among customers aged 50+, those in Phase 1 areas were significantly less likely to be claiming JSA and more likely to be neither working nor claiming (27% in Phase 1 areas compared with 21% in Phase 2 areas). Within both Phases, the 25-49 age group were the most likely to be in paid work at the time of the follow-up interview. However, there were no statistically significant differences between Phases in the likelihood to have entered paid work for this age group.

Figure 2.2 Summary of longitudinal destinations by age group



There were other notable sub-group differences where the same pattern was observed across both Phases (i.e. any differences in findings by Phase quoted below are not statistically significant):

- In both areas, there was a strong relationship between highest qualification held and outcomes at the time of the follow-up interview. In both Phases, almost three-quarters of those with a degree level qualification or above were in paid work at the follow-up interview (73% Phase 1 and 72% Phase 2). This compared with three in ten of those with Level 2 or 3 qualifications (59% Phase 1 and 63% Phase 2) and just over half of those with a Level 1 or entry level qualification (56% Phase 1 and 55% Phase 2) and just under half of those with no qualifications (48% Phase 1 and 45% Phase 2).
- White British customers were also more likely to be in work at the follow-up interview (63% Phase 1 and 64% Phase 2) than those from other ethnic backgrounds (42% Phase 1 and 53% Phase 2).

Table 2.2 shows how the 12 months between the two interviews breaks down on average between time spent in paid work, time spent claiming JSA and time spent neither in paid work or claiming at an overall level and by key customer sub-groups.

In Phase 1 areas, the cohort had spent an average of 5.9 months in paid work, 4.3 months claiming JSA and 1.8 months neither claiming JSA nor in paid work. The average amounts of time spent on each of these activities was very similar for customers in Phase 2 areas (5.8 months in paid work, 4.2 months claiming JSA and 2.0 months neither working nor claiming).

Across all customer groups there was very little difference in the average amount of time spent in paid work, claiming JSA or neither working nor claiming. Some differences were evident in the average amount of time spent in paid work among those whose ethnic background was not white British – among this group those in Phase 2 areas had spent slightly longer in work on average.

Table 2.2 Average division of 12-month period between work, claiming and neither

	Base (unweighted)	Base (weighted)	Average months in paid work	Average months claiming JSA	Average months neither working nor claiming
All					
Phase 1	(1,200)	(1,200)	5.9	4.3	1.8
Phase 2	(1,200)	(1,200)	5.8	4.2	2.0
18-24					
Phase 1	(400)	(485)	5.1	4.6	2.3
Phase 2	(400)	(482)	5.7	3.9	2.5
25-49					
Phase 1	(400)	(554)	6.7	4.3	1.0
Phase 2	(400)	(564)	6.0	4.5	1.5
50+					
Phase 1	(400)	(160)	5.7	3.2	3.1
Phase 2	(400)	(153)	5.7	3.8	2.5
No qualifications					
Phase 1	(237)	(200)	4.4	5.3	2.3
Phase 2	(245)	(222)	4.6	5.0	2.4
Level 1 or below					
Phase 1	(205)	(198)	5.4	4.9	1.7
Phase 2	(173)	(153)	4.8	5.3	1.9
Level 2-3					
Phase 1	(443)	(483)	5.8	4.3	1.9
Phase 2	(409)	(428)	5.7	4.2	2.1
Level 4-5					
Phase 1	(290)	(302)	7.4	3.1	1.5
Phase 2	(348)	(374)	7.2	3.1	1.8
Long-term illness or disability					
Phase 1	(173)	(147)	3.1	5.4	3.5
Phase 2	(172)	(152)	3.8	5.1	3.0
Men					
Phase 1	(811)	(832)	5.6	4.7	1.7
Phase 2	(802)	(819)	5.7	4.5	1.8
Women					
Phase 1	(389)	(368)	6.6	3.4	2.1
Phase 2	(398)	(381)	6.2	3.5	2.3
White British					
Phase 1	(1,071)	(1,015)	6.3	4.1	1.7
Phase 2	(1,008)	(940)	6.0	4.1	1.9
Other ethnic background					
Phase 1	(124)	(179)	3.9	5.4	2.8
Phase 2	(185)	(253)	5.1	4.6	2.3

2.5 Work destinations

Figure 2.3 summarises customer movement into and out of paid work in the period between the initial interview and the follow-up interview. All the percentages in this figure are based on all customers in the cohort. **Again, none of the differences between Phase 1 and Phase 2 shown on Figure 2.3 are statistically significant.**

As mentioned in the previous section, around a quarter of customers in both areas were in paid work at the time of the initial interview. Around half of this group remained in the same job (or same self-employment activity) throughout the 12 month period between the two interviews (equating to 13% of all Phase 1 customers and 11% of all Phase 2 customers – this difference between the Phases is not statistically significant). Most of the remainder had remained in work but changed job (9% of all customers in each Phase). As shown previously, the proportion of those who were in paid work at the initial interview who were claiming JSA at the time of the follow-up interview is quite small.

In addition to the groups above, around two-fifths of customers were not in paid work at the initial interview but had entered work 12 months later. Less than one in ten customers had moved in and out of work during the 12-month period.

At an overall level, around three-quarters of customers had some experience of work over the 12-month period between interviews and this proportion did not differ significantly by Phases. **However, significant differences were observed by Phase when this was explored by age.** For those aged 18-24, the proportion with some experience of work was significantly higher in Phase 2 areas (where those in the cohort who were still claiming after six months would have entered New Deal for Young People (NDYP)) at 76% compared with 69% in Phase 1 areas. The fact that those aged 25-49 were very slightly (but not significantly) more likely to have had some experience of work in Phase 1 areas (76% compared with 73%) balances the picture for young people and makes the figures at the overall level broadly comparable. There was no difference in the likelihood to have had an experience of paid work between Phases for those aged 50+.

The majority (three-quarters) of the cohort who had been in paid work had only experienced one job role – including people who were still in this role at the time of interview and those who had returned to claiming/neither working nor claiming. However, around a fifth had experienced two separate job roles and a small number (around one in twenty) had experienced three or more separate jobs. There was no significant variation in likelihood to have held more than one job role by age.

There were no significant differences by Phase in the type of work entered (in terms of whether this was full time, part time or self-employment). Of the three-fifths of individuals who were in work at the follow-up interview, most were in full-time work for an employer. Of the whole cohort, just under two-fifths were working full time for an employer, 15% were working part time for an employer and 8% were self-employed.

However, significant differences were observed by age group in the type of work entered. Figure 2.4 shows the variation in types of work held at the 15-month point by age.

Figure 2.3 Summary of work destinations

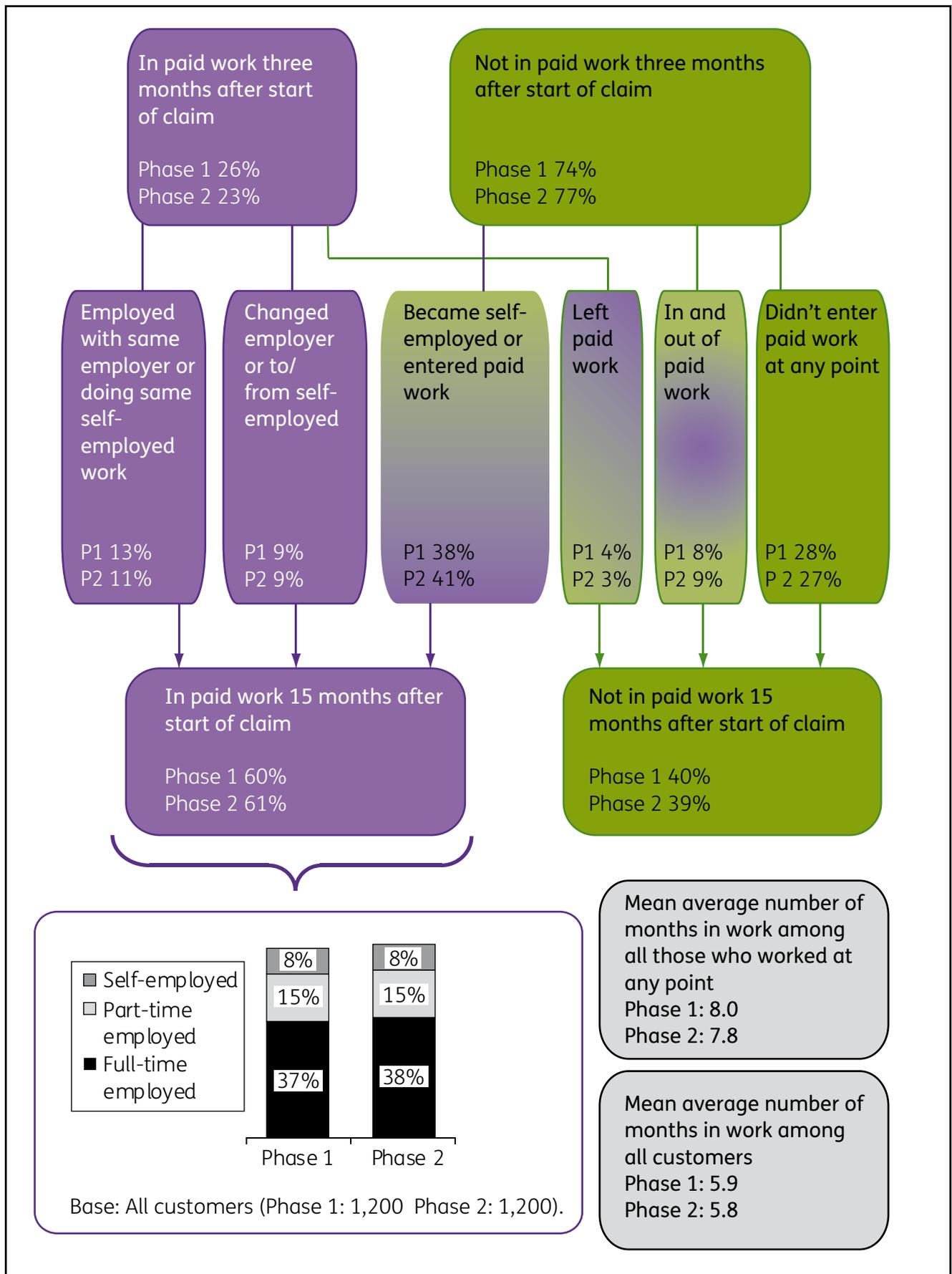
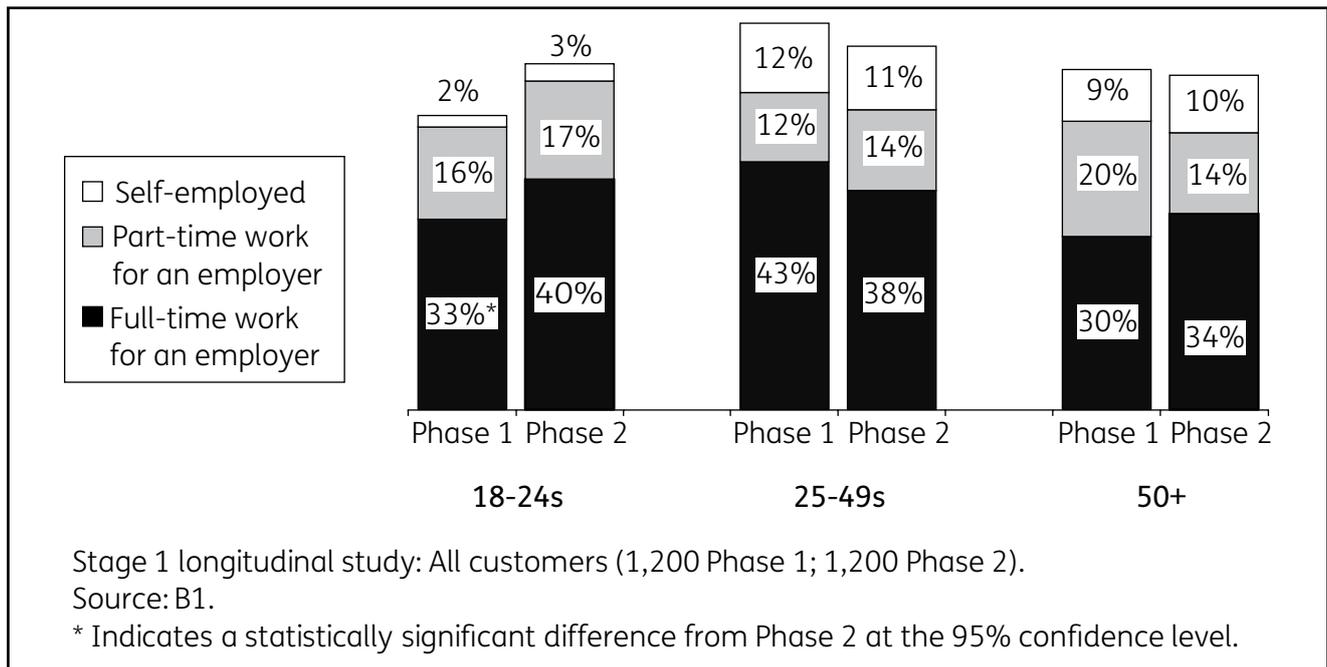


Figure 2.4 Type of work by age group



As Figure 2.4 demonstrates, the overall greater likelihood for those aged 18-24 in Phase 2 areas to be in paid work than their counterparts in Phase 1 is driven by the fact that a significantly greater proportion are in full-time paid work for an employer (40% compared with 33% in Phase 1). The proportions in part-time work or self-employment are broadly comparable between the two Phases (i.e. the differences shown on Figure 2.4 are not statistically significant).

The only other statistically significant difference in the type of work entered by age is that in Phase 1 areas, the proportion of those aged 50+ who have entered part-time work for an employer is higher than in Phase 2 areas (20% compared with 14% in Phase 2 areas).

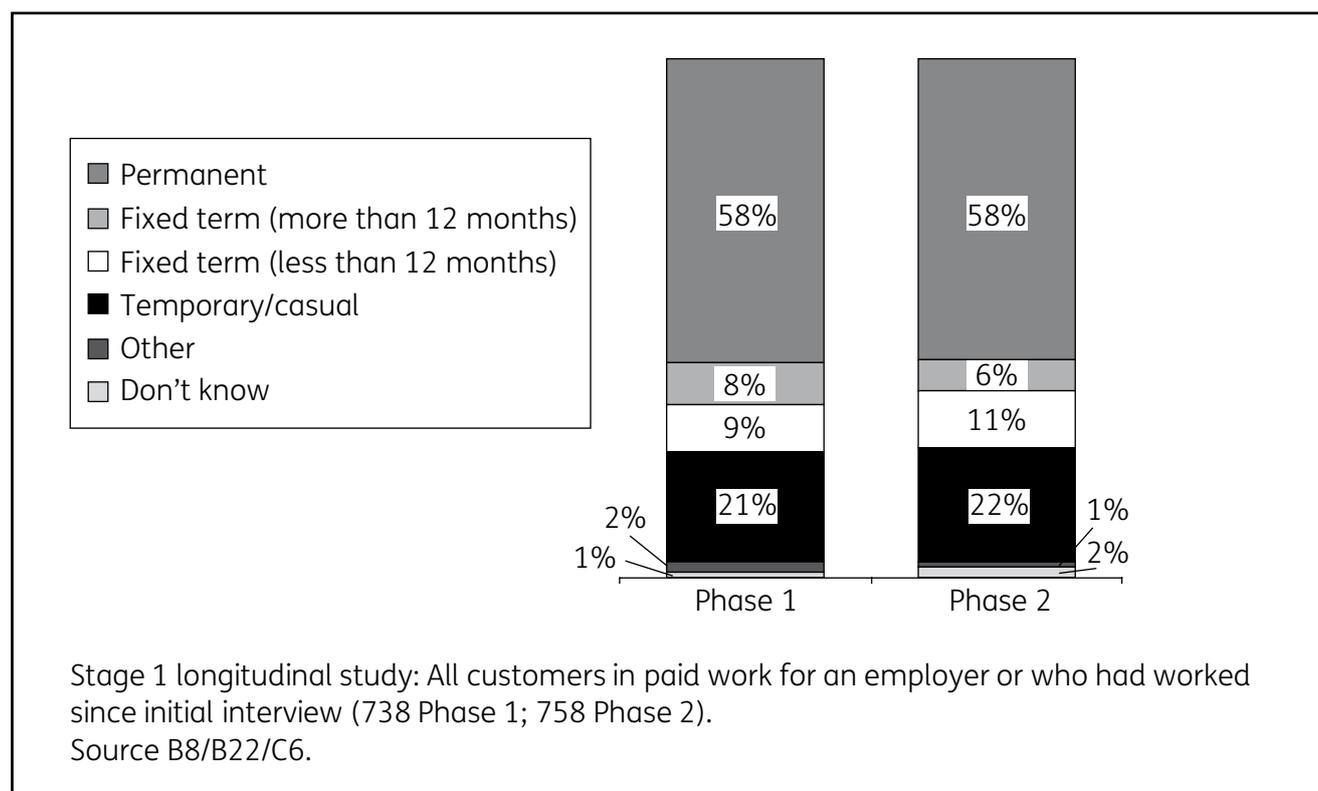
2.6 Nature of employment

This section looks at the nature of employment secured by those who have worked in the 12 months before the follow-up interview. It looks at type of contract, sector, occupation and salary.

Figure 2.5 shows the nature of employment contracts held by those who worked for an employer in their current or most recent job role.

The profile of contract types is almost exactly the same in Phase 1 and Phase 2 areas with around three-fifths of jobs held on a permanent basis and a fifth held on a temporary or casual basis and most of the remainder involving fixed-term contracts.

In both phases, those aged 25-49 were significantly more likely than either older or younger customers to hold permanent or open-ended contracts and correspondingly less likely to be working on a temporary or casual basis.

Figure 2.5 Employment contracts

The profile of jobs held at the follow-up interview differs slightly from the profile of jobs held by customers within the cohort who had found work by the time of the initial interview. At the time of the initial interview a smaller proportion of the cohort had found paid work, but those who had were more likely to be working/have worked on a temporary or casual basis (around a third in both Phases). By contrast, at the three-month point the proportion of those who had found work who had jobs on a permanent or open-ended contract was smaller (just under half in both Phases) than was the case at the follow-up interview.

Looking just at those customers who had held at least two jobs since starting their claim, i.e. those who had moved from their 'first job' to another job within the survey reference period, shows that, within this group, it was quite common for customers to move from employment on a temporary contract to employment on a more permanent basis (fixed term or open-ended contracts). Over three-quarters of these people with more than one job who started in work on a temporary contract had since found work on a more permanent basis. However, it is worth bearing in mind that this group (and indeed those with more than one job in general) account for a relatively small proportion of the overall cohort.

In addition, small numbers had moved from a temporary/casual contract to a permanent contract with the same employer. These individuals accounted for 7% of those who were still with the same employer at the time of the follow-up interview.

Jobs taken on temporary contracts often lasted for a reasonable amount of time. Some customers were still working in the same 'temporary' jobs at the time of the follow-up interview (this was the case for 11% of those whose first job on ending their JSA claim was on a temporary or casual contract). The temporary/casual jobs that had ended by the time of the follow-up interview had lasted for 3.9 months on average.

Figures 2.6 and 2.7 show the sectors that individuals were working in (including both those who were working or had worked in self-employed roles as well as those who worked for an employer) and the occupational profile of jobs held (based just on work for an employer). In both cases the profiles of jobs held by individuals in Phase 1 and Phase 2 areas was very similar – few significant differences were observed by Phase.

In both areas, around a quarter of employment was in the public administration/education/health/ personal services sector and a further fifth in the finance/business services sector. Those aged 18-24 were, in both Phase 1 and Phase 2 areas, slightly less likely to be employed in the primary and construction sectors and slightly more likely to work in the wholesale/retail and hospitality sectors. By occupation around a fifth of employment was in elementary level roles. In comparison to the overall profile of employment in Great Britain (taken from the Annual Population Survey), the jobs entered by this cohort were more likely to be in elementary roles and less likely to be in managerial and professional roles. In both Phase 1 and Phase 2 areas, younger customers (those aged 18-24) were slightly more likely than those aged 25+ to be employed in sales/customer service and elementary roles and correspondingly less likely to work in managerial and professional roles and also as machine operatives.

Figure 2.6 Sector worked in

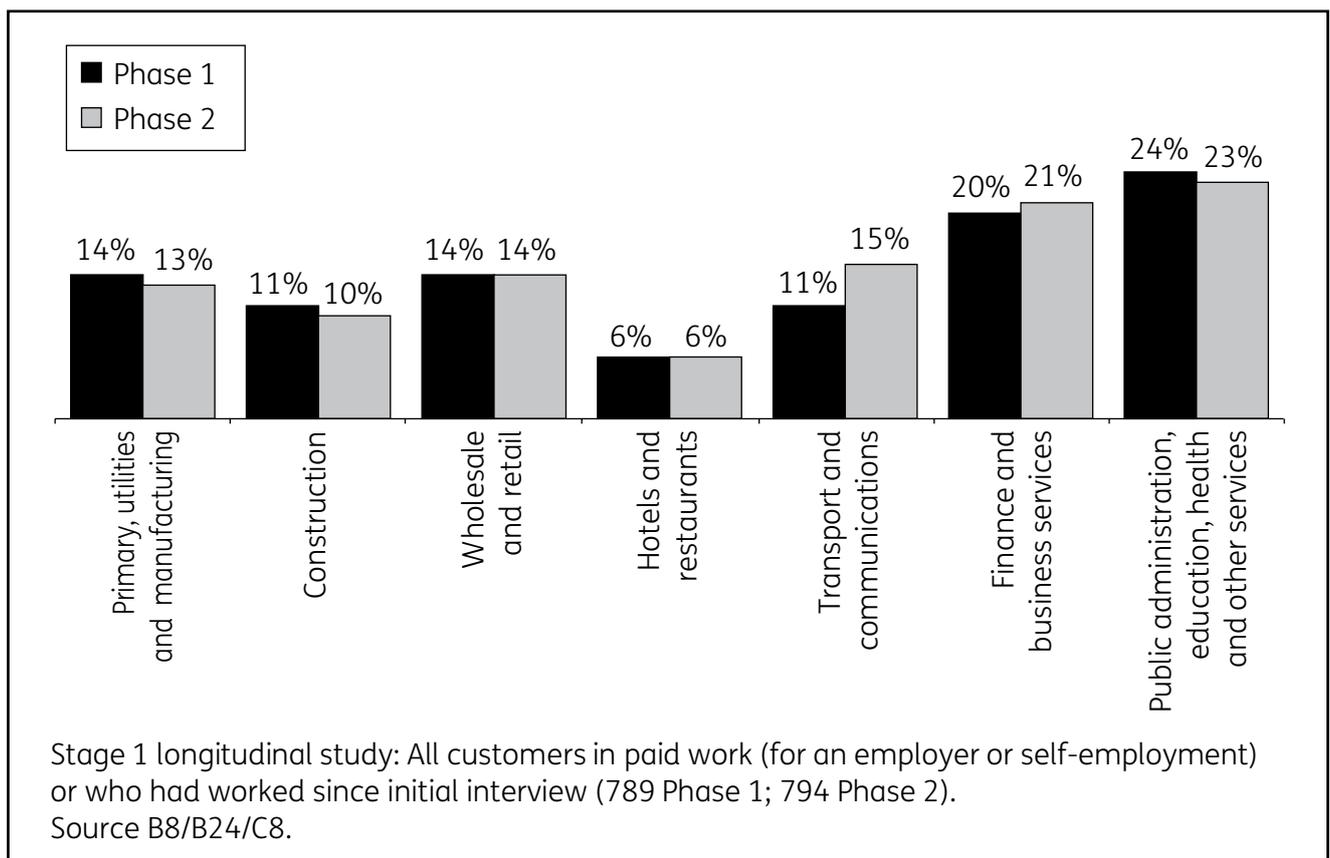


Figure 2.7 Occupation of employment

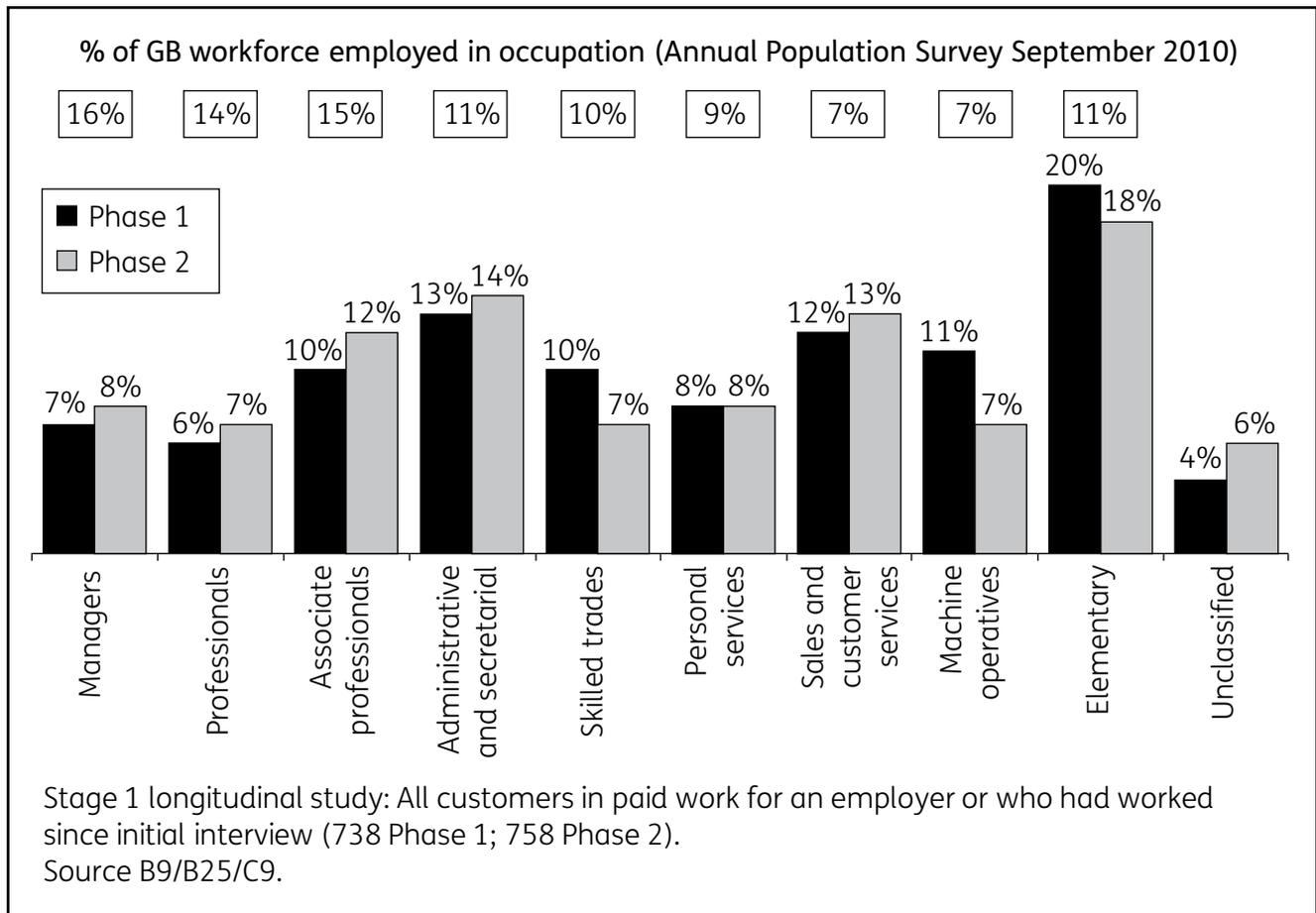


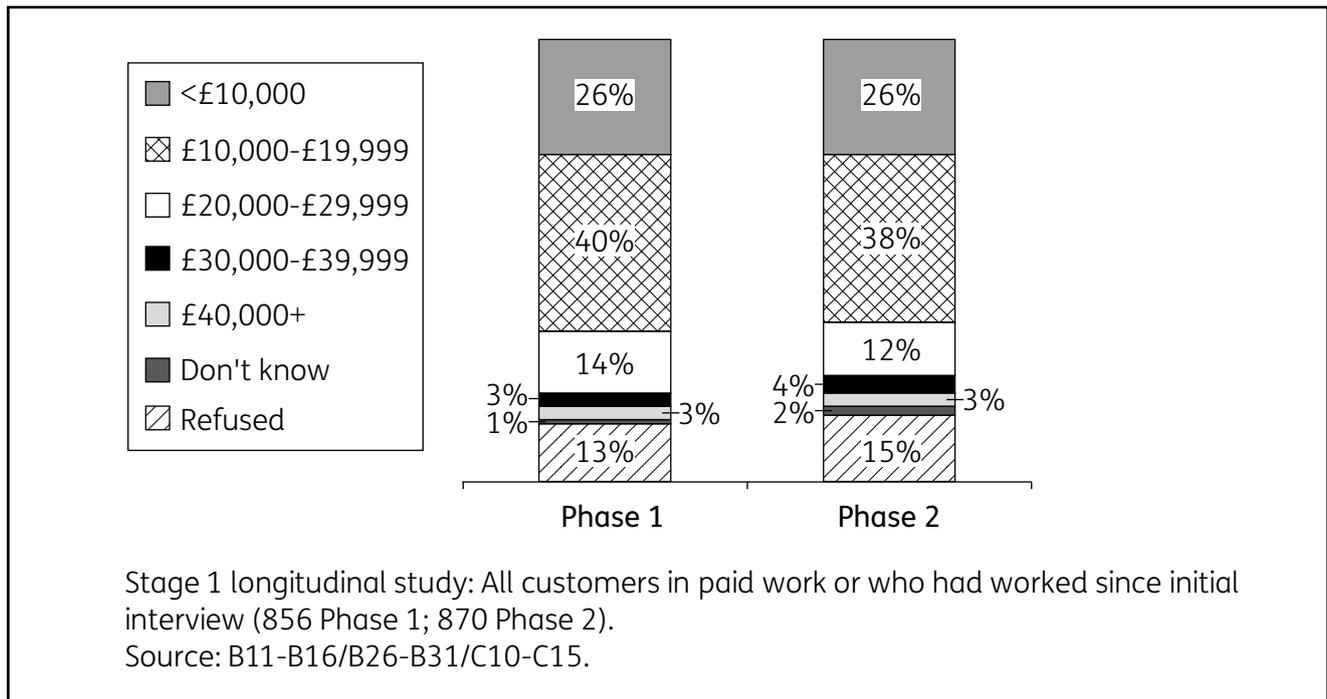
Figure 2.8 shows the annualised earnings for customers who were in work at the time of the follow-up interview or who had some experience of paid work since the initial interview. Again, there were no significant differences by Phase in the annualised earnings reported.

The earnings profile of Phase 1 and Phase 2 customers is very similar. In both areas, a quarter of customers were earning amounts equivalent to under £10,000 per year and a further two-fifths were earning between £10,000 and £20,000 per year. In Phase 1 areas, the mean annualised earnings were £15,400 compared with £15,800 in Phase 2 areas.

Average earnings of 18-24-year-olds were lower than for the rest of the cohort (£11,400 in Phase 1 and £12,000 in Phase 2 for 18-24-year-olds; £19,000 in Phase 1 and £19,200 in Phase 2 for 25-49-year-olds; £15,700 in Phase 1 and £17,600 in Phase 2 for 50+-year-olds).

In salary terms, the profile of current/most recent jobs held by the cohort at the follow-up interview is very similar to the profile of jobs that had been secured by the initial interview.

Figure 2.8 Earnings



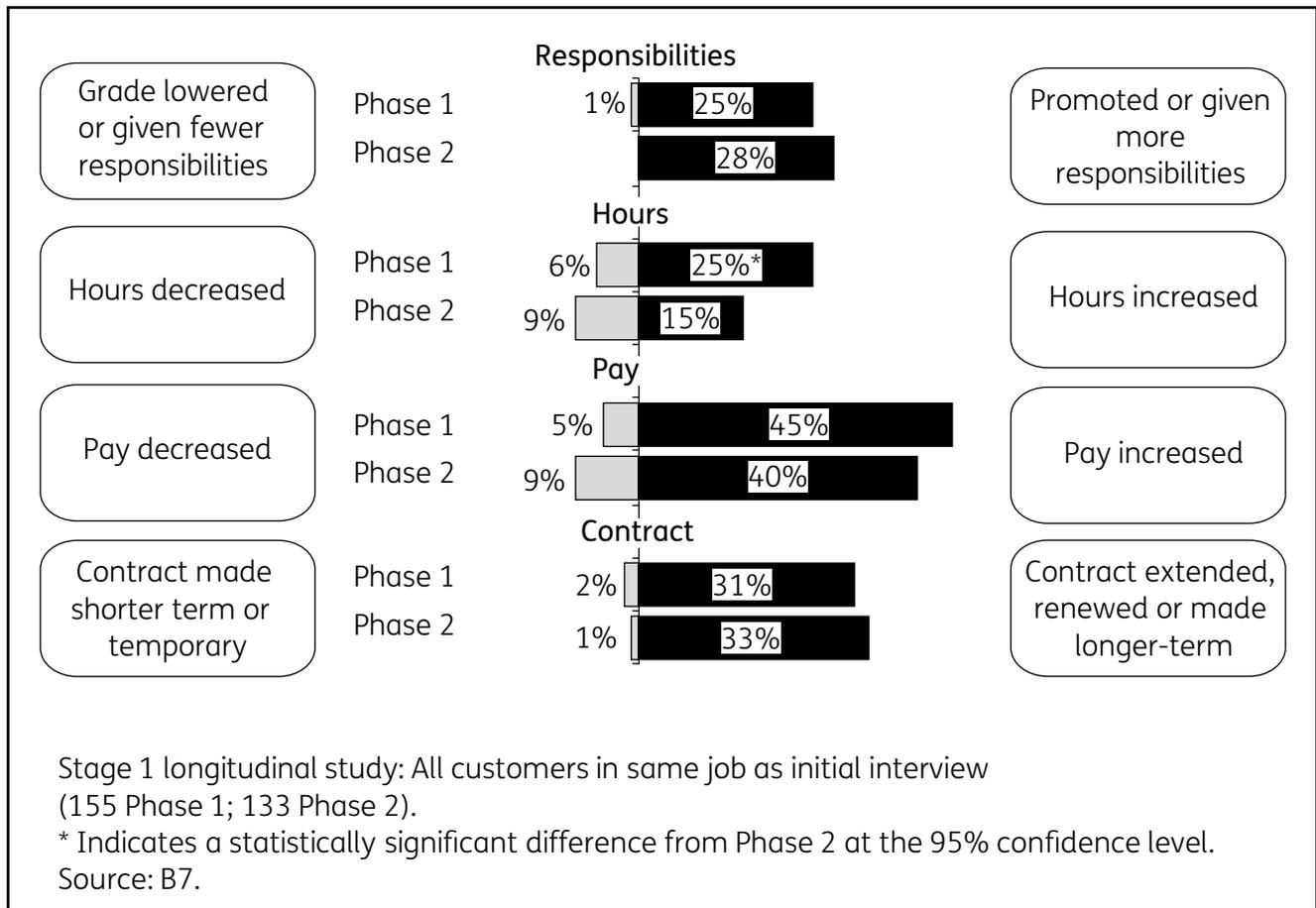
2.7 Progression

Where individuals had worked in the same job or same type of self-employment for the entire 12-month period between the initial and follow-up interviews (this was only the case for a minority of customers – 13% in Phase 1 and 11% in Phase 2 customers – note that this difference between the Phases is not significant), they were asked whether there had been any changes to their employment over this period. Figure 2.9 shows the changes that these customers had experienced.

Where individuals had remained in the same employment, there was considerable evidence of progression regardless of Phase; around two-thirds of customers (specifically 63% of Phase 1 and 66% of Phase 2 customers – this three percentage point difference by Phase is not statistically significant) had seen positive developments in at least one area (responsibilities, hours, pay or contracts).

The only significant difference between Phase 1 and Phase 2 areas was in the likelihood to have experienced a change in hours. Almost a quarter of Phase 1 customers had seen their hours increase compared to 15% of Phase 2 customers. None of the other differences by Phase shown on Figure 2.9 are statistically significant.

Figure 2.9 Progression



In addition to progression between the initial and follow-up interviews, all those who were working for an employer at the time of the follow-up interview were asked about the scope for progression in the future offered by their current role. Of these employees:

- almost two-thirds (64% Phase 1 and 62% Phase 2 – this difference by Phase is not significant) felt that their job offered scope for progression and/or substantially increasing their responsibilities;
- a similar proportion (69% Phase 1 and 65% Phase 2 – this difference by Phase is not significant) felt that their employer would offer them training that would help them to secure a promotion or more responsibilities.

Perceptions of the scope for promotion varied considerably by age. In both Phase 1 and Phase 2 areas, the likelihood of seeing scope for promotion decreased with age. Over seven in ten 18-24-year-olds in work felt that their role offered scope for promotion or increasing responsibilities in the future (75% Phase 1 and 71% Phase 2) compared to three-fifths of those aged 25-49 (62% Phase 1 and 59% Phase 2) and two-fifths of those aged 50+ (37% Phase 1 and 40% Phase 2).

In addition to progression with the same employer, some of those individuals who had moved from their 'first job' to another job secured similar improvements. Again, customers were equally likely to have progressed in this way in both Phases with no significant differences observed. Of this group:

- three-fifths had moved to a job with a higher salary than their first job (61% in both Phases);
- just under three in ten had moved from a job on a temporary basis to a more permanent role (26% Phase 1 and 29% Phase 2 – this difference by Phase is not significant).

Overall, combining results from customers who had moved jobs as well as those who had stayed in the same job, just under three-quarters (73% of those in Phase 1 and 72% in Phase 2 – this difference is not significant) had moved jobs had seen improvements in one of these areas.

2.8 Job suitability

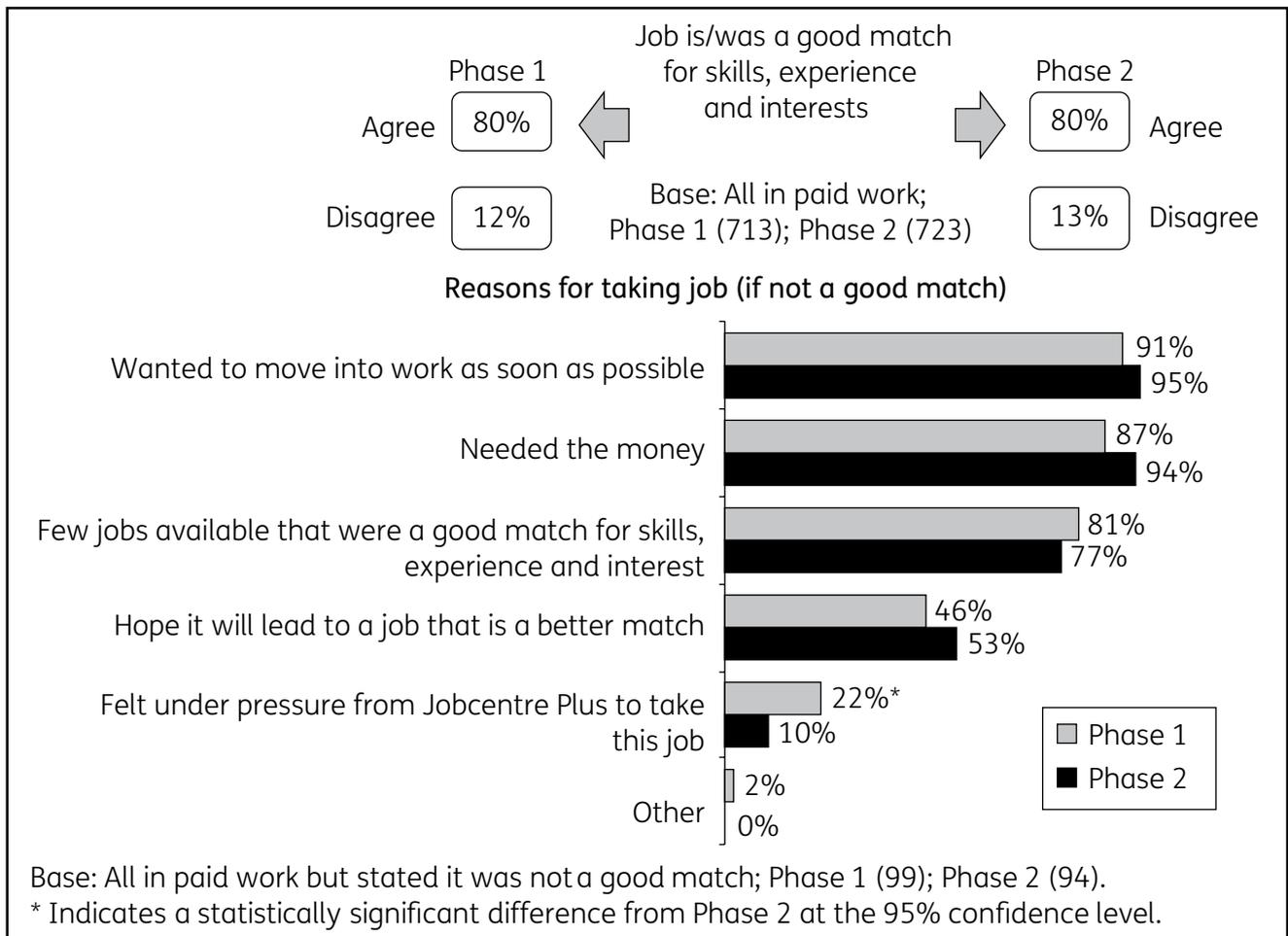
Customers who were in work at the time of the follow-up interview were asked about the extent to which they felt that their job was a good match for their skills, experience and interests. Figure 2.10 shows the responses given.

Those in paid work at the follow-up interview were generally positive about the job that they had secured. Four in five agreed that their job was a good match for their skills, experience and interests (80% in both Phases) with around three in five agreeing strongly that this was the case (60% in Phase 1 and 62% in Phase 2 areas – not a significant difference between Phases).

Comparing these views with those expressed at the initial interview shows that customers were more likely to be positive about job roles held at the follow-up interview. At the initial interview, 72% of Phase 1 customers and 75% of Phase 2 customers who had found work, agreed that the job role that they had entered was a good match for their skills and interests (with the proportions agreeing strongly standing at 50% in Phase 1 and 56% in Phase 2). Hence, there is no evidence from this question that customers are encouraged to take work that they consider to be less suitable as the length of claim increases.

When customers stated that their job was not a good match, they were asked (on a prompted basis) for their reasons for accepting the role (see Figure 2.10). While only a minority stated that they took the job because they felt under pressure from Jobcentre Plus to do so, the proportion giving this response was significantly higher among those who had experienced JRFND than their counterparts in Phase 2 areas (22% compared with 10% in Phase 2 areas).

Figure 2.10 Job suitability



2.9 Reasons for leaving employment

Customers were also asked about their reasons for leaving jobs. Table 2.3 shows the reasons given by customers for leaving the first jobs that they entered on ending their JSA claim (in cases where customers had left at least one job by the time of the follow-up interview).

The only significant difference by Phase was in the proportion of customers that had left their first job because they had found another job (9% Phase 1 compared with 4% Phase 2). All other differences by Phase shown in Table 2.3 are not statistically significant.

Table 2.3 Reasons for leaving first job

	Phase 1 %	Phase 2 %
Temporary work/contract ended	54	62
Found another job	9*	4
Not earning enough	7	10
Made redundant	9	6
Sacked/dismissed	5	4
Went into training/education	4	3
No promotion prospects	1	5
Company closed	3	2
Transport difficulties	4	2
Health reasons	2	2
Disliked job/industry	3	4
Unsuitable hours	1	2
Disliked staff/colleagues	2	1
Moved away	2	1
Childcare commitments	*	2
Not suited to experience/skills	2	*
Other reason	6	8
Don't know	1	2
All customers		
<i>Unweighted</i>	(201)	(229)
<i>Weighted</i>	(202)	(238)

* Indicates statistically significant difference from Phase 2 at the 95% confidence level.

Choosing to leave employment for reasons related to the nature of the work itself were not common – only small minorities left their first job role because they were not earning enough, did not feel there were promotion possibilities, did not consider the job to be a good match for their skills or they disliked the job itself or the people they worked with. Similar proportions of customers in Phase 1 and Phase 2 who had left a job stated that they left for one of these reasons (15% Phase 1, 16% Phase 2 – 1 percentage point difference is not statistically significant).

The proportions leaving their first job because of health issues or difficulties with logistical arrangements – either transport or unsuitable hours or childcare – were also low, and again comparable across Phase. Only 8% of customers in each Phase gave one of these as a reason for leaving their first job.

Of those customers who left their first job because their role was temporary and there was no longer work available or because their contract ended, over half were in another role by the time of the follow-up interview (59% Phase 1 and 52% Phase 2 – with a further 12% in Phase 1 and 14% in Phase 2 now neither working nor claiming – these differences by Phase are not statistically significant). This perhaps indicates value in temporary employment as a stepping stone to other work.

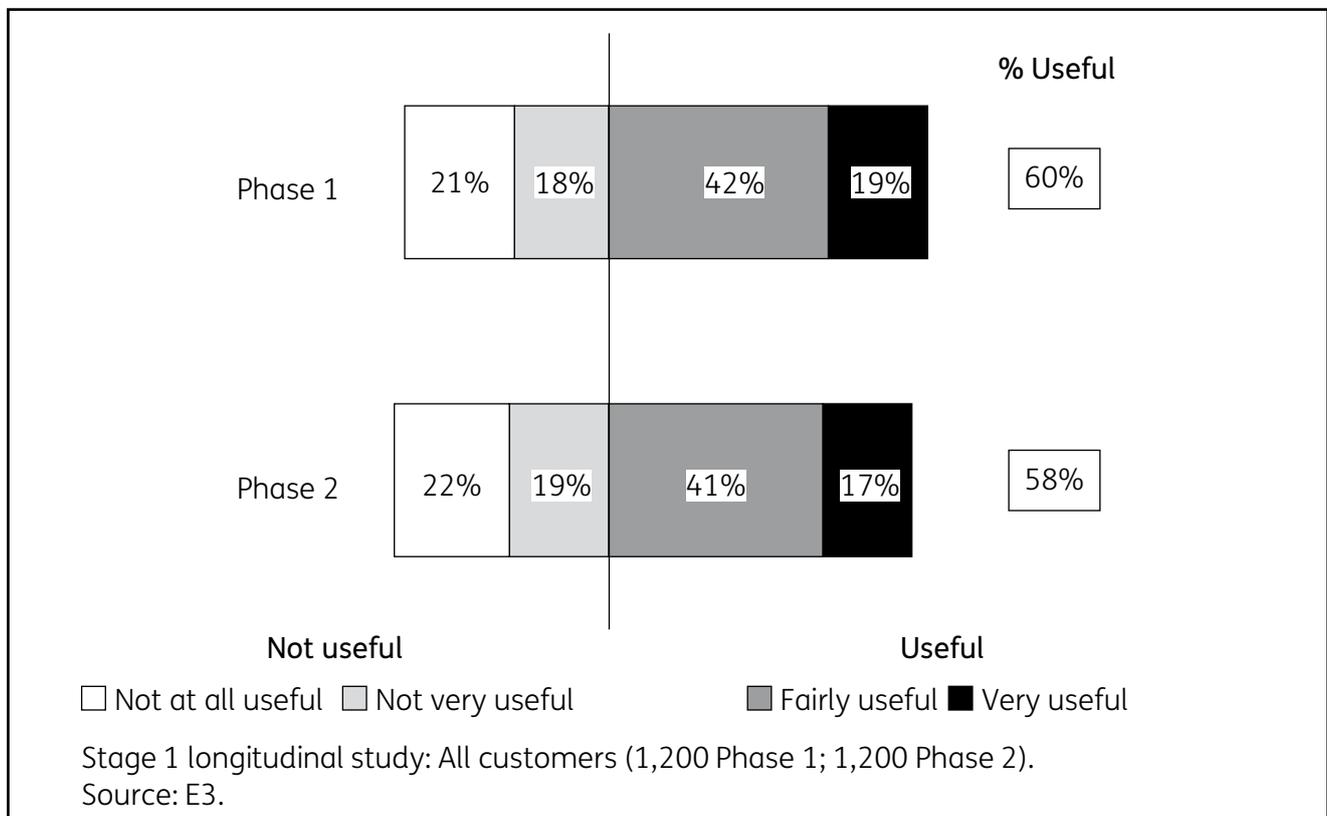
2.10 Overall views of support received

All customers were asked for their views on the support that they received from Jobcentre Plus throughout their claim. Figure 2.11 shows the views of customers on the overall usefulness of support received.

Views on the usefulness of support received were broadly even across Phase with no significant differences observed. Overall, in both Phase 1 and Phase 2 areas, around three in five customers stated that the support they received was either fairly or very useful.

In both areas, younger customers were more likely to agree that the support was useful than those aged 25+. However, differences across Phase were not significant (i.e. young people in Phase 1 were not significantly more or less likely to find the support useful than young people in Phase 2).

Figure 2.11 Overall views of support



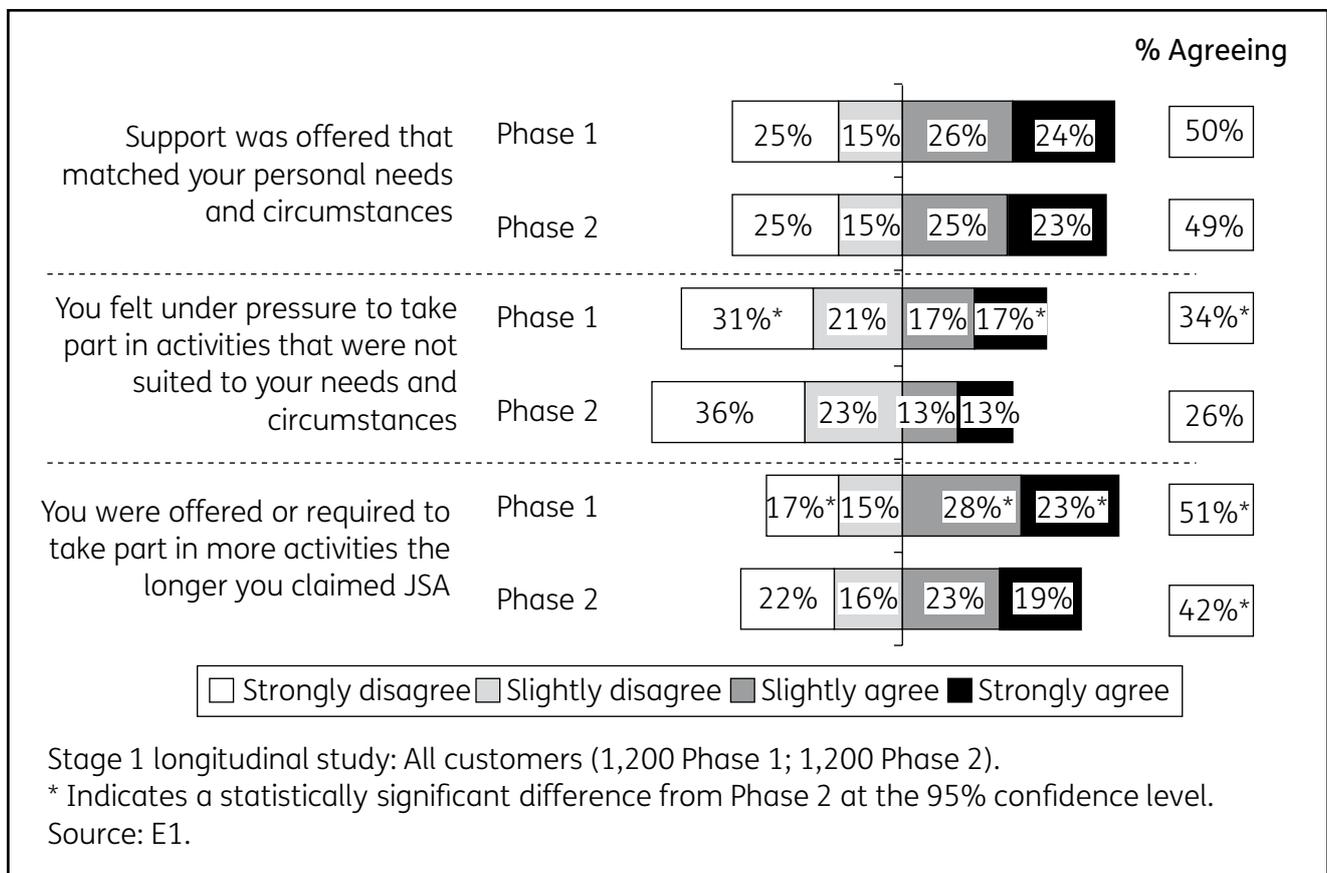
Perhaps reflecting the fact that they are likely to have been exposed to a greater range of support, those who had been claiming for a longer period of time were more likely to have found the support that they received helpful. Three-quarters of customers who had claimed continuously for 15 months (77% Phase 1 and 74% Phase 2 – the three percentage point difference by Phase is not significant) considered the support they had received to have been useful. This compares with only just over half of those whose claim lasted less than 13 weeks (53% in both Phases). To some extent this would appear to contradict the evidence of hard outcomes since support received had obviously not resulted in employment for those with continuous claims. However, customers may feel that it has been useful in moving them closer to employment even if they have not yet found work.

Generally, overall views of the usefulness of support decreased with increasing level of prior qualifications. Those with no qualifications were the most likely to consider the support that they received useful. In Phase 1 areas, those with no qualifications were significantly more likely to report that the support they received was useful compared to those in Phase 2 areas (72% compared with 62%).

In addition to their overall views of the support received, customers were also asked about the extent to which they agreed that support had been well-matched to their needs. In order to understand the extent to which the increased conditionality of JRFND was evident to customers, they were also asked whether they had been put under pressure to take part in activities that were not suited to their needs and circumstances. They were also asked whether they were offered/required to take part in more activities as the length of their claim increased. The responses given are shown in Figure 2.12.

As the Figure shows, the views of Phase 1 and Phase 2 customers on the extent to which support was well-matched to their experiences and interests were very similar. However, those experiencing JRFND in Phase 1 areas were significantly more likely to feel that they were placed under pressure to take part in unsuitable activities (although it was still only a minority who felt this was the case) and that they were asked to take part in more activities as the length of their claim increased. This demonstrates some evidence of the greater emphasis placed on conditionality under JRFND compared with the previous regime being noticed by customers.

Figure 2.12 Views on support received



There were some variations in views on the extent to which support was well-matched that were evident in both Phase 1 and Phase 2 areas:

- Younger customers (those aged 18-24) were more likely to agree that support was well-matched to personal needs and circumstances (59% Phase 1 and 54% Phase 2 – this difference by Phase is not significant) than those aged 25+ (45% in both areas).
- Likelihood to feel that support was well-matched decreased with prior qualification level from over half of those with no/below Level 2 qualifications (56% Phase 1 and 55% Phase 2 – this difference by Phase is not significant) to only two-fifths of those with Level 4 or 5 qualifications (41% Phase 1 and 36% Phase 2 – this difference by Phase is not significant).
- The likelihood of considering support to be well-matched increased with claim length. Those with a continuous 15-month claim were more likely to agree that the support was well-matched (66% Phase 1 and 58% Phase 2 – this difference by Phase is not significant).

In terms of the likelihood to feel under pressure to take part in unsuitable activities, the difference in responses between those in Phase 1 and Phase 2 areas at the overall level was also evident across most customer groups. The key variations from the overall pattern were that:

- Among younger customers (those aged 18-24) there was not a statistically significant difference between the views of Phase 1 and Phase 2 customers (32% agreed in Phase 1 compared with 28% in Phase 2 – this difference by Phase is not significant).
- Those who had moved into work by the time of the initial interview in Phase 1 areas were significantly more likely to agree they felt under pressure than the comparable group in Phase 2 areas (30% Phase 1 compared with 14% in Phase 2) indicating that conditionality was experienced much earlier under JRFND.

The overall difference between Phase 1 and Phase 2 areas in customers' likelihood to agree that they were offered/required to take part in more activities as their claim length increased was also reflected across most customer groups. However, those that were claiming at the follow-up interview were equally likely to agree that they had been asked to take part in more activities in both areas (61% in Phase 1 and 59% in Phase 2 – this difference by Phase is not significant). This backs up the finding mentioned above that it is in the early stages of JRFND where customers are more likely to see evidence of increased conditionality than under the previous regime. By the time that customers have been claiming for a year or more, the differences are less evident.

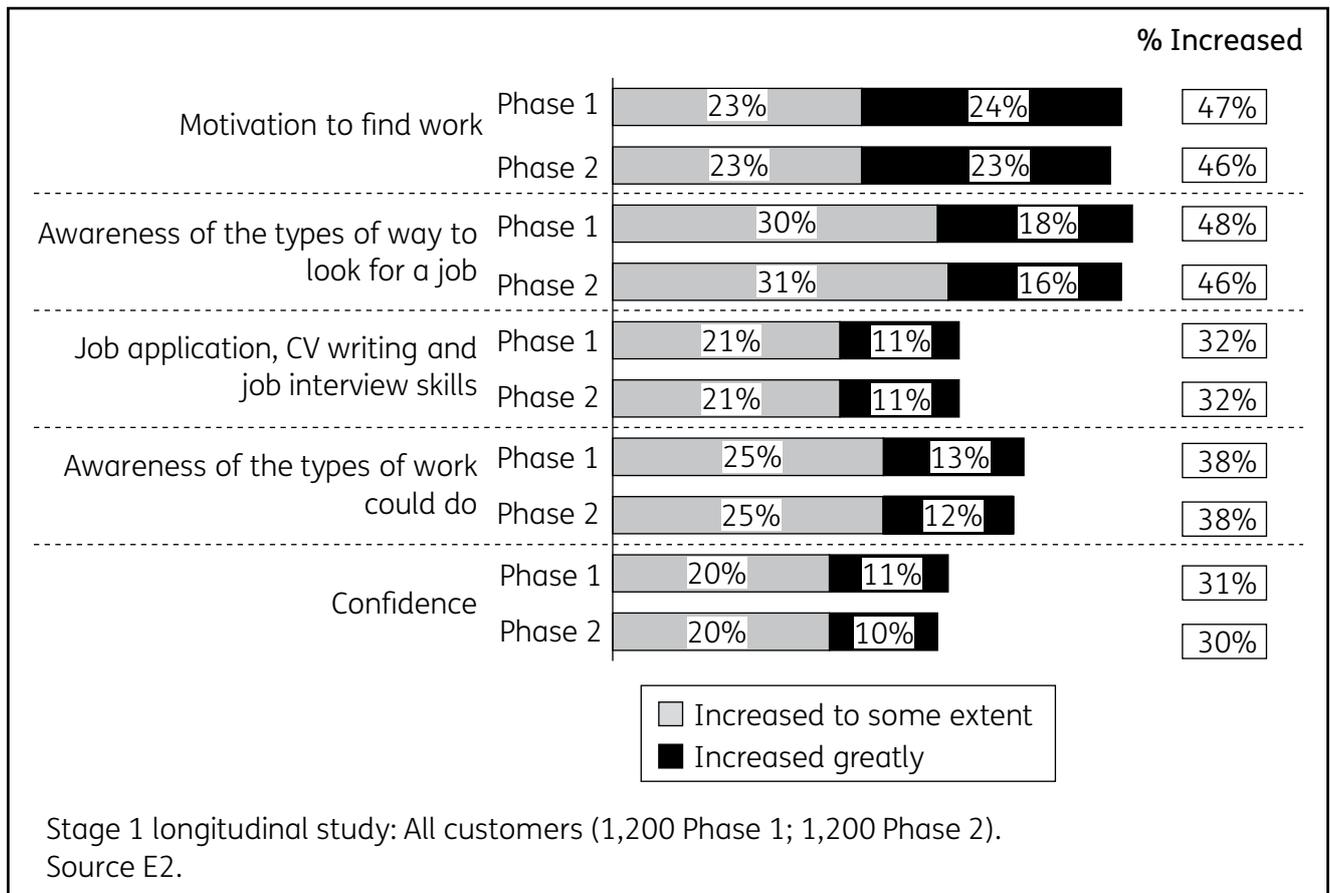
Figure 2.13 shows the extent to which customers felt that the support that they received from Jobcentre Plus had a positive impact on their skills, motivation and confidence.

Under both regimes, the likelihood of customers to report increases in each of these areas is more or less the same; none of the differences by Phase shown in Figure 2.13 are statistically significant.

The likelihood to report increases in each of these areas decreases with age, but within each age group, the differences between Phase 1 and Phase 2 areas are minimal. Similarly, the likelihood to report a positive response decreases with increasing level of prior qualification in both Phases (with those educated to degree level least likely to report increases).

Reflecting the amount of support that they have received, those who were claiming at the time of the follow-up interview were also more likely to report increases in all areas.

Figure 2.13 Impact of support received



3 Outcomes for Stage 2 cohort

3.1 Chapter summary

At the overall level there were no significant differences between the outcomes of customers in Phase 1 and Phase 2.

By the time of the follow-up interview (around 18 months after the start of claim) around half the cohort in both Phases were in paid work. This compares with just under a fifth at the initial interview (conducted around six months after the start of the claim). Those in Jobseekers Regime and Flexible New Deal (JRFND) Phase 1 areas were no more or less likely to be in paid work than those in Phase 2 areas where the previous regime was in place.

Among those claiming at both survey points, continuous claiming was more common in Phase 1 areas than in Phase 2 (those claiming at both the initial and follow-up points in Phase 2 areas were slightly more likely to have had short periods of work in between).

In both Phases, among those who had found work, the employment situation was generally more positive at the follow-up interview than at the initial interview. Those who had found work were more likely to report permanent contracts, higher annualised earnings and greater agreement that the job was a good match for their skills and experience than had been the case at the initial interview. This was a combined result of progression with individual employers, movement off benefit and into work and progression from one job role to another.

3.2 Introduction

This chapter considers a cohort of individuals who had reached 13 weeks of consecutive claiming around October 2009 and had started Stage 2 of JRFND in Phase 1 areas (or in Phase 2 comparison areas continued with regular signing), referred to throughout the remainder of this chapter as ‘the Stage 2 cohort’. For this cohort the initial survey interview took place three months after they had started JRFND Stage 2 – this was around six months after their claim start date. A follow-up interview was conducted 12 months after the initial interview which explored customer destinations and views on support received; this chapter presents the findings from this follow-up interview⁹.

Replicating the structure of Chapter 2 which looked at the Stage 1 cohort, this chapter begins with a summary of the work and claiming status of the Stage 2 cohort at the follow-up interview compared with their interim status just three months after entering JRFND Stage 2. The chapter then describes – for those who entered paid work – the nature of this work, progression opportunities and reasons for leaving employment. The final section presents views on the support provided by Jobcentre Plus.

3.3 Summary of overall destinations

Figure 3.1 summarises the destinations of the Stage 2 cohort at the time of both the initial interview (six months after starting a Jobseeker’s Allowance (JSA) claim) and follow-up interview (one year on – so around 18 months after starting the claim).

⁹ The full report of research findings from the initial interview with the Stage 2 cohort can be found at: research.dwp.gov.uk/asd/asd5/rports2009-2010/rrep694.pdf

None of the differences between Phase 1 and Phase 2 shown on Figure 3.1 are statistically significant. That is to say, that the outcomes of those in Phase 1 areas where the JRFND regime was in place were similar at an overall level to those in Phase 2 areas where the old regime was still operating.

At the initial interview, just under a fifth of customers were in paid work. Approaching three-quarters were still claiming JSA, leaving around one in 12 neither in paid work nor claiming.

Twelve months on, half the cohort were in paid work. The proportion of customers claiming had decreased to just over a third, whereas the proportion neither working nor claiming had doubled to around one in six.

This increase in the proportion of customers in paid work by the time of the follow-up interview was similar in magnitude to that observed among the Stage 1 cohort (Chapter 2). However, the Stage 2 cohort were more than twice as likely to be claiming JSA than to be neither claiming nor in paid work by the time of the follow-up interview. (By comparison the Stage 1 cohort were only slightly more likely to be claiming JSA as to be neither working nor claiming.)

As seen among the Stage 1 cohort, the great majority of individuals who had found paid work by the time of the initial interview also reported being in paid work at the follow-up interview 12 months later.

Of the members of the Stage 2 cohort that were claiming JSA at the follow-up interview:

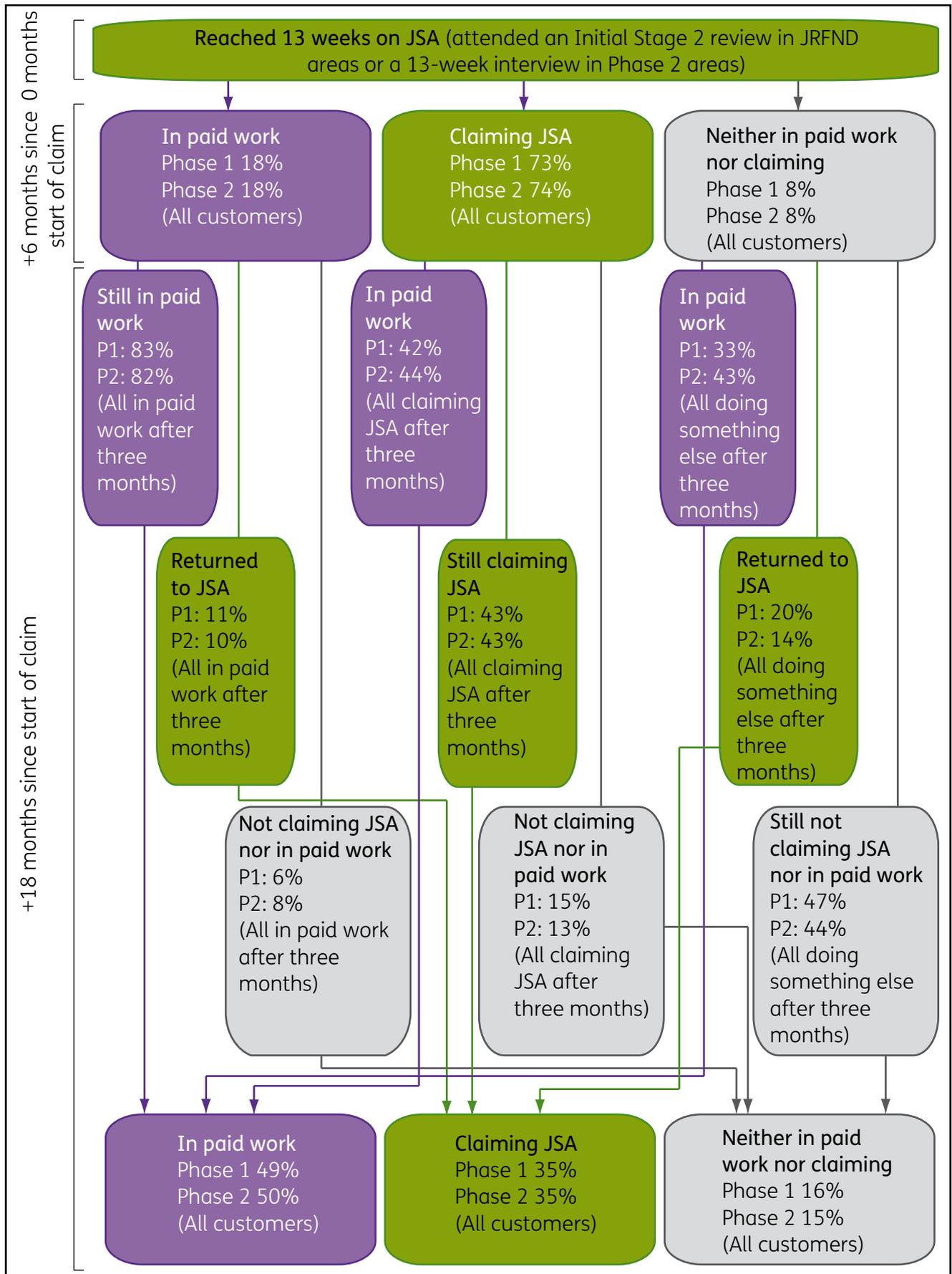
- by far the largest proportion had also been claiming JSA at the initial interview – 43% of people in both Phases who were claiming at the time of the initial interview were also claiming JSA at the follow-up interview. While there is no significant difference between Phase in the overall proportion of customers who reported claiming at both the initial and follow-up interview one year apart, in Phase 1 customers were significantly more likely to report a continuous claim throughout this period; almost two-thirds (64%) of those claiming JSA at both interviews were continuous claimants in Phase 1 areas compared with 55% in Phase 2 areas. Customers who were claiming both at the initial and follow-up interviews in Phase 2 areas were slightly – but significantly – more likely to have had short periods of work in between (31% compared with 24% in Phase 1 areas);
- around one in ten had been in paid work at the initial interview but were claiming JSA again at the follow-up;
- a small proportion had been neither in paid work nor claiming at the initial interview: around one in five of those who had ended their claim by the time of the initial interview in Phase 1 areas but had not found work at that stage were claiming JSA at the follow-up interview (equivalent figure for Phase 2 is 14% – this difference by Phase is not statistically significant).

These groups are represented by the green boxes in Figure 3.1

At an overall level, just under a fifth of all customers in the Stage 2 cohort (19% Phase 1, 16% Phase 2 – this difference is not statistically significant) had claimed continuously since the start of their claim some 18 months before the follow-up survey interview. This is slightly higher than the proportion of the Stage 1 cohort that reported claiming continuously at the follow-up interview.

Approaching half of customers who were neither working nor claiming JSA at the initial interview fell into this category again at the follow-up interview. In addition, around one in seven of those who were claiming JSA at the initial interview had left JSA, but had not entered paid work by the time of the follow-up interview. A small proportion of those who were in paid work at the initial interview had left employment but were not claiming JSA at the follow-up stage (these groups are represented by the grey boxes in Figure 3.1).

Figure 3.1 Summary of interim and longer-term outcomes



Overall the Stage 2 cohort were more likely to be claiming JSA and correspondingly less likely to be in paid work than the Stage 1 cohort at the point of the follow-up interview (which happened 15 months after the start of Stage 2 provision for the Stage 2 cohort and 15 months after the start of a claim for the Stage 1 cohort). Table 3.1 shows the destinations of those who were neither in paid work nor claiming.

Table 3.1 Activities of those neither working nor claiming at 18 month point (15 months after start of Stage 2)

	Phase 1	Phase 2
	%	%
Receiving or setting up claim for another benefit	5	6
Full-time learning or education	3	2
Part-time learning or education	1	<1%
Working on an unpaid basis	1	1%
Retired/claiming Pension Credit	2	1%
Setting up a new JSA claim	1	1
Something else	5	5
Total neither in paid work nor claiming	16	15
All customers		
<i>Unweighted</i>	(1,200)	(1,200)
<i>Weighted</i>	(1,200)	(1,200)

NB: Some customers were engaged in more than one of these activities.

In both areas customers neither in paid work nor claiming were most commonly claiming another out-of-work benefit instead, usually Employment and Support Allowance (ESA) or Income Support (IS). None of the differences by Phase shown in Table 3.1 are statistically significant.

3.4 Variations in destinations by sub-groups

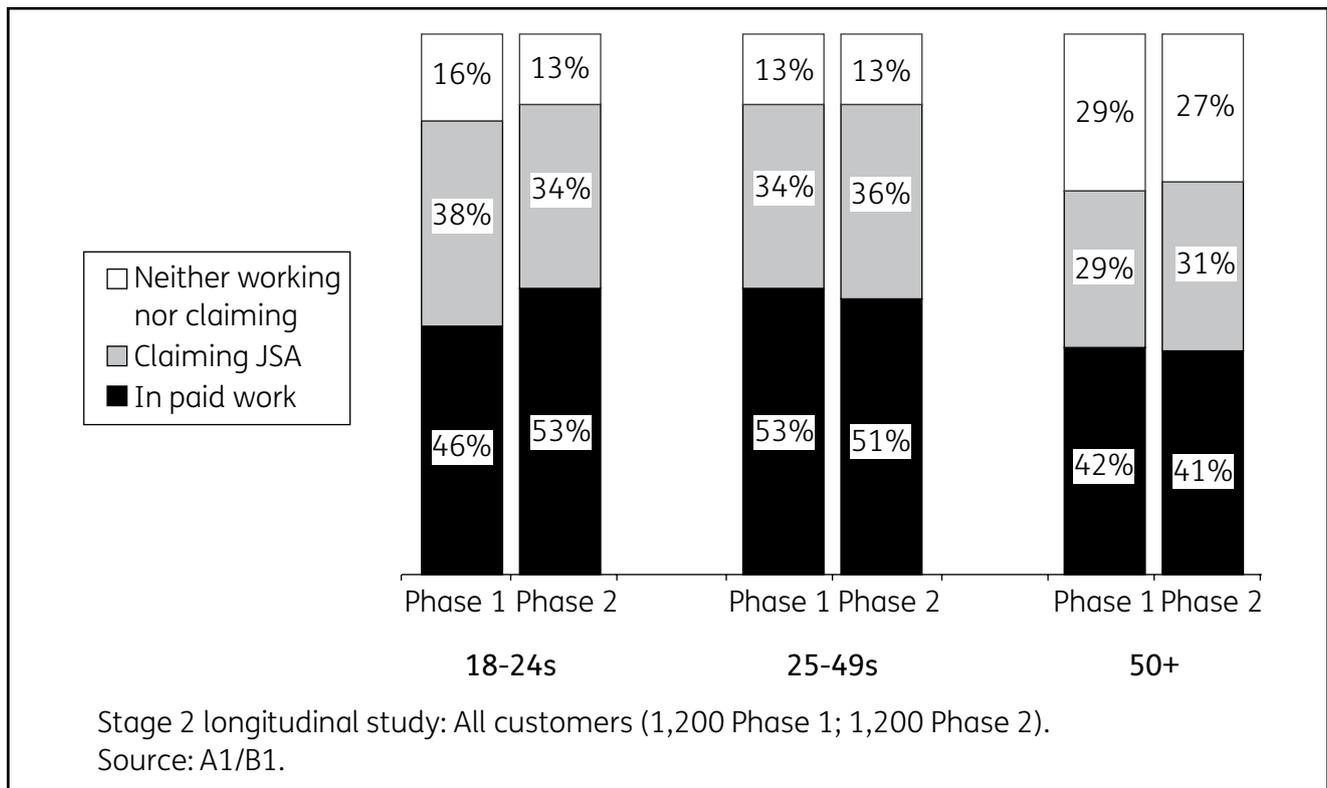
Figure 3.2 shows variations in destinations at the time of the follow-up interview by age group. The differences between Phase 1 and Phase 2 shown on the graph are not statistically significant.

Across both Phases, customers aged 50+ were less likely to be in paid work than average and were correspondingly more likely to be neither in paid work nor claiming JSA. This difference is largely driven by the higher proportions of older customers retired/claiming pension credit.

In Phase 1 areas where the JRFND regime was in place customers aged 25-49 were more likely to be in paid work at the follow-up interview than younger customers aged 18-24. This difference is not evident in Phase 2 areas, however, with younger customers being as likely to be in paid work as customers aged 25-49.

In Phase 1 areas, those with a health condition or disability were more likely to be claiming JSA at the follow-up interview than average (46% were). In Phase 2 areas, the proportion of customers with a health condition or disability claiming at the time of the follow-up interview was more in line with the average. This is not necessarily because more customers with a health condition or disability went into paid work in Phase 2, as while this was slightly more likely, the proportion of these customers neither claiming nor in paid work was also slightly higher.

Figure 3.2 Summary of longitudinal destinations by age group



Across both Phases – and replicating the pattern seen among the Stage 1 cohort – there was a strong relationship between the highest qualification held and the outcomes at the time of the follow-up interview, with those with higher qualifications being more likely to be in paid work and less likely to be claiming JSA. Around two-thirds (60% Phase 1, 66% Phase 2 – this difference by Phase is not statistically significant), of those with a degree level qualification or above were in paid work at the follow-up interview compared with just over a third of those with no qualifications (38% Phase 1 and 35% Phase 2 – again, this difference by Phase is not statistically significant).

Customers who were married or in a same sex civil partnership were more likely to be in paid work at the follow-up interview (60% in both Phases) than customers who were either separated or divorced or who had never been married or in a same sex civil partnership.

Table 3.2 shows the average breakdown of the 12 months between the two survey interviews between time spent in paid work, time spent claiming JSA and time spent neither in paid work or claiming. The average breakdown of time is shown at an overall level and by key customer sub-groups.

In Phase 1 areas, the Stage 2 cohort had spent an average of five months in paid work, 5.4 months claiming JSA and 1.6 months neither claiming JSA nor in paid work. Customers in Phase 2 areas had spent a little longer in paid work on average (5.2 months) and a correspondingly shorter time claiming JSA (5.1 months).

Reflecting the pattern discussed earlier in terms of likelihood to be in paid work at the follow-up interview, young people in Phase 2 areas had spent longer in paid work than young people in Phase 1 (5.7 months in Phase 2 compared with 4.8 in Phase 1).

Table 3.2 Average division of 12-month period between work, claiming and neither

	<i>Base (unweighted)</i>	<i>Base (weighted)</i>	Average months in paid work	Average months claiming JSA	Average months neither working nor claiming
All					
Phase 1	(1,200)	(1,200)	5.0	5.4	1.6
Phase 2	(1,200)	(1,200)	5.2	5.1	1.7
18-24					
Phase 1	(400)	(453)	4.8	5.9	1.4
Phase 2	(400)	(409)	5.7	4.7	1.6
25-49					
Phase 1	(400)	(581)	5.4	5.2	1.4
Phase 2	(400)	(620)	5.2	5.3	1.4
50+					
Phase 1	(400)	(166)	4.4	4.6	3.0
Phase 2	(400)	(171)	4.1	5.0	2.9
No qualifications					
Phase 1	(290)	(266)	3.8	6.7	1.5
Phase 2	(289)	(263)	3.8	6.3	1.9
Level 1					
Phase 1	(167)	(167)	4.9	6.1	1.0
Phase 2	(166)	(161)	4.7	6.0	1.3
Level 2-3					
Phase 1	(419)	(430)	4.6	5.5	1.9
Phase 2	(398)	(418)	5.0	5.4	1.6
Level 4-5					
Phase 1	(297)	(312)	6.8	3.7	1.5
Phase 2	(334)	(346)	6.6	3.4	1.9
Long-term illness or disability					
Phase 1	(201)	(184)	2.6	6.6	2.8
Phase 2	(210)	(192)	2.6	6.3	3.1
Men					
Phase 1	(810)	(856)	4.8	5.7	1.5
Phase 2	(797)	(832)	5.1	5.3	1.6
Women					
Phase 1	(390)	(344)	5.7	4.5	1.8
Phase 2	(403)	(368)	5.4	4.6	2.1
White British					
Phase 1	(1,052)	(994)	5.1	5.4	1.6
Phase 2	(982)	(909)	5.3	5.0	1.7
Other ethnic background					
Phase 1	(144)	(204)	4.8	5.5	1.7
Phase 2	(208)	(279)	5.0	5.3	1.8

3.5 Work destinations

Figure 3.3 summarises customer movement into and out of paid work in the period between the initial interview and the follow-up interview. All the percentages in this figure are based on all customers in the Stage 2 cohort.

The picture is very similar by Phase; none of the small differences by Phase shown on the diagram are statistically significant.

As mentioned in the previous section and shown again in Figure 3.1, just under a fifth of the Stage 2 cohort were in paid work at the time of the initial interview. By the time of the follow-up interview this proportion had increased to around half of all customers.

Over half of those in work at the time of the initial interview had remained in the same job (or same self-employment activity) throughout the 12-month period between the two interviews (equating to around one in ten of all customers). Around three-quarters of the remainder were in paid work at the follow-up interview but had changed job or nature of employment. A small minority (around one in 20) had moved from self-employment to paid work with an employer as well as vice versa. A smaller number had been in paid work at the initial interview, but were claiming JSA again at the time of the follow-up interview (3% in both Phases).

As well as those customers that had remained employed in the same role or had remained in paid employment but with a change of role, over a third of customers overall had moved into paid work by the time of the follow-up interview who were not in paid work at the initial interview. This is slightly, but significantly, lower than the proportion of customers that had moved into paid work by the time of the follow-up interview among the Stage 1 cohort (around two-fifths in each Phase).

Among those customers who were neither in work at the initial interview nor the follow-up interview, a proportion had in fact entered work at some point during the 12-month period between interviews. This was true for one in eight (12%) of customers in both Phases.

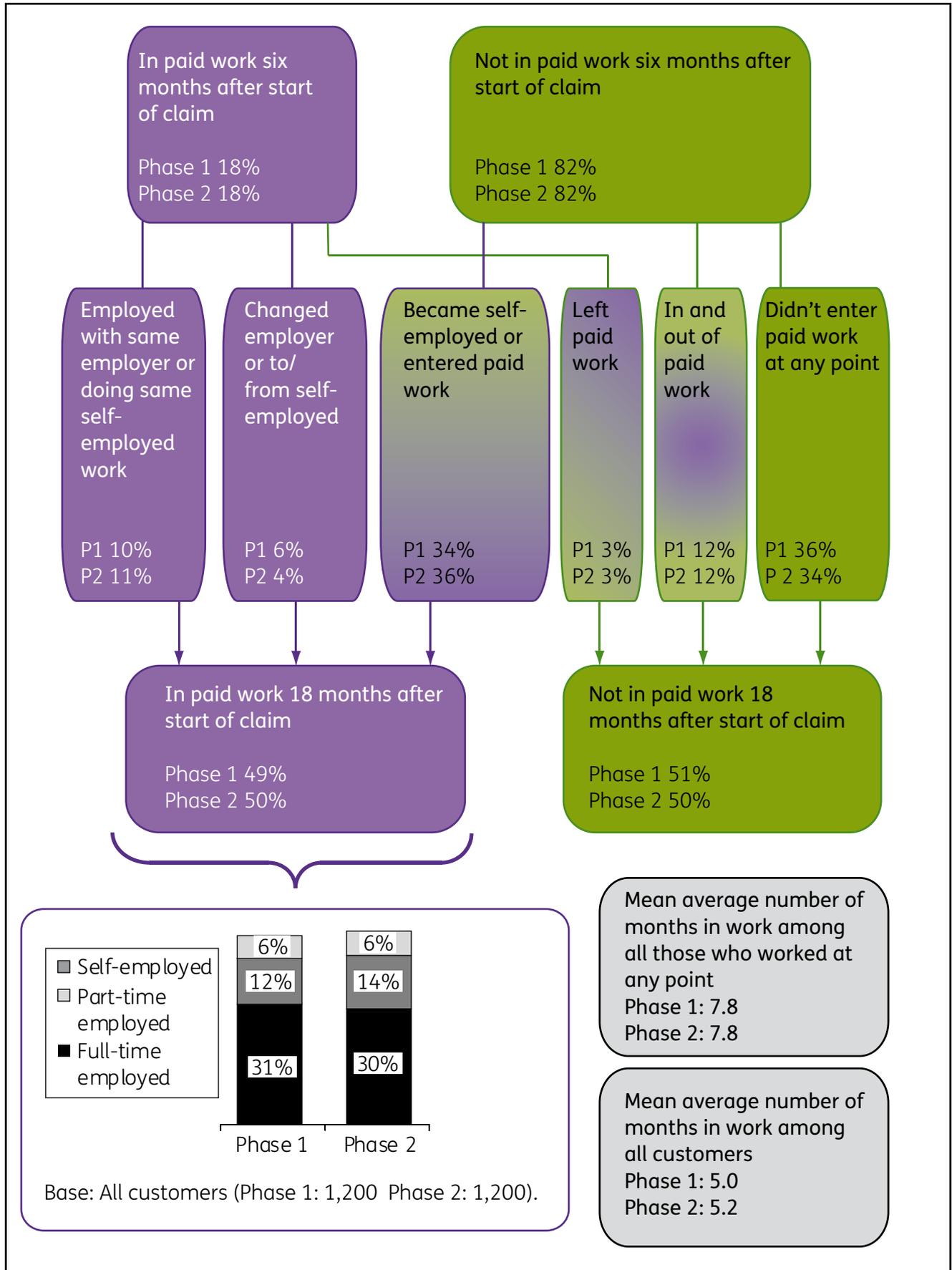
However, the majority of customers who were not in paid work at the follow-up interview had not been in work at the initial interview and had not entered work at any point in the 12 months between interviews: over a third of all customers fell into this category. Young people in Phase 1 areas were significantly more likely to be in this group than young people in Phase 2 areas (32% Phase 1, 24% Phase 2). This is likely to be related to the fact that New Deal for Young People (NDYP) was still in place in Phase 2 areas for those who reached six months' consecutive claiming or who were fast-tracked to this provision.

This meant that overall two-thirds of customers had some experience of paid work between the initial and follow-up interviews (i.e. between January 2010 and January 2011). Again, this is a smaller proportion than observed among the Stage 1 cohort suggesting that overall those who initially reach three months consecutive claiming are less likely to enter paid work within the next 15 months than those starting a new claim.

Customers aged 50+ in both Phases were less likely to have had any experience of paid work over this period than their younger counterparts (around half – 52% Phase 1, 50% Phase 2 – had – this two percentage point difference by Phase is not statistically significant).

Customers with higher qualification levels were more likely to have had some experience of work than those with low or no qualifications; around half of those with no qualifications had worked at some point during this period compared with around seven in ten of those qualified to Level 2 or above. Those with degree level or above qualifications (Level 4+) were more likely to have changed jobs during this period and this was particularly true in Phase 1 areas (13% had done so in Phase 1 compared with 7% in Phase 2).

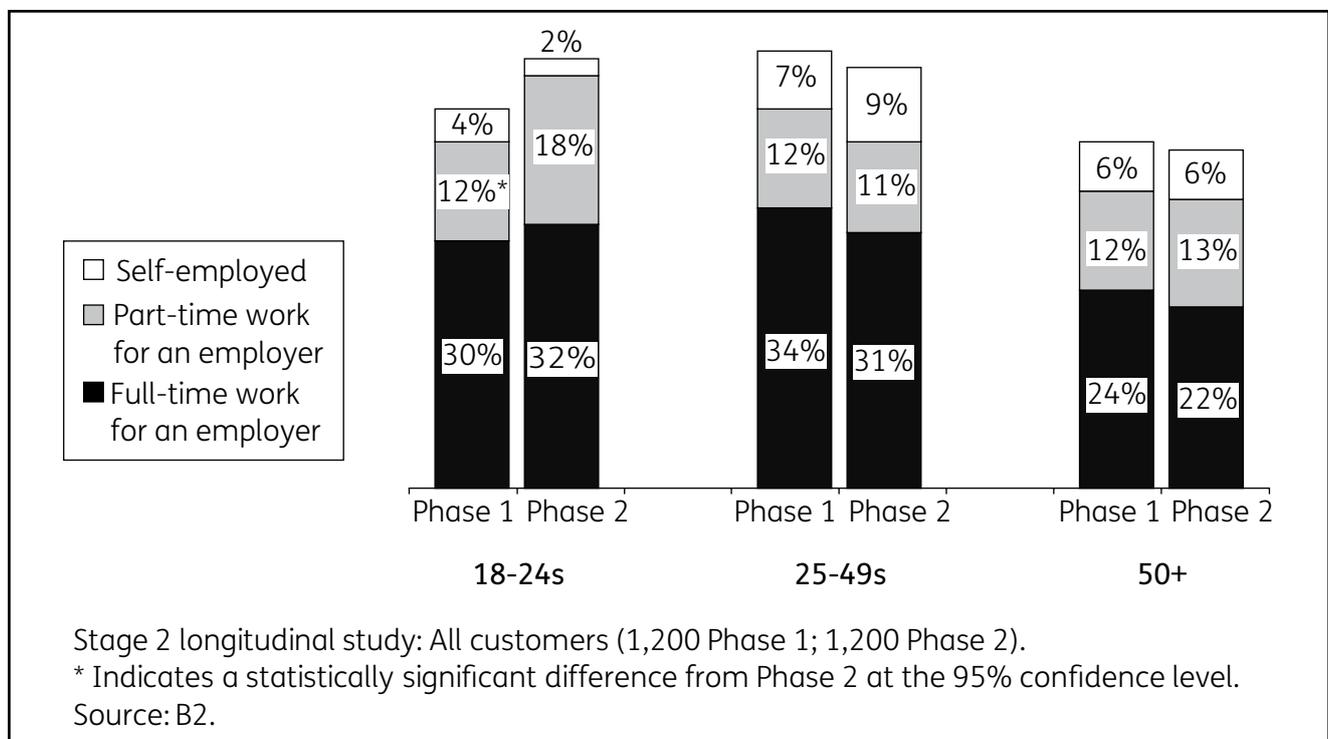
Figure 3.3 Summary of work destinations



The majority of the customers that had been in paid work at any point (including people who were still in this role at the time of interview and those who had returned to claiming/neither working nor claiming) had only experienced one job role (80% in both Phases). However, just under a fifth (18% in both Phases) had experienced two separate job roles. Only a very small minority (2% in both Phases) had experienced three or more separate jobs. In Phase 2 areas younger customers were more likely than those aged 25+ to have had more than one job role (27% of younger customers reported having had more than one job role over this period compared with 16% of customers aged 25+). This difference by age was not observed in Phase 1 areas where the JRFND regime was in place.

Most of those in work were in full-time work for an employer, equating to three in ten of the whole Stage 2 cohort working full-time for an employer. Figure 3.4 shows the variation in types of work held at the follow-up interview by age.

Figure 3.4 Type of work by age group



As noted above, in JRFND Phase 1 areas customers aged 25-49 were more likely to be in paid work at the follow-up interview than younger customers; this pattern was not observed among Phase 2 customers. This difference is driven by slightly higher proportions of 25-49-year-old Phase 1 customers entering both self employment and full-time work with an employer. Within Phase 2 areas, the fact that the proportion of young people aged 18-24 in work is comparable to the proportion of 25-49-year-olds in work appears to be driven by a high proportion of young people in Phase 2 entering part-time work with an employer (18% had done so, significantly higher than both the proportion of 25-49-year-olds in Phase 2 that had done so (11%) and the proportion of young people in Phase 1 that had entered part-time work – 12%).

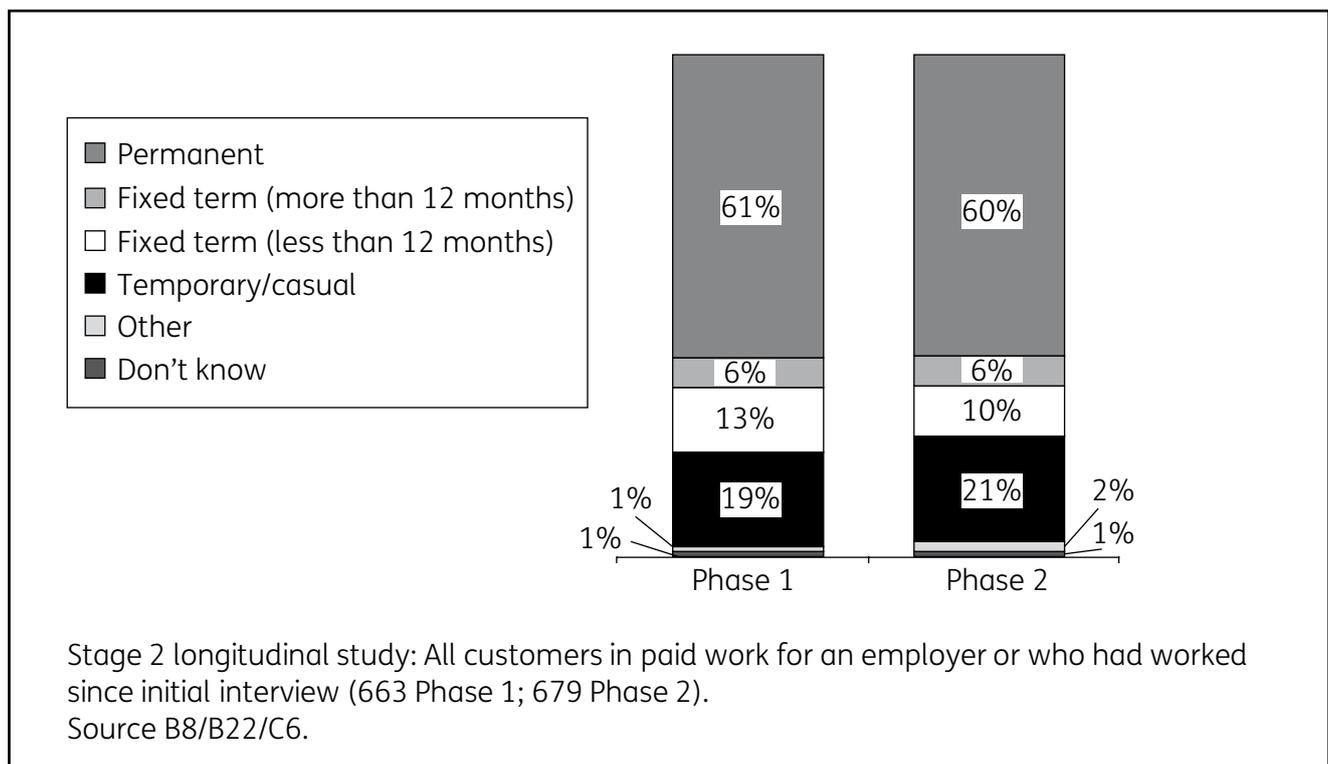
3.6 Nature of employment

This section looks at the nature of employment secured by those who have worked at some point between the initial interview and follow-up interview. It looks at the type of contract, sector, occupation and salary of the current or most recent job.

Figure 3.5 shows the nature of employment contracts held by those who worked for an employer in their current or most recent job role. In both Phases, around three-fifths of those working for an employer held a permanent contract. Around a fifth in both Phases were employed on a temporary or casual basis.

In both Phases, younger customers (18-24) were less likely than average to hold permanent or open-ended contracts (only half did) and were correspondingly more likely to be employed on a fixed term contract lasting less than 12 months (20% Phase 1 and 15% Phase 2 – this difference by Phase is not statistically significant).

Figure 3.5 Employment contracts



As described above, three-fifths of those who had worked for an employer by the time of the follow-up interview were employed on a permanent contract in their current or most recent job. This compares favourably with the situation at the initial interview where just over two-fifths were in this position.

Supporting this finding, of those whose first jobs on ending their claim were temporary or casual, 54% were now in permanent or open-ended work with a further 7% with a fixed term contract lasting 12 months or more.

Those who took up a temporary or casual position for their first job upon leaving JSA and had since left it reported that this job lasted just under four months on average (3.9 months on average).

Figures 3.6 and 3.7 show the sectors that individuals were working in (including both those who were working or had worked in self-employed roles as well as those who worked for an employer) and the occupational profile of jobs held (based just on those working for an employer). In both cases the profiles of jobs held by individuals in Phase 1 and Phase 2 areas was broadly similar.

In both areas, just over a fifth of employment was in the public administration/education/health/personal services sector and a similar proportion again in the finance/business services sector. Customers with no qualifications were less likely than average to enter these two most common sectors overall (finance/business services:16% of customers with no qualifications in Phase 1, 13% Phase 2, public administration/education/health/personal services: 15% Phase 1, 10% Phase 2 – differences by Phase are not statistically significant). Customers with no qualifications were more likely to enter the construction sector (20% of all those with no qualifications had found work in the construction sector, 17% in Phase 2 – again, this difference by Phase is not significant).

By occupation, in comparison to the overall profile of employment in Great Britain (taken from the Annual Population Survey), the jobs entered by this cohort were more likely to be in lower skilled roles (elementary or sales and customer services roles) and less likely to be in managerial and professional roles.

Figure 3.6 Sector worked in

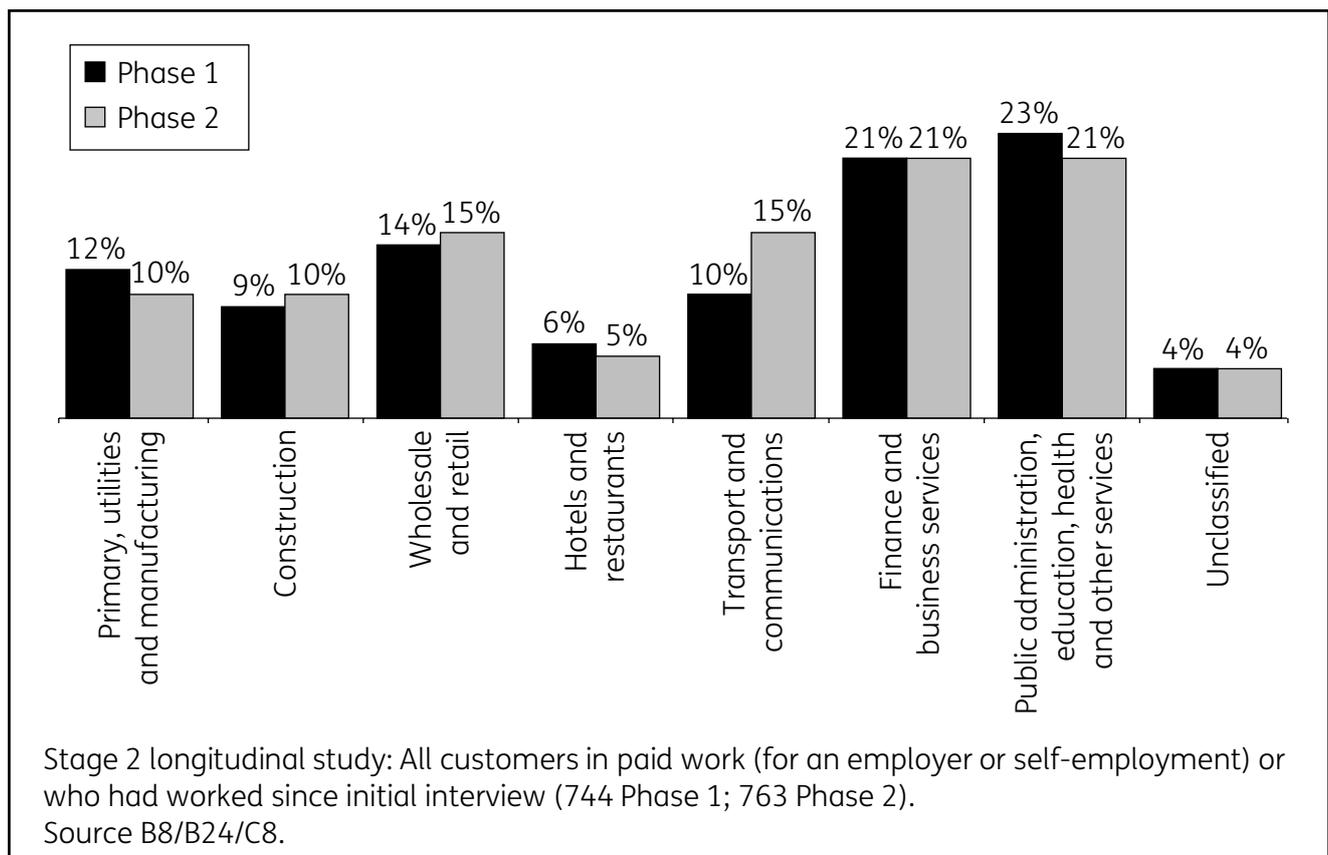
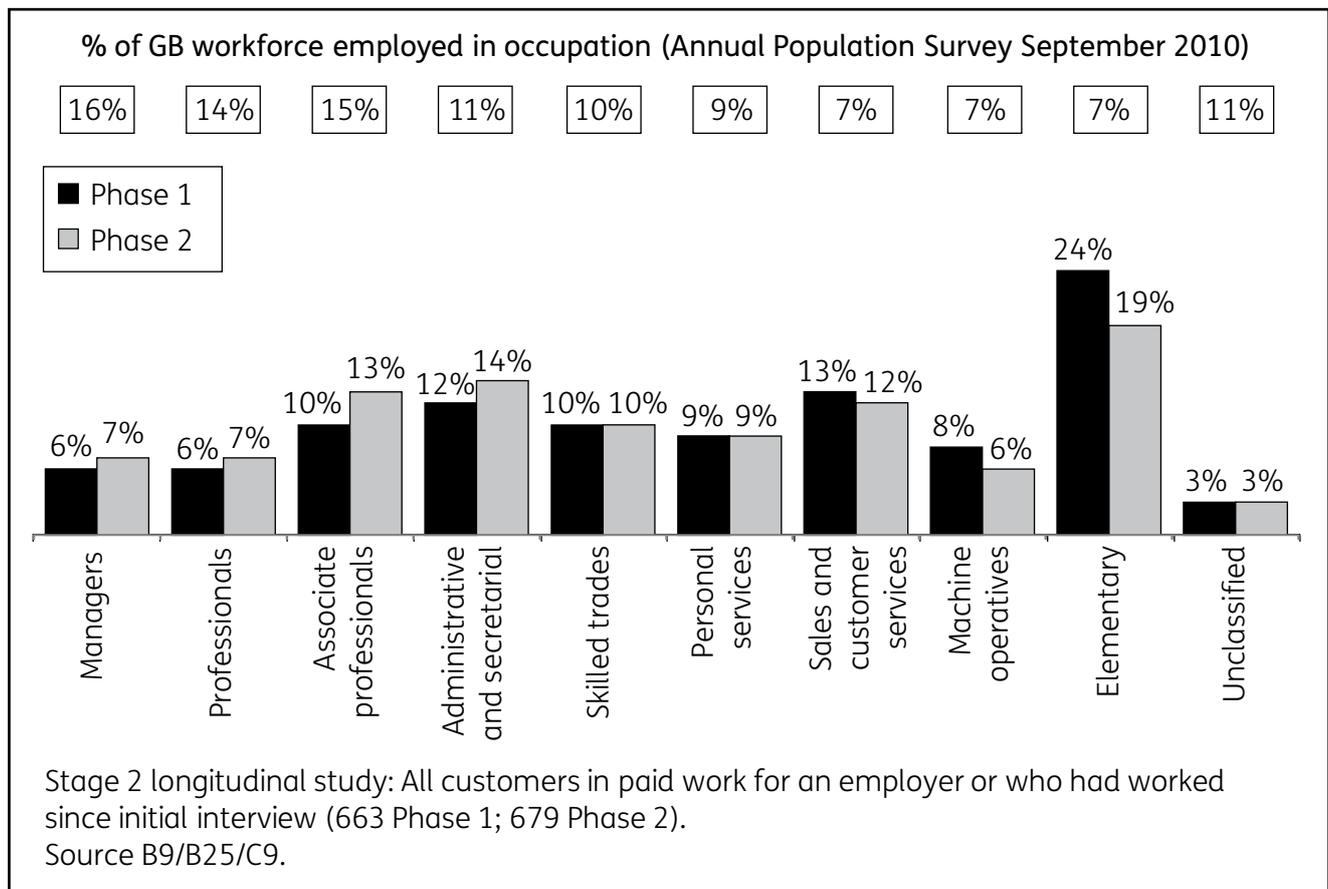


Figure 3.7 Occupation of employment



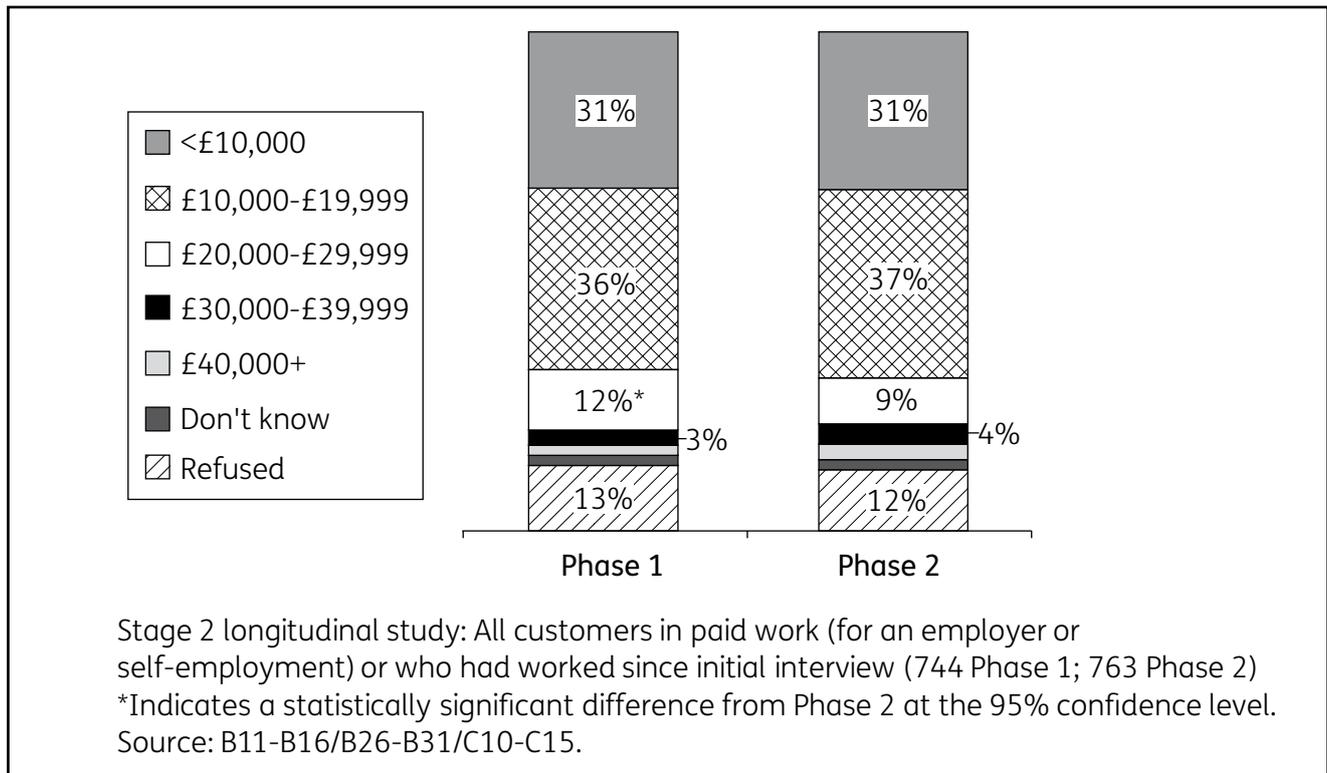
The proportion of customers entering skilled trades and personal services roles were broadly in line with the GB average. Across both Phases, younger customers (those aged 18-24) were slightly more likely than those aged 25+ to be employed in sales/customer service and correspondingly less likely to work in managerial roles. Among the Stage 1 cohort younger customers were more likely to have moved into elementary roles than their older counterparts, but this difference by age had largely evened out among the Stage 2 cohort with the overall increased likelihood of Phase 1 customers to have entered elementary occupations being observed among both 18-24 and 25-49-year-old customers (with no difference by Phase for the 50+ group).

Compared with the employment patterns of the Stage 2 cohort at the initial interview, at the follow-up interview the cohort in work were less likely to be employed in the wholesale and retail sector (21% in both Phases at the initial interview, decreased by six to seven percentage points at the time of the follow-up interview) and were also less likely to be employed in sales and customer services roles (19% Phase 1, 20% Phase 2 at initial interview – again, representing another fall of six to eight percentage points by the time of the follow-up interview). It is possible that this reflects people going into short-term or seasonal roles (the initial interview was conducted in January 2010) immediately after leaving JSA but over the longer term had moved on to different sectors or types of role.

Figure 3.8 shows the annualised earnings for customers who were in work at the time of the follow-up interview or who had some experience of paid work since the initial interview.

Again, the earnings profile of Phase 1 and Phase 2 customers is very similar. In both areas, just over three in ten customers were earning amounts equivalent to under £10,000 per year with customers most commonly earning between £10,000 and £20,000 per year. The mean average salary at the follow-up interview was £14,300 in Phase 1 areas and £14,450 in Phase 2 areas – this difference is not statistically significant.

Figure 3.8 Earnings



Younger customers that had entered work were attracting lower annualised earnings (£11,050 in both Phases) compared with other customers.

As might be expected, mean average salary increased with qualification level (those with a Level 2 or above qualification reported average annualised earnings of £15,000 in Phase 1 and £15,400 in Phase 2 compared with (£12,100 and £11,900 respectively among those with no qualifications).

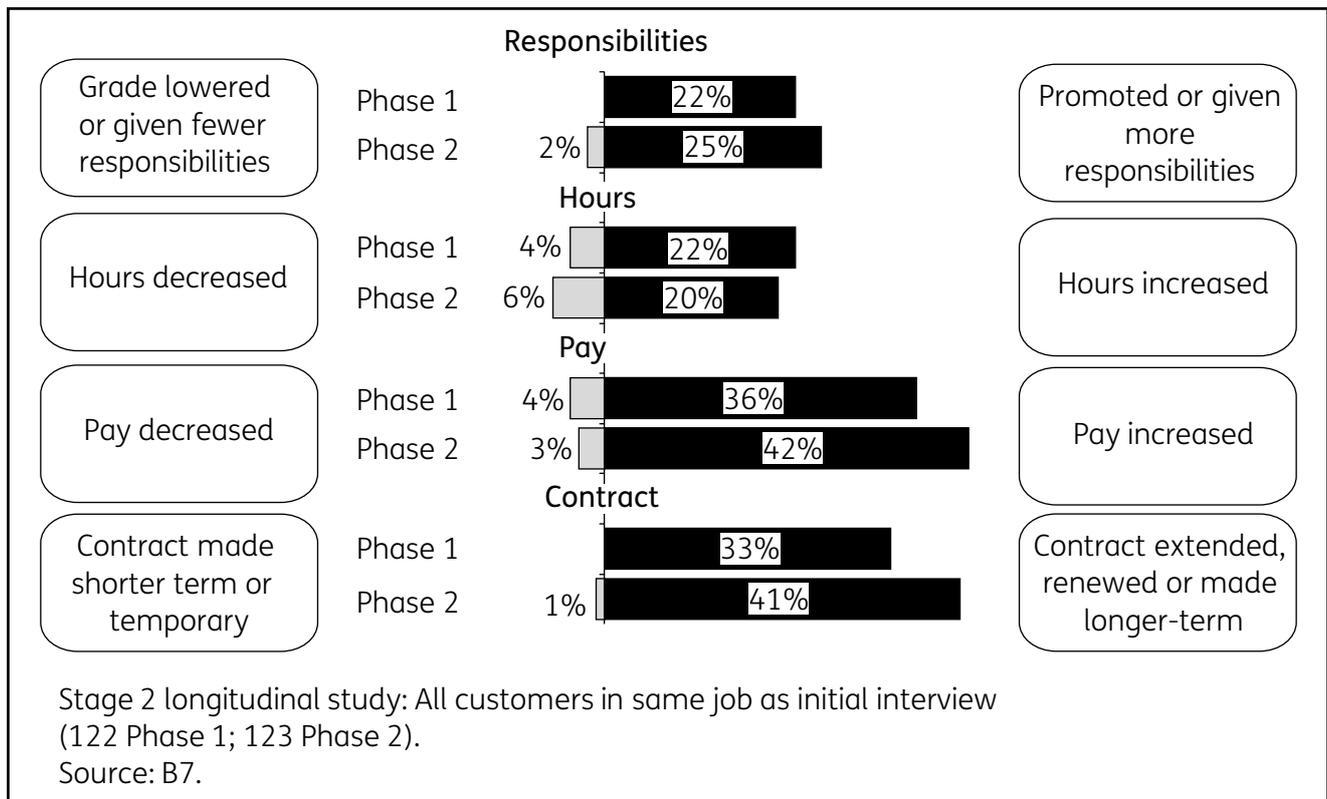
3.7 Progression

Where individuals had worked in the same job or same type of self-employment for the entire 12-month period between the initial and follow-up interviews (as was the case for around one in ten customers), they were asked whether there had been any changes to their employment over this period. Figure 3.9 shows the changes that these customers had experienced. Note that none of the differences by Phase shown on Figure 3.9 are statistically significant, meaning that customers in Phase 1 were no more or less likely to experience progression in their role than customers in Phase 2.

Across both Phases, over the 12 months between the initial interview and the follow-up interview, around a quarter of those working in the same job had been promoted or been given more responsibilities. Around a fifth had seen their hours increased. Between a third and two-fifths had received a pay increase or had seen their contract renewed/made more permanent (the differences by Phase here are not statistically significant). Very few customers reported that responsibilities, hours or pay had been decreased or that a contract had been shortened or made temporary.

Overall, around two-thirds of those working in the same job reported that at least one of these things had increased over the 12-month period in question, but there was no significant difference between Phases (63% Phase 1, 69% Phase 2).

Figure 3.9 Progression



In addition to progression between the initial and follow-up interviews, all those who were working for an employer at the time of the follow-up interview were asked about the scope for progression in the future offered by their current role. Of these employees:

- around three in five (60% Phase 1 and 64% Phase 2 – this difference by Phase is not statistically significant) felt that their job offered scope for progression and/or substantially increasing their responsibilities;
- a similar proportion (66% Phase 1 and 65% Phase 2 – this difference by Phase is not statistically significant)) felt that their employer would offer them training that would help them to secure a promotion or more responsibilities.

As seen among the Stage 1 cohort, perceptions of the scope for promotion varied considerably by age. In both Phase 1 and Phase 2 areas, the likelihood of seeing scope for promotion decreased with age. Over seven in ten 18-24-year-olds in work felt that their role offered scope for promotion or increasing responsibilities in the future (71% Phase 1 and 74% Phase 2) compared with three-fifths of those aged 25-49 (56% Phase 1 and 61% Phase 2) and two-fifths of those aged 50+ (42% Phase 1 and 41% Phase 2). These differences by Phase are not significant (only the differences by age are).

Those who had changed jobs or type of employment (i.e. from self employment to paid work with an employer) between the initial and follow-up interview also, on the whole, reported progression of some sort. Just over three-quarters (77% Phase 1, 79% Phase 2 – this difference by Phase is not significant) of those that had changed jobs had found that their pay had increased or that they moved from part-time to full-time work or that they were now employed on a permanent or open-ended contract, when they hadn't been before. Approaching three in ten (55% Phase 1, 60% Phase 2 – this difference by Phase is not significant) reported earning more than they had been in the job that they held at the point of the initial survey.

3.8 Job suitability

Customers who were in paid work 15 months after starting JRFND Stage 2 were asked about the extent to which they felt that their job was a good match for their skills, experience and interests (Figure 3.10).

The majority of those in paid work were positive about the job that they had secured by the point of the follow-up survey. Just over four in five agreed that their job was a good match for their skills, experience and interests with three in five agreeing strongly that this was the case.

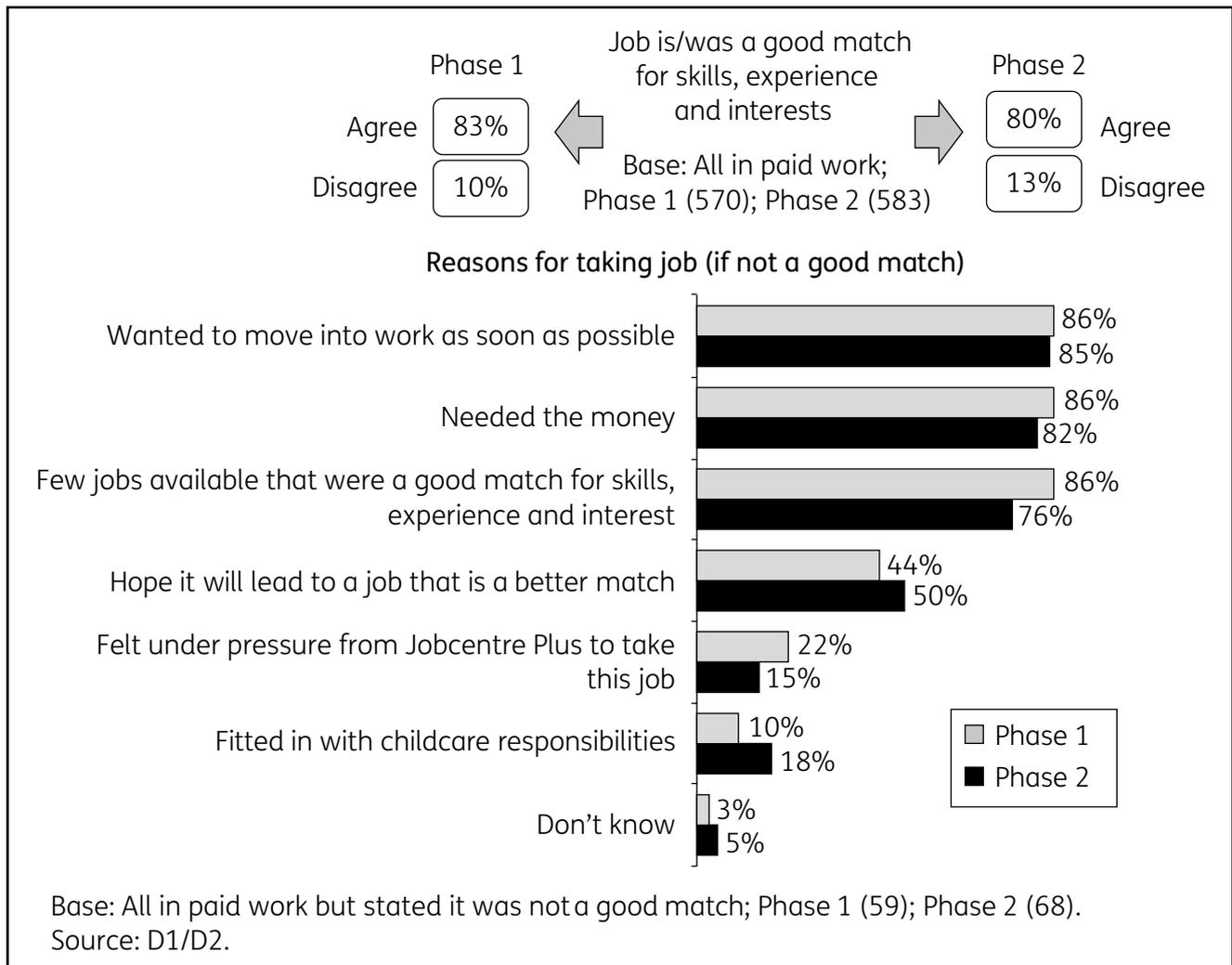
Customers qualified to degree level or above were significantly more likely to strongly agree that their current job was a good match in Phase 1 areas compared with their counterparts in Phase 2 (69% strongly agreed in Phase 1 compared with 58% in Phase 2) – we also saw above in Section 3.4 that these customers were significantly more likely to have changed jobs over the 12-month period in Phase 1 areas.

At the initial interview those in work among the Stage 2 cohort were also positive overall about the extent to which the job they were in was a good match for them (72% in both Phases agreed that it was) but slightly less so than customers in work at the follow-up interview. Again, this indicates that the cohort as a whole had seen a slight progression in term of securing well matched work over the course of 12 months.

When customers stated that their job was not a good match, they were asked (on a prompted basis) for their reasons for accepting the role. There were no significant differences by Phase (the reasonably large differences by Phase shown on Figure 3.10 are not statistically significant because of small base sizes).

The minority of customers who did not feel that their job was a good match for them stated that their reasons for taking the job were simply because they wanted to move into work as quickly as possible and/or because they needed the money and/or because there were few jobs available that were a good match for them. Around half accepted the role because they hoped that it would lead to a better job in the future. Only a small number stated that they took the job because they felt under pressure from Jobcentre Plus to do so (22% compared with 15% in Phase 2 areas – this difference is not statistically significant). A minority (10% Phase 1, 18% Phase 2 – again, not a statistically significant difference) said they had taken the job because it fitted in with childcare responsibilities.

Figure 3.10 Job suitability



3.9 Reasons for leaving employment

Customers were also asked about their reasons for leaving jobs. Table 3.3 shows the reasons given by customers for leaving the first jobs that they entered on ending their JSA claim (in cases where customers had left at least one job by the time of the follow-up interview).

Again, there are no significant differences by Phase. By far the most common reason for leaving first jobs in both Phases was that their contract ended/that the job was temporary and work was no longer available. Matching the pattern seen for the Stage 1 cohort, choosing to leave employment for reasons related to the nature of the work itself were far less common – only small minorities left their first job role because they were not earning enough, did not feel there were promotion possibilities, did not consider the job to be a good match for their skills or they disliked the job itself or the people they worked with. Overall, 14% of Phase 1 and 13% of Phase 2 customers who had left a job stated that they left for one of these reasons. And again similarly to the Stage 1 cohort, the proportions leaving their first job because of difficulties with health or logistics issues – either transport or unsuitable hours or childcare were also low. Only 8% of customers in Phase 1 and 9% in Phase 2 gave one of these as a reason for leaving their first job.

Of those customers who left their first job because their role was temporary and there was no longer work available or because their contract ended, in Phase 1 areas around half (49%) were in another paid role by the time of the follow-up interview. This is significantly higher than the proportion of Phase 2 customers who had left their first job for the same reason, but who were in work at the time of the follow-up interview (31%). This may point to Phase 1 first jobs being better stepping stones to further employment than those initially secured in Phase 2.

Table 3.3 Reasons for leaving first job

	Phase 1 %	Phase 2 %
Temporary work/contract ended	66	61
Found another job	5	7
Not earning enough	7	9
Made redundant	4	7
Sacked/dismissed	5	3
Went into training/education	4	2
No promotion prospects	2	4
Company closed	1	1
Transport difficulties	2	3
Health reasons	5	5
Disliked job/industry	2	<0.5
Unsuitable hours	1	0
Disliked staff/colleagues	1	1
Moved away	1	<0.5
Childcare commitments	*	2
Not suited to experience/skills	1	<0.5
Other reason	7	8
All customers		
<i>Unweighted</i>	(240)	(248)
<i>Weighted</i>	(253)	(253)

3.10 Overall views of support received

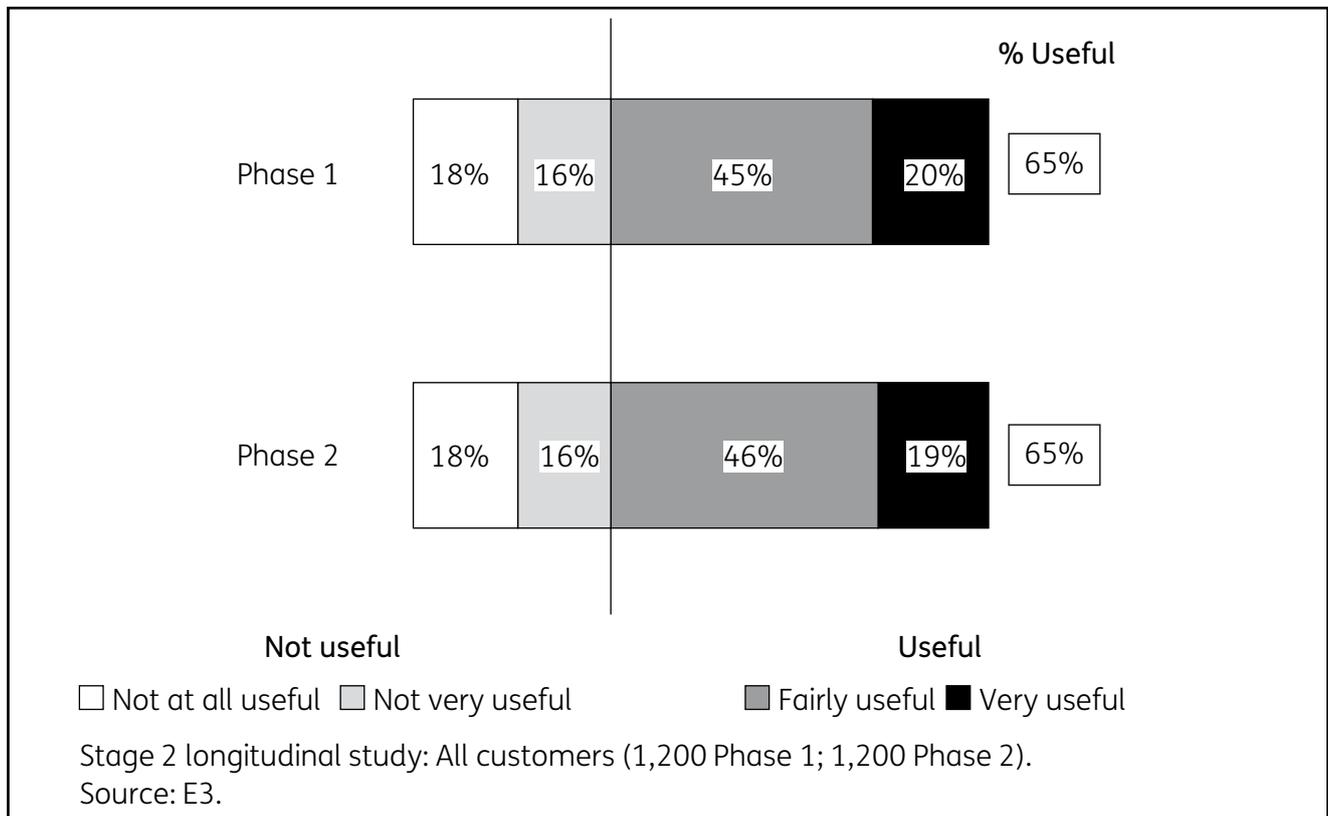
All customers were asked for their views on the support that they received from Jobcentre Plus throughout their claim. Figure 3.11 shows the views of customers on the overall usefulness of support received.

Overall, almost two-thirds of customers stated that the support they received was either fairly or very useful, with a fifth in both Phases stating it was very useful. There were no significant differences by Phase at an overall level.

Views on the usefulness of the support decreased by age; almost three-quarters of young people found the support useful (72% Phase 1, 74% Phase 2) compared with under two-thirds of 25-49-year-olds (62% Phase 1, 63% Phase 2) and just over half of all customers aged 50+ (56% Phase 1, 52% Phase 2). Perceived usefulness also decreased with qualification level in a similar

magnitude to that seen for age (71% Phase 1 and 72% of Phase 2 customers with no qualifications reported the support was useful, falling to 58% and 55% respectively for those with degree level or above qualifications).

Figure 3.11 Overall usefulness of support received



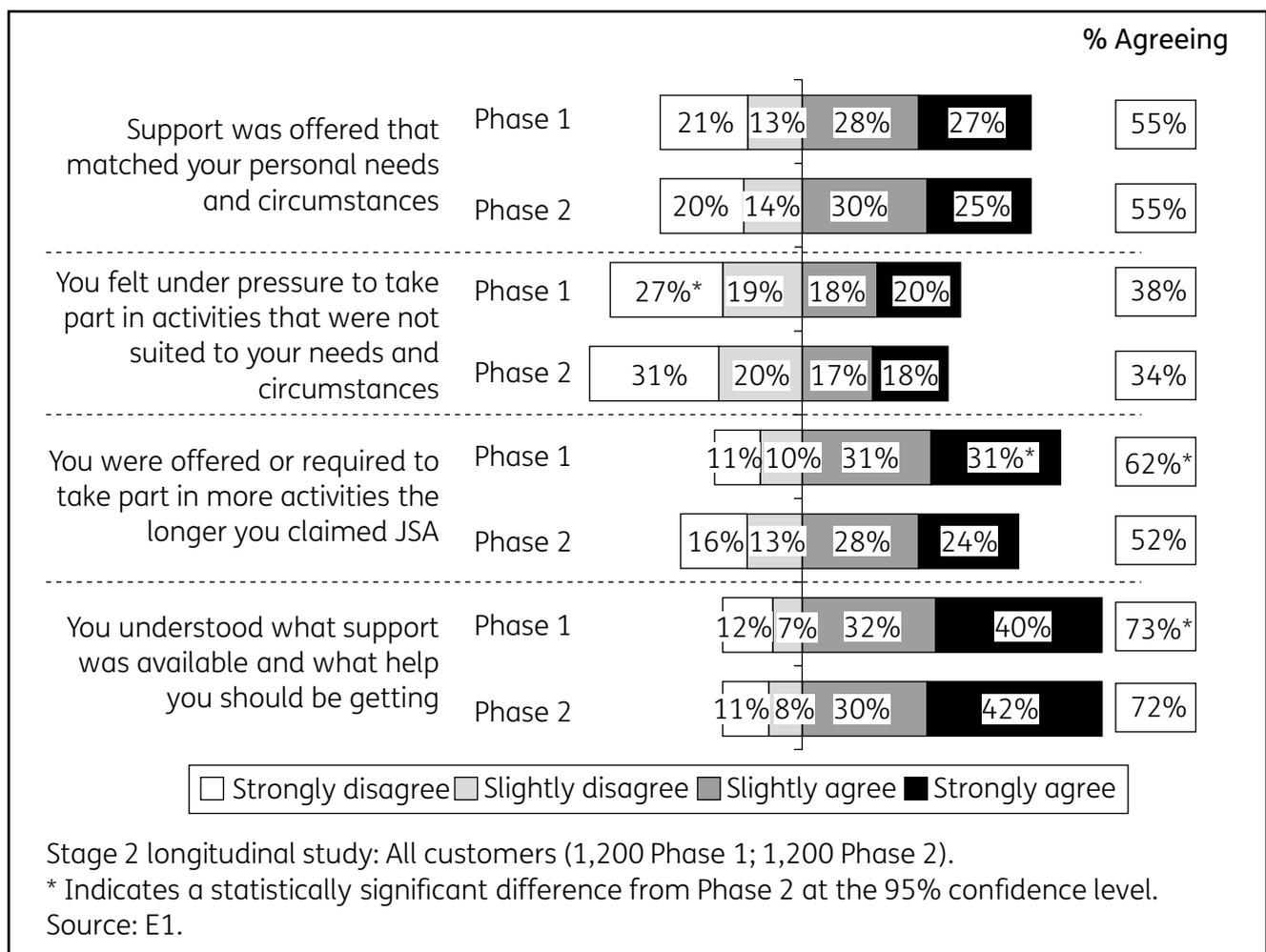
As seen among the Stage 1 cohort, customers still claiming at the time of the follow-up interview (including those who had claimed continuously) were more likely to report that they found the support offered useful, than those with shorter claim lengths or those that were in paid work. At least in part this is likely to reflect the fact that they are likely to have been exposed to a greater range of support, though may also be linked to those who enter work perceiving themselves as less in need of Jobcentre Plus support.

In addition to their overall views of the support received, customers were also asked about the extent to which they agreed that support had been well-matched to their needs. In order to understand the extent to which the increased conditionality of JRFND was evident to customers, they were also asked whether they had been put under pressure to take part in activities that were not suited to their needs and circumstances and whether they were offered/required to take part in more activities as the length of their claim increased. Customers were also asked whether they felt they understood what support was available to them and what help they should be getting. The responses given are shown in Figure 3.12.

At an overall level there were few differences by Phase in views on whether support received was well matched to personal needs and circumstances. Young people in both Phases were more likely than average to agree with this statement (60% Phase 1, 61% Phase 2).

Again at an overall level there was no significant difference in the proportion of customers that agreed they felt under pressure to take part in unsuitable activities (just over a third felt this was the case). However, 25-49-year-olds in Phase 1 areas were significantly more likely to agree they felt under pressure than 25-49-year-olds in Phase 2 areas (41% Phase 1, 34% Phase 2). This may reflect the fact that customers in that age bracket would have been referred to Flexible New Deal (FND) if they reached a year's claiming, whereas in Phase 2 areas the New Deal 25 Plus (ND25+) provision would not have been in place for most until 18 months consecutive claiming (which customers in the Stage 2 cohort would only just have been able to reach by the time of the follow-up interview).

Figure 3.12 Views on support received



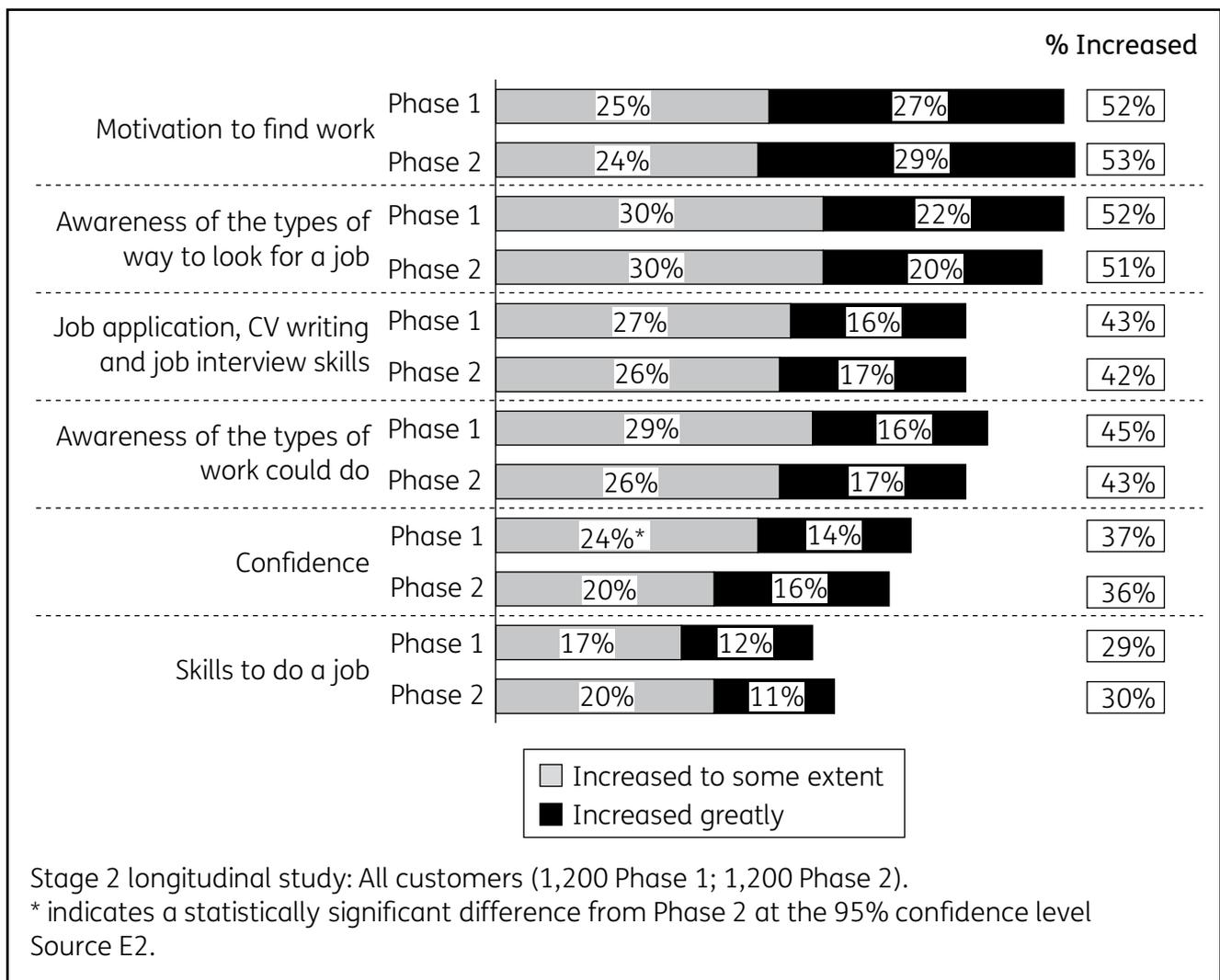
Phase 1 customers were significantly more likely overall to agree that they were asked to take part in more activities as the length of their claim increased compared with Phase 2 customers. This demonstrates some evidence of the greater emphasis placed on conditionality under JRFND compared with the previous regime being evident to customers. While younger customers were more likely than average to report this, they were equally likely to do so in both Phases (66% Phase 1, 64% Phase 2 – this two percentage point difference is not significant). The difference by Phase seen at an overall level is driven by customers aged 25+ who were more likely to agree they were required to take part in more activities as their claim progressed than their counterparts in Phase 2 areas (25-49: 61% Phase 1, 46% Phase 2, 50+: 54% Phase 1, 45% Phase 2). Again, this is likely to be an effect of customers aged 25 or over being referred to FND after a year in Phase 1 areas compared with referrals to New Deal 25 Plus (ND25+) typically happening after 18 months in Phase 2 areas.

The majority of customers agreed that they understood what support was available and what they should be getting, with little difference by Phase. The exception was older customers (50+) in Phase 2 areas who were significantly less likely (than both other age groups in Phase 2 areas and their older counterparts in Phase 1) to agree this was the case (62% did, however – still a majority).

Figure 3.13 shows the extent to which customers felt that the support that they received from Jobcentre Plus had a positive impact on their skills, motivation and confidence.

There were no notable differences by Phase in the proportions of customers that felt each of the skills or attributes listed had increased. Around half of all customers in each Phase reported that their motivation to find work and/or their awareness of types of ways to look for a job had increased as a result of the support received. Just over two-fifths felt that their CV writing, job application or job interview skills had increased.

Figure 3.13 Impact of support received



The proportion reporting that confidence had increased as a result of the support received decreased by age; around half (48% in both Phases) of young people reported an increase here compared to a third of those aged 25-49 (33% Phase 1, 32% Phase 2) and just under a quarter of older customers (24% Phase 1, 22% Phase 2). The same pattern was observed for motivation. Young people were also more likely than average to report increases in awareness of types of work they could do (55% Phase 1, 59% Phase 2), awareness of the range of ways to look for work (59% Phase 1, 60% Phase 2), employability skills such as CV writing and interview skills (51% Phase 1, 53% Phase 2) and job-related skills (41% Phase 1, 46% Phase 2).

Customers from a non-white ethnic background in both Phases were also more likely to report increase in confidence, motivation, awareness of types of work, awareness of range of ways to look for work, and skills to do a particular job than white British customers in both Phases.

Across all these measures, those who had claimed continuously between the two survey interviews and those still claiming at the time of the interviews were more likely to report increases in all areas. This is likely to be a reflection of these customers being exposed to a greater range and amount of support.

Compared with the Stage 1 cohort, the Stage 2 cohort were more likely to report increases in each of the areas. The difference was greatest for job application, CV writing and job interviews (almost a third – 32% – of the Stage 1 cohort reported an increase here in both Phases compared with over two-fifths – 43% and 42% respectively – of the Stage 2 cohort). This suggests that, on average, as claim length increases so does likelihood to report an increase in a range of employability skills and attributes.

4 Outcomes for Stage 3 cohort

4.1 Chapter summary

Customers who reached six months on Jobseeker's Allowance (JSA) were more likely to be in work at the follow-up interview in Phase 2 areas than Phase 1. This compares to new claims (Stage 1 cohort) and customers reaching 13 weeks on JSA (Stage 2 cohort) where no differences were observed between Phases in the likelihood to be in paid work at the point of the 12-month follow-up interview.

The difference by Phase for the Stage 3 cohort was largely driven by the destinations of 18-24-year-old customers. Of this group, 38% of Phase 1 customers were in work at the follow-up interview compared with 45% of Phase 2 customers. This difference reflects the differential likelihood to be in work that was evident at the time of the initial interview (six months after entering Jobseekers Regime and Flexible New Deal (JRFND) Stage 3 or New Deal for Young People (NDYP)).

Among customers aged 25+, there was little difference in the likelihood to have entered paid work by the follow-up interview between Phase 1 and Phase 2 areas (43% of the Phase 1 cohort were in work compared to 45% of Phase 2 – this difference by Phase is not statistically significant).

At an overall level, the Stage 3 cohort were slightly less likely to be in paid work at the time of the follow-up interview than either the Stage 2 or the Stage 1 cohort. However, as with the two other cohorts, for the vast majority of those who had found work by the initial interview, work had remained sustainable at least for a year. The majority of those who had remained in work – either for the same employer or through switching job – had seen positive developments in terms of responsibilities, nature of contract, salary or hours.

4.2 Introduction

This chapter explores the destinations of a cohort of individuals who started Stage 3 of JRFND or reached the equivalent point of their claim in Phase 2 areas in August-September 2009. This cohort included some people who were fast-tracked to this point in their claim but the majority – the 'maintrack' customers – were initially interviewed at a point around 12 months after their claim start date. For those that were still claiming this coincided with the completion of Stage 3 of JRFND in Phase 1 areas. The data in this chapter is largely drawn from follow-up interviews that took place 12 months later at a point that was around two years after their claim start date for maintrack customers.¹⁰

This chapter follows a similar structure to the preceding ones looking at the Stage 1 and Stage 2 cohorts. However, this chapter looks at destinations separately for those aged 18-24 and those aged 25+ to a greater extent than the previous chapters. This is because the regime experienced in Phase 2 areas over the period equivalent to Stage 3 of JRFND differed considerably by age. After six months of claiming JSA – when Phase 1 customers entered Stage 3 of JRFND – those aged 18-24 in Phase 2 areas would normally have entered the NDYP while those aged 25+ continued with standard JSA fortnightly signing.

¹⁰ The full report of research findings from the initial interview with the Stage 3 cohort can be found at: research.dwp.gov.uk/asd/asd5/rports2009-2010/rrep694.pdf

In keeping with the previous chapters, this chapter looks first at the overall situation of the cohort around 18 months after entering Stage 3 or the equivalent point of their claim before going on to look at the nature of paid work, progression and reasons for leaving employment and views on the usefulness of support provided by Jobcentre Plus.

4.3 Summary of overall destinations: 18-24s

The diagram (Figure 4.1) summarises the destinations of the 18-24-year-old members of the Stage 3 cohort at the time of the follow-up interview. Significant differences between Phase 1 and Phase 2 outcomes are indicated with a “*” symbol.

When they were initially interviewed (12 months after starting their claim), there were some quite large differences in the destinations of 18-24-year-olds in Phase 1 and Phase 2 areas (as shown in the boxes across the top of the diagram). In Phase 1 areas, seven in ten 18-24s were still claiming JSA, while just over half of those in Phase 2 areas were doing so. This difference was accounted for by a greater proportion of 18-24s in Phase 2 areas being both in paid work (28% compared with 19% in Phase 1 areas) and neither working nor claiming (18% compared with 10% in Phase 1 areas). This seemed to indicate the relative success of six months of NDYP provision over Stage 3 of JRFND in moving customers off JSA.

At a point 12 months later, there was still a similar difference in the likelihood to be in paid work with 38% of 18-24s in work in Phase 1 and 45% in Phase 2. The gap between the proportion claiming JSA in Phase 1 and Phase 2 areas had closed slightly although 18-24-year-olds were still more likely to be claiming in Phase 1 areas (48% Phase 1 and 38% Phase 2). As a result, the proportion neither working nor claiming at the time of the follow-up interview was broadly the same in both areas.

Of those who had found work by the time of the initial interview, i.e. before the end of Stage 3 in Phase 1 areas or NDYP in Phase 2 areas, around two-thirds had remained in employment by the time of the follow-up interview. The likelihood of sustaining employment was broadly the same in Phase 1 and Phase 2 areas.

Around a third of those in each area who were still claiming at the initial interview had moved into employment 12 months on. A similar proportion of those who were neither working nor claiming at the initial interview, i.e. around a third, had also entered work 12 months later.

The proportion of customers who had claimed continuously from entering Stage 3/the equivalent point of their claim in Phase 2 areas until the time of the follow-up interview was significantly higher in Phase 1 areas than in Phase 2 areas (22% of all customers in Phase 1 areas – equivalent to 31% of those who were claiming at the initial interview – compared with 15% in Phase 2 areas – equivalent to 28% of those claiming at the initial interview).

Two-fifths of those customers who had ended their claim by the time of the initial interview, but who were not in work, were in the same situation by the time of the follow-up interview. In addition, small proportions of those who were in paid work and who were claiming JSA at the time of the initial interview were neither working nor claiming 12 months later.

Table 4.1 shows the destinations of those 18-24-year-olds who were neither in paid work nor claiming.

Figure 4.1 Summary of interim and longer-term outcomes: 18-24-year-olds

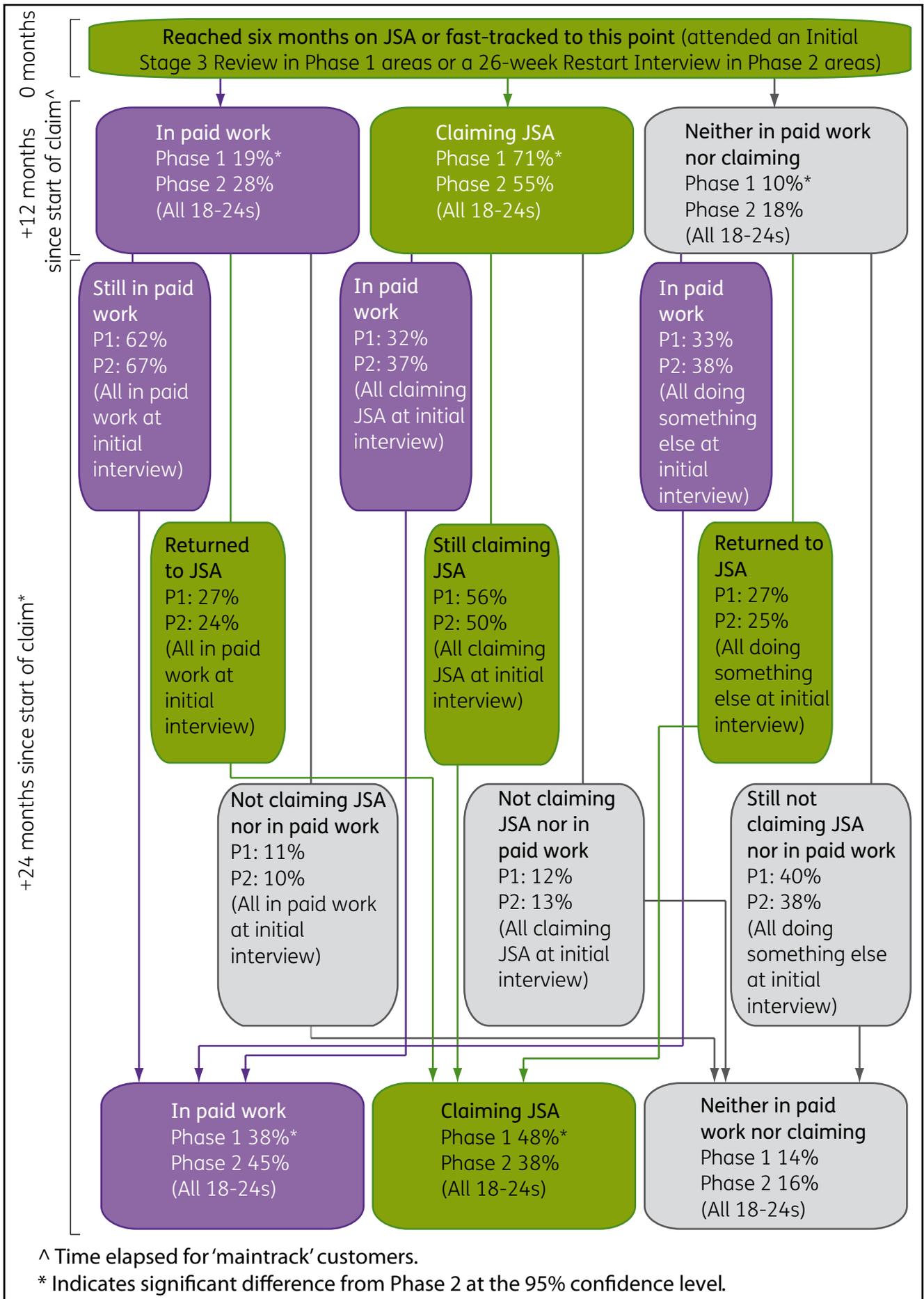


Table 4.1 Activities of 18-24-year-olds neither working nor claiming at follow-up interview

	Phase 1 %	Phase 2 %
Receiving or setting up claim for another benefit	5	8
Full-time learning or education	3	2
Part-time learning or education	1	1
Working on an unpaid basis	1	1
Setting up a new JSA claim	1	2
Something else	4	4
Total neither in paid work nor claiming	14	16
All customers		
<i>Unweighted</i>	(400)	(400)
<i>Weighted</i>	(495)	(446)

NB: Some customers were engaged in more than one of these activities.

The types of activities that those neither claiming nor working on a paid basis were engaged in at the follow-up interview were very similar for Phase 1 and Phase 2 customers (the small differences by Phase seen in Table 4.1 are not statistically significant). As for the other cohorts, customers not working or claiming were most commonly in learning or education or claiming another out-of-work benefit (usually Employment and Support Allowance (ESA) or Income Support (IS)).

4.4 Summary of overall destinations: 25+

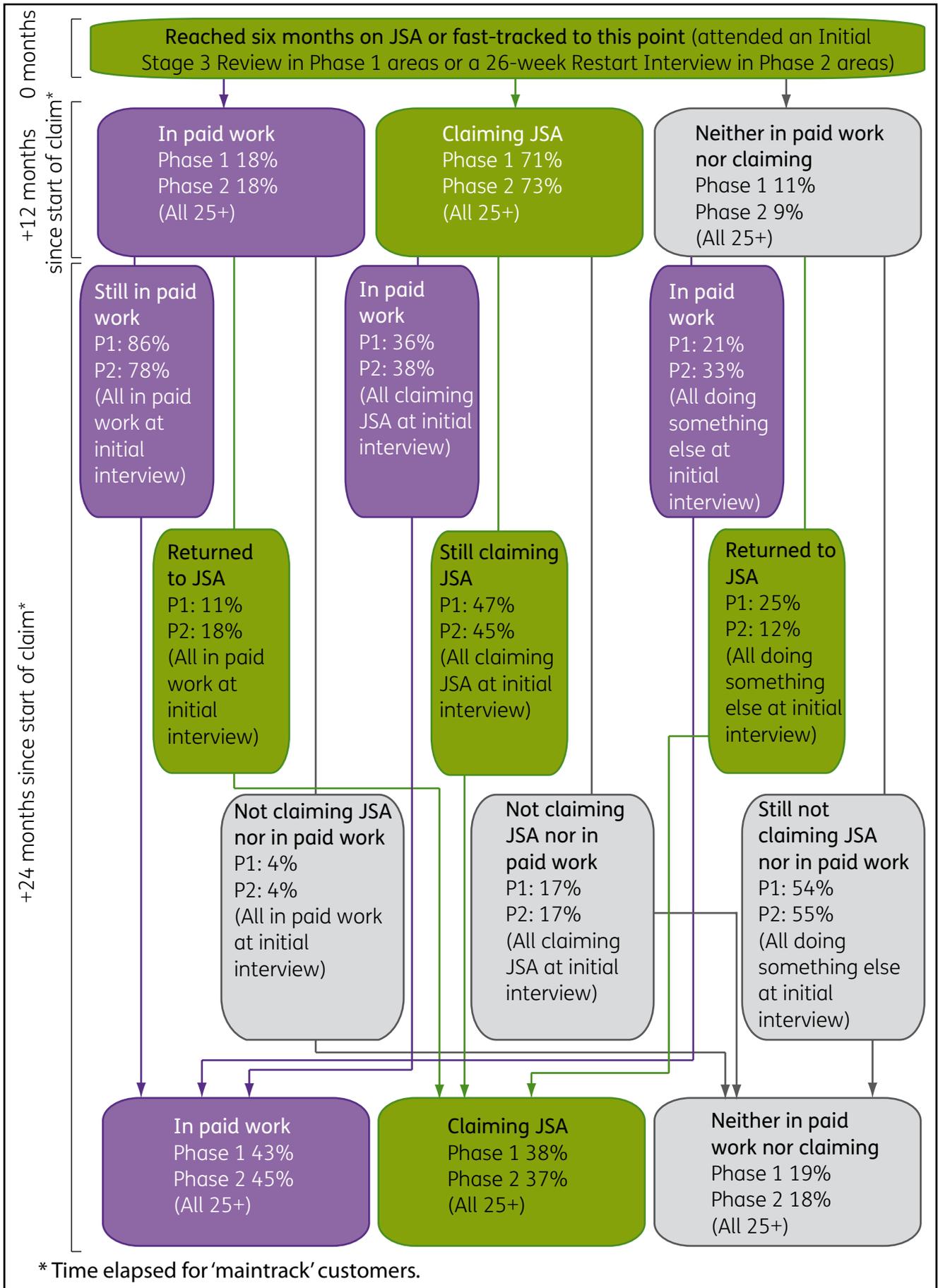
The diagram (Figure 4.2) summarises the destinations of those members of Stage 3 cohort aged 25 or over. None of the differences by Phase shown in Figure 4.2 are statistically significant; among those aged 25+, there was essentially no observable difference in outcomes between Phase 1 and Phase 2 areas.

At the time of the initial interview, the differences evident in the destinations of 18-24-year-olds were not reflected in the 25+ cohort. At the initial interview, just under a fifth of those aged 25+ had found work and one in ten had left JSA but not entered work, leaving over seven in ten still claiming.

Twelve months later at the follow-up interview, the proportion still claiming JSA had roughly halved (to 38% of the cohort in Phase 1 areas and 37% in Phase 2) and the proportions in paid work or neither working nor claiming had doubled. Just over two-fifths were in paid work (43% in Phase 1 and 45% in Phase 2) and a fifth had left JSA but were not in work (19% in Phase 1 and 18% in Phase 2). Hence at the follow-up interview there remained very little difference in the broad destinations of Phase 1 and Phase 2 25+ customers.

The majority of individuals aged 25+ who had found paid work by the time of the initial interview had remained in employment over the 12-month period between interviews. Those aged 25+ were more likely to have remained in employment than 18-24-year-olds who had found work by the time of the initial interview (as Figure 4.1 demonstrates – only around three in five of this group remained in work).

Figure 4.2 Summary of interim and longer-term outcomes: 25+-year-olds



A third of customers who were claiming JSA at the time of the follow-up interview had claimed continuously since entering Stage 3/the equivalent point of their claim in Phase 2 areas. At an overall level this equates to around a quarter of all customers (23% of Phase 1 and 25% of Phase 2 customers – this difference by Phase is not statistically significant). The remainder of those claiming both six months after entering Stage 3/equivalent point and 12 months later had had a break in their claim at some stage.

Among 25+ customers, it was reasonably uncommon for those who had ended their claim but not entered work at the time of the initial interview to have entered paid work 12 months later. Of customers who were neither working nor claiming at the initial interview 21% of those in Phase 1 areas and 33% of those in Phase 2 areas had entered work (the relatively small base of customers who were neither working nor claiming at the time of the initial interview means that this difference is not statistically significant). Around half of those who were neither working nor claiming at the initial interview were still in the same situation 12 months later.

Table 4.2 shows the activities of those who were neither in paid work nor claiming.

Table 4.2 Activities of 25+ customers neither working nor claiming at follow-up interview

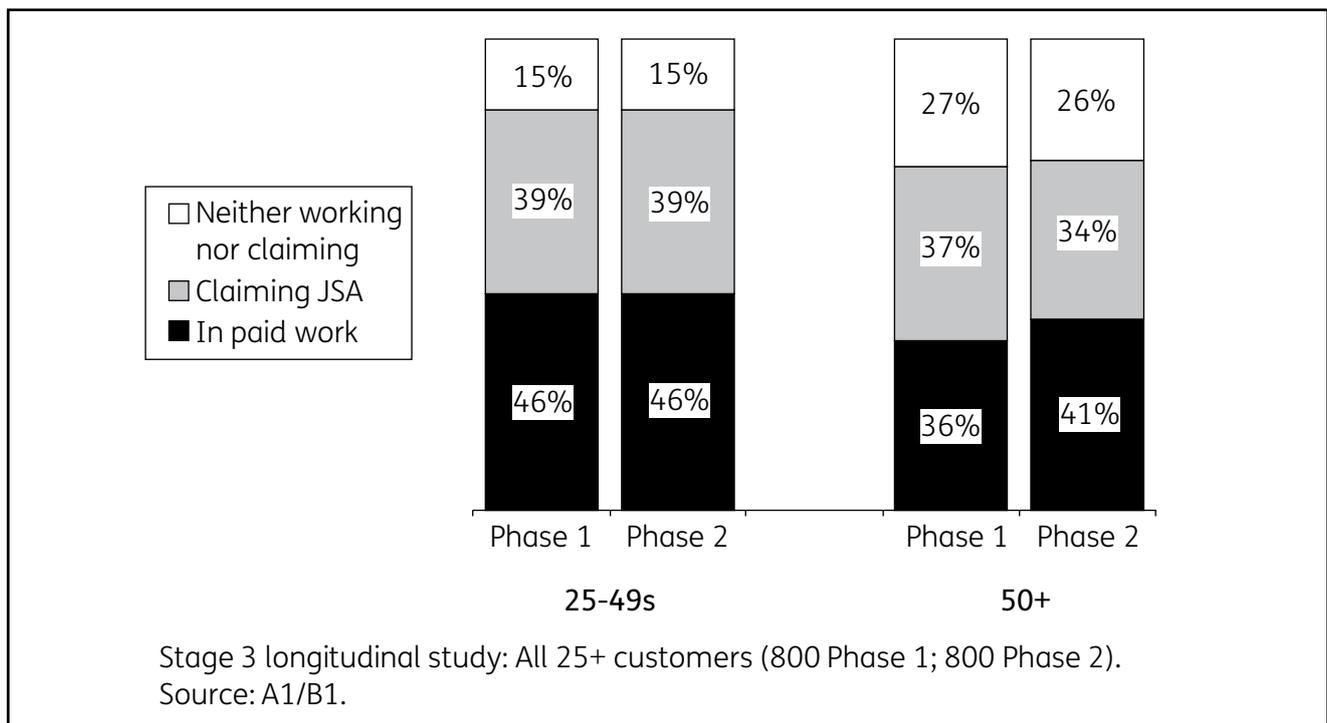
	Phase 1 %	Phase 2 %
Receiving or setting up claim for another benefit	8	8
Retired/claiming Pension Credit	3	4
Part-time learning or education	<1	1
Full-time learning or education	1	1
Working on an unpaid basis	1	2
Setting up a new JSA claim	<0.5	1
Something else	7	5
Total neither in paid work nor claiming	19	18
All customers		
<i>Unweighted</i>	(800)	(800)
<i>Weighted</i>	(705)	(754)

NB: Some customers were engaged in more than one of these activities.

Again, the types of activities that those 25+ customers who were neither claiming nor working on a paid basis were engaged with at the follow-up interview are very similar for Phase 1 and Phase 2 customers (and comparable with those for 18-24-year-old customers). Where customers were claiming another benefit, this was usually ESA (accounting for around two-thirds of those setting up claims for other benefits in both areas).

Within 25+ customers, there were some differences in the proportions working, claiming or neither between those aged 25-49 and those aged 50+ as illustrated in Figure 4.3.

Figure 4.3 Summary of longitudinal destinations comparing 25-49-year-old customers with those aged 50+



As Figure 4.3 shows, across both Phase 1 and Phase 2 areas, customers within the Stage 3 cohort who were aged 50+ were almost equally as likely to still be claiming JSA as those aged 25-49, but they were less likely to have entered paid work and more likely to be neither working nor claiming. The difference in the proportion of 50+ customers in paid work compared to those aged 25-49 was particularly marked in Phase 1 areas.

To some extent the difference in the proportion of 25-49-year-old customers and 50+ customers who were neither working nor claiming is accounted for by customers who had retired/were claiming Pension Credit by the time of the follow-up interview. This group accounted for one in ten (10% Phase 1 and 9% Phase 2 – difference by Phase not significant) of all customers within the cohort who were aged 50+.

4.5 Variations in destinations by sub-groups

As seen for both the Stage 1 and Stage 2 cohorts, there was a strong relationship between highest qualification held and outcomes at the time of the follow-up interview in both Phase 1 and Phase 2 areas. In both Phases, over half of those qualified to degree level were in paid work at the follow-up interview (55% Phase 1 and 58% Phase 2). This compared with less than half of those qualified to Level 2 or 3 (48% Phase 1 and 46% Phase 2) and a third of those with a Level 1 or entry level qualification/no qualifications (32% Phase 1 and 38% Phase 2). These differences by Phase are not statistically significant.

In Phase 2 areas, white British customers were less likely to be in paid work than those from other ethnic background (43% of white British customers were in paid work compared with 51% of those from other ethnic backgrounds). This difference reverses the trend seen among the Stage 1 and Stage 2 cohorts. It was not apparent in Phase 1 areas among the Stage 3 cohort (41% of white British customers were in paid work and 40% of those from other ethnic backgrounds). It is worth noting that within the Stage 3 cohort, the proportion of customers that were white British was larger in Phase 2 areas than in Phase 1 areas.

Table 4.3 shows how the 12 months between the two interviews breaks down on average between time spent in paid work, time spent claiming JSA and time spent neither in paid work or claiming at an overall level and by key customer sub-groups.

In Phase 1 areas, the Stage 3 cohort had spent an average of 4.2 months in paid work, 6.1 months claiming JSA and 1.7 months neither claiming JSA nor in paid work. The average distribution of time was similar in Phase 2 areas (4.4 months in paid work, 5.9 months claiming JSA and 1.7 months neither working nor claiming).

18-24-year-old customers in Phase 2 had spent an average of a month longer in paid work compared to those in Phase 1 areas (4.9 months compared with 3.9 months on average). On average, 18-24-year-old customers had spent 5.2 months of the 12 months between the initial and follow-up interviews claiming JSA (compared with 6.5 months in Phase 1 areas).

Among those who were in work for at least part of the 12-month period, the average amount of time spent in work was 7.4 months in Phase 1 areas and 7.3 months in Phase 2 areas.

Table 4.3 Average division of 12-month period between work, claiming and neither

	Base (unweighted)	Base (weighted)	Average months in paid work	Average months claiming JSA	Average months neither working nor claiming
All					
Phase 1	(1,200)	(1,200)	4.2	6.1	1.7
Phase 2	(1,200)	(1,200)	4.4	5.9	1.7
18-24					
Phase 1	(400)	(495)	3.9	6.5	1.6
Phase 2	(400)	(446)	4.9	5.2	1.9
25-49					
Phase 1	(400)	(491)	4.6	5.9	1.4
Phase 2	(400)	(527)	4.2	6.6	1.3
50+					
Phase 1	(400)	(214)	3.8	5.6	2.6
Phase 2	(400)	(227)	3.8	5.8	2.4
No qualifications					
Phase 1	(353)	(329)	3.1	6.7	2.2
Phase 2	(329)	(299)	3.3	6.8	1.8
Level 1/entry level					
Phase 1	(240)	(248)	3.3	7.4	1.3
Phase 2	(2,030)	(208)	4.1	6.7	1.2
Level 2-3					
Phase 1	(419)	(449)	5.0	5.4	1.6
Phase 2	(426)	(454)	4.4	5.8	1.9
Level 4-5					
Phase 1	(166)	(154)	5.8	4.7	1.6
Phase 2	(224)	(220)	6.1	4.3	1.6
Long-term illness or disability					
Phase 1	(215)	(192)	1.9	6.8	3.3
Phase 2	(206)	(198)	2.3	6.8	2.9
Men					
Phase 1	(869)	(909)	4.1	6.4	1.5
Phase 2	(876)	(884)	4.3	6.1	1.6
Women					
Phase 1	(331)	(291)	4.5	5.1	2.4
Phase 2	(324)	(316)	4.5	5.4	2.0
White British					
Phase 1	(1,071)	(1,036)	4.3	6.0	1.7
Phase 2	(981)	(952)	4.3	6.0	1.7
Other ethnic background					
Phase 1	(127)	(161)	4.0	6.5	1.6
Phase 2	(208)	(237)	4.8	5.7	1.5

4.6 Work destinations: 18-24s

Figure 4.4 summarises customer movement into and out of paid work in the period between the initial interview (six months after entering Stage 3 or the equivalent point in Phase 2 areas) and the follow-up interview (12 months later). All the percentages in this figure are based on all 18-24-year-old customers in the Stage 3 cohort. Significant differences by Phase are marked with a ‘*’ symbol.

As established previously, 19% of 18-24s in Phase 1 and 28% in Phase 2 areas were in paid work at the time of the initial interview. Under half of these customers remained in the same job (or same self-employment activity) throughout the 12-month period between the two interviews (equating to 8% of all Phase 1 18-24s and 11% of all Phase 2 18-24s). Taking into account both this group and those who had remained in work but changed employer, overall 18-24-year-olds in both Phases who were in work at the initial interview were more likely to have remained in work than to have left it.

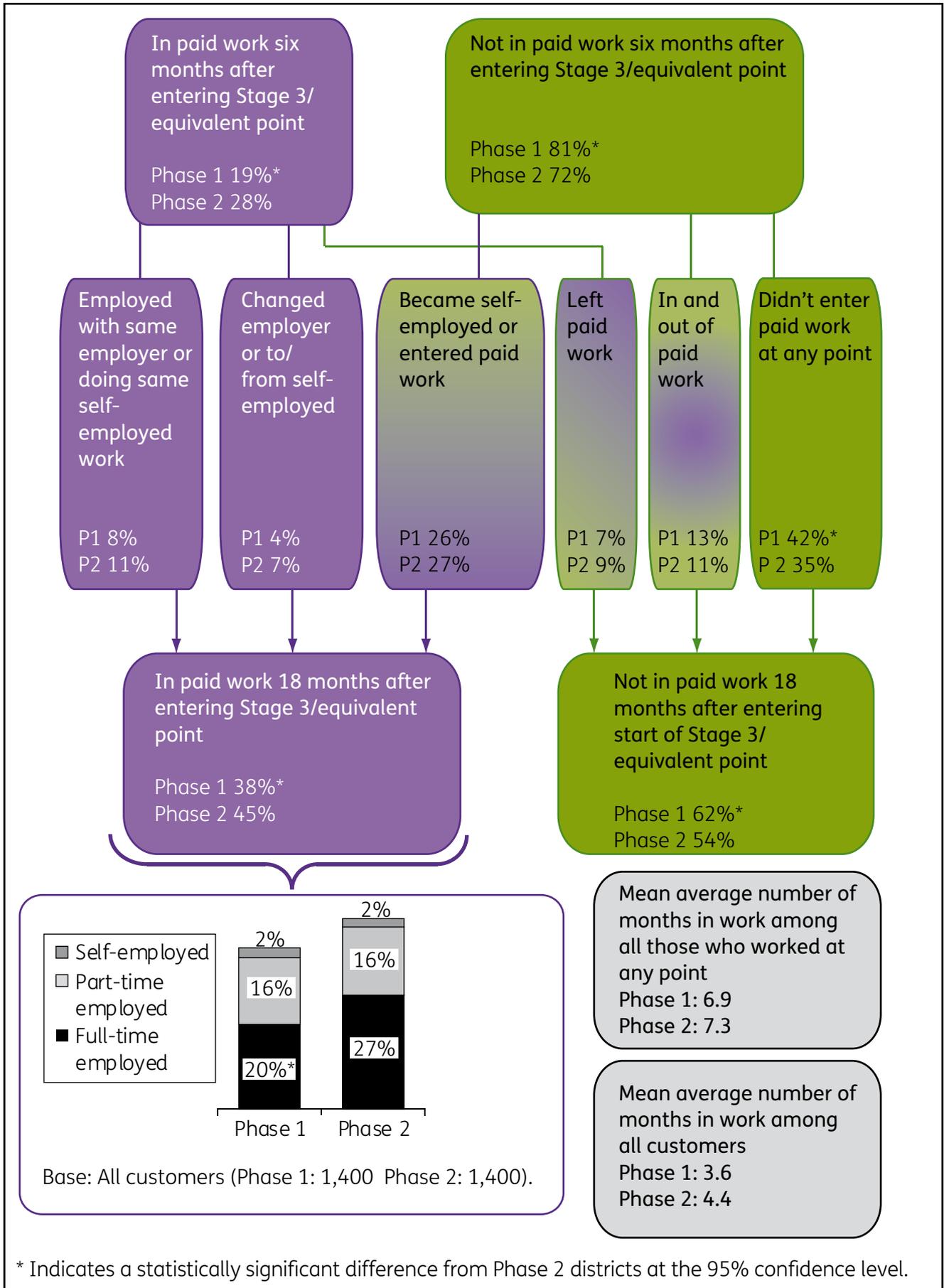
In addition to the groups above, a quarter of 18-24-year-old customers (26% Phase 1 and 27% Phase 2) were not in paid work at the three-month point but had entered work 12 months later. A further one in ten customers had moved in and out of work during the 12 month period (13% Phase 1 and 11% Phase 2).

At a total level, 58% of Phase 1 customers and 65% of Phase 2 customers had some experience of work over the 12-month period between interviews. Hence, in line with the picture for the Stage 1 and Stage 2 cohorts, the proportion with some experience of work was significantly higher in Phase 2 areas (where all those in this cohort should have entered NDYP). A large part of this difference is accounted for by the outcomes that were already achieved by the time of the initial interview. This cohort were significantly more likely to be in work in Phase 2 areas at the time of the initial interview, the likelihood of remaining in work is more or less the same between the two areas and hence destinations at the follow-up stage reflect these ‘initial’ outcomes.

The majority of the cohort who had been in paid work had only experienced one job role (85% in Phase 1 and 80% in Phase 2) – including people who were still in this role at the time of interview and those who had returned to claiming/neither working nor claiming. A small minority (13% in Phase 1 and 17% in Phase 2) had experienced two separate job roles and a very small number (2% in Phase 1 and 4% in Phase 2) had experienced three or more separate jobs.

The difference in likelihood to be in work at the follow-up interview between 18-24-year-olds in Phase 1 areas and those in Phase 2 areas is accounted for by a greater proportion in full-time work (20% of Phase 1 customers compared to 27% of Phase 2 customers) as shown in the bar chart at the bottom of Figure 4.4. The proportions in self-employment and part-time work are broadly comparable. This means that in Phase 1 areas, 18-24-year-olds were almost equally as likely to be in part-time as full-time work.

Figure 4.4 Summary of work destinations: 18-24s



* Indicates a statistically significant difference from Phase 2 districts at the 95% confidence level.

4.7 Work destinations: 25+ customers

Figure 4.5 shows customer movement into and out of paid work for customers aged 25+. All the percentages in the figure are based just on the 25+ customers in the Stage 3 cohort.

As shown previously, the differences in the proportions in paid work both at the initial and the follow-up interviews between Phase 1 and Phase 2 areas are much less marked for the 25+ cohort than they are for those aged 18-24. Furthermore as Figure 4.5 shows, there is little difference in the proportions experiencing each type of customer 'journey' in and out of paid work between the two areas (none of the differences between Phase shown in Figure 4.5 are statistically significant). The proportions of customers who have remained with the same employer/in the same type of self-employment, who have changed job, who have entered work since the initial interview, who have left work since the initial interview and who have moved into and out of work between the two interviews are broadly comparable.

In both areas, those aged 25+ who were in work at the time of the initial interview are more likely to have remained in this job than the comparable group of those aged 18-24. They are also less likely to have left work altogether.

Within Phase 2 areas, the overall proportion of customers in paid work at the time of the longitudinal interview is the same for those aged 25+ as for those aged 18-24 (45%). Hence over the 12 months between interviews, the movements of the two cohorts in and out of work equalled out the difference in likelihood to be in paid work that was apparent at the initial interview (at the initial interview in Phase 2 areas 18% of those aged 25+ were in paid work compared to 28% of those aged 18-24).

Within Phase 1 areas, by contrast, those aged 25+ were slightly more likely to be in work at the time of the follow-up interview than those aged 18-24 (43% of those aged 25+ compared to 38% of those aged 18-24).

At a total level, just over half of customers in both Phases had some experience of work over the 12-month period between interviews. In Phase 2 areas this is much lower than for 18-24-year-olds (65% of 18-24s had experienced paid work). In Phase 1 areas it is the same as the proportion of 18-24-year-olds who had some experience of work.

As with 18-24-year-olds, the majority of the cohort who had been in paid work had only experienced one job role (88% in Phase 1 and 83% in Phase 2) – including people who were still in this role at the time of interview and those who had returned to claiming/neither working nor claiming.

Figure 4.6 shows the variation in types of work held at the follow-up interview between those aged 25-49 and those aged 50+. None of the differences by Phase shown in Figure 4.6 are statistically significant.

Figure 4.5 Summary of work destinations: 25+ customers

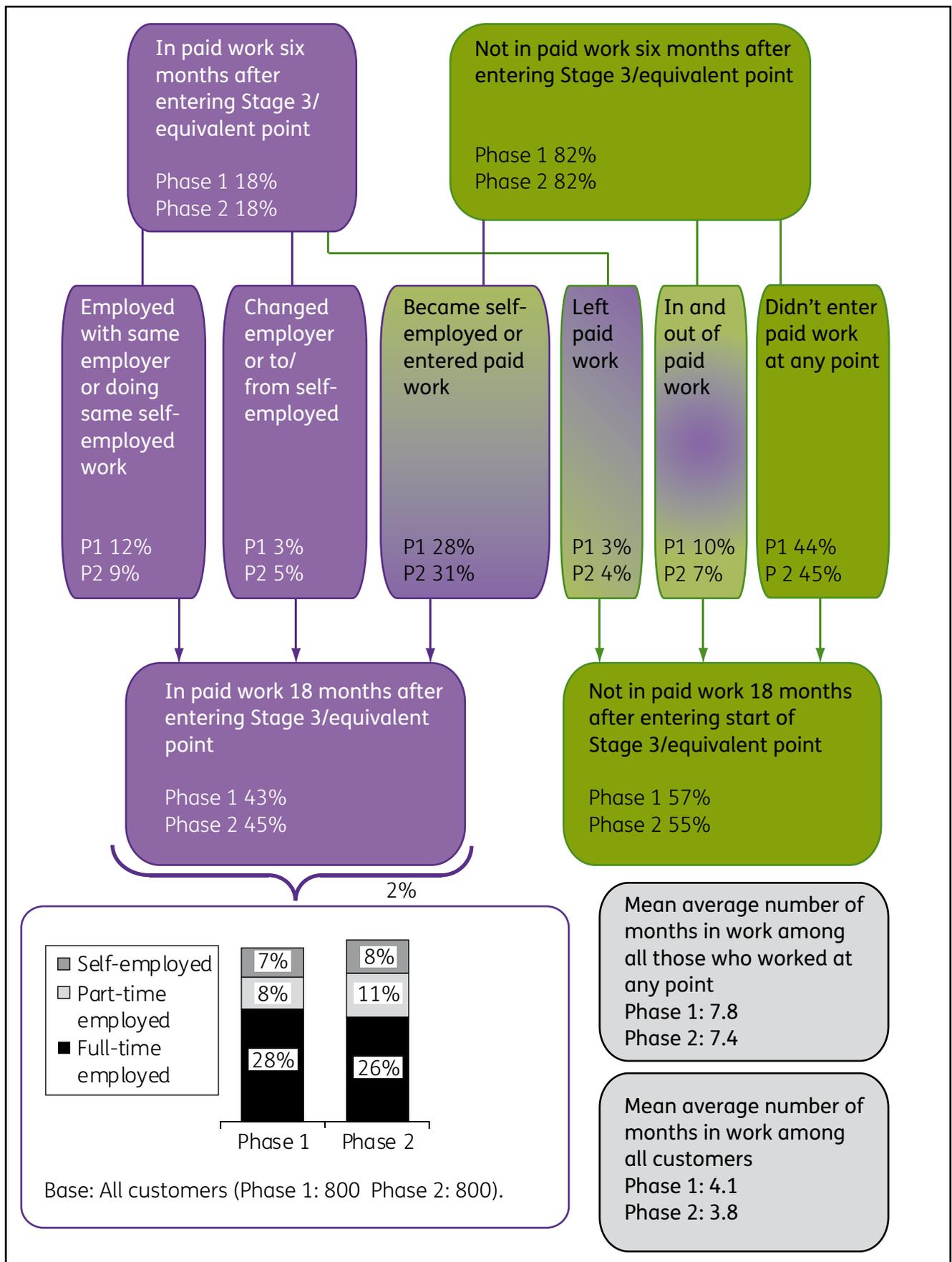
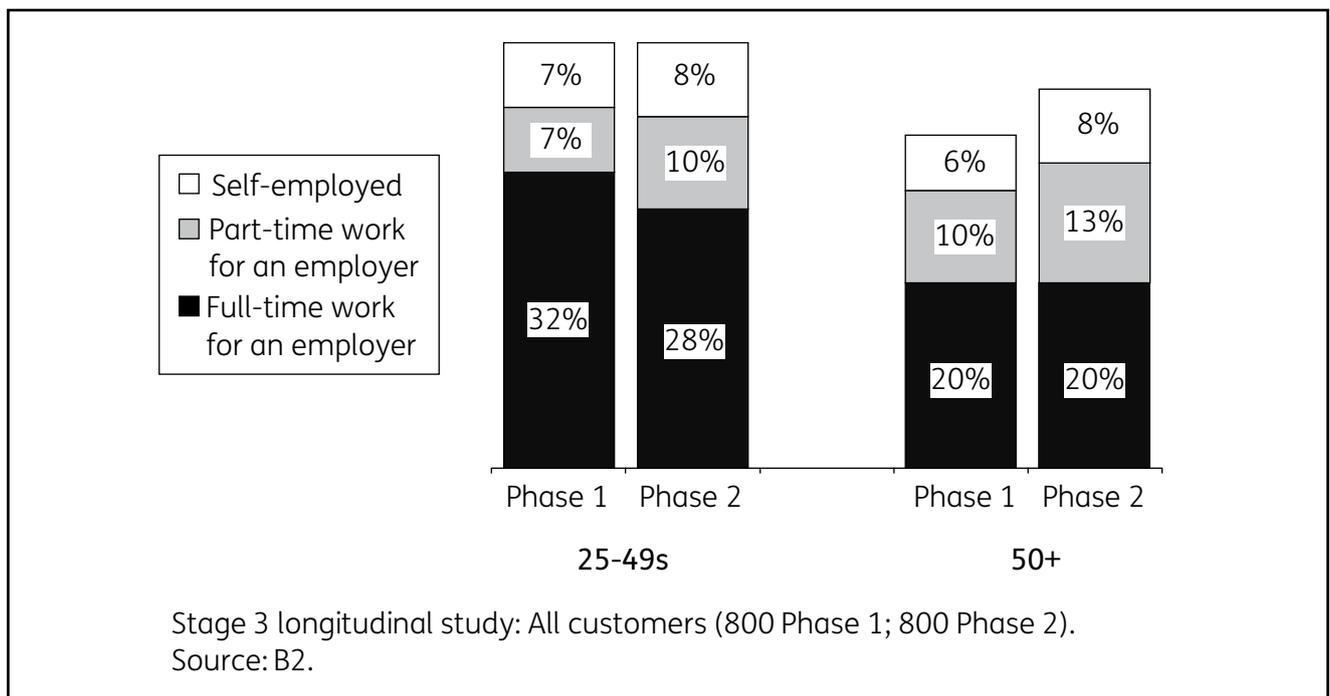


Figure 4.6 Type of work comparing 25-49-year-old customers with those aged 50+



As Figure 4.6 demonstrates, in both areas customers aged 50+ are less likely to have entered full-time work than those aged 25-49. In both areas those aged 50+ are slightly more likely than those aged 25-49 to have entered part-time work, so part-time work accounts for a greater proportion of work destinations for this group. The proportions entering self-employment are broadly comparable between age group and by Phase (although they account for a greater proportion of all work destinations for the 50+ cohort).

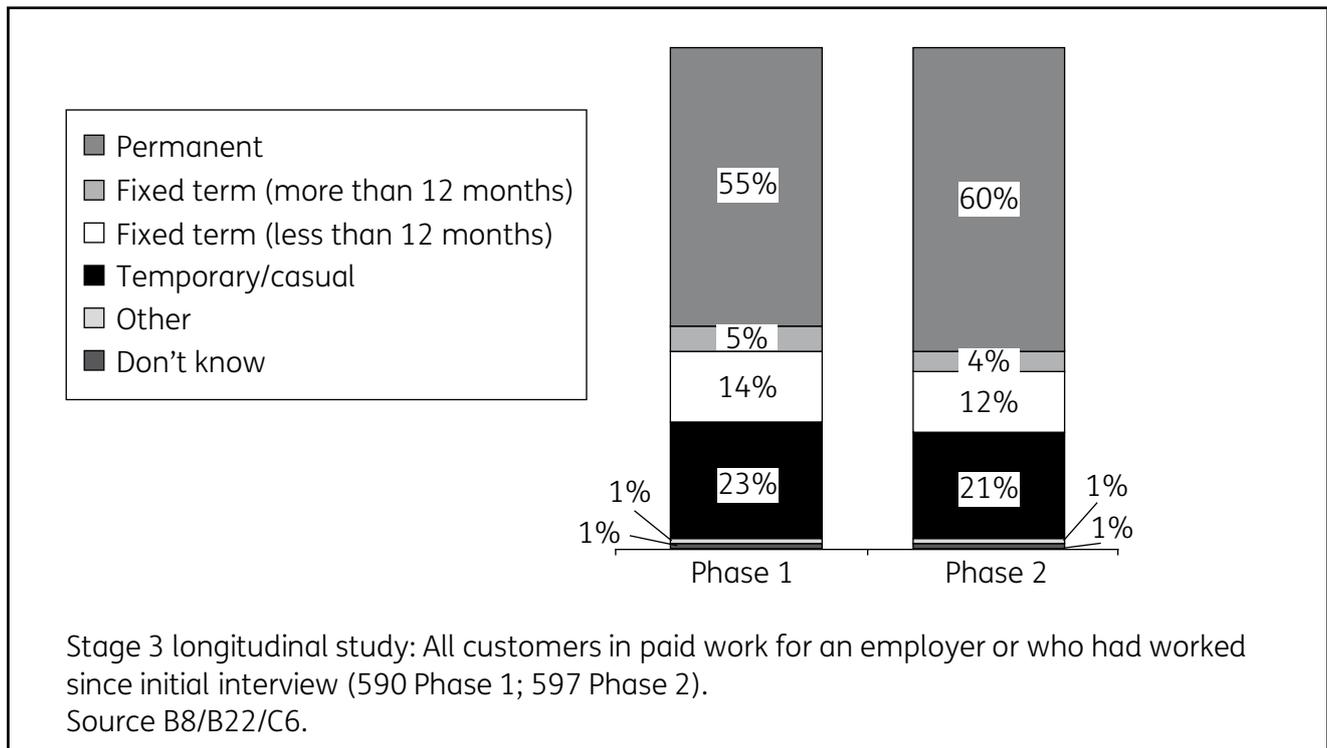
4.8 Nature of employment

This section looks at the nature of employment secured by those who have worked at some stage. It looks at type of contract, sector, occupation and salary. In this section, findings are initially presented for the whole Stage 3 cohort (combining those aged 18-24 and those aged 25+) but differences by age are discussed.

Figure 4.7 shows the nature of employment contracts held by those who worked for an employer in their current or most recent job role.

The profile of contract types is very similar in Phase 1 and Phase 2 areas with around three-fifths of jobs held on a permanent basis and a fifth held on a temporary or casual basis and most of the remainder involving fixed-term contracts. The profile of contract types is also very similar to that of the employment destinations of the Stage 1 and Stage 2 cohorts.

For the Stage 3 cohort, there was little difference in the profile of contract types by age with around a fifth of those in each age group in both Phases who entered paid work working on a temporary or casual basis.

Figure 4.7 Employment contracts

Again as seen for the Stage 1 and Stage 2 cohorts, comparing the work destinations of those who had experience of paid work at the initial interview with those at the longitudinal interview shows that at the follow-up stage, contracts were more likely to be on a permanent basis. Of those who had experience of paid work at the initial stage, 44% had a permanent contract in Phase 1 areas and 48% in Phase 2 areas (compared with 55% and 60% respectively at the follow-up point – these differences by Phase are not significant, but the differences over time within Phase are).

Where customers had initially entered work for an employer on a temporary or casual basis as their ‘first job’ on leaving JSA but had then moved on to a subsequent job, these subsequent jobs were often on a more permanent basis. This was the case for around two-thirds of those who had more than two jobs since initially entering Stage 3/the equivalent point of their claim but whose first job was on a temporary basis.

Customers who had already left jobs that were entered on a temporary/casual basis by the time of the follow-up interview had typically spent getting close to five months in these roles (an average of 4.7 months in Phase 1 and 4.6 months in Phase 2).

Figures 4.8 and 4.9 show the sectors that individuals were working in (including both those who were working or had worked in self-employed roles as well as those who worked for an employer) and the occupational profile of jobs held (based just on work for an employer). In both cases the profiles of jobs held by individuals in Phase 1 and Phase 2 areas was similar. In Phase 2 areas, employment destinations for customers aged 25-49 were slightly more likely to be in the finance/business services sector and correspondingly slightly less likely to be in the wholesale/retail sector; the sectoral profile of employment destinations for 18-24-year-olds and those aged 50+ were very similar in both Phase 1 and Phase 2 areas.

The profile of occupations held was also very similar in Phase 1 and Phase 2 areas. Just over a quarter of all employment destinations of the Stage 3 cohort at the follow-up stage were in elementary occupations. Reflecting the patterns seen for the other cohorts, in both Phase 1 and Phase 2 areas, younger customers (those aged 18-24) were slightly more likely than those aged 25+ to be employed in sales/customer service and elementary roles and correspondingly less likely to work in managerial and professional roles and also as machine operatives.

Figure 4.8 Sector worked in

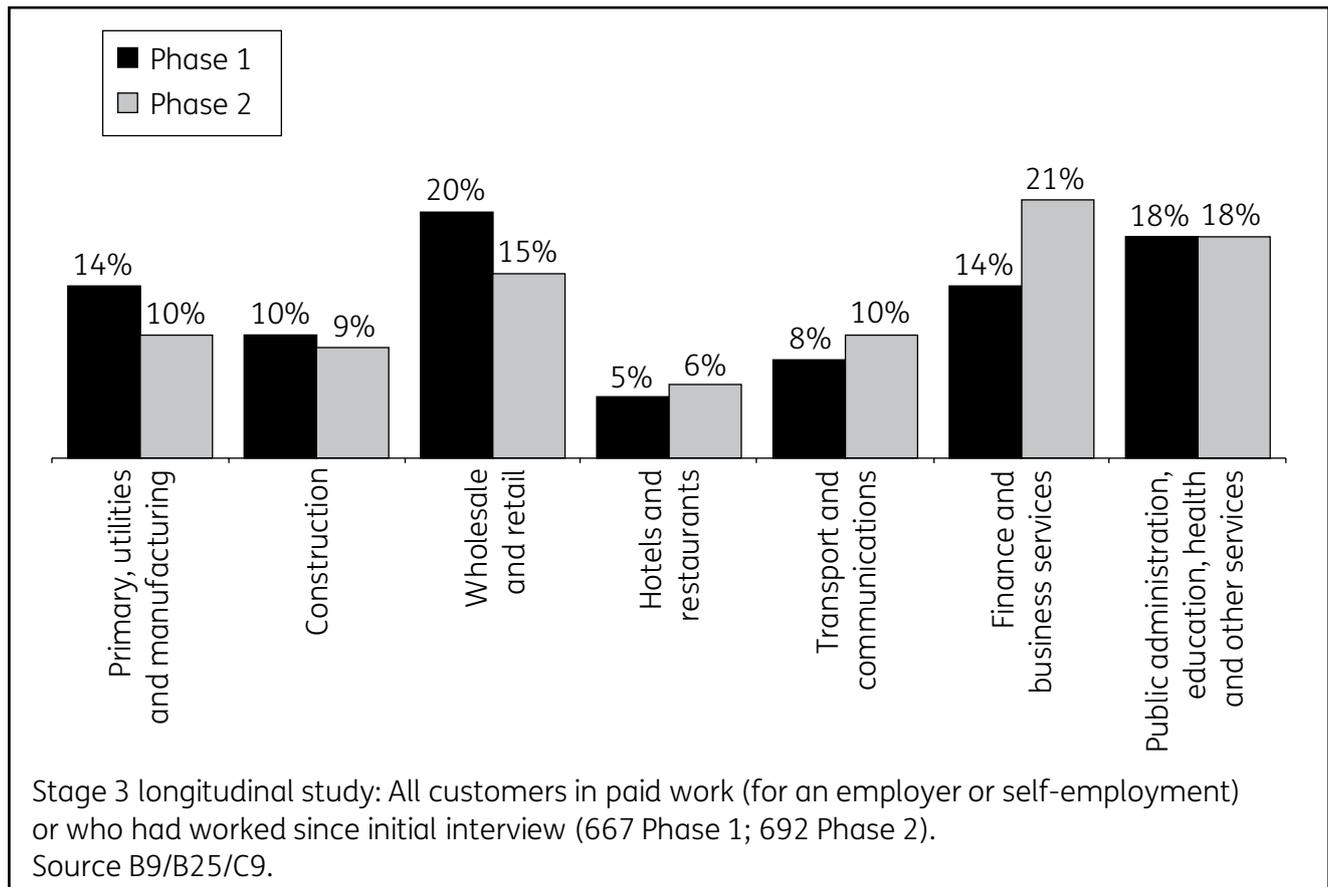


Figure 4.9 Occupation of employment

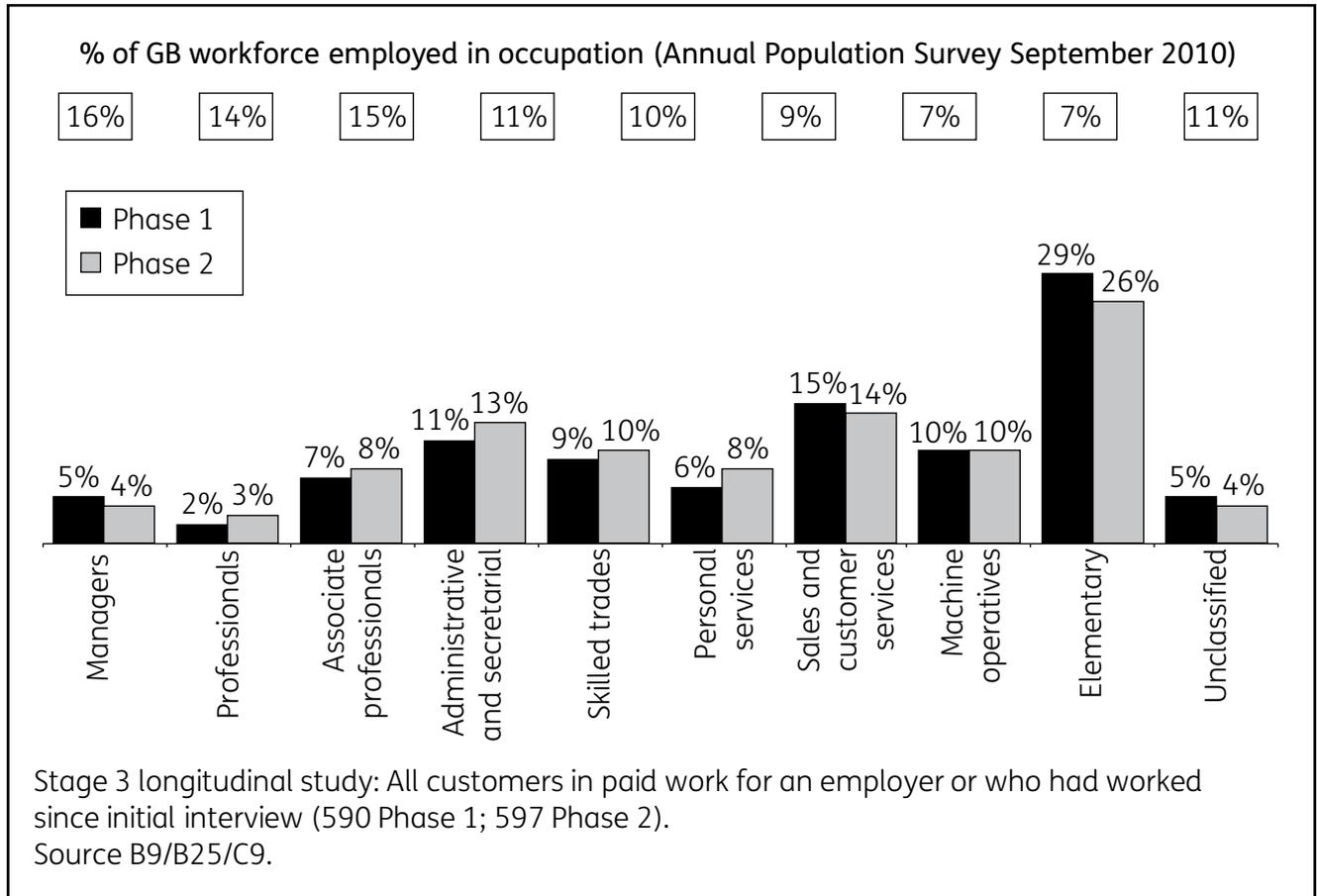
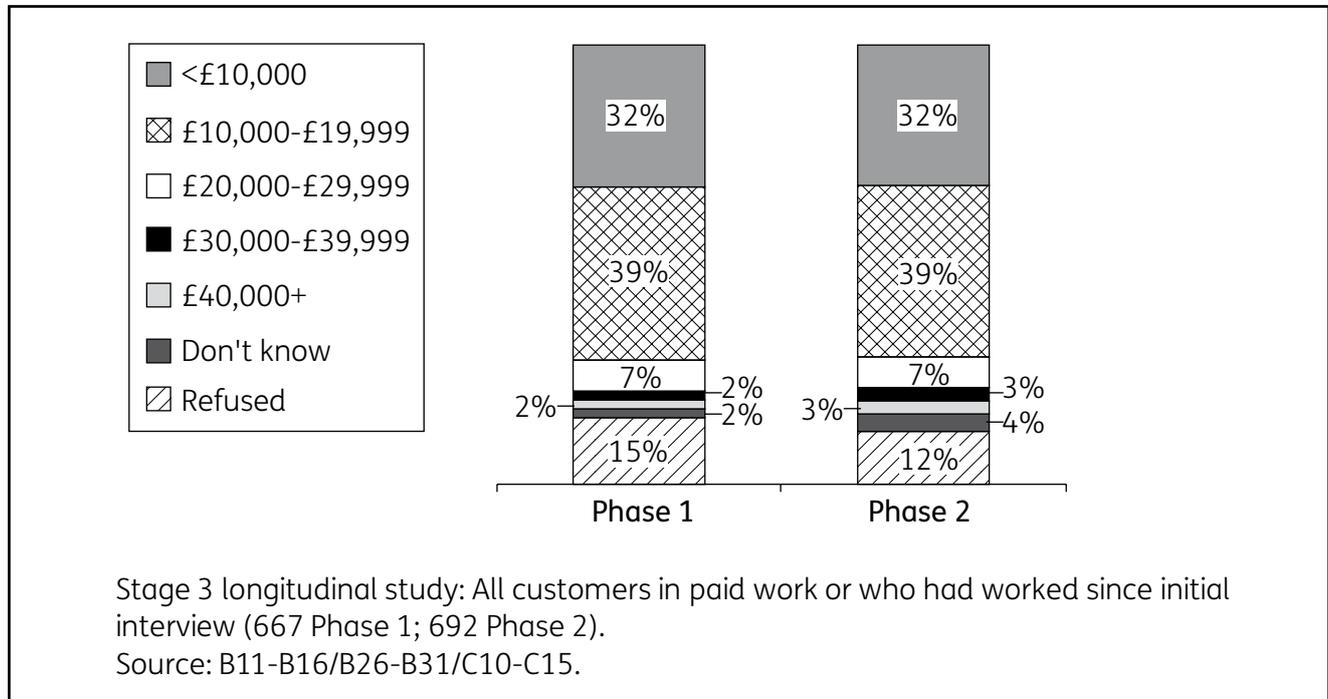


Figure 4.10 shows the annualised earnings for customers who were in work at the time of the follow-up interview or who had some experience of paid work since the initial interview.

Figure 4.10 Earnings

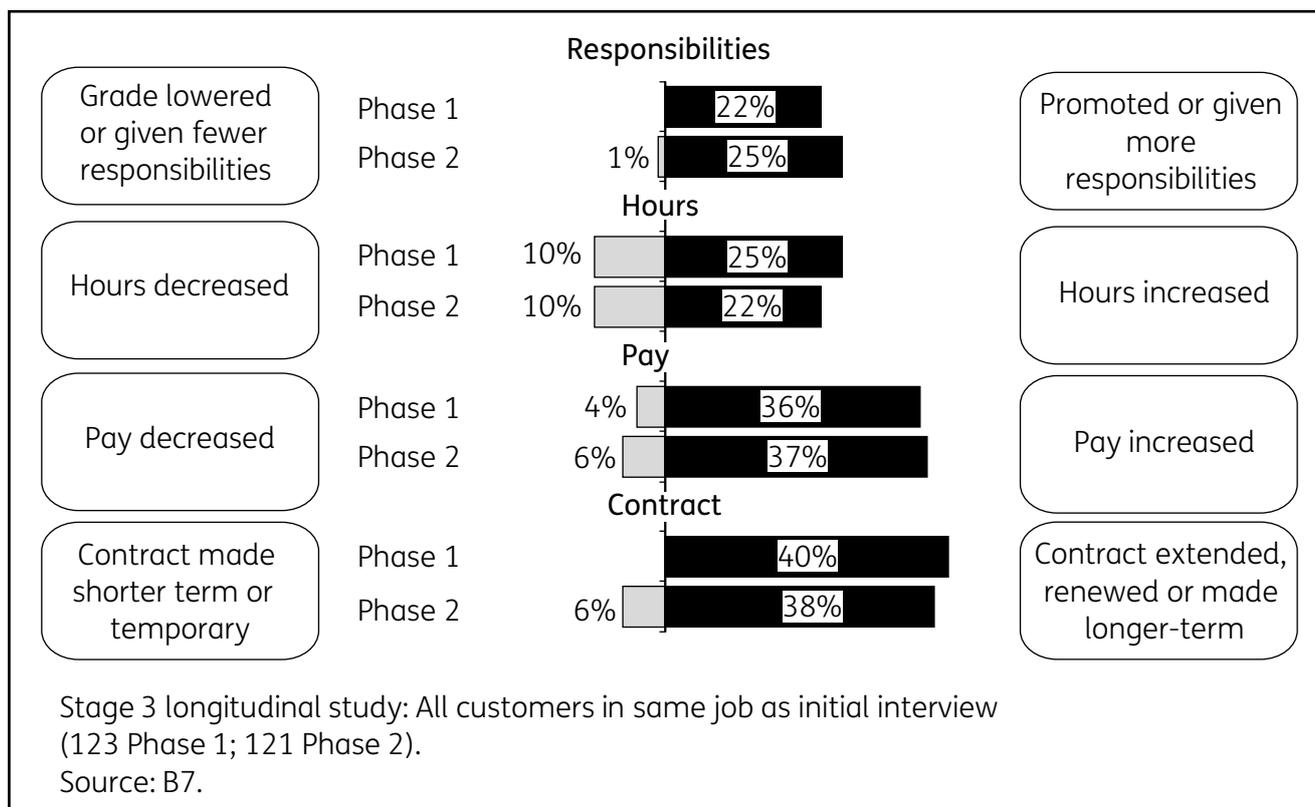


The earnings profile of Phase 1 and Phase 2 customers is very similar. In both areas, a third of customers were earning amounts equivalent to under £10,000 per year and a further two-fifths were earning between £10,000 and £20,000 per year. Mean earnings in Phase 1 areas were £13,000 per annum compared with £13,600 in Phase 2 areas. In both areas, average earnings of those aged 18-24 were lower (£10,200 in Phase 1 and £10,300 in Phase 2).

Comparing the earnings of those who had experience of paid work at the follow-up interview with the earnings of those who had entered work by the time of the initial interview (i.e. before the end of JRFND Stage 3 or the equivalent point of their claim), shows that earnings at the follow-up stage were slightly higher. At the initial interview average earnings in Phase 1 areas were £11,750 and £12,350 in Phase 2 areas. Hence there is no evidence to suggest that customers are more likely to enter lower paid work as their claim continues.

4.9 Progression

Where individuals had worked in the same job or same type of self-employment for the entire 12-month period between the initial and follow-up interviews, they were asked whether there had been any changes to their employment over this period. Figure 4.11 shows the changes that these customers had experienced (differences by Phase are not statistically significant).

Figure 4.11 Progression

As was the case for both the Stage 1 and Stage 2 cohorts, where individuals had remained in the same employment, there was considerable evidence of progression which was broadly even across Phase.

At an overall level, two-thirds of customers had seen positive developments in terms of responsibilities, hours, pay or contracts. Over the 12-month period, a quarter of those working in the same job had been promoted or been given more responsibilities and two-fifths had seen their contract renewed/made more permanent. Just under two-fifths had seen a pay increase and very few had experienced a decrease. The picture in terms of hours worked was slightly more mixed with a quarter reporting an increase in hours worked and one in ten reporting a decrease.

In addition, those who were in paid work with an employer were asked about training that they had received since starting. Around two-fifths (42% Phase 1 and 40% Phase 2 – this difference by Phase is not statistically significant) had received training from their employer. There was no significant variation in the likelihood to have received training by customer age.

Individuals who were in employment at the time of the follow-up interview were also optimistic about the future progression opportunities offered by the jobs that they were working in. Of those working for an employer:

- around three in five (61% Phase 1 and 62% Phase 2 – this difference by Phase is not statistically significant) felt that their job offered scope for progression and/or substantially increasing their responsibilities;
- a similar proportion (63% in both Phases) felt that their employer would offer them training that would help them to secure a promotion or more responsibilities.

As was the case for both the Stage 1 and Stage 2 cohorts, those aged 50+ were much less likely to see scope for promotion with their current employers (45% of those in Phase 1 areas stated that there was scope for promotion or substantially increasing responsibilities with their employer and 35% in Phase 2 areas – although reasonably large this difference by Phase is not statistically significant).

As seen for both the Stage 1 and Stage 2 cohorts, in the relatively small number of cases where individuals had moved between two or more jobs, there was also commonly evidence of progression. At an overall level this was broadly even across Phase with just over seven in ten (73% Phase 1, 70% Phase 2 – this three percentage point difference is not statistically significant) of those who had changed jobs seeing positive progression in their job roles in one of these three ways.

Within this there was significant variation by Phase with three in ten (30%) of those who had changed jobs in Phase having moved from temporary or casual positions to a more permanent contract. This was significantly higher than the proportion moving from temporary to more permanent work in Phase 2 areas (20%).

Other measures of progression were just as likely to occur in Phase 1 as in Phase 2:

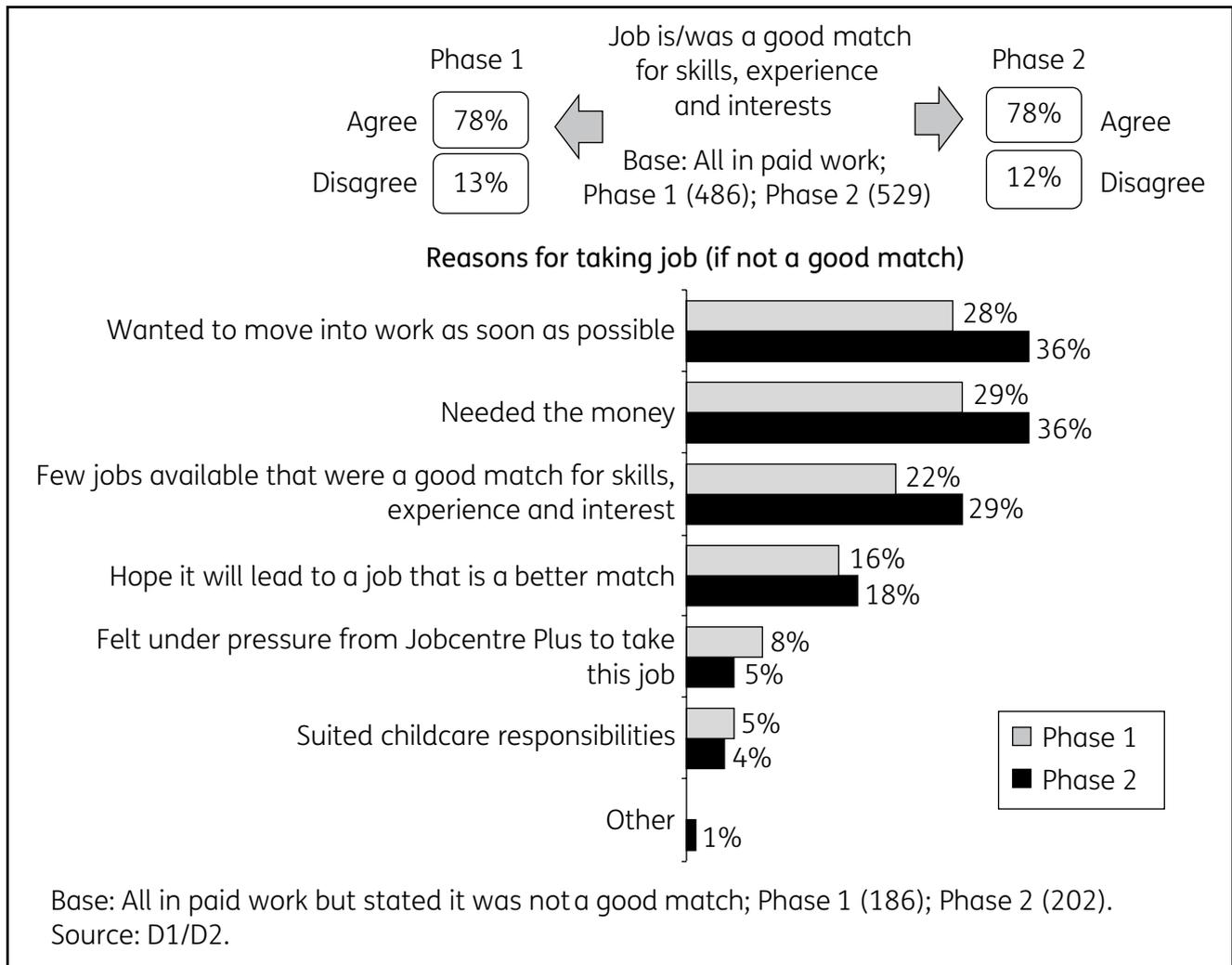
- around half had moved to a job with a higher salary (48% Phase 1 and 51% Phase 2 – difference is not significant);
- a fifth in Phase 1 and a third in Phase 2 had moved from a part-time role to a full-time role (19% Phase 1 and 28% Phase 2 – this is a reasonably large difference but is not statistically significant given the low base sizes).

4.10 Job suitability

Customers who were in work at the time of the follow-up interview were asked about the extent to which they felt that their job was a good match for their skills, experience and interests. Figure 4.12 shows the responses given. The majority of customers in work at the follow-up stage agreed that their job was a good match for their skills, experience and interests with just over half agreeing strongly that this was the case.

These proportions are very similar to the proportions of those who had entered work by the time of the initial interview who agreed at that point that their job was a good match of their skills, experience and interests (74% Phase 1 and 71% Phase 2). Hence, for this cohort (as for the Stage 1 and Stage 2 cohorts), there is no evidence from this question that customers are encouraged to take work that they consider to be less suitable as the length of claim increases.

Figure 4.12 Job suitability



When customers stated that their job was not a good match, they were asked (on a prompted basis) for their reasons for accepting the role. As for the Stage 1 and Stage 2 cohorts, the minority of customers who did not feel that their job was a good match for them were most likely to state that their reasons for taking their job were because they wanted to move into work as quickly as possible, because they needed the money and/or because there were few jobs available that were a good match for them. The differences seen by Phase in Figure 4.12 are not statistically significant.

4.11 Reasons for leaving employment

Customers were also asked about their reasons for leaving jobs. Table 4.4 shows the reasons given by customers for leaving the first jobs that they entered on ending their JSA claim (in cases where customers had left at least one job by the time of the follow-up interview).

Table 4.4 Reasons for leaving first job

	Phase 1 %	Phase 2 %
Temporary work/contract ended	63	61
Made redundant	9	10
Sacked/dismissed	9	5
Not earning enough	6	9
Transport difficulties	5	3
Company closed	4	4
Found another job	3	4
Health reasons	3	5
Disliked job/industry	2	3
Disliked staff/colleagues	2	1
Childcare commitments	2	1
Went into training/education	1	1
No promotion prospects	1	4
Unsuitable hours	1	2
Moved away	1	-
Not suited to experience/skills	1	1
Other reason	5	4
Don't know	*	*
All customers		
<i>Unweighted</i>	(293)	(306)
<i>Weighted</i>	(305)	(320)

As for the other two cohorts, by far the most common reason for individuals in the Stage 3 cohort leaving first jobs was that their contract ended/that the job was temporary and work was no longer available (63% of those who had left a job in Phase 1 and 61% in Phase 2 – this difference by Phase is not statistically significant).

Choosing to leave employment for reasons related to the nature of the work itself were far less common – only small minorities left their first job role because they were not earning enough, did not feel there were promotion possibilities, did not consider the job to be a good match for their skills, they disliked the job itself or the people they worked with. Overall, 11% of Phase 1 customers and 15% of Phase 2 customers (difference by Phase not statistically significant) stated that they left their first job for one of these reasons. These figures were comparable with figures for the Stage 1 and Stage 2 cohorts.

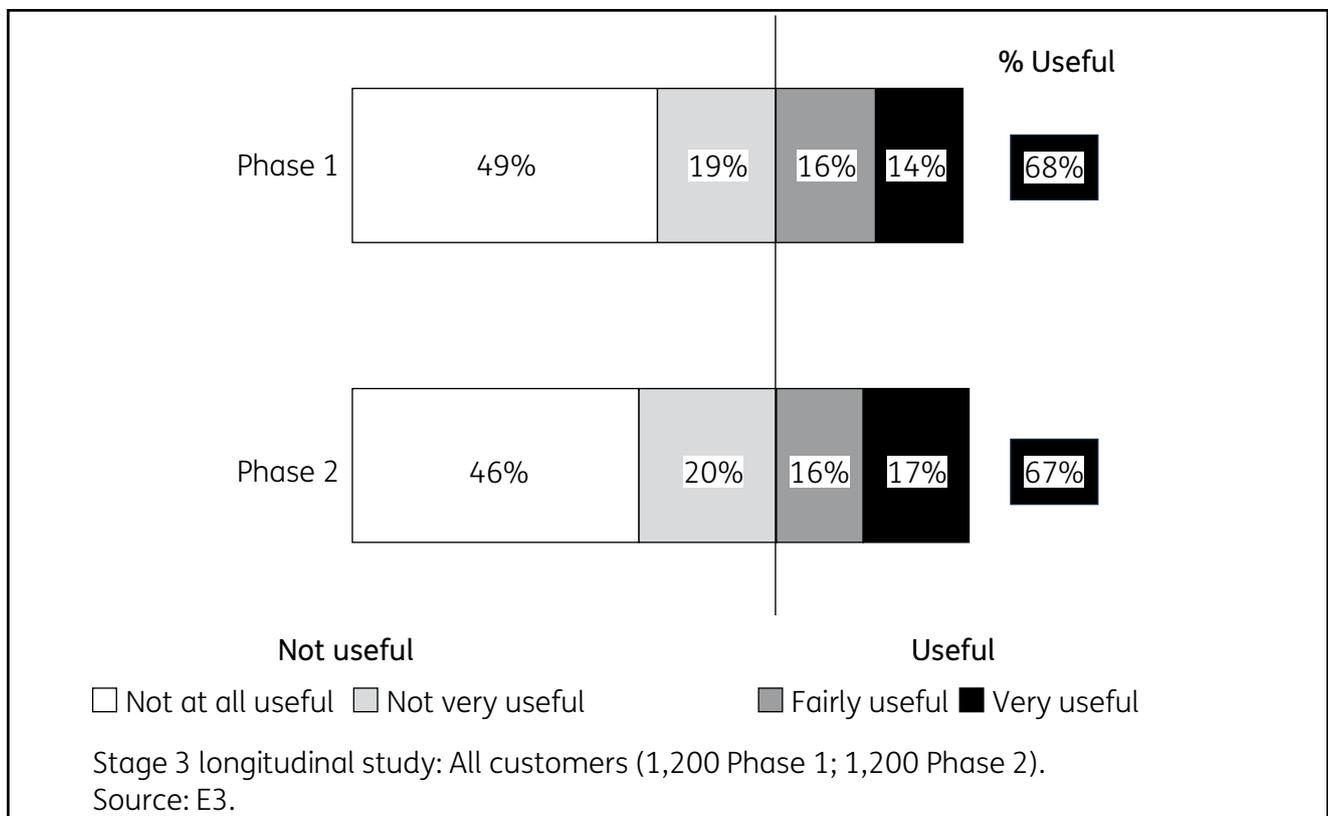
The proportions leaving their first job because of difficulties with logistical arrangements – either transport, health or childcare were also low (11% in Phase 1 areas and 9% in Phase 2 areas – difference by Phase not statistically significant). These proportions were also similar to those for the Stage 1 and Stage 2 cohorts.

Of those customers who left their first job because their role was temporary and there was no longer work available or because their contract ended, 27% of Phase 1 customers and 38% of Phase 2 customers were in another role by the time of the follow-up interview. These proportions are smaller than for the Stage 1 and Stage 2 cohorts but is still evidence that temporary/casual employment can lead to other work.

4.12 Overall views of support received

All customers were asked for their views on the support that they received from Jobcentre Plus throughout their claim. Figure 4.13 shows the views of customers on the overall usefulness of support received. At an overall level there were no significant differences by Phase.

Figure 4.13 Job suitability



Overall, in both Phase 1 and Phase 2 areas, just over two-thirds of customers stated that the support they received was either fairly or very useful.

As was also evident among the Stage 1 and Stage 2 cohorts, younger customers were more likely to agree that the support was useful (75% of 18-24s in Phase 1 areas and 76% in Phase 2 areas; 67% of those aged 25-49 in Phase 1 areas and 64% of those aged 25-49 in Phase 2 areas; 56% of 50+ customers in Phase 1 areas and 55% of 50+ customers in Phase 2 areas).

Also reflecting patterns seen for the other two cohorts, the key variations in likelihood to see support received as useful by customer sub-groups were that:

- Those who had been claiming for a longer period of time were more likely to have found the support that they received helpful. Three-quarters of customers who had claimed continuously since entering Stage 3/the equivalent point (76% Phase 1 and 79% Phase 2) considered the support they had received to have been useful.
- Overall views of the usefulness of support decreased with increasing level of prior qualifications. Around seven in ten of those with no qualifications (73% Phase 1 and 70% Phase 2) considered the support received to be useful compared with just over half of those with a degree level qualification (58% Phase 1 and 54% Phase 2).

Figure 4.14 shows the levels of customer agreement with a series of statements about the level of support that they were provided with.

There was relatively little difference between Phase 1 and Phase 2 customers within the Stage 3 cohort in levels of agreement with any of the four statements shown in Figure 4.14 (differences by Phase are not statistically significant). The difference in the likelihood of customers to feel that they were placed under pressure to take part in unsuitable activities that was evident among the Stage 1 cohort was not evident among the Stage 3 cohort.

As seen among other cohorts, across both Phases younger customers, those with lower levels of qualifications and those with a continuous claim were more likely to feel that the support received was well-matched:

- Two-thirds of 18-24-year-old customers (66% Phase 1 and 65% Phase 2) agreed that support was well-matched to personal needs and circumstances than those aged 25+ (51% in Phase 1 and 48% in Phase 2 areas).
- The proportions of those with no/below level 2 qualifications agreeing that support was well-matched were 64% in Phase 1 areas and 56% in Phase 2 areas compared to only two-fifths of those with Level 4 or 5 qualifications (44% Phase 1 and 42% Phase 2).

There was relatively little variation in the likelihood to have felt under pressure to take part in unsuitable activities by customer sub-groups although those aged 50+ were slightly less likely to agree with this statement (36% Phase 1 and 33% Phase 2).

Slight variation by age was also evident in customers' likelihood to agree that they were offered/required to take part in more activities as their claim length increased. Younger customers (aged 18-24) were more likely to agree that this was the case (65% Phase 1 and 68% Phase 2) compared with either those aged 25-49 (58% Phase 1 and 60% Phase 2) and those aged 50+ (52% Phase 1 and 49% Phase 2).

There was little difference by customer demographics in likelihood to agree that they understood what support was available and what support they should be getting. However, those who had claimed continuously were more likely than average to agree that they were clear in this respect (74% Phase 1 and 78% Phase 2).

Figure 2.15 shows the extent to which customers felt that the support that they received from Jobcentre Plus had a positive impact on their skills, motivation and confidence.

Figure 4.14 Views on support received

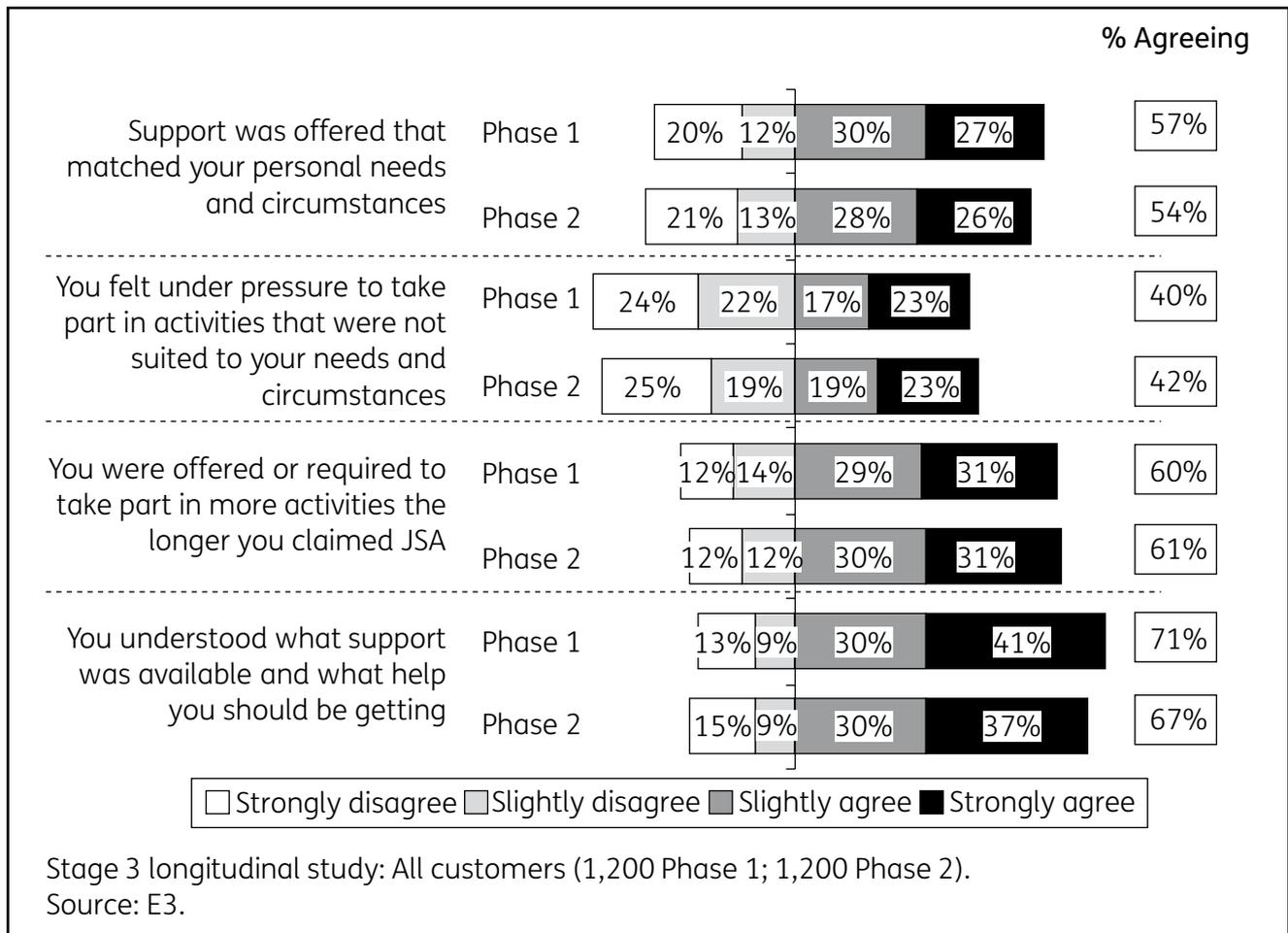
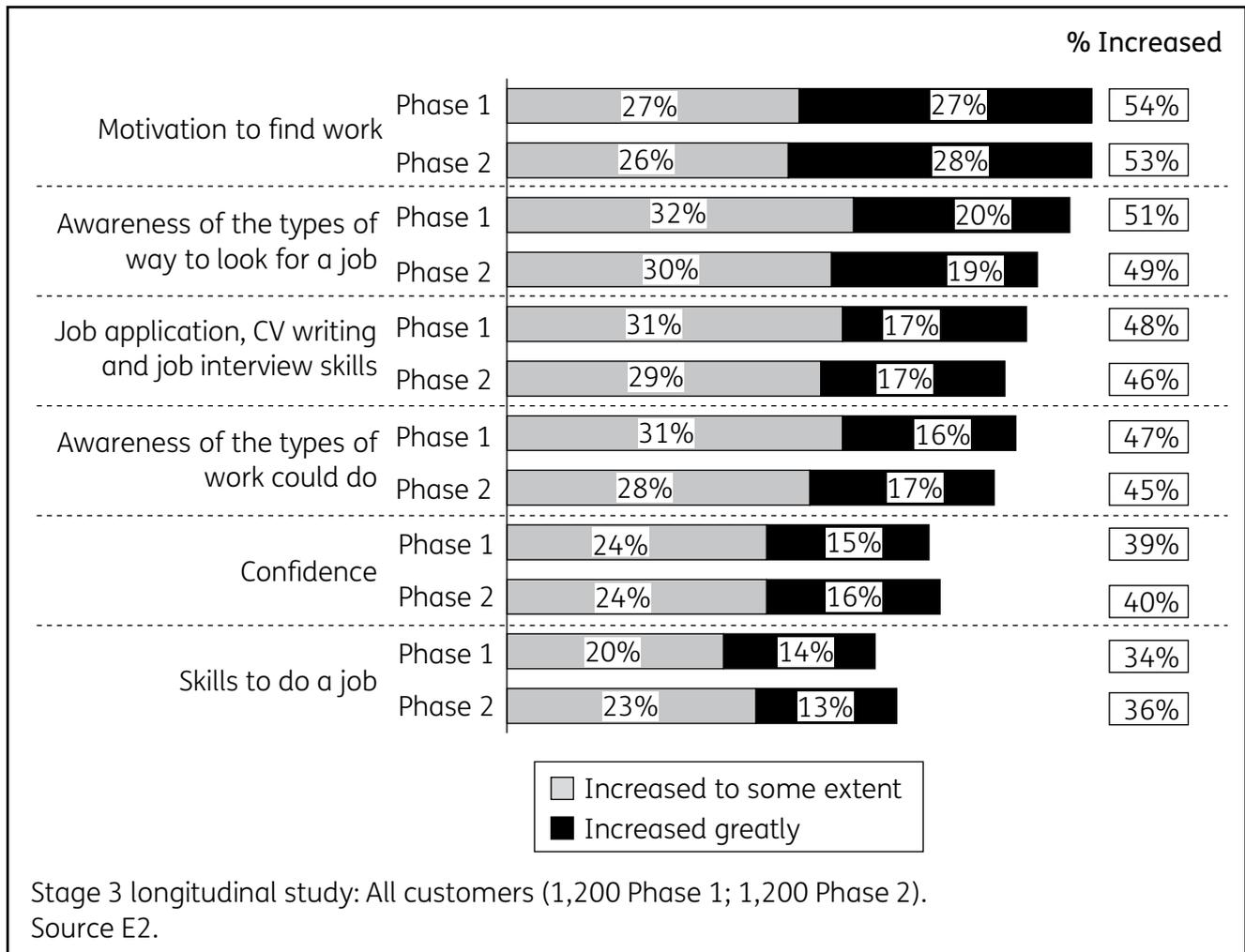


Figure 4.15 Impact of support received



Under both regimes, the likelihood of customers to report increases in each of these areas is more or less the same (the small differences by Phase seen in Figure 2.15 are not statistically significant).

Reflecting findings from the Stage 1 and Stage 2 cohorts, reported increases in motivation and awareness of ways in which to look for work were the most common with increases in confidence least common.

Also echoing findings for the other two cohorts, likelihood to report increases in each of these areas decreased with age and increasing level of prior qualification (with those educated to degree level least likely to report increases). Those who had longer claims were also more likely to report increase in all areas.

5 Stage 3 qualitative interviews

5.1 Chapter summary

This qualitative study reflects customer experiences of Stage 3 at 12 to 18 months after Jobseekers Regime and Flexible New Deal (JRFND) went live and provides an update to research from the early months of programme implementation (Vegeris *et al.*, 2010b). Customers continued to view Stage 3 as distinct from the earlier stages of JRFND. In general, they felt that the support was more personalised and that it offered a wider range of employability services.

Findings on weekly signing and mandatory activities remained unchanged. Customers' attitudes toward weekly signing were generally negative. They questioned the purpose of weekly signing as the appointments were short and lacked content. Customers' awareness of participating in mandatory activities was low, apart from a small group who were instructed to attend a one-day employability training session.

In contrast to the earlier research, customers tended to see their Stage 3 adviser on a regular basis. However, the quality of regular meetings could be compromised by the nature of the customer-adviser relationship. Views on the Initial Review Meeting varied with some customers feeling that personalised support was on offer while others felt they were being 'processed'.

Almost all customers in the sample were offered one or more services during Stage 3. Some customers criticised the haphazard or inconsistent way in which services were offered and suggested they would have preferred a menu of options at the outset. The most common service mentioned by customers was a referral to an external provider for employability training. Customers were generally satisfied with the services they received, but some – particularly those from a professional background – felt that the range of services on offer was inadequate for their needs.

Some of the customers who were in work acknowledged and appreciated the support they received in finding a job, while a few were more reluctant and felt that their current employed status was a result of their own motivation and efforts. The role of the Stage 3 adviser in securing work included: referrals to job fairs organised by Jobcentre Plus; supplying job advertisements and application forms; and proof reading job applications before submission.

Customers suggested a range of improvements, including an enhanced financial package of support for training and a more flexible approach to weekly and fortnightly signing. Finally, it was felt that advisers needed to expand their knowledge of a range of labour market sectors and strategies for seeking work in those sectors.

5.2 Introduction

This chapter draws from 16 qualitative interviews with customers conducted approximately six months after they started Stage 3 of JRFND. It covers their perceptions of the Initial Review Meeting, advisory support, weekly signing, offer and take-up of services as well as the experiences of those who entered work. The data reflect the programme during the period 12 to 18 months after JRFND went live.

The study builds on previous qualitative research reporting customer experiences of Stage 3 during the first year of operations (Vegeris *et al.*, 2010b).

5.3 Initial Review Meeting

All respondents in the sample recalled attending an Initial Review Meeting, but most only had a vague recollection of the details. This is most likely due to the fact that this meeting took place over six months prior to the research and customers had attended additional advisory meetings in the interim.

Customers with sufficient recall indicated that the initial meeting provided an overview of services that jobseekers could access. This included Work Trials, self-employment support, and help with CVs. During this meeting discussions with advisory staff focused on work interests and the level and type of support customers needed to secure work. Some respondents said their adviser conducted a personal job search and printed information on relevant job vacancies, while others recalled being informed of the requirement to attend six weeks of weekly signing (refer to Section 5.5 for more details).

Respondents offered a range of views on the initial meeting. Those who felt their specific needs had been met described their experience as positive. One customer, with a history of unskilled labour and a previous Jobseeker's Allowance (JSA) claim, found the adviser to be supportive and motivating in comparison to other Jobcentre Plus staff.

Those less positive about their initial meeting referred to unmet training needs or individual circumstances that Jobcentre Plus staff were unable to address. As a result, some respondents felt they were part of a process that was not flexible enough to find solutions to their needs. For example, a lone parent who had requested training to become an English for Speakers of Other Languages (ESOL) tutor was instead encouraged to identify possible employment options. She felt she was following the adviser's agenda:

'I just feel they was like ticking through a list that they have to go through, you know, I felt more like I was fulfilling their steps and their guidance than anything that was meeting my needs.'

(Stage 3 customer)

Professional and highly skilled respondents were mostly negative about their initial meeting. They reported that advisers lacked specialist knowledge about their profession. One respondent who had worked as an IT manager for 25 years said:

'I think they do a good job in one respect but it is totally inert and inadequate for professional people who are unemployed and the reason for that is, you know, it's no fault of their own but the people who actually do it I don't think they've got the skill.'

(Stage 3 customer)

5.3.1 Action Plans

Most respondents recalled having an Action Plan that was developed at their initial meeting or at a subsequent meeting with their adviser. It was viewed as a document that set out the steps required to find work, described as 'what I need to achieve' and 'guidelines on the direction to head in'. Respondents recalled being required to apply for a minimum of three jobs each week. Some also remembered that their Action Plan included details of their educational qualifications and/or training needs. There was some evidence of Action Plans being tailored to individual needs. For example, one respondent with a background in management explained that his adviser did not require him to apply for a set number of jobs each week. Rather:

'...they agreed that my best chance of a job in the type of field that I wanted was actually to do my own networking which is fine, I mean I've got plenty of networks. It's just unfortunate a lot of them are unemployed.'

(Stage 3 customer)

Action Plans were usually reviewed during subsequent advisory meetings and respondents viewed them as a useful record of job seeking activities and progress through Stage 3.

5.4 Advisory support

All respondents said they attended fortnightly meetings with their advisers throughout Stage 3. Where specified, appointments lasted between 10 and 30 minutes. There was a fairly even split between those who joined a caseload and continued to see the same adviser and respondents who saw multiple advisers during this stage of their claim. Respondents who saw different advisers during Stage 3 did not generally see this change as detracting from the quality of the one-to-one support. In addition to face-to-face meetings, a few respondents mentioned advisory contact by telephone, text or post.

The additional advisory support was highly valued, as one respondent put it, 'you're actually a person instead of just being a number'. Those who were positive about their Jobcentre Plus support mentioned the benefits of face-to-face contact, of feeling listened to, and being understood. They thought advisers gave useful job search advice (particularly in relation to expanding their job searches and targeting specific employers) and described them as encouraging, caring, and able to respond to individual needs:

'...we always have an intelligent conversation so we were always...spoke about [the] type of jobs that I'd be happy with...but she's the kind of person that gave me, how can I say, like made me choose instead of her pointing out...'

(Stage 3 customer)

Respondents who reported negative experiences of Stage 3 felt advisers did not listen and tended to suggest unsuitable job vacancies:

'...on one or two occasions I have been confrontational and said to them, "I'm seeking help but you're not giving me what I want because I want training, I want to develop myself to a certain extent but I'm not getting it".'

(Stage 3 customer)

One respondent expressed frustration at not being able to reach the adviser by telephone despite being encouraged to do so when needed. Another described minimal and perfunctory contact with the Stage 3 adviser and contrasted this with more personal help received from a specialist provider for self-employment advice.

Perceptions on the level of job search support varied. Some respondents felt that their Stage 3 adviser was unable to add anything of value to their own job search activities. Other respondents contextualised this support in the wider economic and organisational environment. They mentioned the lack of jobs, time constraints, and staff shortages as possible reasons for the limited support they received from advisers:

'...it really did depend on how busy they were because I've been in there where there's been an awful lot of people in [the jobcentre] but they've been short staffed...I remember a couple of times saying, "Are you going to check if anything has come through?" and they said, "Well we haven't got time to do it today".'

(Stage 3 customer)

Respondents often said that their adviser had urged them to change their job goals or job-search strategies. Some reported feeling 'pushed' into applying for unsuitable jobs; others felt the 'pressure' but did not feel obliged to change what they were doing; while a few viewed the adviser's intervention as a positive development.

5.5 Weekly signing

During Stage 3 customers were required to attend Jobcentre Plus for weekly signing sessions for a period of six consecutive weeks. Additional support through Fortnightly Jobsearch Review (FJR) staff was intended to engage customers in a period of intensive job search.

Eight of the 16 customers interviewed had experienced weekly signing during Stage 3. Examples of those who did not experience weekly signing were located in each of the three study districts. Reasons given for this exemption included child care responsibilities; participation in training; or that their adviser was satisfied with their job searching efforts and therefore, saw little reason to enforce weekly signing.

Weekly signing generally occurred at the start of Stage 3. Customers described the process as straightforward and fairly short ('a two minute thing'). It involved FJR staff looking at their job search activities and the respondent signing-on. Some expressed frustration at the failure of FJR staff to look at their documented job search evidence. Others reported that FJR staff would, on occasion, conduct a job search but that they rarely checked compliance with job search requirements. One customer, with previous experience of working in the IT industry explained:

'It depended on how busy it was...there was probably three times where they did a quick search of jobs, put in the thing that I applied for...and then the next week you've got to make sure that they check it.'

(Stage 3 customer)

Weekly signing was not viewed positively by most customers who experienced it. The main criticism was the seeming lack of content and purpose to the sessions. It was felt that the system would be most useful for people who needed extra encouragement. One customer, who was looking for work in the care industry, viewed weekly signing more positively as a wake-up call. He appreciated the regular meetings and felt they added structure to his job search:

'At first I resented it...but it is a little knee jerk to actually get off your backside and look for work.'

(Stage 3 customer)

5.6 Activities

5.6.1 Offer of services

Nearly all customers remembered being offered at least one service in addition to advisory support during Stage 3. Customers were not given a menu of services to choose from; instead the adviser made one or two suggestions and asked whether they were interested. Sometimes the offer came

in response to a request from the customer who had heard about a service from other sources: acquaintances, leaflets, and FJR staff were mentioned by customers.

Several customers felt that the way in which services were offered was haphazard. For instance, one customer was only told about self-employment support to set up a business in flower arranging when she happened to mention that she was doing a floristry course which would clash with the next advisory meeting. She suggested that it would be helpful if customers were given an information pack setting out all the available support.

There was a wide range in the number and extent of services taken up by customers in the sample. In some cases individuals declined the services offered because they were not interested or saw no benefit in them. Other customers would have liked to access a particular service but were unable to. For example, one customer was referred to two training courses, but one was full (IT) and the other was cancelled due to low registration (customer services).

In contrast, some customers received several services or participated in an activity lasting several weeks (such as employability training or support at a local college). One customer, a senior corporate executive, received seven distinct services over the course of Stage 3, including referrals to external providers for one-to-one job-search advice, a group job-search training session, signposting to self-employment courses run by a local university and Business Link, and a referral to a Jobcentre Plus disability adviser. This customer believed that he received these services by 'setting the agenda' with his advisers and constantly asking them what they could offer him. Like the florist referred to previously, he expressed frustration at not being informed about all of these services at the Initial Stage 3 Review.

5.6.2 Types of services

Employability training and support

Referral to an external provider for employability training and support was the service most often mentioned by customers in the sample. In some cases this was a course lasting several weeks at a training centre; in other instances customers mentioned one-day sessions on job searching, or a particular aspect such as CVs or motivation building.¹¹

Other skills training

Skills training and accompanying financial support did not appear to be offered in a consistent way. One customer was offered training for a Security Industry Authority (SIA) licence, which he turned down. Another customer asked for similar training but was refused, so he arranged and paid for a course himself.

Signposting

Several customers were signposted to other organisations and services, such as Business Link, Business Gateway and ILA Scotland, for advice and funding for training. One customer was told by his adviser about a local training organisation which offered free access to computer facilities and help with CVs and covering letters. Another received a letter from Jobcentre Plus about a jobs fair, which led to a temporary job through the Future Jobs Fund.

¹¹ It may be that some of these referrals were to providers under the Jobcentre Plus Support Contract (JCPSC) or to organisations delivering the Support for the Newly Unemployed (SNU) initiative.

Other services and support

Other Jobcentre Plus services and support received by customers included: information about setting up Work Trials; Six Month Offer recruitment subsidy vouchers; support from a Jobcentre Plus lone parent adviser; and payments for clothing for those attending interviews or starting work.

Several customers received support from other organisations. These included: a 13-week employability skills course run by Careers Scotland; a one-day employability skills course arranged by the customer's former employer; a job club run by a local Chamber of Commerce; a referral to Business Link (made by the customer's outplacement agency rather than Jobcentre Plus); basic skills classes run by local schools; and an EU-funded course on self-employment for older professionals.

5.6.3 Views on services

In general, customers were satisfied with the services they received. A lone parent with a background in catering said of the training she attended:

'[The training centre] were very good actually...They update your CV and you can use their computers and telephones, which is pretty handy...The people were really helpful.'

(Stage 3 customer)

Another customer in her fifties had been made redundant after more than thirty years in the same job. She attended a one-day employability workshop and appreciated the way the provider treated her:

'The [course] booklet was good and the day was good...It was nice to...have the training...and it was the first time that anybody had actually said, "Well, you do this, you do that" ...without them saying, "Oh well, no, you're useless".'

(Stage 3 customer)

Some customers were disappointed that they were not offered a wider range of services or were not told about certain services sooner (as noted above). Professionals in particular felt that Jobcentre Plus did not offer them suitable services. For instance, a former IT manager who wanted to improve his technical skills was directed to a training provider offering only elementary IT and basic skills training. This customer received no other offers of services and no advisory support after his Initial Stage 3 Review. He assumed that this was because the role of Jobcentre Plus was to 'cater for the masses'. Another professional customer put it this way:

'They are very good at dealing with people [if] they can understand what they do. When it's somebody who is coming from a more professional background it's outside of their comfort zone and they are not providing the support that we need.'

(Stage 3 customer)

Other professionals, however, thought that it was unrealistic to expect Jobcentre Plus to provide a range of services for a small number of customers with highly specialised skill sets and work histories:

'Maybe they could have somebody who's...more skilled in helping graduates...I'm probably quite a minority that is looking for this kind of work so I think it's a bit high expectation to ask [Jobcentre Plus] for this.'

(Stage 3 customer)

5.6.4 Mandatory activities

Most customers described the activities they took part in as voluntary, although it may be that some of those activities were written into their Action Plans and treated as mandatory once the customer had agreed to participate in them.

There were three cases where customers believed that participation was mandatory. Two were referred to a one-day employability training course and told by their adviser that they were expected to attend. Both found the course useful. Another customer who attended a compulsory 'one-day executive workshop' did not find the training particularly useful:

'I...got the impression that if you could write your own name they considered you an executive really...They were basically looking at brushing up your CV, how you present yourself, networking. It was pretty basic stuff. ... [It] was all right. It didn't teach me anything I didn't know. But I've got a feeling that it was a requirement...I think it was compulsory.'

(Stage 3 customer)

5.7 Conditionality and sanctioning

Most respondents remembered having a Jobseekers Agreement (JSAg) which they described as a contract or agreement between themselves and Jobcentre Plus, setting out their rights and responsibilities. This involved engaging in job search activities such as looking through newspapers and recruitment websites and applying for an agreed number of jobs every week. Respondents understood that if they failed to engage in the agreed activities they could have their benefits sanctioned.

Most respondents felt the JSAg was not particularly useful, especially in cases when Jobcentre Plus staff failed to check compliance. Some described it as 'just another bit of administration', or as 'common sense' because it covered basic activities involved in looking for a job. Only a few respondents viewed the JSAg more positively for guidance on job seeker rules or for conducting job searches.

While respondents considered the terms of the JSAg to be fair, there was little evidence to suggest that increasing conditionality influenced job seeking behaviour. Perceptions about increased conditionality varied. Most noticed little or no change in expectations while a few mentioned their advisers monitored 'a little bit more' in the latter six months of their claim. Some reported decreasing pressure while others explained that they expected additional pressure to broaden their job search but this did not happen. For example, one respondent who was looking for work in local government described how he had expected greater pressure to be applied after being warned previously about increasing conditionality but nothing had changed:

'...they might be saying it once but I didn't see any action from them - in words but not in actions, if you know what I mean.'

(Stage 3 customer)

5.8 Those who entered work

Seven customers in the sample had found work during Stage 3. Two of these were working fewer than 16 hours per week and were still claiming JSA. Three people were self-employed. Three were on fixed term contracts, two of whom had found their jobs through the Future Jobs Fund initiative. For one respondent the temporary work was an opportunity to gain valuable experience; another hoped

to extend his contract but was looking for jobs elsewhere; while the third was planning to set up a consultancy business using the experience gained at his part-time job. Those working less than 16 hours per week were hoping to increase their hours.

The jobs did not necessarily reflect previous work experience. For instance, an older respondent who had worked as a nurse and part-time hotel receptionist had re-trained as a florist. She viewed self-employment as a great opportunity:

'A lot of women my age are retiring and I'm starting out with something else. It's a good career to do.'

(Former Stage 3 customer)

Another participant, a marketing graduate, with caring responsibilities had accepted work as a security guard in a company he viewed as a potential stepping stone towards a job in his field.

5.8.1 Role of Stage 3 and Jobcentre Plus support

Although respondents had received support and help finding or entering employment, they did not directly credit Jobcentre Plus with facilitating the outcome.¹² The variety of support from advisers included referrals to job fairs organised by Jobcentre Plus; supplying job advertisements and application forms; and checking over job applications before submission. One respondent, a young man who had been unemployed for nearly 12 months, eventually found work through the Future Jobs Fund. He had submitted numerous applications and credited his adviser with supporting him through the process:

'It just proves that it does work. Whether it's within one month or 12 months, it can still work. It just sort of depends how much you put into it, how hard you work.'

(Former Stage 3 customer)

Respondents who had pursued the self-employment option and were receiving or had received Self-Employment Credit¹³ appreciated the extra support. However, one customer, who was in the process of setting up a business, was adamant that his success was down to his own determination:

'Me, self-motivation, running out of money. It's really me, it's totally down to me.'

(Former Jobcentre Plus customer)

5.9 Overall views

When asked about their overall impressions of Jobcentre Plus, most described staff as 'friendly' and 'welcoming'. While customers viewed the fortnightly signing appointments as 'rushed' and 'robotic', they appreciated the regular contact and personal attention of a dedicated adviser. This echoes findings from the earlier research on customer experiences where it was felt that Stage 3 offered a more customised and wider range of support, compared to the previous stages of JRFND.

¹² Separate research has also found that customers who entered work were reluctant to credit their Flexible New Deal (FND) providers with a role in helping them to secure a job (Vegeris *et al.*, 2011).

¹³ Self-Employment Credit provided extra financial support to people who became self-employed after claiming JSA for at least 26 weeks. It was an option under the now discontinued Six Month Offer, a set of the extra measures introduced to help job seekers during the recession.

Customers in the current study acknowledged that the employment help Jobcentre Plus could provide was tempered by a weak labour market. A lack of jobs was commonly viewed as a fundamental barrier to finding work:

'They're well meaning people but I think they know deep down that they can't help an awful lot of people at the moment.'

(Stage 3 customer)

Customers also suggested improvements to Jobcentre Plus services. These related to labour market intelligence, communications, access to services and mandatory procedures:

- It was felt that personal advisers and signing officers should have more knowledge of a range of labour market sectors and deeper awareness of effective job search strategies within these sectors. They also suggested that Jobcentre Plus should gather employer feedback on unsuccessful job applications.
- Customers generally felt the information provided on referred and signposted services was limited. They suggested that detailed information about the process and the range of available services should be provided at the outset.
- Some customers observed that the help they did receive would have been useful earlier in their claim. Concern was expressed also about the limited financial support for training.
- It was suggested there should be greater flexibility in the signing regime. This included waiving the requirement to sign weekly for those who were independently and confidently looking for work. Signing-on by telephone and Skype was mentioned as an alternative to face-to-face appointments.¹⁴

Customers who had entered Stage 4 of JRFND and were receiving support from an FND provider made suggestions that reflected their recent experiences. It was felt that the services at Jobcentre Plus could be enhanced if they included other facilities and support, such as: access to computers, notification of job vacancies outside meeting times, more intensive help with job applications and work preparation courses.

¹⁴ Separate research has found that less intrusive means of signing can result in lower benefit off-flow rates (Middlemas, 2006). For example, job seekers who participated in telephone signing on a fortnightly basis tended to remain on JSA for an average of one week (7.2 days) longer than those who attended face-to-face fortnightly signing.

6 Conclusions

6.1 Conclusions from longitudinal customer surveys

This study looks at the longitudinal outcomes of three separate cohorts of customers – a cohort of those starting a claim (the Stage 1 cohort), a cohort of those entering Stage 2 of Jobseekers Regime and Flexible New Deal (JRFND)/the equivalent point of their claim in Phase 2 areas (the Stage 2 cohort) and a cohort of those entering Stage 3/the equivalent point of their claim in Phase 2 areas (the Stage 3 cohort). Initial interviews were timed to coincide with the end of each Stage of JRFND, but the gap between the initial interview and the follow-up interview for each cohort was 12 months, this means that within each cohort the amount of time elapsed between claim start date and the follow-up interview is quite different.

Table 6.1 looks first at the longitudinal outcomes for 18-24-year-old customers.

Table 6.1 Summary of longitudinal destinations of 18-24-year-olds

	Stage 1 cohort		Stage 2 cohort		Stage 3 cohort	
	Phase 1 %	Phase 2 %	Phase 1 %	Phase 2 %	Phase 1 %	Phase 2 %
Paid work	52	60	46	53	38	45
Claiming Jobseeker's Allowance (JSA)	27	20	38	34	48	38
Neither	22	20	16	13	14	16
All customers						
<i>Unweighted</i>	(400)	(400)	(400)	(400)	(400)	(400)
<i>Weighted</i>	(485)	(482)	(435)	(409)	(495)	(446)

Across all three cohorts, the proportions of customers in paid work was higher in Phase 2 areas than in Phase 1 areas under JRFND (by seven to eight percentage points) and the proportions still claiming JSA were correspondingly lower.

In all three cohorts, those in Phase 2 areas with continuous claims of six months will usually have been exposed to New Deal for Young People (NDYP). The Stage 1 cohort reached this point about three months after their initial interview, the Stage 2 cohort very shortly after their initial interview and all those in the Stage 3 cohort had at least started NDYP prior to their initial interview. In both the Stage 1 and Stage 2 cohorts there was little difference among 18-24-year-olds in the likelihood to have entered paid work between Phases at the time of the initial interview. However, among the Stage 3 cohort a difference in the proportion of 18-24-year-olds having entered paid work was already evident at the initial interview (20% of those in Phase 1 areas were in work at this point compared with 28% in Phase 2 areas). It is largely this difference which drives the difference in likelihood to still be in work at the longitudinal point.

At the time of the initial interview, there was also a difference in the likelihood of 18-24s to have left JSA, but not to be in paid work (10% of the cohort in Phase 1 areas and 18% in Phase 2 areas) which may have reflected a deterrent effect of NDYP. This combined with the differential likelihood to be in paid work meant a large gap in the likelihood to be claiming JSA at the initial

interview (71% Phase 1 and 55% Phase 2). This gap in the proportions neither working nor claiming had closed slightly by the time of the longitudinal interview, so that the difference in the proportions claiming JSA at the follow-up point was smaller (48% in Phase 1 areas and 38% in Phase 2 areas).

Hence to a large extent the deterrent effect of NDYP on claimant levels appears to have been largely eroded by a period around 18 months after NDYP entry.

The difference between Phase 1 and Phase 2 in the proportion of the Stage 3 cohort in work at the longitudinal stage is accounted for by full-time work (the proportions in either part-time work or self-employment are comparable).

Although more young people within the Stage 3 cohort were in work at the follow-up point in Phase 2 areas, there was no difference in the ‘quality’ of work outcomes achieved in terms of either contracts, pay, occupations or likelihood to have progressed.

Table 6.2 shows longitudinal outcomes for 25-49-year-olds.

Table 6.2 Summary of longitudinal destinations of 25-49-year-olds

	Stage 1 cohort		Stage 2 cohort		Stage 3 cohort	
	Phase 1 %	Phase 2 %	Phase 1 %	Phase 2 %	Phase 1 %	Phase 2 %
Paid work	68	63	53	51	46	46
Claiming JSA	22	26	34	36	39	39
Neither	10	11	13	13	15	15
All customers						
<i>Unweighted</i>	(400)	(400)	(400)	(400)	(400)	(400)
<i>Weighted</i>	(554)	(564)	(581)	(620)	(491)	(527)

The longitudinal surveys revealed no statistically significant variations in the likelihood of those aged 25-49 to be in work at the follow-up point among any of the three cohorts.

Hence for each of these three cohorts, it would appear that there was no difference in Phase 1 and Phase 2 areas in the likelihood of individuals entering paid work. This holds true both at points equivalent to the end of JRFND Stages 1 to 3 and also 12 months later.

However, it is worth bearing in mind that, although some customers within each cohort may have experienced a full cycle of either JRFND or New Deal 25 Plus (ND25+) provision, none of these cohorts consists entirely of customers who experienced at least part of either the Flexible New Deal (FND)/Stage 4 element of JRFND or ND25+ (while, by comparison, the Phase 2 Stage 3 cohort of 18-24-year-old customers had all entered NDYP by the initial interview and those still claiming had experienced up to 18 months of New Deal provision by the time of the longitudinal interview).

Table 6.3 shows the longitudinal destinations of customers aged 50+ in each of the three cohorts.

Table 6.3 Summary of longitudinal destinations of 50+-year-olds

	Stage 1 cohort		Stage 2 cohort		Stage 3 cohort	
	Phase 1 %	Phase 2 %	Phase 1 %	Phase 2 %	Phase 1 %	Phase 2 %
Paid work	58	57	42	41	36	41
Claiming JSA	15	21	29	31	37	34
Neither	27	21	29	27	27	26
All customers						
<i>Unweighted</i>	(400)	(400)	(400)	(400)	(400)	(400)
<i>Weighted</i>	(160)	(163)	(166)	(171)	(214)	(227)

As for customers aged 25-49, the longitudinal surveys revealed no statistically significant variations in the likelihood to be in paid work at the follow-up interview. Hence it is also the case for each of the three cohorts of 50+ customers that there was no difference between Phase 1 and Phase 2 areas in the likelihood of individuals to enter paid work.

Among the Stage 1 cohort, however, customers were slightly less likely to be claiming JSA and slightly more likely to be neither working nor claiming under JRFND than in Phase 2 areas. This appears to be linked to a greater proportion of customers retiring/being moved on to Pension Credit in Phase 1 areas.

Looking across findings from all three cohorts, in both Phases, the work outcomes that were achieved at the initial interview appear to have been largely sustainable and indeed – in many cases individuals have progressed within their employment over the 12 months between their initial and follow-up interviews. Within all three cohorts:

- the vast majority of those who were in paid work at the initial interview had remained in work 12 months later;
- most of those who had remained with the same employer had seen some positive improvements in terms of salary, hours, contract or responsibilities;
- most of those who had moved job had seen an improvement in salary, hours or contract status.

6.2 Conclusions from Stage 3 qualitative interviews

Reflecting service delivery approximately a year to 18 months after the JRFND programme went live, the qualitative research provides further insight into customer responses to Stage 3. Together with earlier qualitative process findings (Vegeris *et al.*, 2010b), the following conclusions can be drawn.

Establishing regular meetings with a personal adviser was an element that set Stage 3 apart from the earlier months of Jobcentre Plus provision under JRFND. Customers appreciated the extra guidance and service opportunities. This arrangement also allowed time for the adviser to perform a detailed job search, offer CV advice, review job applications, and follow-up on service referrals. From the analysis this extra attention was important for helping some customers secure work.

Customers did not generally perceive any added value associated with the six weeks of weekly signing during Stage 3. This was largely because the weekly meetings lacked content and were too short to have an influence over their job search activities. For the most part, more frequent signing was viewed as an inconvenience.

Customers did not generally perceive pressure to participate in services during Stage 3. The research found that the small minority who did report they were under obligation to join an activity all took up employability training that was delivered by an external provider. As suggested in the previous Stage 3 research, other factors may be at play when implementing mandatory activities. The need to label an activity as mandatory can be reduced by a jobseeker's willingness to participate or by a limited supply of appropriate activities. Moreover, advisers may downplay mandation to preserve the relationship of trust they have with a customer.

The qualitative research also found that customers from a professional or highly skilled background were least satisfied with the range of services on offer and the quality of services received during Stage 3.

Appendix A

Survey sampling, fieldwork outcomes and weighting

A.1 Sampling

The sample for each of the longitudinal surveys was drawn from those customers who, at the end of the original Stage 1/comparison, Stage 2/comparison and Stage 3/comparison customer surveys, gave their permission to be re-contacted for a follow-up survey in a year's time. The proportion of customers willing to be contacted for each longitudinal survey can be found in the Table A.1.

Table A.1 Sample frame available

Survey	Proportion willing to be recontacted for longitudinal study
Stage 1/comparison (6,001 completed interviews)	96% (5,744 records)
Stage 2/comparison (6,002 completed interviews)	96% (5,772 records)
Stage 3/comparison (6,006 completed interviews)	97% (5,839 records)

The sample for the original customer surveys was drawn by the Department for Work and Pensions (DWP). In Phase 1 this was based on data from the meetings database, and Phase 2 on data from the benefits database, both administered by Jobcentre Plus. Eligibility for each of the original customer surveys is in Table A.2.

Table A.2 Eligibility for original study

Survey	Eligibility criteria for original survey
Stage 1/comparison	Attended New Jobseeker Interview (NJI) week commencing 15 and week commencing 22 June 2009
Stage 2/comparison	Reached 13 weeks of claiming week commencing 28 September to week commencing 26 October 2009
Stage 3/comparison	Reached 26 weeks of claiming week commencing 24 August to week commencing 28 September 2009

For each stage the drawn sample was then checked to ensure that it was representative of the profile of all interviews achieved in the original corresponding customer survey by key demographics.

A.2 Fieldwork outcomes

Table A.3 shows the final fieldwork outcomes for those with definite outcomes for each of the longitudinal studies. It excludes those left with no specific outcome (e.g. those called but not answered, those who asked to be called another time, or who were not contacted because Phase/age quotas were filled).

Unreachable sample includes those with invalid or out of date telephone numbers, those who would not be available before the end of the fieldwork, had moved abroad, were in prison, or were deceased. The ‘unable to participate’ category includes customers who were unable to take part in the survey due to health or language reasons. The refused category shows customers who did not want to participate or quit during the interview. The overall response rate is calculated as the total number of completed interviews percentage of completes plus refusals).

Table A.3 Longitudinal fieldwork outcomes

	All those called with a definite outcome		
	Stage 1 longitudinal	Stage 2 longitudinal	Stage 3 longitudinal
	%	%	%
Unreachable	20	20	16
Unable to participate	<1	<1	1
Refused	13	15	14
Screened out	0	0	0
Completes	66	64	69
Response rate	84	80	84
Base: All records with definite outcome	3,616	3,748	3,462

A.3 Completed interviews

Two thousand four hundred interviews were conducted for each of the longitudinal surveys, split evenly across each Phase/age cell as detailed in Table A.4.

Table A.4 Achieved interviews by Phase and age

FND	Phase 1	Phase 2	All
Under 25	400	400	800
25 – 49	400	400	800
50 or over	400	400	800
All	1,200	1,200	2,400

A.4 Weighting

There were two stages to the weighting process for each survey. The 50 plus age group were over sampled to ensure a sufficient sample was available in each Phase for the longitudinal element, so initially a design weight was applied to correct for this and align the age profile with the age profile of the population in each Phase.

Secondly, non-response weights for customer types within each Phase were analysed resulting in a response weight being applied to correct for response bias by gender and ethnicity to each survey sample. The weighted profile of customers in each Phase is presented in the following Appendix B.

Appendix B

Survey profile of customers

The first two columns of Tables B.1, B.2 and B.3 show the profile of customers interviewed within Phase 1 and Phase 2 areas for each of the longitudinal surveys in turn, based on demographics reported by customers rather than on information supplied by the Department for Work and Pensions (DWP) on the sample frame (as the data available from DWP administrative records was not always complete).

This data for each cohort has been weighted to align the profile of those within each Phase to the overall population within Phase (the overall population is those who entered the same claim Stage as the survey cohort within the same weeks, based on population counts provided by the DWP).

Profiles are broadly similar between Phase 1 and Phase 2. The only notable differences are as follows:

Stage 1 cohort (Table B.1):

- A higher percentage of customers from a white British ethnic background in Phase 1 compared with Phase 2 (85% compared with 78%).
- Qualification levels differ between Phase 1 and 2, including a higher proportion of customers with a degree level qualification or above in Phase 2.

Stage 2 (Table B.2):

- A higher percentage of customers from a white British ethnic background in Phase 1 compared to Phase 2 (83% compared with 76%).
- A higher proportion of respondents renting in Phase 1 (32%) than in Phase 2 (27%).

Stage 3 (Table B.3):

- A higher percentage of customers from a white British ethnic background in Phase 1 compared with Phase 2.
- Phase 2 respondents are slightly higher qualified than Phase 1.

Throughout the report findings have been analysed by these subgroups within each Phase, and significant differences reported where relevant.

As customer profile is based on that reported by customers during the questionnaire, there are some small differences when compared to the demographics supplied by the DWP on the sample.

The third column of Tables B.1, B.2 and B.3 shows the population figures provided by the DWP for all those entering each Stage within the specified weeks used to draw each of the survey cohorts (for example, for the Stage 1 cohort this would be all customers starting a claim in Phase 1 and Phase 2 areas between 15 and 30 June 2009). The population is broken down by age, gender, ethnicity and disability. Numbers provided were rounded by the DWP.

Following the weighting there are no significant differences between the overall profile of those interviewed and the profile of the entire population starting claims in those weeks in terms of gender, age, ethnicity or disability.

Table B.1 Stage 1 longitudinal weighted customer profile within Phase

	Phase 1 customers – reported %	Phase 2 customers – reported %	All – DWP population figures %
Gender			
Male	69	68	69
Female	31	32	31
Ethnicity			
White British	85	78	78
White Irish	1	1	1
White other	2	3	3
Mixed white and black Caribbean	1	1	1
Mixed white and black African	1	<1	<1
Mixed white and Asian	1	<1	<1
Other mixed background	<1	1	<1
Black or black British Caribbean	2	3	2
Black or black British African	1	4	2
Black or black British other	<1	<1	1
Asian or Asian British Indian	2	3	2
Asian or Asian British Pakistani	2	2	2
Asian or Asian British Bangladeshi	<1	1	1
Asian or Asian British other	<1	1	1
Chinese	<1	<1	<1
Other ethnic background	<1	1	2
Whether living with partner who claims JSA or other out-of-work benefit			
Partner claims out-of-work benefit	4	4	N/A
Partner does not claim out-of-work benefit/ no partner	95	95	N/A
Whether currently suffering from long-term illness/disability			
Suffering from long-term illness or disability	12	13	10
Not suffering from long-term illness or disability	88	87	90
Whether face barriers			
Recently left prison, on probation, or community service	2	1	N/A
Former member of the UK armed services	3	2	N/A
Housing situation			
Own property outright	6	6	N/A
Paying mortgage	20	19	N/A
Live rent free	30	29	N/A
Rent	36	38	N/A
Rent covered by Housing Benefit	5	5	N/A

Continued

Table B.1 Continued

	Phase 1 customers – reported %	Phase 2 customers – reported %	All – DWP population figures %
Qualifications			
No qualifications	17	19	N/A
Highest qualification – below Level 2	17	13	N/A
Highest qualification – Level 2 or 3	41	36	N/A
Highest qualification – Level 4 or 5	25	31	N/A
Parental status			
No children under 16	76	76	N/A
Parent or guardian of child under 16	23	23	N/A
Parent or guardian of child under 5	12	12	N/A
Lone parent of child under 16	2	4	N/A
Sexual orientation			
Heterosexual/straight	95	94	N/A
Gay man	1	2	N/A
Gay woman/lesbian	1	1	N/A
Bi-sexual	1	1	N/A
Legal marital or civil partnership status			
Never married and never registered in a same sex civil partnership	65	65	N/A
Married	23	23	N/A
Separated but still legally married	2	3	N/A
Divorced	8	7	N/A
Widowed	<1	1	N/A
In a registered same sex civil partnership	<1	<1	N/A
Surviving partner from a same sex civil partnership	0	<1	N/A
Religion			
Christian	47	46	N/A
Buddhist	<1	1	N/A
Hindu	1	1	N/A
Jewish	<1	1	N/A
Muslim	6	6	N/A
Sikh	1	1	N/A
No religion	42	41	N/A
<i>Base: *All respondents in longitudinal study (weighted)</i>			
<i>^All customers starting a claim between 15 and 30 June 2009</i>			
	1,200*	1,200*	^112,370

Table B.2 Stage 2 Longitudinal weighted customer profile within Phase

	Phase 1 customers – reported	Phase 2 customers – reported	All – DWP population figures
Gender			
Male	71	69	70
Female	29	31	30
Ethnicity			
White British	83	76	77
White Irish	1	1	1
White other	2	4	2
Mixed white and black Caribbean	1	1	1
Mixed white and black African	<1	<1	<1
Mixed white and Asian	1	1	<1
Other mixed background	1	1	1
Black or black British Caribbean	3	3	3
Black or black British African	2	3	3
Black or black British other	1	<1	1
Asian or Asian British Indian	2	3	2
Asian or Asian British Pakistani	2	3	2
Asian or Asian British Bangladeshi	1	1	1
Asian or Asian British other	<1	1	1
Chinese	<1	<1	<1
Other ethnic background	<1	1	2
Whether living with partner who claims JSA or other out-of-work benefit			
Partner claims out-of-work benefit	7	5	N/A
Partner does not claim out-of-work benefit/ no partner	93	94	N/A
Whether currently suffering from long-term illness/disability			
Suffering from long-term illness or disability	15	16	13
Not suffering from long-term illness or disability	84	84	87
Whether face barriers			
Recently left prison, on probation, or community service	1	1	N/A
Former member of the UK armed services	3	2	N/A
Housing situation			
Own property outright	7	7	N/A
Paying mortgage	17	18	N/A
Live rent free	33	36	N/A
Rent	32	27	N/A
Rent covered by Housing Benefit	9	10	N/A

Continued

Table B.2 Continued

	Phase 1 customers – reported	Phase 2 customers – reported	All – DWP population figures
Qualifications			
No qualifications	22	22	N/A
Highest qualification – Below Level 2	14	13	N/A
Highest qualification – Level 2 or 3	36	35	N/A
Highest qualification – Level 4 or 5	26	29	N/A
Parental status			
No children under 16	74	76	N/A
Parent or guardian of child under 16	26	24	N/A
Parent or guardian of child under 5	11	10	N/A
Lone parent of child under 16	6	5	N/A
Sexual orientation			
Heterosexual/straight	96	94	N/A
Gay man	1	<1	N/A
Gay woman/lesbian	<1	<1	N/A
Bi-sexual	<1	1	N/A
Legal marital or civil partnership status			
Single	54	53	N/A
In a relationship and never married and never registered in a same sex civil partnership	14	12	N/A
Married	22	22	N/A
Separated but still legally married	3	3	N/A
Divorced	6	7	N/A
Widowed	<1	1	N/A
In a registered same sex civil partnership	<1	0	N/A
Surviving partner from a same sex civil partnership	0	0	N/A
Religion			
Christian	47	48	N/A
Buddhist	<1	1	N/A
Hindu	1	1	N/A
Jewish	<1	1	N/A
Muslim	4	7	N/A
Sikh	1	1	N/A
No religion	43	38	N/A
<i>Base: *All respondents in study (weighted)</i>			
<i>^All customers starting Stage 2/reaching 13 weeks consecutive claiming between 24 August and 4 October 2009</i>			
	1,200*	1,200*	^124,850

Table B.3 Stage 3 Longitudinal weighted customer profile within Phase

	Phase 1 customers – reported	Phase 2 customers – reported	All – DWP population figures
Gender			
Male	76	74	75
Female	24	26	25
Ethnicity			
White British	86	79	79
White Irish	<1	1	1
White other	1	2	2
Mixed white and black Caribbean	<1	1	1
Mixed white and black African	<1	<1	<1
Mixed white and Asian	<1	<1	<1
Other mixed background	1	1	<1
Black or black British Caribbean	2	4	2
Black or black British African	2	3	2
Black or black British other	<1	<1	1
Asian or Asian British Indian	2	2	2
Asian or Asian British Pakistani	2	3	2
Asian or Asian British Bangladeshi	1	1	1
Asian or Asian British other	1	1	1
Chinese	<1	<1	<1
Other ethnic background	<1	1	1
Whether living with partner who claims JSA or other out-of-work benefit			
Partner claims out-of-work benefit	6	5	N/A
Partner does not claim out-of-work benefit/ no partner	94	95	N/A
Whether currently suffering from long-term illness/disability			
Suffering from long-term illness or disability	16	17	19
Not suffering from long-term illness or disability	83	83	81
Whether face barriers			
Recently left prison, on probation, or community service	2	2	N/A
Former member of the UK armed services	3	2	N/A
Housing situation			
Own property outright	6	5	N/A
Paying mortgage	15	15	N/A
Live rent free	30	27	N/A
Rent	36	36	N/A
Rent covered by Housing Benefit	11	13	N/A

Continued

Table B.3 Continued

	Phase 1 customers – reported	Phase 2 customers – reported	All – DWP population figures
Qualifications			
No qualifications	27	25	N/A
Highest qualification – Below Level 2	21	17	N/A
Highest qualification – Level 2 or 3	37	38	N/A
Highest qualification – Level 4 or 5	13	18	N/A
Parental status			
No children under 16	77	78	N/A
Parent or guardian of child under 16	23	22	N/A
Parent or guardian of child under 5	13	11	N/A
Lone parent of child under 16	3	4	N/A
Sexual orientation			
Heterosexual/straight	95	96	N/A
Gay man	1	1	N/A
Gay woman/lesbian	1	<1	N/A
Bi-sexual	1	1	N/A
Legal marital or civil partnership status			
Single	54	57	N/A
Never married and never registered in a same sex civil partnership	16	13	N/A
Married	20	19	N/A
Separated but still legally married	2	2	N/A
Divorced	6	7	N/A
Widowed	1	1	N/A
In a registered same sex civil partnership	<1	0	N/A
Surviving partner from a same sex civil partnership	<1	<1	N/A
Separated but still legally in a same sex civil partnership	<1	<1	N/A
Religion			
Christian	46	46	N/A
Buddhist	<1	1	N/A
Hindu	<1	1	N/A
Jewish	<1	<1	N/A
Muslim	4	6	N/A
Sikh	1	<1	N/A
No religion	46	43	N/A
<i>Base: *All respondents in study (weighted)</i>			
<i>^All customers starting Stage 3/reaching 26 weeks of consecutive claiming or fast-tracked to NDYP between 28 September to 1 November</i>			
	1,200*	1,200*	^89,810

Table B.4 Jobcentre Plus Districts in Phase 1 and Phase 2 of JRFND

Phase One	Phase Two
Ayrshire, Dumfries, Galloway & Inverclyde	Essex
Edinburgh, Lothian & Borders	Hampshire
Lanarkshire & Dumbarton	North & North East London
Tees Valley	City and East London
North & East Yorkshire and The Humber	South London
Greater Manchester East & West	West London
Greater Manchester Central	South Tyne & Wear Valley
Derbyshire	Cumbria
South Yorkshire	Cheshire & Warrington
South East Wales	Lancashire
North & Mid Wales	West of England
Coventry & Warwickshire	West Yorkshire
Staffordshire	Forth Valley, Fife & Tayside
The Marches	Glasgow
Leicestershire & Northamptonshire	Highlands, Islands, Clyde Coast & Grampian
Nottinghamshire	Greater Merseyside
Lincolnshire & Rutland	Bedfordshire & Hertfordshire
Suffolk & Cambridgeshire	Liverpool & Wirral
Norfolk	Northumbria
Birmingham & Solihull	Berks, Bucks & Oxfordshire
Black Country	Gloucestershire & Wiltshire
South West Wales	Somerset & Dorset
South Wales Valleys	
Central London	
Lambeth, Southwark & Wandsworth	
Kent	
Surrey & Sussex	
Cornwall & Devon	

Appendix C

Customer survey questionnaires



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Private & Confidential

J4868

Jobseekers Regime and Flexible New Deal Longitudinal Survey (Stage 1)

Telephone

Quota category	Number of interviews to achieve
Age within Phase	
Phase 1 18-24	400
Phase 1 25-49	400
Phase 1 50+	400
Phase 2 18-24	400
Phase 2 25-49	400
Phase 2 50+	400

Sample variables	Source
ST 1 CLAIM STATUS	Stage 1 survey data
ST 1 STATUS	Stage 1 survey data
ST 1 EMPLOYER NAME	Stage 1 survey data
ST 1 CLAIM START DATE	Stage 1 sample information

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 Good morning/afternoon/evening. My name is NAME and I'm calling from IFF Research.
Please can I speak to NAME?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Refusal	5	CLOSE
Not available in deadline	6	
Engaged	7	
Fax Line	8	
No reply/Answer phone	9	
Business Number	10	
Dead line	11	

ASK ALL

S2 Good morning/afternoon, my name is NAME, calling from IFF Research, an independent market research company. You may remember speaking to us in September last year about your experiences of claiming JSA. At the end of the interview, you helpfully agreed to us calling back in a year's time to see how you have been getting on. Would you have 10 minutes to spare to tell us what you have been doing since we last spoke to you?

Continue		CONTINUE
Referred to someone else in household NAME_____	1	TRANSFER AND RE-INTRODUCE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Refusal – company policy	5	
Refusal – taken part in recent survey	6	
Not available in deadline	7	

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future

The survey is intended to find out people's views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0500396999
- IFF: Jessica Owens: 0207 250 3035

110 Appendices – Customer survey questionnaires

A Establishing claim status and JRFND/comparison stage reached

When we spoke to you last September it was because you had started a claim for Jobseeker's Allowance in June 2009.

ASK ALL

A1 Are you currently claiming or continuing to sign on for Jobseeker's Allowance?

INTERVIEWER NOTE: IF NO LONGER ELIGIBLE TO CLAIM JSA PAYMENTS BUT ARE CONTINUING TO SIGN ON AND MEET THE CONDITIONS OF JSA SELECT "YES"

Yes	1	GO TO ROUTING ABOVE A2
No	2	GO TO B1

ASK IF CURRENTLY CLAIMING AND CLAIMING AT STAGE 1 SURVEY (A1/1 & ST1 STATUS/1)

A2 Can I just check, has there been any period between when we last spoke to you in September 2009 and now when you haven't claimed Jobseeker's Allowance?

READ OUT, CODE ONE ONLY

Yes – had a break in claiming JSA	1	GO TO ROUTING ABOVE SECTION C
No – claimed continually	2	GO TO SECTION E

B Current situation if not claiming

ASK IF NOT CURRENTLY CLAIMING (A1/2)

B1 **Could you tell me whether you are currently...?**

READ OUT

DP – INTERVIEWER NOTE TO APPEAR AT CODE H ONLY

INTERVIEWER NOTE: CODE YES FOR INCOME SUPPORT, EMPLOYMENT SUPPORT ALLOWANCE, INCAPACITY BENEFIT OR CARER’S ALLOWANCE. CODE NO FOR TAX CREDITS/PENSION CREDITS ONLY

	YES	NO
a.) Self employed	1	2
b.) Working full time for an employer in a paid role 30 hours or more per week	1	2
c.) Working part time for an employer in a paid role less than 30 hours per week	1	2
d.) Retired and/or claiming a pension/pension credit	1	2
e.) In full time training or education – 16 hours or more per week	1	2
f.) In part time training or education – less than 16 hours per week	1	2
g.) In the process of making a new claim for JSA	1	2
h.) Receiving, or in the process of claiming another benefit for people who are not working	1	2
i.) Working for an employer in a voluntary, unpaid role or internship	1	2

ASK IF SELECTED MORE THAN ONE TYPE OF PAID WORK (MORE THAN ONE OF B1A-B1C=1)

B2 **Which of these would you consider your main job?**

PROMPT IF NECESSARY, CODE ONE ONLY

DP INSTRUCTION – IF ONLY CODED ONE TYPE OF PAID WORK AT B1A-B1C, AUTOMATICALLY FORCE ANSWER AT B2

DP INSTRUCTION – SHOW ALL SELECTED AT B1	1	CONTINUE
ETC	2	CONTINUE

IF SELECTED MORE THAN ONE TYPE OF PAID WORK (MORE THAN ONE OF B1A-B5C=1)

Throughout the rest of the survey please think just about this main job or role when answering questions.

B2Dum Current paid work status DUMMY VARIABLE, DO NOT ASK		
Currently self employed (B2/1)	1	
Currently in paid work for an employer (B2/2-3)	2	
Not currently in any paid work (B1A-C ALL 2)	3	

112 Appendices – Customer survey questionnaires

ASK IF NOT DOING ANY OF THE ABOVE (B1A-B1H = ALL NO)

B3 Why are you not claiming?

DO NOT READ OUT BUT PROBE FULLY, CODE ALL THAT APPLY

INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B1, RETURN AND CODE IT THERE

Partner's status changed	1	
Became ill/went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (write in)	12	
Don't know	13	

ASK IF RECEIVING OR SETTING UP FOR ANOTHER BENEFIT FOR PEOPLE WHO ARE OUT OF WORK (B1H=1)

B4 Which benefit are you receiving or in the process of claiming for now?

DO NOT READ OUT, CODE ALL THAT APPLY

Income Support	1	
Employment Support Allowance/Incapacity Benefit	2	
Carer's Allowance	3	
Other (write in)	4	
Don't know (DO NOT READ OUT)	5	

IF SELF EMPLOYED AT STAGE 1 AND SELF EMPLOYED NOW (ST1 STATUS/2 & B2DUM/1)

B5 [TEXT SUB: When we spoke to you last September 2009, you told us you were self-employed. Are you still doing the same kind of work now, as you were then?

Yes	1	GO TO B7
No	2	GO TO B7

IF MAIN JOB CURRENTLY IN PAID WORK FOR AN EMPLOYER & IN PAID WORK FOR AN EMPLOYER AT TIME OF STAGE 1 INTERVIEW (ST1 STATUS/3 & B2DUM/2)

B6 [TEXT SUB IF IN PAID WORK FOR EMPLOYER AT STAGE 1 & EMPLOYER NAME GIVEN AT STAGE 1: **When we spoke to you last September 2009, you told us you were working for [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 1]. Are you still working for this employer?**

[TEXT SUB IF IN PAID WORK FOR EMPLOYER AT STAGE 1 & EMPLOYER NAME GIVEN AT STAGE 1 = DK/REF: **Are you still working for the same employer you were working for when we spoke to you last September?**]

Yes	1	CONTINUE
No	2	GO TO B19

B6Dum EMPLOYER STATUS CHANGE DUMMY VARIABLE, DO NOT ASK		
SELF EMPLOYED AT STAGE 1 AND DOING SAME SELF EMPLOYED WORK NOW (B5/1)	1	
SELF EMPLOYED AT STAGE 1 AND DOING DIFFERENT SELF EMPLOYED WORK NOW (B5/2)	2	
SELF EMPLOYED AT STAGE 1 AND IN PAID WORK WITH EMPLOYER NOW (ST1 STATUS/2 & B2DUM/2)	3	
IN PAID WORK FOR AN EMPLOYER AT STAGE 1 AND IN PAID WORK WITH SAME EMPLOYER NOW (B6/1)	4	
IN PAID WORK FOR AN EMPLOYER AT STAGE 1 AND IN PAID WORK WITH DIFFERENT EMPLOYER NOW (B6/2)	5	
IN PAID WORK FOR AN EMPLOYER AT STAGE 1 AND SELF EMPLOYED NOW (ST1 STATUS/3 & B2DUM/1)	6	
SELF EMPLOYED AT STAGE 1 AND NOT IN PAID WORK NOW (ST1 STATUS/2 & (A1/1 OR B2DUM/3))	7	
IN PAID WORK FOR AN EMPLOYER AT STAGE 1 AND NOT IN PAID WORK NOW (ST1 STATUS/3 & (A1/1 OR B2DUM/3))	8	
NOT IN PAID WORK AT STAGE 1 AND SELF EMPLOYED NOW (ST1 STATUS/1 OR 4 & B2DUM/1)	9	
NOT IN PAID WORK AT STAGE 1 AND IN PAID WORK WITH EMPLOYER NOW (ST1 STATUS/1 OR 4 & B2DUM/2)	10	

114 Appendices – Customer survey questionnaires

ASK IF WITH SAME EMPLOYER OR SELF EMPLOYED WORK AT STAGE 1 AND NOW (B6DUM/1-2 OR 4)

B7 Have any of the following things happened at work since we last spoke to you?

READ OUT MULTICODE

DO NOT SHOW IF SELF EMPLOYED AT STAGE 1 AND NOW (B6DUM/1-2): You were promoted or were given more responsibilities or duties	1	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 1 AND NOW (B6DUM/1-2) OR IF B7/1: The title, job description or work changed to a lower grade, with less responsibilities or fewer duties	2	
Your hours increased	3	
DO NOT SHOW IF B7/3: Your hours decreased	4	
Your pay increased	5	
DO NOT SHOW IF B7/5: Your pay decreased	6	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 1 AND NOW (B6DUM/1-2): Your contract was extended, renewed or made longer term or permanent	7	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 1 AND NOW (B6DUM/1-2): Your contract was made shorter term or temporary	8	
Don't know	9	
None of the above	10	

ASK IF CONTRACT CHANGED (B7/7-8)

B8 Is this job now...?

READ OUT SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (write in)	5	
(DO NOT READ OUT) Don't know	6	
(DO NOT READ OUT) Refused	7	

ASK IF PROMOTED OR JOB DESCRIPTION CHANGED (B7/1-2)

B9 **What is your new job title, and your main duties and responsibilities?**

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?’

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF SELF EMPLOYED AT STAGE 1 AND NOW BUT TYPE OF WORK HAS CHANGED (B6DUM/2)

B10 **What is the main activity of your business now?**

PROBE AS NECESSARY

What is the main product or service?

What exactly do you make or do?

What material or machinery does that involve using?

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF PAY INCREASED/DECREASED (B7/5-6)

B11 **We would like to ask you how much you are now paid. Would it be easiest to tell us how much you were paid before tax...?**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO B12
Per month	2	GO TO B13
Per week	3	GO TO B14
Per hour	4	GO TO B15
Other (write in) (DO NOT READ OUT)	5	GO TO B16
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE B18

116 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER PER YEAR (B11/1)

B12 **What is your salary per year before tax?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax is £[TEXT SUB: AMOUNT AT B12]?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER MONTH (B11/2)

B13 **What are you paid per month before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B13] PER MONTH before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER WEEK (B11/3)

B14 **What are you paid per week, before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B14] PER WEEK before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER HOUR (B11/4)

B15 What are you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B15] PER HOUR before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER OTHER (B11/5)

B16 What are you paid per [TEXT SUB: ANSWER AT B11/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF PAY INCREASED/DECREASED & ANSWERED PER HOUR (B11/4)

B17 How many hours on average, do you work per week?

WRITE IN NUMBER OF HOURS
ALLOW DK/REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you work [TEXT SUB: INSERT NUMBER OF HOURS FROM B16] hours per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

118 Appendices – Customer survey questionnaires

ASK IF DK/REF NUMBER OF HOURS (B17/DK OR REF) OR IF NUMBER OF HOURS WORKED INCREASED/DECREASED (B7/3-4)

B18 **Would you say that you typically work...?**

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

ASK IF CHANGED/STOPPED WORKING FOR EMPLOYER (B6DUM/5-6 OR 8)

B19 **When we last spoke to you, you told us you were working for [TEXT SUB: EMPLOYER NAME FROM STAGE 1 SURVEY] [TEXT SUB: IF NO EMPLOYER NAME FROM STAGE 1: another employer].**

How many full months and weeks did you work [TEXT SUB: for EMPLOYER NAME FROM STAGE 1 SURVEY] [TEXT SUB: IF NO EMPLOYER NAME FROM STAGE 1: in the job you told us about last time we spoke to you]?

ASK IF STOPPED WORKING AS SELF EMPLOYED (B6DUM/3 OR 7)

B20 **When we last spoke to you, you told us you were self employed.**

How many full months and weeks were you self-employed?

INTERVIEWER NOTE: E.G. IF WORKED THERE FOR SIX WEEKS SHOULD BE CODED AS ONE MONTH IN FIRST BOX AND TWO WEEKS IN SECOND BOX.

ENTER FULL MONTHS, ALLOW NUMBER 0-15 ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF
--

ENTER FULL WEEKS, ALLOW NUMBER 0-4 ALLOW DK AND REF
--

ASK IF CHANGED/STOPPED WORKING FOR EMPLOYER (B6DUM/5-6 OR 8)

B21 Why did you leave this job?

ASK IF STOPPED WORKING AS SELF EMPLOYED (B6DUM/3 OR 7)

Why did you end this period of self-employment?

READ OUT CODE ALL THAT APPLY

Contract ended/temporary work	1	
Sacked/dismissed	2	
Made redundant	3	
Went into training/education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Job was not suitable in some other way (PLEASE SPECIFY)	10	
Transport issues/difficulty getting to work	11	
Other (PLEASE SPECIFY)	12	
Refused (DO NOT READ OUT)	13	

ASK IF MOVED INTO WORK/CHANGED EMPLOYER (B6DUM/3, 5 , 9 OR 10)

I'd now like to ask some questions about your current work

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B22 What is the name of your current employer?

INTERVIEWER NOTE: IF GIVE NAME OF EMPLOYMENT AGENCY ASK FOR PLACE OF WORK INSTEAD.
IF WORKING FOR A COMPANY TAKE THAT NAME, NOT OF INDIVIDUAL MANAGER ETC

WRITE IN ALLOW DK/REF

120 Appendices – Customer survey questionnaires

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B23 And is this job...?

READ OUT, SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
DO NOT READ OUT Don't know	6	
(DO NOT READ OUT) Refused	7	

B24 Is [TEXT SUB: EMPLOYER NAME FROM B21] [TEXT SUB IF B21=DK/REF: your employer] a...?

CODE ONE ONLY

IF INTERVIEWER NOTE: IF PAID VIA AGENCY ASK ABOUT THE ORGANISATION PLACED WITH, NOT THE AGENCY

Charity/voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	4	

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B25 What does [TEXT SUB: EMPLOYER NAME FROM B21] [TEXT SUB IF B22=DK/REF: your employer] mainly do?

PROBE AS NECESSARY

What is the main product or service of your current employer?

What exactly does your current employer make or do at this establishment?

What material or machinery does that involve using?

[TEXT SUB: ASK IF MOVED INTO SELF EMPLOYMENT (B6DUM/6 OR 9): What is the main product or service of the work you do now?

What exactly do you make or do?

What material or machinery does that involve using?]

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF MOVED INTO PAID WORK WITH EMPLOYER OR CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B26 And what is your job title and your main duties or responsibilities?

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF CHANGED TYPE OF WORK/MOVED INTO WORK (B6DUM/3 OR 5-6 OR 9-10)

B27 We would like to ask you how much you are now paid. Would it be easiest to tell us how much you were paid before tax...?

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO B27
Per month	2	GO TO B28
Per week	3	GO TO B29
Per hour	4	GO TO B30
Other (write in) (DO NOT READ OUT)	5	GO TO B31
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE B33

ASK IF WANT TO ANSWER PER YEAR (B26/1)

B28 What is your salary per year before tax?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax is £[TEXT SUB: AMOUNT AT B27]?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

122 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER PER MONTH (B26/2)

B29 **What are you paid per month before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are paid £[TEXT SUB: AMOUNT AT B28] PER MONTH before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER WEEK (B26/3)

B30 **What are you paid per week, before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B29] PER WEEK before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER HOUR (B26/4)

B31 **What are you paid per hour before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B30] PER HOUR before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER IN OTHER WAY (B26/5)

B32 **What are you paid per [TEXT SUB: ANSWER AT B31/5] before tax and any other deductions?**
DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF HOURLY SALARY GIVEN (B26/4)

B33 **How many hours on average, do you work per week?**

WRITE IN NUMBER OF HOURS ALLOW DK/REF
--

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you work [TEXT SUB: INSERT NUMBER OF HOURS FROM B27] hours per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF (B32/DK OR REF) OR IF CHANGED TYPE OF WORK/MOVED INTO WORK (B6DUM/3 OR 5-6 OR 9-10 AND B26/NOT4)

B34 **Would you say that you typically work...?**
READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

C Detailed work and claim history since last interview

ASK ALL EXCEPT THOSE WHO HAVE CLAIMED CONTINUOUSLY SINCE SEPT 2009 OR WHO HAVE BEEN SAME (SELF) EMPLOYED WORK (A2/2 OR B6DUM/1 OR 4)

I'd now like to ask a few questions to find out a bit more about what [TEXT SUB: IF CURRENTLY IN PAID WORK: B2DUM/1-2: else] you have been doing since we last spoke to you.

ASK IF NEITHER CLAIMING NOR IN PAID WORK AT STAGE 1 AND NEITHER CLAIMING NOR IN PAID WORK NOW (ST1 STATUS/4) & (B2DUM/3 & A1=2)

- C1 Firstly I'd just like to confirm, have you had any periods of employment, claiming JSA or other out of work benefits, undertaken any training or voluntary/unpaid work or retired between now and when we spoke to you last September?

Yes	1	CONTINUE TO ROUTING ABOVE C4
No	2	GO TO ROUTING ABOVE D1

C1Dum STATUS CHANGE DUMMY VARIABLE, DO NOT ASK		
CLAIM STATUS CHANGED SINCE STAGE 1 INTERVIEW (ST1 STATUS/1 & A1/2 OR A2/1)	1	GO TO C2
SELF EMPLOYED STATUS CHANGED SINCE STAGE 1 INTERVIEW (ST1 STATUS/2 & ((A1/1) OR (B2DUM/2) OR (A1=2 & B2DUM/3) OR (B6DUM/2))	2	GO TO C2
PAID WORK FOR EMPLOYER STATUS CHANGED SINCE STAGE 1 INTERVIEW (ST1 STATUS/3 & ((A1/1) OR (B2DUM/1) OR (A1=2 & B2DUM/3) OR (B6DUM/5))	3	GO TO C2
NEITHER CLAIMING/WORKING STATUS CHANGED SINCE STAGE 1 INTERVIEW (ST1 STATUS/4 & ((A1/1) OR (B2DUM/1-2) OR (C1/1))	4	GO TO C2
CLAIM STATUS THE SAME (CLAIMED CONTINUOUSLY (A2/2)	5	GO TO ROUTING ABOVE SECTION D
WORK STATUS STAYED THE SAME SINCE STAGE 1 INTERVIEW (B6DUM/1 OR 4)	6	GO TO ROUTING ABOVE SECTION D
NEITHER CLAIMING/WORKING STATUS THE SAME SINCE STAGE 1 INTERVIEW (ST1 STATUS/4 & C1/2)	7	GO TO ROUTING ABOVE SECTION D

ASK IF 1ST ITERATION AND C1DUM/1-4

ASK IF C1DUM/1

- C2 When we spoke to you in September last year, you told us you were claiming JSA? Roughly when did you end this claim [TEXT SUB IF ST 1 CLAIM STATUS/1: that you started in STAGE 1 CLAIM START DATE]?

ASK IF C1DUM/2-3

When we spoke to you in September last year, you told us you were [TEXT SUB IF WORKING FOR AN EMPLOYER & EMPLOYER NAME FROM STAGE 1: working for INSERT EMPLOYER NAME FROM STAGE 1] [IF WORKING FOR AN EMPLOYER & NO EMPLOYER NAME USE working for an employer] [TEXT SUB IF SELF EMPLOYED AT STAGE 1: self employed]. Roughly when did this period of [TEXT SUB IF ST1 STATUS/2: self] employment end?

ASK IF C1DUM/4

When we spoke to you in September last year, you told us you were neither claiming Jobseeker's Allowance nor in paid work. Around when did you move onto doing something else?

PROMPT IF NECESSARY CODE ONE ONLY

September 2009	1	
October 2009	2	
November 2009	3	
December 2009	4	
January 2010	5	
February 2010	6	
March 2010	7	
April 2010	8	
May 2010	9	
June 2010	10	
July 2010	11	
August 2010	12	
September 2010	13	
DO NOT READ OUT: Can't remember	14	

ASK IF 1ST ITERATION AND C1DUM/1 & (ST1 CLAIM STATUS/1) & ABLE TO GIVE A MONTH (C2=1-13)

- C3 And what was the date in [TEXT SUB: MONTH AND YEAR FROM C2] when you ended the claim for Jobseeker's Allowance you started on [TEXT SUB: MONTH AND YEAR OF CLAIM START DATE]?

RECORD NUMBER (ALLOW 1-31)

ALLOW DK AND REFUSED

ASK IF C3=DK OR REF

C4 Could you tell me which week in [TEXT SUB: MONTH AND YEAR FROM C2] you ended the claim for Jobseeker’s Allowance you started on [TEXT SUB: MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY, CODE ONE ONLY

First week	1	CONTINUE
Second week	2	CONTINUE
Third week	3	CONTINUE
Fourth week	4	CONTINUE
Fifth week	5	CONTINUE
Don’t know/Can’t remember (DO NOT READ OUT)	6	CONTINUE
Refused (DO NOT READ OUT)	7	CONTINUE

C4Dum DUMMY VARIABLE, DO NOT ASK

DP: Please apply a date difference logic subtracting claim start date from dd/mm/yyyy provided at C2-C4

IF ENDED ORIGINAL CLAIM AFTER STAGE 1 INTERVIEW (ST 1 CLAIM STATUS/1 & C1DUM/1)

Approximate claim length <13 weeks	1	
Approximate claim length 13 – 25 weeks	2	
Approximate claim length < 26 – 51 weeks	3	
Approximate claim length 52 weeks or more	4	
Unable to calculate approximate claim length	5	

IF FIRST ITERATION: ASK IF C1DUM/1-4

IF SECOND/SUBSEQUENT ITERATION: ASK ALL WHEN PREVIOUS ITERATION OF C19/2

C5 What did you do then, did you...?

READ OUT SINGLE CODE

INTERVIEW NOTE: Please code MAIN activity if doing multiple activities. If respondent was working or training AS WELL AS claiming JSA, please select ‘claim JSA again’ code 2

Do PAID work (either self-employed or for an employer in a full time or part time role)	1	
Claim JSA again	2	
Do some training	3	
Claim another benefit for people who are not working	4	
Do UNPAID/VOLUNTARY work	5	
Doing something else	6	

ASK IF (C5/1 AND B2DUM/1-2) OR ASK IF (C5/2 AND A1/1) OR ASK IF (C5/3-6 AND A1/2 AND B2DUM/3)

ASK IF (C5/1 AND B2DUM/1-2)

C5A **And is this the job you are currently doing now?**

ASK IF (C5/2 AND A1/1)

And is this the same claim for JSA you are currently claiming now?

ASK IF (C5/3-6 AND ((A1/2 AND B2DUM/3))

And is this what you are currently doing now?

Yes	1	GO TO ROUTING ABOVE SECTION D
No	2	CONTINUE

ASK IF ENTERED PAID WORK (C5/1)

C6 **And was this job...?**

READ OUT, SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
Self employed	5	
On some other basis (PLEASE SPECIFY)	6	
DO NOT READ OUT Don't know	7	
(DO NOT READ OUT) Refused	8	

C7 **What was the name of your employer?**

INTERVIEWER NOTE: IF GIVE NAME OF EMPLOYMENT AGENCY ASK FOR PLACE OF WORK INSTEAD. IF WORKING FOR A COMPANY TAKE THAT NAME, NOT OF INDIVIDUAL MANAGER ETC

IF SELF EMPLOYED – SELECT SELF EMPLOYED OPTION

WRITE IN ALLOW DK/REF		
Self employed	1	

128 Appendices – Customer survey questionnaires

C8 [TEXT SUB IF EMPLOYER NAME GIVEN OR DK/REF: What did this employer mainly do?]
PROBE AS NECESSARY

What was the main product or service of your employer?

What exactly does your employer make or do at this establishment?

What material or machinery does that involve using?

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

[TEXT SUB: ASK IF C7/1: What was the main product or service?]

What exactly did you make or do?

What material or machinery did that involve using?]

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF C7/NOT SELF EMPLOYED

C9 **And what was your job title and your main duties or responsibilities?**
PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF ENTERED PAID WORK C5/1

C10 **We would like to ask you how much you were paid. Would it be easiest to tell us how much you were paid before tax...?**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO C11
Per month	2	GO TO C12
Per week	3	GO TO C13
Per hour	4	GO TO C14
Other (write in) (DO NOT READ OUT)	5	GO TO C15
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE C16

ASK IF WANT TO ANSWER PER YEAR (C10/1)

- C11 What was your salary per year before tax?**
DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax was £ [TEXT SUB: AMOUNT AT C11]?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER MONTH (C10/2)

- C12 What were you paid per month before tax and any other deductions?**
DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C12] PER MONTH before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER WEEK (C10/3)

- C13 What were you paid per week, before tax and any other deductions?**
DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C13] PER WEEK before tax and any other deductions?

Yes	1	
No	2	

130 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER PER HOUR (C10/4)

C14 What were you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR AVERAGE RATE OF PAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C14] PER HOUR before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER MONTH (C10/5)

C15 What were you paid per [TEXT SUB: ANSWER AT C10/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF C10/4

C16 How many hours on average, did you work per week in this job?

WRITE IN NUMBER OF HOURS

ALLOW DK/REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you worked [TEXT SUB: INSERT NUMBER OF HOURS FROM C16] hours per week?

Yes	1	CONTINUE TO ROUTING ABOVE C11
No	2	GO BACK AND AMEND HOURS

ASK IF C10/NOT4 OR (C16/DK OR REF)

C17 Would you say that you typically worked...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

ASK IF ENTERED PAID WORK (C5/1)

C18 Why did you leave this job?

READ OUT CODE ALL THAT APPLY

Contract ended/temporary work	1	
Sacked/dismissed	2	
Made redundant	3	
Went into training/education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Job was not suitable in some other way (PLEASE SPECIFY)	10	
Transport issues/difficulty getting to work	11	
Other (PLEASE SPECIFY)	12	
Refused (DO NOT READ OUT)	13	

C19 There is no C19

132 Appendices – Customer survey questionnaires

DP: ALLOW A MAXIMUM OF 12 ITERATIONS

ASK IF DONE SOMETHING ELSE IN BETWEEN (C5A/2)

C20 When did you [TEXT SUB IF C5/1: end this period of employment] [TEXT SUB IF C5/2: stop claiming JSA] [TEXT SUB IF C5/3: finish this training/education course] [TEXT SUB IF C5/4: end this claim] [TEXT SUB IF C5/5: end this period of unpaid/voluntary work] [TEXT SUB IF C5/6: stop doing this]?

PROMPT IF NECESSARY, CODE ONE ONLY

September 2009	1	
October 2009	2	
November 2009	3	
December 2009	4	
January 2010	5	
February 2010	6	
March 2010	7	
April 2010	8	
May 2010	9	
June 2010	10	
July 2010	11	
August 2010	12	
September 2010	13	

DP: REPEAT QUESTIONS C5-C19 UNTIL C18/1.

DP: ON SUBSEQUENT ITERATIONS ON C19 PLEASE JUST SHOW THE MONTH CODED AT PREVIOUS ITERATION OF C19 ONWARDS SO EVENTS ARE RECORDED SEQUENTIALLY

D Job suitability and sustainability

ASK IF CURRENTLY IN PAID WORK (B2DUM/1-2)

- D1 Thinking about the job you are currently doing, to what extent do you agree that this work is a good match for your experience, skills and interests?

READ OUT, CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

ASK IF DISAGREE WORK IS A GOOD MATCH (D1/4-5)

- D2 Are any of the following reasons why you decided to take this work?

READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
You needed the money	5	
DO NOT READ OUT: None of the above (please specify)	6	
DO NOT READ OUT: Don't know	7	

IF CURRENTLY WORKING FOR AN EMPLOYER (B2DUM/2)

- D3 Do you think that...?

READ OUT IN FULL

	YES	NO	DK
The role that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities	1	2	3
Your employer will offer you training that would help you get a promotion or more responsibilities	1	2	3

E Overall view on all support received

ASK ALL

E1 Thinking about any experiences you have had of claiming Jobseeker’s Allowance between June 2009 and today, to what extent do you agree or disagree that...

CODE ONE CODE FOR EACH FACTOR

DP: FOR SECOND CODE ONLY – INTERVIEWER NOTE: IF FELT UNDER PRESSURE USE AGREE

ROTATE CODES

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Support was offered that matched your personal needs and circumstances	1	2	3	4	5	X
You felt under pressure to take part in activities that were not suited to your needs and circumstances	1	2	3	4	5	X
You were offered or required to take part in more activities the longer you claimed JSA	1	2	3	4	5	X

E2 As a RESULT of any support you received over this period do you feel that.....?

CODE ONE CODE FOR EACH FACTOR

ROTATE CODES

	Increased greatly	Increased to some extent	Did not increase at all/no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence	1	2	3	4	5
Your motivation to find work	1	2	3	4	5
Your awareness of the types of work that you could do	1	2	3		5
Your awareness of the range of ways you can look for job vacancies	1	2	3		5
Your job application, CV writing and interview skills	1	2	3		5

E3 Overall, how useful have you found the support you received between June 2009 and today?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF 18-24 AND PHASE 2 AND CLAIMED CONTINUOUSLY SINCE JUNE 2009 OR ORIGINAL CLAIM LASTED FOR AT LEAST 26 WEEKS (PHASE 2 & DMAGE/1 & (ST1 CLAIM STATUS/1 & A2/2 OR C4DUM/3-4)

E4 Have you been referred to the New Deal for Young People? This would have included a referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?

Yes	1	
No	2	
Don't know	3	

IF HAVE BEEN REFERRED TO NDYP (E4/1)

E5 And have you actually started on the New Deal for Young People?

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON NDYP (E5/1)

E6 And, how useful did you find this?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF PHASE 1 & AND CLAIMED CONTINUOUSLY OR ORIGINAL CLAIM LASTED FOR AT LEAST 26

136 Appendices – Customer survey questionnaires

WEEKS (PHASE 1 & ((ST1 CLAIM STATUS/1 & A2/2) OR (C4DUM/3-4))

E7 Have you started the Flexible New Deal yet?

ADD AS NECESSARY: The Flexible New Deal can last up to one year and involves being referred to another organisation separate from Jobcentre Plus for more help to find a job.

This would usually happen after around a year of claiming JSA, though you can be referred sooner.

You would no longer attend interviews with a Jobcentre Plus adviser; you would only go to the jobcentre to sign on, instead receiving support from a private or voluntary sector organisation based at a different location.

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON FND (E7/1)

E8 And, how useful have you found being referred to this provider for support?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

Ask all

E9 Thinking about all of the advice, information and support you received from Jobcentre Plus [TEXT SUB: IF REACHED STAGE 4 E7/1: and your Flexible New Deal provider] since June 2009, apart from your own actions and role, what do you feel was MOST useful to you in terms of helping you try to find work?

PROBE FULLY

WRITE IN	1	
None of the advice, information or support received was useful	2	
No advice, information or support was received	3	
DO NOT READ OUT: Don't know	4	

ASK IF REACHED FND (E7/1)

- E10 Just thinking about your experiences with your Flexible New Deal provider only, and not JCP do you feel that you received enough support from your Flexible New Deal provider?

Yes	1	
No	2	

- E11 What could your Flexible New Deal provider have offered you to help you find work [TEXT SUB IF CURRENTLY IN PAID WORK (B2DUM/1-2): more quickly]?

PROBE FULLY

What additional information, advice or support would you have liked?

What could have been better?

WRITE IN	1	
Nothing	2	
DO NOT READ OUT: Don't know	3	

- E12 And would you say that, compared with the Jobcentre, the support offered by your Flexible New Deal provider was...?

READ OUT

Better matched to your personal needs and circumstances	1	
No more or less matched	2	
Less matched to your personal needs and circumstances	3	
Don't know (DO NOT READ OUT)	4	

ASK ALL

- E13 Do you feel that you received enough support from Jobcentre Plus between June 2009 and today? [TEXT SUB IF REACHED FND E7/1: Please just think about the support you have received from Jobcentre Plus during this time, and not the advice, information and support you have received from your Flexible New Deal Provider.]

Yes	1	
No	2	

138 Appendices – Customer survey questionnaires

E14 What could Jobcentre Plus have offered you to help you find work [TEXT SUB IF CURRENTLY IN PAID WORK (B2DUM/1-2): more quickly]?
PROBE FULLY

What additional information, advice or support would you have liked?
What could have been better?

WRITE IN	5	
Nothing	6	
DO NOT READ OUT: Don't know	7	

F Demographics

ASK ALL

- F1 That's all I need to know about your experiences of claiming Jobseeker's Allowance. The next few questions are about yourself and are for classification purposes only.

In terms of housing do you?

READ OUT, SINGLE CODE

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative's/friend's property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage/shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	9	

IF RENT (F1/4-5)

- F2 And who is your landlord?

PROMPT AS NECESSARY

ADD AS NECESSARY: If property is let through an agent, please answer about the owner not the agent.

CODE ONE ONLY

INTERVIEWER NOTE: IF THE RESPONDENT DOES NOT KNOW WHO THE LANDLORD IS, USE CODE 6 (OTHER PRIVATE INDIVIDUAL), NOT DK.

The local authority/council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation/company) of a household member	3	
The employer (individual person) of a household member	4	
Relative/friend of a household member	5	
Another individual/private landlord	6	
Another organisation	7	
Other (please specify)	8	
DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: Refused	10	

140 Appendices – Customer survey questionnaires

ASK ALL

- F3 Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK IF HEALTH PROBLEM (F3/1)

- F4 Could you tell me what your MAIN illness, health condition or disability is?
PROMPT AS NECESSARY CODE ONE ONLY

MENTAL HEALTH		
Depression	1	
Stress or anxiety	2	
Problems due to alcohol or drug addiction	3	
Fatigue or problems with concentration or memory	4	
Any other mental health condition (please specify)	5	
LEARNING DIFFICULTIES		
Learning difficulties including dyslexia	6	
MUSCULO-SKELETAL/PHYSICAL INJURY		
Problems with your arms or hands	7	
Problems with your legs or feet	8	
Problems with your neck or back	9	
Pain or discomfort	10	
Any other musculo-skeletal problem or physical injuries (please specify)	11	
SENSORY IMPAIRMENT		
Difficulty with seeing	12	
Difficulty with hearing	13	
Dizziness or balance problems	14	
Any other sensory impairment problem (please specify)	15	
CHRONIC/SYSTEMIC/PROGRESSIVE		
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16	
Chest or breathing problems including asthma	17	
Heart or blood pressure problems including angina	18	
Skin conditions or allergies	19	

Cancer or other progressive illness not covered above	20	
Any other chronic/systemic illness (please specify)	21	
OTHER CONDITION OR DISABILITY		
Speech problems	22	
Obesity	23	
Aspergers syndrome	24	
Any other health condition or disability issue (please specify)	25	
Prefer not to say	26	

ASK ALL

F5 Are you currently living with a spouse or a partner who receives Jobseeker’s Allowance or another benefit for people who are not working...?

INTERVIEWER NOTE: CODE AS YES IF PARTNER RECEIVES INCOME SUPPORT, INCAPACITY BENEFIT OR EMPLOYMENT SUPPORT ALLOWANCE. CODE NO IF PARTNER RECEIVES TAX CREDITS OR PENSION/PENSION CREDITS ONLY.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner, or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	4	

ASK ALL

F6 Are you the parent or guardian of any children under the age of 16?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

IF A PARENT (F6/1)

F7 Are you the parent or guardian of any children under the age of 5?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

142 Appendices – Customer survey questionnaires

ASK IF F6/1

F8 And are you currently a single parent living with children aged under 16?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

IF A SINGLE PARENT (F8/1)

F9 And how old was your youngest child on their last birthday?

ENTER ONE AGE ONLY

DP INSTRUCTION: ALLOW 0-15 YEARS

IF A PARENT (F6/1)

F10 Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK ALL

The DWP are keen to ensure that their services for the unemployed are available to, and appropriate for, people from all parts of the community. To help us understand if this is the case, we would like to ask you a few personal questions. These will include questions about any barriers you might face to entering work, your sexual orientation, marital status and religious beliefs. We appreciate that these questions are sensitive and would like to assure you once again that your answers will be treated in the strictest confidence in accordance with the requirements of the Data Protection Act. We would not pass on any personal information to anyone else.

F11 When you started your JSA claim in June 2009...?

READ OUT. CODE ALL THAT APPLY

Had you recently left prison or been on probation or on a community sentence?	1	
And are you a former member of the UK armed services?	2	
(SINGLE CODE) Or do none of the above apply	3	
DO NOT READ OUT: Refused	4	

ASK IF EX-ARMED SERVICES (F11=2)

F11A And when did you leave the armed services?

WRITE IN YEAR (YYYY)

ASK ALL

F12 Which of the following best describes how you think of yourself...?

PROMPT AS NECESSARY. SINGLE CODE

Heterosexual/straight	1	
Gay man	2	
Gay woman/lesbian	3	
Bi-sexual	4	
Other (WRITE IN)	5	
Prefer not to say (DO NOT READ OUT)	6	

F13 And which of the following best describes your legal marital or same-sex civil partnership status...?

PROMPT AS NECESSARY. SINGLE CODE

Never married and never registered a same-sex civil partnership	1	
Married	2	
Separated, but still legally married	3	
Divorced	4	
Widowed	5	
In a registered same-sex civil partnership	6	
Separated, but still legally in a same-sex civil partnership	7	
Formerly in a same-sex civil partnership which is now legally dissolved	8	
Surviving partner from a same-sex civil partnership	9	
Refused (DO NOT READ OUT)	10	

144 Appendices – Customer survey questionnaires

ASK ALL

F14 What is your religion?

PROMPT AS NECESSARY. READ OUT

INTERVIEWER NOTE: CHRISTIAN INCLUDES CHURCH OF ENGLAND, CATHOLIC, PROTESTANT AND ALL OTHER CHRISTIAN DENOMINATIONS.

Christian (including Church of England/Scotland, Catholic, Protestant, and all other Christian denominations)	1	
Buddhist	2	
Hindu	3	
Jewish	4	
Muslim	5	
Sikh	6	
OTHER (WRITE IN)	7	
No religion	8	
(DO NOT READ OUT) Prefer not to say	9	

THANK RESPONDENT AND CLOSE INTERVIEW

RECORD DETAILS OF RESPONDENT WHO COMPLETED INTERVIEW

Name:	
-------	--

F15 Thank you very much for taking the time to speak to us today. Occasionally it is necessary to call people back to clarify information; may we please call you back if required, or if IFF or the DWP would like to carry out some further research on people's experiences of claiming JSA?

Yes	1	
No	2	

F16 Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used?

Yes	1	
No	2	

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.



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Private & Confidential

J4868

Jobseekers Regime and Flexible New Deal Longitudinal Survey (Stage 2)

Telephone

Quota category	Number of interviews to achieve
Age within Phase	
Phase 1 18-24	400
Phase 1 25-49	400
Phase 1 50+	400
Phase 2 18-24	400
Phase 2 25-49	400
Phase 2 50+	400

Sample variables	Source
ST 2 CLAIM STATUS	Stage 2 survey data
ST 2 STATUS	Stage 2 survey data
ST 2 EMPLOYER NAME	Stage 2 survey data
ST 2 CLAIM START DATE	Stage 2 sample information
ST 2 CLAIM LENGTH	Stage 2 survey information

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 Good morning/afternoon/evening. My name is NAME and I'm calling from IFF Research. Please can I speak to NAME?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Refusal	5	CLOSE
Not available in deadline	6	
Engaged	7	
Fax Line	8	
No reply/Answer phone	9	
Business Number	10	
Dead line	11	

ASK ALL

S2 Good morning/afternoon, my name is NAME, calling from IFF Research, an independent market research company. You may remember speaking to us in January last year about your experiences of claiming JSA. At the end of the interview, you helpfully agreed to us calling back in a year's time to see how you have been getting on. Would you have 10 minutes to spare to tell us what you have been doing since we last spoke to you?

Continue		CONTINUE
Referred to someone else in household NAME _____	1	TRANSFER AND RE-INTRODUCE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Refusal – company policy	5	
Refusal – taken part in recent survey	6	
Not available in deadline	7	
Respondent cannot complete interview in English (please specify preferred language if possible)	8	GO TO LANGUAGE TEXT

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future

The survey is intended to find out people's views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0500396999
- IFF: Jessica Owens: 0207 250 3035

A Establishing claim status and JRFND/comparison stage reached

When we spoke to you last January it was because you had started a claim for Jobseeker’s Allowance in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE].

ASK ALL

A1 Are you currently claiming or continuing to sign on for Jobseeker’s Allowance?

IF 60 OR OVER (DMAGE2/10): Or are you claiming Pension Credit while looking for work?

INTERVIEWER NOTE: IF NO LONGER ELIGIBLE TO CLAIM JSA PAYMENTS BUT ARE CONTINUING TO SIGN ON AND MEET THE CONDITIONS OF JSA SELECT “YES”

CODE ONE ONLY

Yes – claiming/signing on for JSA	1	GO TO ROUTING ABOVE A2
(SHOW IF DMAGE/10) Yes – claiming Pension Credit	2	GO TO ROUTING ABOVE A2
No	3	GO TO B1

ASK IF CURRENTLY CLAIMING AND CLAIMING AT STAGE 2 SURVEY (A1/1 OR 2) & (ST2 STATUS/1)

A2 Can I just check, has there been any period between when we last spoke to you in January 2009 and now when you haven’t claimed Jobseeker’s Allowance? [TEXT SUB IF 60+: or Pension Credit]?

READ OUT, CODE ONE ONLY

Yes – had a break in claiming JSA	1	GO TO ROUTING ABOVE SECTION C
No – claimed continually	2	GO TO SECTION E

B Current situation if not claiming

ASK IF NOT CURRENTLY CLAIMING (A1/3)

B1 Could you tell me whether you are currently...?

READ OUT

DP – INTERVIEWER NOTE TO APPEAR AT CODE H ONLY

INTERVIEWER NOTE: CODE YES FOR INCOME SUPPORT, EMPLOYMENT AND SUPPORT ALLOWANCE, INCAPACITY BENEFIT OR CARER’S ALLOWANCE. CODE NO FOR TAX CREDITS/PENSION CREDITS ONLY

	YES	NO
a.) Self employed	1	2
b.) Working full time for an employer in a paid role 30 hours or more per week	1	2
c.) Working part time for an employer in a paid role less than 30 hours per week	1	2
d.) Retired and/or claiming a pension/pension credit	1	2
e.) In full time training or education – 16 hours or more per week	1	2
f.) In part time training or education – less than 16 hours per week	1	2
g.) In the process of making a new claim for JSA	1	2
h.) Receiving, or in the process of claiming another benefit for people who are not working	1	2
i.) Working for an employer in a voluntary, unpaid role or internship	1	2

ASK IF SELECTED MORE THAN ONE TYPE OF PAID WORK (MORE THAN ONE OF B1A-B1C=1)

B2 Which of these would you consider your main job?

PROMPT IF NECESSARY, CODE ONE ONLY

DP INSTRUCTION – IF ONLY CODED ONE TYPE OF PAID WORK AT B1A-B1C, AUTOMATICALLY FORCE ANSWER AT B2

DP INSTRUCTION – SHOW ALL SELECTED AT B1	1	CONTINUE
ETC	2	CONTINUE

IF SELECTED MORE THAN ONE TYPE OF PAID WORK (MORE THAN ONE OF B1A-B5C=1)

Throughout the rest of the survey please think just about this main job or role when answering questions.

150 Appendices – Customer survey questionnaires

B2Dum Current paid work status DUMMY VARIABLE, DO NOT ASK		
Currently self employed (B2/1)	1	
Currently in paid work for an employer (B2/2-3)	2	
Not currently in any paid work (B1A-C ALL 2)	3	

ASK IF NOT DOING ANY OF THE ABOVE (B1A-B1H = ALL NO)

B3 **Why are you not claiming?**

DO NOT READ OUT BUT PROBE FULLY, CODE ALL THAT APPLY

INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B1, RETURN AND CODE IT THERE

Partner's status changed	1	
Became ill/went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (write in)	12	
Don't know	13	

ASK IF RECEIVING OR SETTING UP FOR ANOTHER BENEFIT FOR PEOPLE WHO ARE OUT OF WORK (B1H=1)

B4 **Which benefit are you receiving or in the process of claiming for now?**

DO NOT READ OUT, CODE ALL THAT APPLY

Income Support	1	
Employment and Support Allowance/Incapacity Benefit	2	
Carer's Allowance	3	
Other (write in)	4	
Don't know (DO NOT READ OUT)	5	

B5 IF SELF EMPLOYED AT STAGE 2 AND SELF EMPLOYED NOW (ST2 STATUS/2 & B2DUM/1)
 [TEXT SUB: When we spoke to you last January, you told us you were self-employed. Are you still doing the same kind of work now, as you were then?]

Yes	1	GO TO B7
No	2	GO TO B7

B6 IF MAIN JOB CURRENTLY IN PAID WORK FOR AN EMPLOYER & IN PAID WORK FOR AN EMPLOYER AT TIME OF STAGE 2 INTERVIEW (ST2 STATUS/3 & B2DUM/2)
 [TEXT SUB IF IN PAID WORK FOR EMPLOYER AT STAGE 2 & EMPLOYER NAME GIVEN AT STAGE 2: When we spoke to you last January, you told us you were working for [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 2]. Are you still working for this employer?]

[TEXT SUB IF IN PAID WORK FOR EMPLOYER AT STAGE 2 & EMPLOYER NAME GIVEN AT STAGE 2 = DK/REF: Are you still working for the same employer you were working for when we spoke to you last January?]

Yes	1	CONTINUE
No	2	GO TO B19

B6DUM EMPLOYER STATUS CHANGE DUMMY VARIABLE, DO NOT ASK		
SELF EMPLOYED AT STAGE 2 AND DOING SAME SELF EMPLOYED WORK NOW (B5/1)	1	
SELF EMPLOYED AT STAGE 2 AND DOING DIFFERENT SELF EMPLOYED WORK NOW (B5/2)	2	
SELF EMPLOYED AT STAGE 2 AND IN PAID WORK WITH EMPLOYER NOW (ST2 STATUS/2 & B2DUM/2)	3	
IN PAID WORK FOR AN EMPLOYER AT STAGE 2 AND IN PAID WORK WITH SAME EMPLOYER NOW (B6/1)	4	
IN PAID WORK FOR AN EMPLOYER AT STAGE 2 AND IN PAID WORK WITH DIFFERENT EMPLOYER NOW (B6/2)	5	
IN PAID WORK FOR AN EMPLOYER AT STAGE 2 AND SELF EMPLOYED NOW (ST2 STATUS/3 & B2DUM/1)	6	
SELF EMPLOYED AT STAGE 2 AND NOT IN PAID WORK NOW (ST2 STATUS/2 & (A1/1 OR 2 OR B2DUM/3))	7	
IN PAID WORK FOR AN EMPLOYER AT STAGE 2 AND NOT IN PAID WORK NOW (ST2 STATUS/3 & (A1/1 OR 2 OR B2DUM/3))	8	
NOT IN PAID WORK AT STAGE 2 AND SELF EMPLOYED NOW (ST2 STATUS/1 OR 4 & B2DUM/1)	9	
NOT IN PAID WORK AT STAGE 2 AND IN PAID WORK WITH EMPLOYER NOW (ST2 STATUS/1 OR 4 & B2DUM/2)	10	

152 Appendices – Customer survey questionnaires

ASK IF WITH SAME EMPLOYER OR SELF EMPLOYED WORK AT STAGE 2 AND NOW (B6DUM/1-2 OR 4)

B7 Have any of the following things happened at work since we last spoke to you?

READ OUT MULTICODE

DO NOT SHOW IF SELF EMPLOYED AT STAGE 2 AND NOW (B6DUM/1-2): You were promoted or were given more responsibilities or duties	1	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 2 AND NOW (B6DUM/1-2) OR IF B7/1: The title, job description or work changed to a lower grade, with less responsibilities or fewer duties	2	
Your hours increased	3	
DO NOT SHOW IF B7/3: Your hours decreased	4	
Your pay increased	5	
DO NOT SHOW IF B7/5: Your pay decreased	6	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 2 AND NOW (B6DUM/1-2): Your contract was extended, renewed or made longer term or permanent	7	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 2 AND NOW (B6DUM/1-2): Your contract was made shorter term or temporary	8	
Don't know	9	
None of the above	10	

ASK IF CONTRACT CHANGED (B7/7-8)

B8 Is this job now...?

READ OUT SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (write in)	5	
(DO NOT READ OUT) Don't know	6	
(DO NOT READ OUT) Refused	7	

ASK IF PROMOTED OR JOB DESCRIPTION CHANGED (B7/1-2)

B9 **What is your new job title, and your main duties and responsibilities?**

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?’

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF SELF EMPLOYED AT STAGE 2 AND NOW BUT TYPE OF WORK HAS CHANGED (B6DUM/2)

B10 **What is the main activity of your business now?**

PROBE AS NECESSARY

What is the main product or service?

What exactly do you make or do?

What material or machinery does that involve using?

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF PAY INCREASED/DECREASED (B7/5-6)

B11 **We would like to ask you how much you are now paid. Would it be easiest to tell us how much you were paid before tax...?**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO B12
Per month	2	GO TO B13
Per week	3	GO TO B14
Per hour	4	GO TO B15
Other (write in) (DO NOT READ OUT)	5	GO TO B16
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE B18

154 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER PER YEAR (B11/1)

B12 What is your salary per year before tax?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax is £[TEXT SUB: AMOUNT AT B12]?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER MONTH (B11/2)

B13 What are you paid per month before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B13] PER MONTH before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER WEEK (B11/3)

B14 What are you paid per week, before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B14] PER WEEK before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER HOUR (B11/4)

B15 **What are you paid per hour before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B15] PER HOUR before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER OTHER (B11/5)

B16 **What are you paid per [TEXT SUB: ANSWER AT B11/5] before tax and any other deductions?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF PAY INCREASED/DECREASED & ANSWERED PER HOUR (B11/4)

B17 **How many hours on average, do you work per week?**

WRITE IN NUMBER OF HOURS
ALLOW DK/REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you work [TEXT SUB: INSERT NUMBER OF HOURS FROM B16] hours per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

156 Appendices – Customer survey questionnaires

ASK IF DK/REF NUMBER OF HOURS (B17/DK OR REF) OR IF NUMBER OF HOURS WORKED INCREASED/DECREASED (B7/3-4)

B18 Would you say that you typically work...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

ASK IF B6DUM/4 (STILL WORKING SAME EMPLOYER FROM STAGE 2)

B18A Since you started work with [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 2] [TEXT SUB: IF EMPLOYER NAME DK/BLANK: your employer], have you?

READ OUT

	YES	NO
Received any job-related training or education arranged by your employer	1	2
Undertaken any education or training <u>in your own time</u> related to your current job or a job you might like to do in the future	1	2

B18B Whilst with [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 2] [TEXT SUB: IF EMPLOYER NAME DK/BLANK: your employer], have you done any of the following...?

READ OUT. CODE ALL THAT APPLY.

Attended a training course off-site	1	CONTINUE
Attended training courses at the place where you work	2	
Attended seminars or conferences aimed at developing knowledge and skills	3	
Undertaken any other learning or training funded or supported by your employer	4	
(DO NOT READ OUT) None of the above	5	CHECK SECTION C
Don't know	6	

ASK IF TRAINED (B18B/1-4)

B18C And has any of this training been designed to lead to a formal, recognised qualification, or part or a unit of a recognised qualification...?

Yes – a formal, recognised qualification	1	CHECK SECTION C
Yes – part or a unit of a recognised qualification	2	
DO NOT READ OUT: Other (specify)	3	
No – neither	4	CHECK SECTION C
DO NOT READ OUT: Don't know	5	

ASK IF CHANGED/STOPPED WORKING FOR EMPLOYER (B6DUM/5-6 OR 8)

B19 When we last spoke to you, you told us you were working for [TEXT SUB: EMPLOYER NAME FROM STAGE 2 SURVEY] [TEXT SUB: IF NO EMPLOYER NAME FROM STAGE 2: another employer].

How many full months and weeks did you work [TEXT SUB: for EMPLOYER NAME FROM STAGE 2 SURVEY] [TEXT SUB: IF NO EMPLOYER NAME FROM STAGE 2: in the job you told us about last time we spoke to you]?

ASK IF STOPPED WORKING AS SELF EMPLOYED (B6DUM/3 OR 7)

When we last spoke to you, you told us you were self employed.

How many full months and weeks were you self-employed?

INTERVIEWER NOTE: E.G. IF WORKED THERE FOR SIX WEEKS SHOULD BE CODED AS ONE MONTH IN FIRST BOX AND TWO WEEKS IN SECOND BOX.

ENTER FULL MONTHS, ALLOW NUMBER 0-15
ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF

ENTER FULL WEEKS, ALLOW NUMBER 0-4
ALLOW DK AND REF

158 Appendices – Customer survey questionnaires

ASK IF CHANGED/STOPPED WORKING FOR EMPLOYER (B6DUM/5-6 OR 8)

B20 Why did you leave this job?

ASK IF STOPPED WORKING AS SELF EMPLOYED (B6DUM/3 OR 7)

Why did you end this period of self-employment?

READ OUT CODE ALL THAT APPLY

Contract ended/temporary work	1	
Sacked/dismissed	2	
Made redundant	3	
Went into training/education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Job was not suitable in some other way (PLEASE SPECIFY)	10	
Transport issues/difficulty getting to work	11	
Other (PLEASE SPECIFY)	12	
Refused (DO NOT READ OUT)	13	

ASK IF MOVED INTO WORK/CHANGED EMPLOYER (B6DUM/3, 5, 9 OR 10)

I'd now like to ask some questions about your current work

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B21 What is the name of your current employer?

INTERVIEWER NOTE: IF GIVE NAME OF EMPLOYMENT AGENCY ASK FOR PLACE OF WORK INSTEAD.
IF WORKING FOR A COMPANY TAKE THAT NAME, NOT OF INDIVIDUAL MANAGER ETC

WRITE IN ALLOW DK/REF

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B22 And is this job...?

READ OUT, SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
DO NOT READ OUT Don't know	6	
(DO NOT READ OUT) Refused	7	

B23 Is [TEXT SUB: EMPLOYER NAME FROM B21] [TEXT SUB IF B21=DK/REF: your employer] a...?

CODE ONE ONLY

IF INTERVIEWER NOTE: IF PAID VIA AGENCY ASK ABOUT THE ORGANISATION PLACED WITH, NOT THE AGENCY

Charity/voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	4	

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B24 What does [TEXT SUB: EMPLOYER NAME FROM B21] [TEXT SUB IF B22=DK/REF: your employer] mainly do?

PROBE AS NECESSARY

What is the main product or service of your current employer?

What exactly does your current employer make or do at this establishment?

What material or machinery does that involve using?

[TEXT SUB: ASK IF MOVED INTO SELF EMPLOYMENT (B6DUM/6 OR 9): What is the main product or service of the work you do now?

What exactly do you make or do?

What material or machinery does that involve using?]

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

160 Appendices – Customer survey questionnaires

ASK IF MOVED INTO PAID WORK WITH EMPLOYER OR CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B25 And what is your job title and your main duties or responsibilities?

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF CHANGED TYPE OF WORK/MOVED INTO WORK (B6DUM/3 OR 5-6 OR 9-10)

B26 We would like to ask you how much you are now paid. Would it be easiest to tell us how much you were paid before tax...?

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO B27
Per month	2	GO TO B28
Per week	3	GO TO B29
Per hour	4	GO TO B30
Other (write in) (DO NOT READ OUT)	5	GO TO B31
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE B33

ASK IF WANT TO ANSWER PER YEAR (B26/1)

B27 What is your salary per year before tax?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax is £ [TEXT SUB: AMOUNT AT B27]?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER MONTH (B26/2)

B28 What are you paid per month before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are paid £[TEXT SUB: AMOUNT AT B28] PER MONTH before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER WEEK (B26/3)

B29 What are you paid per week, before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B29] PER WEEK before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER HOUR (B26/4)

B30 What are you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B30] PER HOUR before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

162 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER IN OTHER WAY (B26/5)

B31 What are you paid per [TEXT SUB: ANSWER AT B31/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF HOURLY SALARY GIVEN (B26/4)

B32 How many hours on average, do you work per week?

WRITE IN NUMBER OF HOURS

ALLOW DK/REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you work [TEXT SUB: INSERT NUMBER OF HOURS FROM B27] hours per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF (B32/DK OR REF) OR IF CHANGED TYPE OF WORK/MOVED INTO WORK (B6DUM/3 OR 5-6 OR 9-10 AND B26/NOT4)

B33 Would you say that you typically work...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

C Detailed work and claim history since last interview

ASK ALL EXCEPT THOSE WHO HAVE CLAIMED CONTINUOUSLY SINCE JAN 2009 OR WHO HAVE BEEN SAME (SELF) EMPLOYED WORK (A2/2 OR B6DUM/1 OR 4)

I'd now like to ask a few questions to find out a bit more about what [TEXT SUB: IF CURRENTLY IN PAID WORK: B2DUM/1-2: else] you have been doing since we last spoke to you.

ASK IF NEITHER CLAIMING NOR IN PAID WORK AT STAGE 2 AND NEITHER CLAIMING NOR IN PAID WORK NOW (ST2 STATUS/4) & (B2DUM/3 & A1=2)

C1 Firstly I'd just like to confirm, have you had any periods of employment, claiming JSA or other out of work benefits, undertaken any training or voluntary/unpaid work or retired between now and when we spoke to you last January?

Yes	1	CONTINUE TO ROUTING ABOVE C4
No	2	GO TO ROUTING ABOVE D1

C1Dum STATUS CHANGE DUMMY VARIABLE, DO NOT ASK		
CLAIM STATUS CHANGED SINCE STAGE 2 INTERVIEW (ST2 STATUS/1 & A1/3 OR A2/1)	1	GO TO C2
SELF EMPLOYED STATUS CHANGED SINCE STAGE 2 INTERVIEW (ST2 STATUS/2 & ((A1/1 OR 2) OR (B2DUM/2) OR (A1=3 & B2DUM/3) OR (B6DUM/2))	2	GO TO C2
PAID WORK FOR EMPLOYER STATUS CHANGED SINCE STAGE 2 INTERVIEW (ST2 STATUS/3 & ((A1/1 OR 2) OR (B2DUM/1) OR (A1=3 & B2DUM/3) OR (B6DUM/5))	3	GO TO C2
NEITHER CLAIMING/WORKING STATUS CHANGED SINCE STAGE 2 INTERVIEW (ST2 STATUS/4 & ((A1/1 OR 2) OR (B2DUM/1-2) OR (C1/1))	4	GO TO C2
CLAIM STATUS THE SAME (CLAIMED CONTINUOUSLY (A2/2)	5	GO TO ROUTING ABOVE SECTION D
WORK STATUS STAYED THE SAME SINCE STAGE 2 INTERVIEW (B6DUM/1 OR 4)	6	GO TO ROUTING ABOVE SECTION D
NEITHER CLAIMING/WORKING STATUS THE SAME SINCE STAGE 2 INTERVIEW (ST2 STATUS/4 & C1/2)	7	GO TO ROUTING ABOVE SECTION D

164 Appendices – Customer survey questionnaires

ASK IF 1ST ITERATION AND C1DUM/1-4

ASK IF C1DUM/1

C2 When we spoke to you in January last year, you told us you were claiming JSA? Roughly when did you end this claim [TEXT SUB IF ST 2 CLAIM STATUS/1: that you started in STAGE 2 CLAIM START DATE]?

ASK IF C1DUM/2-3

When we spoke to you in January last year, you told us you were [TEXT SUB IF WORKING FOR AN EMPLOYER & EMPLOYER NAME FROM STAGE 2: working for INSERT EMPLOYER NAME FROM STAGE 2] [IF WORKING FOR AN EMPLOYER & NO EMPLOYER NAME USE working for an employer] [TEXT SUB IF SELF EMPLOYED AT STAGE 2: self employed]. Roughly when did this period of [TEXT SUB IF ST2 STATUS/2: self] employment end?

ASK IF C1DUM/4

When we spoke to you in January last year, you told us you were neither claiming Jobseeker's Allowance nor in paid work. Around when did you move onto doing something else?

PROMPT IF NECESSARY CODE ONE ONLY

January 2010	1	
February 2010	2	
March 2010	3	
April 2010	4	
May 2010	5	
June 2010	6	
July 2010	7	
August 2010	8	
September 2010	9	
October 2010	10	
November 2010	11	
December 2010	12	
January 2011	13	
DO NOT READ OUT: Can't remember	14	

ASK IF 1ST ITERATION AND C1DUM/1 & (ST2 CLAIM STATUS/1) & ABLE TO GIVE A MONTH (C2=1-13)

C3 And what was the date in [TEXT SUB: MONTH AND YEAR FROM C2] when you ended the claim for Jobseeker's Allowance you started on [TEXT SUB: MONTH AND YEAR OF CLAIM START DATE]?

RECORD NUMBER (ALLOW 1-31)

ALLOW DK AND REFUSED

ASK IF C3=DK OR REF

C4 Could you tell me which week in [TEXT SUB: MONTH AND YEAR FROM C2] you ended the claim for Jobseeker’s Allowance you started on [TEXT SUB: MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY, CODE ONE ONLY

First week	1	CONTINUE
Second week	2	CONTINUE
Third week	3	CONTINUE
Fourth week	4	CONTINUE
Fifth week	5	CONTINUE
Don’t know/Can’t remember (DO NOT READ OUT)	6	CONTINUE
Refused (DO NOT READ OUT)	7	CONTINUE

C4Dum DUMMY VARIABLE, DO NOT ASK

DP: Please apply a date difference logic subtracting claim start date from dd/mm/yyyy provided at C2-C4

IF ENDED ORIGINAL CLAIM AFTER STAGE 2 INTERVIEW (ST 2 CLAIM STATUS/1 & C1DUM/1)

Approximate claim length <26 weeks	1	
Approximate claim length 26 – 51 weeks	2	
Approximate claim length 52 weeks or more	3	
Unable to calculate approximate claim length	4	

IF FIRST ITERATION: ASK IF C1DUM/1-4

IF SECOND/SUBSEQUENT ITERATION: ASK ALL WHEN PREVIOUS ITERATION OF C19/2

C5 What did you do then, did you...?

READ OUT SINGLE CODE

INTERVIEW NOTE: Please code MAIN activity if doing multiple activities. If respondent was working or training AS WELL AS claiming JSA, please select ‘claim JSA again’ code 2

Do PAID work (either self-employed or for an employer in a full time or part time role)	1	
Claim JSA again	2	
Do some training	3	
Claim another benefit for people who are not working	4	
Do UNPAID/VOLUNTARY work	5	
Doing something else	6	

166 Appendices – Customer survey questionnaires

ASK IF (C5/1 AND B2DUM/1-2) OR ASK IF (C5/2 AND A1/1 OR 2) OR ASK IF (C5/3-6 AND A1/2 AND B2DUM/3)

ASK IF (C5/1 AND B2DUM/1-2)

C5A And is this the job you are currently doing now?

ASK IF (C5/2 AND A1/1 OR 2)

And is this the same claim for JSA you are currently claiming now?

ASK IF (C5/3-6 AND ((A1/2 AND B2DUM/3))

And is this what you are currently doing now?

Yes	1	GO TO ROUTING ABOVE SECTION D
No	2	CONTINUE

ASK IF ENTERED PAID WORK (C5/1)

C5B And were you...?

READ OUT, SINGLE CODE

Self employed	1	
Working full time for an employer in a paid role 30 hours or more per week	2	
Working part time for an employer in a paid role less than 30 hours per week	3	

IF WORKED FOR AN EMPLOYER (C5B/2-3)

C6 And was this job...?

READ OUT, SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
Self employed	5	
On some other basis (PLEASE SPECIFY)	6	
DO NOT READ OUT Don't know	7	
(DO NOT READ OUT) Refused	8	

C7 What was the name of your employer?

*INTERVIEWER NOTE: IF GIVE NAME OF EMPLOYMENT AGENCY ASK FOR PLACE OF WORK INSTEAD.
IF WORKING FOR A COMPANY TAKE THAT NAME, NOT OF INDIVIDUAL MANAGER ETC
IF SELF EMPLOYED – SELECT SELF EMPLOYED OPTION*

WRITE IN ALLOW DK/REF

ASK IF ENTERED PAID WORK (C5/1)

C8 [TEXT SUB IF EMPLOYER NAME GIVEN OR DK/REF: What did this employer mainly do?]

PROBE AS NECESSARY

What was the main product or service of your employer?

What exactly does your employer make or do at this establishment?

What material or machinery does that involve using?

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

[TEXT SUB: ASK IF C5B/1: What was the main product or service?]

What exactly did you make or do?

What material or machinery did that involve using?]

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF C5B/2-3

C9 And what was your job title and your main duties or responsibilities?

PROBE FOR FULL DETAILS

*E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT,
WHAT SORT OF ASSISTANT?*

WRITE IN TO BE CODED TO 4 DIGIT SOC. ALLOW REF

168 Appendices – Customer survey questionnaires

ASK IF ENTERED PAID WORK C5/1

- C10 We would like to ask you how much you were paid. Would it be easiest to tell us how much you were paid before tax...?

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO C11
Per month	2	GO TO C12
Per week	3	GO TO C13
Per hour	4	GO TO C14
Other (write in) (DO NOT READ OUT)	5	GO TO C15
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE C16

ASK IF WANT TO ANSWER PER YEAR (C10/1)

- C11 What was your salary per year before tax ?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax was £ [TEXT SUB: AMOUNT AT C11]?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER MONTH (C10/2)

- C12 What were you paid per month before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C12] PER MONTH before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER WEEK (C10/3)

C13 What were you paid per week, before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C13] PER WEEK before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER HOUR (C10/4)

C14 What were you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR AVERAGE RATE OF PAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C14] PER HOUR before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER MONTH (C10/5)

C15 What were you paid per [TEXT SUB: ANSWER AT C10/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

170 Appendices – Customer survey questionnaires

ASK IF C10/4

C16 How many hours on average, did you work per week in this job?

WRITE IN NUMBER OF HOURS ALLOW DK/REF
--

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you worked [TEXT SUB: INSERT NUMBER OF HOURS FROM C16] hours per week?

Yes	1	CONTINUE TO ROUTING ABOVE C11
No	2	GO BACK AND AMEND HOURS

ASK IF C10/NOT4 OR (C16/DK OR REF)

C17 Would you say that you typically worked...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

ASK IF ENTERED PAID WORK (C5/1)

C18 Why did you leave this job?

READ OUT CODE ALL THAT APPLY

Contract ended/temporary work	1	
Sacked/dismissed	2	
Made redundant	3	
Went into training/education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Job was not suitable in some other way (PLEASE SPECIFY)	10	
Transport issues/difficulty getting to work	11	
Other (PLEASE SPECIFY)	12	
Refused (DO NOT READ OUT)	13	

C19 There is no C19

172 Appendices – Customer survey questionnaires

DP: ALLOW A MAXIMUM OF 12 ITERATIONS

ASK IF DONE SOMETHING ELSE IN BETWEEN (C5A/2)

C20 When did you [TEXT SUB IF C5/1: end this period of employment] [TEXT SUB IF C5/2: stop claiming JSA] [TEXT SUB IF C5/3: finish this training/education course] [TEXT SUB IF C5/4: end this claim] [TEXT SUB IF C5/5: end this period of unpaid/voluntary work] [TEXT SUB IF C5/6: stop doing this]?

PROMPT IF NECESSARY, CODE ONE ONLY

January 2010	1	
February 2010	2	
March 2010	3	
April 2010	4	
May 2010	5	
June 2010	6	
July 2010	7	
August 2010	8	
September 2010	9	
October 2010	10	
November 2010	11	
December 2010	12	
January 2011	13	

DP: REPEAT QUESTIONS C5-C20 UNTIL C5A/1.

DP: PLEASE BUILD IN LOGIC CHECK SO THAT ANSWER TO 1ST ITERATION OF C20 CANNOT BE BEFORE MONTH SELECTED AT C2.

DP: ON SUBSEQUENT ITERATIONS ON C20 PLEASE JUST SHOW THE MONTH CODED AT PREVIOUS ITERATION OF C20 ONWARDS SO EVENTS ARE RECORDED SEQUENTIALLY

D Job suitability and sustainability

ASK IF CURRENTLY IN PAID WORK (B2DUM/1-2)

- D1 Thinking about the job you are currently doing, to what extent do you agree that this work is a good match for your experience, skills and interests?

READ OUT, CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

ASK IF DISAGREE WORK IS A GOOD MATCH (D1/4-5)

- D2 Are any of the following reasons why you decided to take this work?

READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
You needed the money	5	
It suited my childcare responsibilities	6	
DO NOT READ OUT: None of the above (please specify)	7	
DO NOT READ OUT: Don't know	8	

IF CURRENTLY WORKING FOR AN EMPLOYER (B2DUM/2)

- D3 Do you think that...?

READ OUT IN FULL

	YES	NO	DK
The role that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities	1	2	3
Your employer will offer you training that would help you get a promotion or more responsibilities	1	2	3

174 Appendices – Customer survey questionnaires

D4 Thinking about the number of hours a week you typically work, would you say the hours you do are...

READ OUT, CODE ONE ONLY

Too many – you’d prefer to work fewer hours	1	
About right for you	2	
Not enough – you’d prefer to do more hours	3	
DO NOT READ OUT: Don’t know	4	

E Overall view on all support received

ASK ALL

E1 Thinking about any experiences you have had of claiming Jobseeker’s Allowance between in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE] and today, to what extent do you agree or disagree that....

CODE ONE CODE FOR EACH FACTOR

DP: FOR SECOND CODE ONLY – INTERVIEWER NOTE: IF FELT UNDER PRESSURE USE AGREE

ROTATE CODES

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Support was offered that matched your personal needs and circumstances	1	2	3	4	5	X
You felt under pressure to take part in activities that were not suited to your needs and circumstances	1	2	3	4	5	X
You were offered or required to take part in more activities the longer you claimed JSA	1	2	3	4	5	X
You understood what support was available and what help you should be getting	1	2	3	4	5	X

E2 As a RESULT of any support you received over this period do you feel that.....?

CODE ONE CODE FOR EACH FACTOR

ROTATE CODES

	Increased greatly	Increased to some extent	Did not increase at all/no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence	1	2	3	4	5
Your motivation to find work	1	2	3	4	5
Your awareness of the types of work that you could do	1	2	3		5
Your awareness of the range of ways you can look for job vacancies	1	2	3		5
Your job application, CV writing and interview skills	1	2	3		5
Your skills to do a job	1	2	3		5

176 Appendices – Customer survey questionnaires

E3 Overall, how useful have you found the support you received between in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE]and today?

READ OUT

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF 18-24 AND PHASE 2 (DMAGE/1 & P=2)

E4 Were you referred to the New Deal for Young People? This would have included a referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?

Yes	1	
No	2	
Don't know	3	

IF HAVE BEEN REFERRED TO NDYP (E4/1)

E5 And did you start the New Deal for Young People?

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON NDYP (E5/1)

E6 And, how useful did you find this?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF (25+ AND PHASE 2)

E6A Were you referred to the New Deal 25+? This may have included a referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?

Yes	1	
No	2	
Don't know	3	

IF HAVE BEEN REFERRED TO ND25+ (E6A/1)

E6B And did you start the New Deal 25+?

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON ND25+ (E6B/1)

E6C And, how useful did you find this?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF PHASE 1

E7 Have you started the Flexible New Deal yet?

ADD AS NECESSARY:

The Flexible New Deal can last up to one year and involves being referred to another organisation separate from Jobcentre Plus for more help to find a job.

This would usually happen after around a year of claiming JSA, though you can be referred sooner.

You would no longer attend interviews with a jobcentre plus adviser; you would only go to the jobcentre to sign on, instead receiving support from a private or voluntary sector organisation based at a different location.

Yes	1	
No	2	
Don't know	3	

178 Appendices – Customer survey questionnaires

IF HAVE STARTED ON FND (E7/1)

E8 And, how useful have you found being referred to this provider for support?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK ALL

E9 Thinking about all of the advice, information and support you received from Jobcentre Plus [TEXT SUB: IF REACHED STAGE 4 E7/1: and your Flexible New Deal provider] since in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE], apart from your own actions and role, what do you feel was MOST useful to you in terms of helping you try to find work?

PROBE FULLY

WRITE IN	1	
None of the advice, information or support received was useful	2	
No advice, information or support was received	3	
DO NOT READ OUT: Don't know	4	

ASK IF REACHED FND (E7/1)

E10 Just thinking about your experiences with your Flexible New Deal provider only, and not JCP do you feel that you received enough support from your Flexible New Deal provider?

Yes	1	
No	2	

E11 What could your Flexible New Deal provider have offered you to help you find work [TEXT SUB IF CURRENTLY IN PAID WORK (B2DUM/1-2): more quickly]?

PROBE FULLY

What additional information, advice or support would you have liked?
What could have been better?

WRITE IN	1	
Nothing	2	
DO NOT READ OUT: Don't know	3	

E12 And would you say that, compared with the Jobcentre, the support offered by your Flexible New Deal provider was...?

READ OUT

Better matched to your personal needs and circumstances	1	
No more or less matched	2	
Less matched to your personal needs and circumstances	3	
Don't know (DO NOT READ OUT)	4	

ASK ALL

E13 Do you feel that you received enough support from Jobcentre Plus between in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE] and today? [TEXT SUB IF REACHED FND E10/1: Please just think about the support you have received from Jobcentre Plus during this time, and not the advice, information and support you have received from your Flexible New Deal Provider.]

Yes	1	
No	2	

E14 What could Jobcentre Plus have offered you to help you find work [TEXT SUB IF CURRENTLY IN PAID WORK (B2DUM/1-2): more quickly]?

PROBE FULLY

What additional information, advice or support would you have liked?
WHAT COULD HAVE BEEN BETTER?

WRITE IN	1	
Nothing	2	
DO NOT READ OUT: Don't know	3	

F Demographics

ASK ALL

F1 That’s all I need to know about your experiences of claiming Jobseeker’s Allowance. The next few questions are about yourself and are for classification purposes only.

In terms of housing do you?

READ OUT, SINGLE CODE

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative’s/friend’s property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage/shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	9	

IF RENT (F1/4-5)

F2 And who is your landlord?

PROMPT AS NECESSARY

ADD AS NECESSARY: If property is let through an agent, please answer about the owner not the agent.

CODE ONE ONLY

INTERVIEWER NOTE: IF THE RESPONDENT DOES NOT KNOW WHO THE LANDLORD IS, USE CODE 6 (OTHER PRIVATE INDIVIDUAL), NOT DK.

The local authority/council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation/company) of a household member	3	
The employer (individual person) of a household member	4	
Relative/friend of a household member	5	
Another individual/private landlord	6	
Another organisation	7	
Other (please specify)	8	
DO NOT READ OUT: Don’t know	9	
DO NOT READ OUT: Refused	10	

ASK ALL

F3 Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK IF HEALTH PROBLEM (F3/1)

F4 Could you tell me what your MAIN illness, health condition or disability is?

PROMPT AS NECESSARY CODE ONE ONLY

MENTAL HEALTH		
Depression	1	
Stress or anxiety	2	
Problems due to alcohol or drug addiction	3	
Fatigue or problems with concentration or memory	4	
Any other mental health condition (please specify)	5	
LEARNING DIFFICULTIES		
Learning difficulties including dyslexia	6	
MUSCULO-SKELETAL/PHYSICAL INJURY		
Problems with your arms or hands	7	
Problems with your legs or feet	8	
Problems with your neck or back	9	
Pain or discomfort	10	
Any other musculo-skeletal problem or physical injuries (please specify)	11	
SENSORY IMPAIRMENT		
Difficulty with seeing	12	
Difficulty with hearing	13	
Dizziness or balance problems	14	
Any other sensory impairment problem (please specify)	15	
CHRONIC/SYSTEMIC/PROGRESSIVE		
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16	
Chest or breathing problems including asthma	17	
Heart or blood pressure problems including angina	18	
Skin conditions or allergies	19	

182 Appendices – Customer survey questionnaires

Cancer or other progressive illness not covered above	20	
Any other chronic/systemic illness (please specify)	21	
OTHER CONDITION OR DISABILITY		
Speech problems	22	
Obesity	23	
Aspergers syndrome	24	
Any other health condition or disability issue (please specify)	25	
Prefer not to say	26	

ASK ALL

- F5 Are you currently living with a spouse or a partner who receives Jobseeker's Allowance or another benefit for people who are not working...?

INTERVIEWER NOTE: CODE AS YES IF PARTNER RECEIVES INCOME SUPPORT, INCAPACITY BENEFIT OR EMPLOYMENT AND SUPPORT ALLOWANCE. CODE NO IF PARTNER RECEIVES TAX CREDITS OR PENSION/PENSION CREDITS ONLY.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner, or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	4	

ASK ALL

- F6 Are you the parent or guardian of any children under the age of 16?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

IF A PARENT (F6/1)

- F7 Are you the parent or guardian of any children under the age of 5?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK IF F6/1

F8 And are you currently a single parent living with children aged under 16?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

IF A SINGLE PARENT (F8/1)

F9 And how old was your youngest child on their last birthday?

ENTER ONE AGE ONLY

DP INSTRUCTION: ALLOW 0-15 YEARS

IF A PARENT (F6/1)

F10 Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK ALL

The DWP are keen to ensure that their services for the unemployed are available to, and appropriate for, people from all parts of the community. To help us understand if this is the case, we would like to ask you a few personal questions. These will include questions about any barriers you might face to entering work, your sexual orientation, marital status and religious beliefs. We appreciate that these questions are sensitive and would like to assure you once again that your answers will be treated in the strictest confidence in accordance with the requirements of the Data Protection Act. We would not pass on any personal information to anyone else.

F11 When you started your JSA claim in in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE]2009...?

READ OUT. CODE ALL THAT APPLY

Had you recently left prison or been on probation or on a community sentence?	1	
And are you a former member of the UK armed services?	2	
(SINGLE CODE) Or do none of the above apply	3	
DO NOT READ OUT: Refused	4	

184 Appendices – Customer survey questionnaires

ASK IF EX-ARMED SERVICES (F11=2)

F11A And when did you leave the armed services?

WRITE IN YEAR (YYYY)

ASK ALL

F12 Which of the following best describes how you think of yourself...?

PROMPT AS NECESSARY. SINGLE CODE

Heterosexual/straight	1	
Gay man	2	
Gay woman/lesbian	3	
Bi-sexual	4	
Other (WRITE IN)	5	
Prefer not to say (DO NOT READ OUT)	6	

F13 And which of the following best describes your legal marital or same-sex civil partnership status...?

PROMPT AS NECESSARY. SINGLE CODE

Single	1	
In a relationship but never married and never registered a same-sex civil partnership	2	
Married	3	
Separated, but still legally married	4	
Divorced	5	
Widowed	6	
In a registered same-sex civil partnership	7	
Separated, but still legally in a same-sex civil partnership	8	
Formerly in a same-sex civil partnership which is now legally dissolved	9	
Surviving partner from a same-sex civil partnership	10	
Refused (DO NOT READ OUT)	11	

ASK ALL

F14 What is your religion?

PROMPT AS NECESSARY.

INTERVIEWER NOTE: CHRISTIAN INCLUDES CHURCH OF ENGLAND, CATHOLIC, PROTESTANT AND ALL OTHER CHRISTIAN DENOMINATIONS.

Christian (including Church of England/Scotland, Catholic, Protestant, and all other Christian denominations)	1	
Buddhist	2	
Hindu	3	
Jewish	4	
Muslim	5	
Sikh	6	
OTHER (WRITE IN)	7	
No religion	8	
(DO NOT READ OUT) Prefer not to say	9	

F15 Thank you very much for taking the time to speak to us today. Occasionally it is necessary to call people back to clarify information; may we please call you back if required, or if IFF or the DWP would like to carry out some further research on people’s experiences of claiming JSA?

Yes	1	
No	2	

F16 Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used?

Yes	1	
No	2	

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

THANK RESPONDENT AND CLOSE INTERVIEW

RECORD DETAILS OF RESPONDENT WHO COMPLETED INTERVIEW

Name:	
-------	--



IFF Research
 Chart House
 16, Chart Street
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 iff@iffresearch.com
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Private & Confidential

J4868

Jobseekers Regime and Flexible New Deal Longitudinal Survey (Stage 3)

Telephone

Quota category	Number of interviews to achieve
Age within Phase	
Phase 1 18-24	400
Phase 1 25-49	400
Phase 1 50+	400
Phase 2 18-24	400
Phase 2 25-49	400
Phase 2 50+	400

Sample variables	Source
ST 3 CLAIM STATUS	Stage 3 survey data
ST 3 STATUS	Stage 3 survey data
ST 3 EMPLOYER NAME	Stage 3 survey data
ST 3 CLAIM START DATE	Stage 3 sample information
ST 3 CLAIM LENGTH	Stage 3 survey information

S Screener

ASK PERSON WHO ANSWERS PHONE

S1 Good morning/afternoon/evening. My name is NAME and I'm calling from IFF Research. Please can I speak to NAME?

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Refusal	5	CLOSE
Not available in deadline	6	
Engaged	7	
Fax Line	8	
No reply/Answer phone	9	
Business Number	10	
Dead line	11	

ASK ALL

S2 Good morning/afternoon, my name is NAME, calling from IFF Research, an independent market research company. You may remember speaking to us in January last year about your experiences of claiming JSA. At the end of the interview, you helpfully agreed to us calling back in a year's time to see how you have been getting on. Would you have 10 minutes to spare to tell us what you have been doing since we last spoke to you?

Continue		CONTINUE
Referred to someone else in household NAME _____	1	TRANSFER AND RE-INTRODUCE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Refusal – company policy	5	
Refusal – taken part in recent survey	6	
Not available in deadline	7	
Respondent cannot complete interview in English (please specify preferred language if possible)	8	GO TO LANGUAGE TEXT

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE

REASSURANCES TO USE IF NECESSARY

The interview will take around 10 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future

The survey is intended to find out people's views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- MRS: Market Research Society on 0500396999
- IFF: Jessica Katharina Boehmker: 0207 250 3035

A Establishing claim status and JRFND/comparison stage reached

When we spoke to you last February it was because you had started a claim for Jobseeker's Allowance in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE].

ASK ALL

A1 Are you currently claiming or continuing to sign on for Jobseeker's Allowance?

IF 60 OR OVER (DMAGE2/10): Or are you claiming Pension Credit while looking for work?

INTERVIEWER NOTE: IF NO LONGER ELIGIBLE TO CLAIM JSA PAYMENTS BUT ARE CONTINUING TO SIGN ON AND MEET THE CONDITIONS OF JSA SELECT "YES"

CODE ONE ONLY

Yes – claiming/signing on for JSA	1	GO TO ROUTING ABOVE A2
(SHOW IF DMAGE/10) Yes – claiming Pension Credit	2	GO TO ROUTING ABOVE A2
No	3	GO TO B1

ASK IF CURRENTLY CLAIMING AND CLAIMING AT STAGE 3 SURVEY (A1/1 OR 2) & (ST3 STATUS/1)

A2 Can I just check, has there been any period between when we last spoke to you in February 2010 and now when you haven't claimed Jobseeker's Allowance? [TEXT SUB IF 60+: or Pension Credit]?

READ OUT, CODE ONE ONLY

Yes – had a break in claiming JSA	1	GO TO ROUTING ABOVE SECTION C
No – claimed continually	2	GO TO SECTION E

B Current situation if not claiming

ASK IF NOT CURRENTLY CLAIMING (A1/3)

B1 Could you tell me whether you are currently...?

READ OUT

DP – INTERVIEWER NOTE TO APPEAR AT CODE H ONLY

INTERVIEWER NOTE: CODE YES FOR INCOME SUPPORT, EMPLOYMENT AND SUPPORT ALLOWANCE, INCAPACITY BENEFIT OR CARER’S ALLOWANCE. CODE NO FOR TAX CREDITS/PENSION CREDITS ONLY

	YES	NO
a.) Self employed	1	2
b.) Working full time for an employer in a paid role 30 hours or more per week	1	2
c.) Working part time for an employer in a paid role less than 30 hours per week	1	2
d.) Retired and/or claiming a pension/pension credit	1	2
e.) In full time training or education – 16 hours or more per week	1	2
f.) In part time training or education – less than 16 hours per week	1	2
g.) In the process of making a new claim for JSA	1	2
h.) Receiving, or in the process of claiming another benefit for people who are not working	1	2
i.) Working for an employer in a voluntary, unpaid role or internship	1	2

ASK IF SELECTED MORE THAN ONE TYPE OF PAID WORK (MORE THAN ONE OF B1A-B1C=1)

B2 Which of these would you consider your main job?

PROMPT IF NECESSARY, CODE ONE ONLY

DP INSTRUCTION – IF ONLY CODED ONE TYPE OF PAID WORK AT B1A-B1C, AUTOMATICALLY FORCE ANSWER AT B2

DP INSTRUCTION – SHOW ALL SELECTED AT B1	3	CONTINUE
ETC	4	CONTINUE

IF SELECTED MORE THAN ONE TYPE OF PAID WORK (MORE THAN ONE OF B1A-B5C=1)

Throughout the rest of the survey please think just about this main job or role when answering questions.

B2Dum Current paid work status DUMMY VARIABLE, DO NOT ASK		
Currently self employed (B2/1)	1	
Currently in paid work for an employer (B2/2-3)	2	
Not currently in any paid work (B1A-C ALL 2)	3	

ASK IF NOT DOING ANY OF THE ABOVE (B1A-B1H = ALL NO)

B3 **Why are you not claiming?**

DO NOT READ OUT BUT PROBE FULLY, CODE ALL THAT APPLY

INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B1, RETURN AND CODE IT THERE

Partner's status changed	1	
Became ill/went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (write in)	12	
Don't know	13	

ASK IF RECEIVING OR SETTING UP FOR ANOTHER BENEFIT FOR PEOPLE WHO ARE OUT OF WORK (B1H=1)

B4 **Which benefit are you receiving or in the process of claiming for now?**

DO NOT READ OUT, CODE ALL THAT APPLY

Income Support	1	
Employment Support Allowance/Incapacity Benefit	2	
Carer's Allowance	3	
Other (write in)	4	
Don't know (DO NOT READ OUT)	5	

192 Appendices – Customer survey questionnaires

- B5 IF SELF EMPLOYED AT STAGE 3 AND SELF EMPLOYED NOW (ST3 STATUS/2 & B2DUM/1)
 [TEXT SUB: When we spoke to you last February, you told us you were self-employed. Are you still doing the same kind of work now, as you were then?]

Yes	1	GO TO B7
No	2	GO TO B7

- B6 IF MAIN JOB CURRENTLY IN PAID WORK FOR AN EMPLOYER & IN PAID WORK FOR AN EMPLOYER AT TIME OF STAGE 3 INTERVIEW (ST3 STATUS/3 & B2DUM/2)
 [TEXT SUB IF IN PAID WORK FOR EMPLOYER AT STAGE 3 & EMPLOYER NAME GIVEN AT STAGE 3: When we spoke to you last February, you told us you were working for [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 3]. Are you still working for this employer?]

[TEXT SUB IF IN PAID WORK FOR EMPLOYER AT STAGE 3 & EMPLOYER NAME GIVEN AT STAGE 3 = DK/REF: Are you still working for the same employer you were working for when we spoke to you last February?]

Yes	1	CONTINUE
No	2	GO TO B19

B6Dum EMPLOYER STATUS CHANGE DUMMY VARIABLE, DO NOT ASK		
SELF EMPLOYED AT STAGE 3 AND DOING SAME SELF EMPLOYED WORK NOW (B5/1)	1	
SELF EMPLOYED AT STAGE 3 AND DOING DIFFERENT SELF EMPLOYED WORK NOW (B5/2)	2	
SELF EMPLOYED AT STAGE 3 AND IN PAID WORK WITH EMPLOYER NOW (ST3 STATUS/2 & B2DUM/2)	3	
IN PAID WORK FOR AN EMPLOYER AT STAGE 3 AND IN PAID WORK WITH SAME EMPLOYER NOW (B6/1)	4	
IN PAID WORK FOR AN EMPLOYER AT STAGE 3 AND IN PAID WORK WITH DIFFERENT EMPLOYER NOW (B6/2)	5	
IN PAID WORK FOR AN EMPLOYER AT STAGE 3 AND SELF EMPLOYED NOW (ST3 STATUS/3 & B2DUM/1)	6	
SELF EMPLOYED AT STAGE 3 AND NOT IN PAID WORK NOW (ST3 STATUS/2 & (A1/1 OR 2 OR B2DUM/3))	7	
IN PAID WORK FOR AN EMPLOYER AT STAGE 3 AND NOT IN PAID WORK NOW (ST3 STATUS/3 & (A1/1 OR 2 OR B2DUM/3))	8	
NOT IN PAID WORK AT STAGE 3 AND SELF EMPLOYED NOW (ST3 STATUS/1 OR 4 & B2DUM/1)	9	
NOT IN PAID WORK AT STAGE 3 AND IN PAID WORK WITH EMPLOYER NOW (ST3 STATUS/1 OR 4 & B2DUM/2)	10	

ASK IF WITH SAME EMPLOYER OR SELF EMPLOYED WORK AT STAGE 3 AND NOW (B6DUM/1-2 OR 4)

B7 Have any of the following things happened at work since we last spoke to you?

READ OUT MULTICODE

DO NOT SHOW IF SELF EMPLOYED AT STAGE 3 AND NOW (B6DUM/1-2): You were promoted or were given more responsibilities or duties	1	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 3 AND NOW (B6DUM/1-2) OR IF B7/1: The title, job description or work changed to a lower grade, with less responsibilities or fewer duties	2	
Your hours increased	3	
DO NOT SHOW IF B7/3: Your hours decreased	4	
Your pay increased	5	
DO NOT SHOW IF B7/5: Your pay decreased	6	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 3 AND NOW (B6DUM/1-2): Your contract was extended, renewed or made longer term or permanent	7	
DO NOT SHOW IF SELF EMPLOYED AT STAGE 3 AND NOW (B6DUM/1-2): Your contract was made shorter term or temporary	8	
Don't know	9	
None of the above	10	

ASK IF CONTRACT CHANGED (B7/7-8)

B8 Is this job now...?

READ OUT SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (write in)	5	
(DO NOT READ OUT) Don't know	6	
(DO NOT READ OUT) Refused	7	

194 Appendices – Customer survey questionnaires

ASK IF PROMOTED OR JOB DESCRIPTION CHANGED (B7/1-2)

B9 What is your new job title, and your main duties and responsibilities?

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?’

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF SELF EMPLOYED AT STAGE 3 AND NOW BUT TYPE OF WORK HAS CHANGED (B6DUM/2)

B10 What is the main activity of your business now?

PROBE AS NECESSARY

What is the main product or service?

What exactly do you make or do?

What material or machinery does that involve using?

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF PAY INCREASED/DECREASED (B7/5-6)

B11 We would like to ask you how much you are now paid. Would it be easiest to tell us how much you were paid before tax...?

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO B12
Per month	2	GO TO B13
Per week	3	GO TO B14
Per hour	4	GO TO B15
Other (write in) (DO NOT READ OUT)	5	GO TO B16
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE B18

ASK IF WANT TO ANSWER PER YEAR (B11/1)

B12 What is your salary per year before tax?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax is £[TEXT SUB: AMOUNT AT B12]?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER MONTH (B11/2)

B13 What are you paid per month before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B13] PER MONTH before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER WEEK (B11/3)

B14 What are you paid per week, before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B14] PER WEEK before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER HOUR (B11/4)

B15 What are you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B15] PER HOUR before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B18
No	2	GO BACK AND AMEND £

196 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER OTHER (B11/5)

B16 What are you paid per [TEXT SUB: ANSWER AT B11/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF PAY INCREASED/DECREASED & ANSWERED PER HOUR (B11/4)

B17 How many hours on average, do you work per week?

WRITE IN NUMBER OF HOURS

ALLOW DK/REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you work [TEXT SUB: INSERT NUMBER OF HOURS FROM B16] hours per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK/REF NUMBER OF HOURS (B17/DK OR REF) OR IF NUMBER OF HOURS WORKED INCREASED/DECREASED (B7/3-4)

B18 Would you say that you typically work...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

ASK IF B6DUM/4 (STILL WORKING SAME EMPLOYER FROM STAGE 3)

B18A Since you started work with [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 3] [TEXT SUB: IF EMPLOYER NAME DK/BLANK: your employer], have you...?

READ OUT

	YES	NO
Received any job-related training or education arranged by your employer	1	2
Undertaken any education or training <u>in your own time</u> related to your current job or a job you might like to do in the future	1	2

B18B Whilst with [TEXT SUB: INSERT NAME OF EMPLOYER FROM STAGE 3] [TEXT SUB: IF EMPLOYER NAME DK/BLANK: your employer], have you done any of the following....?

READ OUT. CODE ALL THAT APPLY.

Attended a training course off-site	1	CONTINUE
Attended training courses at the place where you work	2	
Attended seminars or conferences aimed at developing knowledge and skills	3	
Undertaken any other learning or training funded or supported by your employer	4	
(DO NOT READ OUT) None of the above	5	CHECK SECTION C
Don't know	6	

ASK IF TRAINED (B18B/1-4)

B18C And has any of this training been designed to lead to a formal, recognised qualification, or part or a unit of a recognised qualification...?

Yes – a formal, recognised qualification	1	CHECK SECTION C
Yes – part or a unit of a recognised qualification	2	
DO NOT READ OUT: Other (specify)	3	
No – neither	4	CHECK SECTION C
DO NOT READ OUT: Don't know	5	

ASK IF CHANGED/STOPPED WORKING FOR EMPLOYER (B6DUM/5-6 OR 8)

B19 When we last spoke to you, you told us you were working for [TEXT SUB: EMPLOYER NAME FROM STAGE 3 SURVEY] [TEXT SUB: IF NO EMPLOYER NAME FROM STAGE 3: another employer].

How many full months and weeks did you work [TEXT SUB: for EMPLOYER NAME FROM STAGE 3 SURVEY] [TEXT SUB: IF NO EMPLOYER NAME FROM STAGE 3: in the job you told us about last time we spoke to you]?

ASK IF STOPPED WORKING AS SELF EMPLOYED (B6DUM/3 OR 7)

When we last spoke to you, you told us you were self employed.

How many full months and weeks were you self-employed?

INTERVIEWER NOTE: E.G. IF WORKED THERE FOR SIX WEEKS SHOULD BE CODED AS ONE MONTH IN FIRST BOX AND TWO WEEKS IN SECOND BOX.

ENTER FULL MONTHS, ALLOW NUMBER 0-15 ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF
--

ENTER FULL WEEKS, ALLOW NUMBER 0-4 ALLOW DK AND REF
--

198 Appendices – Customer survey questionnaires

ASK IF CHANGED/STOPPED WORKING FOR EMPLOYER (B6DUM/5-6 OR 8)

B20 **Why did you leave this job?**

ASK IF STOPPED WORKING AS SELF EMPLOYED (B6DUM/3 OR 7)

Why did you end this period of self-employment?

READ OUT CODE ALL THAT APPLY

Contract ended/temporary work	1	
Sacked/dismissed	2	
Made redundant	3	
Went into training/education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Job was not suitable in some other way (PLEASE SPECIFY)	10	
Transport issues/difficulty getting to work	11	
Other (PLEASE SPECIFY)	12	
Refused (DO NOT READ OUT)	13	

ASK IF MOVED INTO WORK/CHANGED EMPLOYER (B6DUM/3, 5 , 9 OR 10)

I'd now like to ask some questions about your current work

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B21 **What is the name of your current employer?**

*INTERVIEWER NOTE: IF GIVE NAME OF EMPLOYMENT AGENCY ASK FOR PLACE OF WORK INSTEAD.
IF WORKING FOR A COMPANY TAKE THAT NAME, NOT OF INDIVIDUAL MANAGER ETC*

WRITE IN ALLOW DK/REF

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B22 And is this job...?

READ OUT, SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
DO NOT READ OUT Don't know	6	
(DO NOT READ OUT) Refused	7	

B23 Is [TEXT SUB: EMPLOYER NAME FROM B21] [TEXT SUB IF B21=DK/REF: your employer] a...?

CODE ONE ONLY

IF INTERVIEWER NOTE: IF PAID VIA AGENCY ASK ABOUT THE ORGANISATION PLACED WITH, NOT THE AGENCY

Charity/voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	4	

ASK IF STARTED TO WORK FOR AN/CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B24 What does [TEXT SUB: EMPLOYER NAME FROM B21] [TEXT SUB IF B22=DK/REF: your employer] mainly do?

PROBE AS NECESSARY

What is the main product or service of your current employer?

What exactly does your current employer make or do at this establishment?

What material or machinery does that involve using?

[TEXT SUB: ASK IF MOVED INTO SELF EMPLOYMENT (B6DUM/6 OR 9): What is the main product or service of the work you do now?

What exactly do you make or do?

What material or machinery does that involve using?]

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

200 Appendices – Customer survey questionnaires

ASK IF MOVED INTO PAID WORK WITH EMPLOYER OR CHANGED EMPLOYER (B6DUM/3 OR 5 OR 10)

B25 **And what is your job title and your main duties or responsibilities?**

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?’

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF CHANGED TYPE OF WORK/MOVED INTO WORK (B6DUM/3 OR 5-6 OR 9-10)

B26 **We would like to ask you how much you are now paid. Would it be easiest to tell us how much you were paid before tax...?**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO B27
Per month	2	GO TO B28
Per week	3	GO TO B29
Per hour	4	GO TO B30
Other (write in) (DO NOT READ OUT)	5	GO TO B31
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE B33

ASK IF WANT TO ANSWER PER YEAR (B26/1)

B27 **What is your salary per year before tax?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax is £[TEXT SUB: AMOUNT AT B27]?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER MONTH (B26/2)

B28 What are you paid per month before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are paid £[TEXT SUB: AMOUNT AT B28] PER MONTH before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER WEEK (B26/3)

B29 What are you paid per week, before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B29] PER WEEK before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

ASK IF WANT TO ANSWER PER HOUR (B26/4)

B30 What are you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are paid £ [TEXT SUB: AMOUNT AT B30] PER HOUR before tax and any other deductions?

Yes	1	GO TO ROUTING ABOVE B33
No	2	GO BACK AND AMEND £

202 Appendices – Customer survey questionnaires

ASK IF WANT TO ANSWER IN OTHER WAY (B26/5)

B31 What are you paid per [TEXT SUB: ANSWER AT B31/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF HOURLY SALARY GIVEN (B26/4)

B32 How many hours on average, do you work per week?

WRITE IN NUMBER OF HOURS

ALLOW DK/REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you work [TEXT SUB: INSERT NUMBER OF HOURS FROM B27] hours per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF (B32/DK OR REF) OR IF CHANGED TYPE OF WORK/MOVED INTO WORK (B6DUM/3 OR 5-6 OR 9-10 AND B26/NOT4)

B33 Would you say that you typically work...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

C Detailed work and claim history since last interview

ASK ALL EXCEPT THOSE WHO HAVE CLAIMED CONTINUOUSLY SINCE FEB 2010 OR WHO HAVE BEEN SAME (SELF) EMPLOYED WORK (A2/2 OR B6DUM/1 OR 4)

I'd now like to ask a few questions to find out a bit more about what [TEXT SUB: IF CURRENTLY IN PAID WORK: B2DUM/1-2: else] you have been doing since we last spoke to you.

ASK IF NEITHER CLAIMING NOR IN PAID WORK AT STAGE 3 AND NEITHER CLAIMING NOR IN PAID WORK NOW (ST3 STATUS/4) & (B2DUM/3 & A1=2)

- C1 Firstly I'd just like to confirm, have you had any periods of employment, claiming JSA or other out of work benefits, undertaken any training or voluntary/unpaid work or retired between now and when we spoke to you last February?

Yes	1	CONTINUE TO ROUTING ABOVE C4
No	2	GO TO ROUTING ABOVE D1

C1Dum STATUS CHANGE DUMMY VARIABLE, DO NOT ASK		
CLAIM STATUS CHANGED SINCE STAGE 3 INTERVIEW (ST3 STATUS/1 & A1/3 OR A2/1)	1	GO TO C2
SELF EMPLOYED STATUS CHANGED SINCE STAGE 3 INTERVIEW (ST3 STATUS/2 & ((A1/1 OR 2) OR (B2DUM/2) OR (A1=3 & B2DUM/3) OR (B6DUM/2))	2	GO TO C2
PAID WORK FOR EMPLOYER STATUS CHANGED SINCE STAGE 3 INTERVIEW (ST3 STATUS/3 & ((A1/1 OR 2) OR (B2DUM/1) OR (A1=3 & B2DUM/3) OR (B6DUM/5))	3	GO TO C2
NEITHER CLAIMING/WORKING STATUS CHANGED SINCE STAGE 3 INTERVIEW (ST3 STATUS/4 & ((A1/1 OR 2) OR (B2DUM/1-2) OR (C1/1))	4	GO TO C2
CLAIM STATUS THE SAME (CLAIMED CONTINUOUSLY (A2/2)	5	GO TO ROUTING ABOVE SECTION D
WORK STATUS STAYED THE SAME SINCE STAGE 3 INTERVIEW (B6DUM/1 OR 4)	6	GO TO ROUTING ABOVE SECTION D
NEITHER CLAIMING/WORKING STATUS THE SAME SINCE STAGE 3 INTERVIEW (ST3 STATUS/4 & C1/2)	7	GO TO ROUTING ABOVE SECTION D

ASK IF 1ST ITERATION AND C1DUM/1-4

204 Appendices – Customer survey questionnaires

ASK IF C1DUM/1

- C2 When we spoke to you in February last year, you told us you were claiming JSA? Roughly when did you end this claim [TEXT SUB IF ST 2 CLAIM STATUS/1: that you started in STAGE 3 CLAIM START DATE]?

ASK IF C1DUM/2-3

When we spoke to you in February last year, you told us you were [TEXT SUB IF WORKING FOR AN EMPLOYER & EMPLOYER NAME FROM STAGE 3: working for INSERT EMPLOYER NAME FROM STAGE 3] [IF WORKING FOR AN EMPLOYER & NO EMPLOYER NAME USE working for an employer] [TEXT SUB IF SELF EMPLOYED AT STAGE 3: self employed]. Roughly when did this period of [TEXT SUB IF ST3 STATUS/2: self] employment end?

ASK IF C1DUM/4

When we spoke to you in February last year, you told us you were neither claiming Jobseeker's Allowance nor in paid work. Around when did you move onto doing something else?

PROMPT IF NECESSARY CODE ONE ONLY

February 2010	1	
March 2010	2	
April 2010	3	
May 2010	4	
June 2010	5	
July 2010	6	
August 2010	7	
September 2010	8	
October 2010	9	
November 2010	10	
December 2010	11	
January 2011	12	
February 2011	13	
DO NOT READ OUT: Can't remember	14	

ASK IF 1ST ITERATION AND C1DUM/1 & (ST3 CLAIM STATUS/1) & ABLE TO GIVE A MONTH (C2=1-13)

- C3 And what was the date in [TEXT SUB: MONTH AND YEAR FROM C2] when you ended the claim for Jobseeker's Allowance you started on [TEXT SUB: MONTH AND YEAR OF CLAIM START DATE]?

RECORD NUMBER (ALLOW 1-31)

ALLOW DK AND REFUSED

ASK IF C3=DK OR REF

C4 Could you tell me which week in [TEXT SUB: MONTH AND YEAR FROM C2] you ended the claim for Jobseeker’s Allowance you started on [TEXT SUB: MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY, CODE ONE ONLY

First week	1	CONTINUE
Second week	2	CONTINUE
Third week	3	CONTINUE
Fourth week	4	CONTINUE
Fifth week	5	CONTINUE
Don’t know/Can’t remember (DO NOT READ OUT)	6	CONTINUE
Refused (DO NOT READ OUT)	7	CONTINUE

C4Dum DUMMY VARIABLE, DO NOT ASK

DP: Please apply a date difference logic subtracting claim start date from dd/mm/yyyy provided at C2-C4

IF ENDED ORIGINAL CLAIM AFTER STAGE 3 INTERVIEW (ST 2 CLAIM STATUS/1 & C1DUM/1)

Approximate claim length <26 weeks	1	
Approximate claim length 26 – 51 weeks	2	
Approximate claim length 52 weeks or more	3	
Unable to calculate approximate claim length	4	

IF FIRST ITERATION: ASK IF C1DUM/1-4

IF SECOND/SUBSEQUENT ITERATION: ASK ALL WHEN PREVIOUS ITERATION OF C19/2

C5 What did you do then, did you...?

READ OUT SINGLE CODE

INTERVIEW NOTE: Please code MAIN activity if doing multiple activities. If respondent was working or training AS WELL AS claiming JSA, please select ‘claim JSA again’ code 2

Do PAID work (either self-employed or for an employer in a full time or part time role)	1	
Claim JSA again	2	
Do some training	3	
Claim another benefit for people who are not working	4	
Do UNPAID/VOLUNTARY work	5	
Doing something else	6	

206 Appendices – Customer survey questionnaires

ASK IF (C5/1 AND B2DUM/1-2) OR ASK IF (C5/2 AND A1/1 OR 2) OR ASK IF (C5/3-6 AND A1/2 AND B2DUM/3)

ASK IF (C5/1 AND B2DUM/1-2)

C5A And is this the job you are currently doing now?

ASK IF (C5/2 AND A1/1 OR 2)

And is this the same claim for JSA you are currently claiming now?

ASK IF (C5/3-6 AND ((A1/2 AND B2DUM/3)))

And is this what you are currently doing now?

Yes	1	GO TO ROUTING ABOVE SECTION D
No	2	CONTINUE

ASK IF ENTERED PAID WORK (C5/1)

C5B And were you...?

READ OUT, SINGLE CODE

Self employed	1	
Working full time for an employer in a paid role 30 hours or more per week	2	
Working part time for an employer in a paid role less than 30 hours per week	3	

IF WORKED FOR AN EMPLOYER (C5B/2-3)

C6 And was this job...?

READ OUT, SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
DO NOT READ OUT Don't know	6	
(DO NOT READ OUT) Refused	7	

C7 What was the name of your employer?

INTERVIEWER NOTE: IF GIVE NAME OF EMPLOYMENT AGENCY ASK FOR PLACE OF WORK INSTEAD. IF WORKING FOR A COMPANY TAKE THAT NAME, NOT OF INDIVIDUAL MANAGER ETC

IF SELF EMPLOYED – SELECT SELF EMPLOYED OPTION

WRITE IN ALLOW DK/REF

ASK IF ENTERED PAID WORK (C5/1)

C8 [TEXT SUB IF EMPLOYER NAME GIVEN OR DK/REF: What did this employer mainly do?]

PROBE AS NECESSARY

What was the main product or service of your employer?

What exactly does your employer make or do at this establishment?

What material or machinery does that involve using?

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

[TEXT SUB: ASK IF C5B/1: What was the main product or service?]

What exactly did you make or do?

What material or machinery did that involve using?]

WRITE IN TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK IF C5B/2-3

C9 And what was your job title and your main duties or responsibilities?

PROBE FOR FULL DETAILS

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN TO BE CODED TO 4 DIGIT SOC ALLOW REF

ASK IF ENTERED PAID WORK C5/1

C10 We would like to ask you how much you were paid. Would it be easiest to tell us how much you were paid before tax...?

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

Per year (annual salary)	1	GO TO C11
Per month	2	GO TO C12
Per week	3	GO TO C13
Per hour	4	GO TO C14
Other (write in) (DO NOT READ OUT)	5	GO TO C15
Unwilling to answer (DO NOT READ OUT)	6	GO TO ROUTING ABOVE C16

ASK IF WANT TO ANSWER PER YEAR (C10/1)

C11 What was your salary per year before tax?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 15000

CATI CHECK – IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax was £ [TEXT SUB: AMOUNT AT C11]?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER MONTH (C10/2)

C12 What were you paid per month before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

WRITE IN FIGURE E.G. 800

CATI CHECK – IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C12] PER MONTH before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER WEEK (C10/3)

C13 What were you paid per week, before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 200

CATI CHECK – IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C13] PER WEEK before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER HOUR (C10/4)

C14 What were you paid per hour before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR AVERAGE RATE OF PAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

CATI CHECK – IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you were paid £ [TEXT SUB: AMOUNT AT C15] PER HOUR before tax and any other deductions?

Yes	1	
No	2	

ASK IF WANT TO ANSWER PER MONTH (C10/5)

C15 What were you paid per [TEXT SUB: ANSWER AT C10/5] before tax and any other deductions?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

WRITE IN FIGURE E.G. 7.50

ASK IF C10/4

C16 How many hours on average, did you work per week in this job?

WRITE IN NUMBER OF HOURS ALLOW DK/REF
--

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just check that you worked [TEXT SUB: INSERT NUMBER OF HOURS FROM C16] hours per week?

Yes	1	CONTINUE TO ROUTING ABOVE C11
No	2	GO BACK AND AMEND HOURS

210 Appendices – Customer survey questionnaires

ASK IF C10/NOT4 OR (C16/DK OR REF)

C17 Would you say that you typically worked...?

READ OUT, CODE ONE ONLY

Less than 16 hours per week	1	
At least 16 hours but fewer than 30 hours per week	2	
30 hours or more per week	3	
Don't know (DO NOT READ OUT)	4	
Refused (DO NOT READ OUT)	5	

ASK IF ENTERED PAID WORK (C5/1)

C18 Why did you leave this job?

READ OUT CODE ALL THAT APPLY

Contract ended/temporary work	1	
Sacked/dismissed	2	
Made redundant	3	
Went into training/education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Job was not suitable in some other way (PLEASE SPECIFY)	10	
Transport issues/difficulty getting to work	11	
Other (PLEASE SPECIFY)	12	
Refused (DO NOT READ OUT)	13	

C19 There is no C19

DP: ALLOW A MAXIMUM OF 12 ITERATIONS

ASK IF DONE SOMETHING ELSE IN BETWEEN (C5A/2)

C20 When did you [TEXT SUB IF C5/1: end this period of employment] [TEXT SUB IF C5/2: stop claiming JSA] [TEXT SUB IF C5/3: finish this training/education course] [TEXT SUB IF C5/4: end this claim] [TEXT SUB IF C5/5: end this period of unpaid/voluntary work] [TEXT SUB IF C5/6: stop doing this]?

PROMPT IF NECESSARY, CODE ONE ONLY

February 2010	1	
March 2010	2	
April 2010	3	
May 2010	4	
June 2010	5	
July 2010	6	
August 2010	7	
September 2010	8	
October 2010	9	
November 2010	10	
December 2010	11	
January 2011	12	
February 2011	13	

DP: REPEAT QUESTIONS C5-C20 UNTIL C5A/1.

DP: PLEASE BUILD IN LOGIC CHECK SO THAT ANSWER TO 1ST ITERATION OF C20 CANNOT BE BEFORE MONTH SELECTED AT C2.

DP: ON SUBSEQUENT ITERATIONS ON C20 PLEASE JUST SHOW THE MONTH CODED AT PREVIOUS ITERATION OF C20 ONWARDS SO EVENTS ARE RECORDED SEQUENTIALLY

D Job suitability and sustainability

ASK IF CURRENTLY IN PAID WORK (B2DUM/1-2)

D1 Thinking about the job you are currently doing, to what extent do you agree that this work is a good match for your experience, skills and interests?

READ OUT, CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

ASK IF DISAGREE WORK IS A GOOD MATCH (D1/4-5)

D2 Are any of the following reasons why you decided to take this work?

READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
You needed the money	5	
It suited my childcare responsibilities	6	
DO NOT READ OUT: None of the above (please specify)	7	
DO NOT READ OUT: Don't know	8	

IF CURRENTLY WORKING FOR AN EMPLOYER (B2DUM/2)

D3 Do you think that...?

READ OUT IN FULL

	YES	NO	DK
The role that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities	1	2	3
Your employer will offer you training that would help you get a promotion or more responsibilities	1	2	3

D4 Thinking about the number of hours a week you typically work, would you say the hours you do are...

READ OUT, CODE ONE ONLY

Too many – you’d prefer to work fewer hours	1	
About right for you	2	
Not enough – you’d prefer to do more hours	3	
DO NOT READ OUT: Don’t know	4	

E Overall view on all support received

ASK ALL

E1 Thinking about any experiences you have had of claiming Jobseeker’s Allowance between in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE] and today, to what extent do you agree or disagree that....

CODE ONE CODE FOR EACH FACTOR

DP: FOR SECOND CODE ONLY – INTERVIEWER NOTE: IF FELT UNDER PRESSURE USE AGREE

ROTATE CODES

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Support was offered that matched your personal needs and circumstances	1	2	3	4	5	X
You felt under pressure to take part in activities that were not suited to your needs and circumstances	1	2	3	4	5	X
You were offered or required to take part in more activities the longer you claimed JSA	1	2	3	4	5	X
You understood what support was available and what help you should be getting	1	2	3	4	5	X

E2 As a RESULT of any support you received over this period do you feel that.....?

CODE ONE CODE FOR EACH FACTOR

ROTATE CODES

	Increased greatly	Increased to some extent	Did not increase at all/no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence	1	2	3	4	5
Your motivation to find work	1	2	3	4	5
Your awareness of the types of work that you could do	1	2	3		5
Your awareness of the range of ways you can look for job vacancies	1	2	3		5
Your job application, CV writing and interview skills	1	2	3		5
Your skills to do a job	1	2	3		5

E3 Overall, how useful have you found the support you received between in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE] and today?

READ OUT

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF 18-24 AND PHASE 2 (DMAGE/1 & P=2)

E4 Were you referred to the New Deal for Young People? This would have included a referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?

Yes	1	
No	2	
Don't know	3	

IF HAVE BEEN REFERRED TO NDYP (E4/1)

E5 And did you start the New Deal for Young People?

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON NDYP (E5/1)

E6 And, how useful did you find this?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

216 Appendices – Customer survey questionnaires

ASK IF (25+ AND PHASE 2)

- E6A Were you referred to the New Deal 25+? This may have included a referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?

Yes	1	
No	2	
Don't know	3	

IF HAVE BEEN REFERRED TO ND25+ (E6A/1)

- E6B And did you start the New Deal 25+?

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON ND25+ (E6B/1)

- E6C And, how useful did you find this?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK IF PHASE 1

- E7 Have you started the Flexible New Deal yet?

ADD AS NECESSARY:

The Flexible New Deal can last up to one year and involves being referred to another organisation separate from Jobcentre Plus for more help to find a job.

This would usually happen after around a year of claiming JSA, though you can be referred sooner.

You would no longer attend interviews with a jobcentre plus adviser; you would only go to the jobcentre to sign on, instead receiving support from a private or voluntary sector organisation based at a different location.

Yes	1	
No	2	
Don't know	3	

IF HAVE STARTED ON FND (E7/1)

E8 And, how useful have you found being referred to this provider for support?

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know (DO NOT READ OUT)	5	

ASK ALL

E9 Thinking about all of the advice, information and support you received from Jobcentre Plus [TEXT SUB: IF REACHED STAGE 4 E7/1: and your Flexible New Deal provider] since in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE], apart from your own actions and role, what do you feel was MOST useful to you in terms of helping you try to find work?

PROBE FULLY

WRITE IN	1	
None of the advice, information or support received was useful	2	
No advice, information or support was received	3	
DO NOT READ OUT: Don't know	4	

ASK IF REACHED FND (E7/1)

E10 Just thinking about your experiences with your Flexible New Deal provider only, and not JCP do you feel that you received enough support from your Flexible New Deal provider?

Yes	1	
No	2	

E11 What could your Flexible New Deal provider have offered you to help you find work [TEXT SUB IF CURENTLY IN PAID WORK (B2DUM/1-2): more quickly]?

PROBE FULLY

What additional information, advice or support would you have liked?
What could have been better?

WRITE IN	1	
Nothing	2	
DO NOT READ OUT: Don't know	3	

218 Appendices – Customer survey questionnaires

- E12 And would you say that, compared with the Jobcentre, the support offered by your Flexible New Deal provider was...?

READ OUT

Better matched to your personal needs and circumstances	1	
No more or less matched	2	
Less matched to your personal needs and circumstances	3	
Don't know (DO NOT READ OUT)	4	

ASK ALL

- E13 Do you feel that you received enough support from Jobcentre Plus between in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE] and today? [TEXT SUB IF REACHED FND E10/1: Please just think about the support you have received from Jobcentre Plus during this time, and not the advice, information and support you have received from your Flexible New Deal Provider.]

Yes	1	
No	2	

- E14 What could Jobcentre Plus have offered you to help you find work [TEXT SUB IF CURRENTLY IN PAID WORK (B2DUM/1-2): more quickly]?

PROBE FULLY

What additional information, advice or support would you have liked?

WHAT COULD HAVE BEEN BETTER?

WRITE IN	1	
Nothing	2	
DO NOT READ OUT: Don't know	3	

F Demographics

ASK ALL

- F1 That's all I need to know about your experiences of claiming Jobseeker's Allowance. The next few questions are about yourself and are for classification purposes only.

In terms of housing do you?

READ OUT, SINGLE CODE

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative's/friend's property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage/shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	9	

IF RENT (F1/4-5)

- F2 And who is your landlord?

PROMPT AS NECESSARY

ADD AS NECESSARY: If property is let through an agent, please answer about the owner not the agent.

CODE ONE ONLY

INTERVIEWER NOTE: IF THE RESPONDENT DOES NOT KNOW WHO THE LANDLORD IS, USE CODE 6 (OTHER PRIVATE INDIVIDUAL), NOT DK.

The local authority/council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation/company) of a household member	3	
The employer (individual person) of a household member	4	
Relative/friend of a household member	5	
Another individual/private landlord	6	
Another organisation	7	
Other (please specify)	8	
DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: Refused	10	

220 Appendices – Customer survey questionnaires

ASK ALL

- F3 Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK IF HEALTH PROBLEM (F3/1)

- F4 Could you tell me what your MAIN illness, health condition or disability is?

PROMPT AS NECESSARY CODE ONE ONLY

MENTAL HEALTH		
Depression	1	
Stress or anxiety	2	
Problems due to alcohol or drug addiction	3	
Fatigue or problems with concentration or memory	4	
Any other mental health condition (please specify)	5	
LEARNING DIFFICULTIES		
Learning difficulties including dyslexia	6	
MUSCULO-SKELETAL/PHYSICAL INJURY		
Problems with your arms or hands	7	
Problems with your legs or feet	8	
Problems with your neck or back	9	
Pain or discomfort	10	
Any other musculo-skeletal problem or physical injuries (please specify)	11	
SENSORY IMPAIRMENT		
Difficulty with seeing	12	
Difficulty with hearing	13	
Dizziness or balance problems	14	
Any other sensory impairment problem (please specify)	15	
CHRONIC/SYSTEMIC/PROGRESSIVE		
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16	
Chest or breathing problems including asthma	17	
Heart or blood pressure problems including angina	18	
Skin conditions or allergies	19	

Cancer or other progressive illness not covered above	20	
Any other chronic/systemic illness (please specify)	21	
OTHER CONDITION OR DISABILITY		
Speech problems	22	
Obesity	23	
Aspergers syndrome	24	
Any other health condition or disability issue (please specify)	25	
Prefer not to say	26	

ASK ALL

- F5 Are you currently living with a spouse or a partner who receives Jobseeker’s Allowance or another benefit for people who are not working...?

INTERVIEWER NOTE: CODE AS YES IF PARTNER RECEIVES INCOME SUPPORT, INCAPACITY BENEFIT OR EMPLOYMENT AND SUPPORT ALLOWANCE. CODE NO IF PARTNER RECEIVES TAX CREDITS OR PENSION/PENSION CREDITS ONLY.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner, or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	4	

ASK ALL

- F6 Are you the parent or guardian of any children under the age of 16?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

IF A PARENT (F6/1)

- F7 Are you the parent or guardian of any children under the age of 5?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

222 Appendices – Customer survey questionnaires

ASK IF F6/1

F8 And are you currently a single parent living with children aged under 16?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

IF A SINGLE PARENT (F8/1)

F9 And how old was your youngest child on their last birthday?

ENTER ONE AGE ONLY

DP INSTRUCTION: ALLOW 0-15 YEARS

IF A PARENT (F6/1)

F10 Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK ALL

The DWP are keen to ensure that their services for the unemployed are available to, and appropriate for, people from all parts of the community. To help us understand if this is the case, we would like to ask you a few personal questions. These will include questions about any barriers you might face to entering work, your sexual orientation, marital status and religious beliefs. We appreciate that these questions are sensitive and would like to assure you once again that your answers will be treated in the strictest confidence in accordance with the requirements of the Data Protection Act. We would not pass on any personal information to anyone else.

F11 When you started your JSA claim in [TEXT SUB: INSERT JSA START DATE FROM SAMPLE]2009...?

READ OUT. CODE ALL THAT APPLY

Had you recently left prison or been on probation or on a community sentence?	1	
And are you a former member of the UK armed services?	2	
(SINGLE CODE) Or do none of the above apply	3	
DO NOT READ OUT: Refused	4	

ASK IF EX-ARMED SERVICES (F11=2)

F11A And when did you leave the armed services?

WRITE IN YEAR (YYYY)

ASK ALL

F12 Which of the following best describes how you think of yourself...?

PROMPT AS NECESSARY. SINGLE CODE

Heterosexual/straight	1	
Gay man	2	
Gay woman/lesbian	3	
Bi-sexual	4	
Other (WRITE IN)	5	
Prefer not to say (DO NOT READ OUT)	6	

F13 And which of the following best describes your legal marital or same-sex civil partnership status...?

PROMPT AS NECESSARY. SINGLE CODE

Single	1	
In a relationship but never married and never registered a same-sex civil partnership	2	
Married	3	
Separated, but still legally married	4	
Divorced	5	
Widowed	6	
In a registered same-sex civil partnership	7	
Separated, but still legally in a same-sex civil partnership	8	
Formerly in a same-sex civil partnership which is now legally dissolved	9	
Surviving partner from a same-sex civil partnership	10	
Refused (DO NOT READ OUT)	11	

ASK IF F13/1 OR 3-10

F13A May I just check, are you living with someone as a couple?

Yes	1	
No	2	
Refused (DO NOT READ OUT)	3	

ASK ALL

224 Appendices – Customer survey questionnaires

F14 What is your religion?

PROMPT AS NECESSARY.

INTERVIEWER NOTE: CHRISTIAN INCLUDES CHURCH OF ENGLAND, CATHOLIC, PROTESTANT AND ALL OTHER CHRISTIAN DENOMINATIONS.

Christian (including Church of England/Scotland, Catholic, Protestant, and all other Christian denominations)	1	
Buddhist	2	
Hindu	3	
Jewish	4	
Muslim	5	
Sikh	6	
OTHER (WRITE IN)	7	
No religion	8	
(DO NOT READ OUT) Prefer not to say	9	

F15 Thank you very much for taking the time to speak to us today. Occasionally it is necessary to call people back to clarify information; may we please call you back if required, or if IFF or the DWP would like to carry out some further research on people's experiences of claiming JSA?

Yes	1	
No	2	

F16 Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used?

Yes	1	
No	2	

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

THANK RESPONDENT AND CLOSE INTERVIEW

RECORD DETAILS OF RESPONDENT WHO COMPLETED INTERVIEW

Name:	
-------	--

Appendix D

Customer topic guide: Experiences of Stage 3

Section A: Customer background

The aim of this section is to obtain contextual and socio-demographic information. Keep brief.

1. Tell me a bit about yourself...

- Are you claiming JSA? Receiving some other benefit? Working? Training? Volunteering?
- If no longer claiming JSA and not in work, ask, **Why did you decide to stop claiming Jobseeker's Allowance?**
- Who lives with you in your household at the moment? (household composition, other workers, number and ages of children, clarify whether lone parent)
- Establish caring responsibilities or dependents living elsewhere

2. How long have you been/were you claiming Jobseeker's Allowance for?

Refer to JSA claim start date in database. If moved in and out of work since then, establish that interview is about the claim starting on [date given].

- Have you claimed JSA previously?

[Establish a brief claims history, including whether transferred from other benefits (eg IB or IS) to JSA.]

3. What is your most recent/current job?

- Job title, type of work
- Permanent/temporary
- Full time/part time
- Employee/self-employed
- Have you always done this type of work in the past?
- When did the job start (and finish)? Why did it finish? *(if relevant)*

If customer is working:

4. How is the job going?

5. Do you need anything extra to help you do your job?

Probe on:

- Personal circumstances, e.g., childcare, travel to work
- Do you have any disabilities or health conditions that make working more difficult?
[Prompt on these difficulties in rest of interview when asking about work-related services]

If customer is currently on JSA:

6. What kind of work are you looking for?

- Type of work, permanent/temporary, full time/part time, employee/self employed, level of pay

7. Is there anything that makes gaining work difficult for you at the moment?

Probe on:

- Personal circumstances (childcare, health conditions, disability, etc.)
- Availability of jobs (probe type of job, location, hours, pay etc.)
- Skills, qualifications, experience
- Confidence in ability to find work
- Awareness of how to look for work, present yourself to an employer, keep a job once started

[Prompt on these difficulties in rest of interview when asking about work-related services]

Section B: JRFND Stage 3

First question just for fast trackers

8. Do you remember any discussion (probably in your first meeting at the job centre) about getting earlier access to some forms of help and support? [It would mean moving to a different stage in order to receive extra services]

[May need to prompt, e.g. you would have started to see an adviser more regularly, had more provision (e.g. training) available to you]

- How was this process explained by the adviser?
- Can you describe what happened?
- Was it presented as an option? Were you involved in the decision?
- What did you think about this?

Ask all

I want to ask you a few questions now about your experience of services (either through Jobcentre Plus or one of their partners) following a Six Month Review Meeting or Stage 3 Review Meeting with a Jobcentre Plus adviser.

[Check that customer is clear on what Stage 3 is. Use the following prompts where necessary...]

- **Unless fast tracker** this is the period after you had been claiming JSA for six months (use 6 and 12 month dates on front of topic guide)
- It would have started with a 30-40 minute interview with an adviser
- You might have been offered a recruitment voucher to give to employers
- Following the meeting you might have been called in to sign on once a week for six weeks
- After the interview you might have seen an adviser more regularly (approx once a month)
- **For those who have started with an FND provider**, this is the six month period before you started with [name FND provider].

[Adapt question time scales for customers who entered work during Stage 3.]

9. Do you remember what happened at your Six Month Review meeting?

- What did you talk about?
- Were you asked to change your job search at all? How? Why?
- Did you find the meeting helpful? Why/why not?

10. Do you remember having an ‘Action Plan’ with your adviser [detailing the steps you were going to take to find employment, your job goals?]

NB: ensure customer is referring to action plan created with a Jobcentre Plus adviser. Would have been created on the computer with a Jobcentre Plus adviser.

- How useful was this?
- Did you get to choose what went in the plan?
- Was there any discussion about your skills/qualifications?
- Was this included in the action plan? How?
- Was the action plan reviewed? When? Was this useful?

11. Were you required to sign on every week for 6 weeks sometime after you had been claiming benefit for 6 months?

- What happened at these meetings?
- What did you think about them? How useful were they?

12. How much contact did you have with JCP staff after claiming for 6 months?

- Did you see an adviser regularly?
- How often? Was this the right amount of contact?
- The same adviser?
- What did you think about this?
- Any other form of contact apart from meetings? (e.g., phone, text, email)
- What type of contact was best? Why?

13. What do you think about the advice you received from your adviser?

- Do you feel that they listened to you?
- Did they understand your needs?
- Did they address your concerns?
- Did you ever feel pushed into decisions?

Prompt on whether advice addressed any barriers to work raised previously.

14. Did your adviser ask about your skills/qualifications?

- Did you talk about what skills you already had?
- Check what respondent’s highest qualification is/was (prior to claim)
- Did you talk about any skills/training that you needed?
- Were you referred anywhere else for advice/help on skills?

15. Did you receive help from your adviser in looking for work?

- How useful was this? Why?
- Did it change the way you looked for jobs?
- Did it change the types of jobs you were looking for?
- Did it change the way you feel/felt about finding work?

16. What support/services were you offered during Stage 3?

[These could include Six Month Offer options, as well as referrals to other training (usually not affiliated with a college), Work Trials, and other specialist help.]

- What did you think about the different services that were offered? *[Get customer to reflect separately on each service they are aware of, i.e., distinguish between Stage 3 standard supports and 6MO options.]*
 - Was there anything missing?
- Did the adviser seem to know about appropriate services to refer you to?

17. Did you take up any of the services available?

- Establish details

Ask for each activity:

18. Why did you take up/attend this activity/service?

- Did you have a choice?
- Was there anything you had to attend?
 - What did you think about this?
- Who identified the provision/service?
- Did they give you information about it beforehand? Was this helpful?
- What did you think you would gain from the service/provision?

Ask for each activity:

[If took training, distinguish between 6MO college based and other (e.g., Support Contract).]

19. What do you think of the course/service?

- Was it helpful? Why/not?

Prompt on whether provision/service addressed any barriers to work raised previously.

20. If did not participate in anything, Why not?

- Were any appointments (referrals) made for you that you did not attend?
 - Why didn't you attend?
 - Would anything have helped/made it possible for you to attend?

21. Do you think you got enough support between months 6 and 12 of your JSA claim?

- Was it the right kind of support? Why/not?
- Did you need all the support you were given?
- What else would you have liked?

Section C: JRFND regime overall

Tailor questions depending on whether customer is still in employment or is back on benefit

22. Do you remember having a Jobseeker's Agreement?

If unsure: it would have listed the jobs you were looking for and what you would do to find work.

- What was in it?
- Was it useful?

23. Did you understand what you needed to do in order to claim benefit?

If unsure, prompt on complying with Jobseekers Agreement

- Did you know what would happen if you didn't do what was agreed on your Jobseekers Agreement?
- What did you think about this?
- Did it make any difference to what you did?
- Did the requirements change over time?
 - What did you think about that?

24. Between months 6 and 12 of your JSA claim, did you think there were more things you had to do in order to keep your benefit?

- What did you think about this?

25. Have you been threatened with a benefit sanction?

If yes,

- What was this for?
- What did you think about it?
- Did it change your behaviour in any way? How?

26. Did you experience a benefit sanction?

If yes,

- What was this for? *[Establish if related to a warning of a benefit sanction.]*
- What happened to your benefits?
- What did you think about it?
- Did it change your behaviour in any way? How?

27. During the time you were claiming were you receiving any help or support from any other organisations? (e.g., community organisations)

- How did this support compare to that from Jobcentre Plus

28. What were your impressions of the staff you encountered at Jobcentre Plus between months 6 and 12 of your claim?

Probe separately on:

- Advisers
- Signing staff
- Was there anyone who was particularly helpful? Why?

29. What do you think about the advice you received from staff, other than your adviser?

- Do you feel that the staff listened to you?
- Did they understand your needs?
- Did they address your concerns?
- Did you ever feel pushed into decisions?

Prompt on whether advice addressed any barriers to work raised previously.

30. Did you receive help from staff, other than your adviser, in looking for work?

- How useful was this? Why?
- Did it change the way you looked for jobs?
- Did it change the types of jobs you were looking for?
- Did it change the way you feel/felt about finding work?

31. Did these other staff ask about your skills/qualifications?

- Did you talk about what skills you already had?
- Did you talk about any skills/training that you needed?
- Were you referred anywhere else for advice/help on skills?

Section D: Finding employment

32. Can you tell me more about how you found your current job?

Prompt for information on where job was advertised and the interview process.

- What helped you to secure the job?
- How did the opportunities through Jobcentre Plus help you to find work?
- Was there anything you experienced while with Jobcentre Plus that was not helpful for your job search?

33. Why did you accept this particular job offer?

Wait for spontaneous response, then prompt for reasons like rate of pay, similarity to previous work, job interest.

- Were you told about tax credits and other benefits for workers?
- Did other in-work supports like [if relevant] Tax Credits or help with childcare costs have a role in your decision?
- Did you feel you had to compromise your expectations for work?

34. *If respondent is no longer in work, Can you briefly explain why you lost your job?*

- *If not a temporary job, Can you think of anything that could have helped you to stay in the job?*

35. *If respondent is in work, What are your plans for this job?*

- Do you intend to stay with this employer?
- Are there any opportunities for promotion? *Is this important to you?*

Section E: Concluding questions

36. Overall, how do you feel about the help you've received from Jobcentre Plus?

- How does it compare with what you expected?
- Did you need all the support you were given?
- What other help would you have liked?

37. *If not in work*, Do you think that you are better prepared to start work because of:

- Advice/support from Jobcentre Plus staff?
- Courses/activities you have been sent on by the job centre?

38. In your view, what service or services have helped the most?

- Probe in relation to work preparation and the job search

39. In your view, what service or services were the least helpful?

- Probe in relation to work preparation and the job search

40. What could be changed or improved about Jobcentre Plus services to help people into work?

Thank you very much for your help!

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This report presents quantitative and qualitative research findings from an evaluation of the Jobseekers Regime, Phase 1 of which was introduced in April 2009 in 28 Jobcentre Plus districts in England, Scotland and Wales.

The research involved three longitudinal quantitative surveys. Customers were interviewed previously about their experiences of Jobcentre Plus support between weeks 0–13, 13–26 and 26–52 of their Jobseeker's Allowance claim. The longitudinal surveys discussed in this report were conducted a year later to explore experiences and longer-term destinations for customers undergoing the Jobseekers Regime in Phase 1 areas and the former Jobseeker's Allowance regime in Phase 2 areas. Comparisons between the two phases provide an indication of the Jobseekers Regime in contrast to its predecessor but they do not constitute an impact assessment.

The research also included a small number of qualitative interviews with customers about their experiences of Stage 3 of the Jobseekers Regime, as delivered in summer-autumn 2010. These additional interviews were conducted in November/December 2010 and were designed to provide an update to previous qualitative research conducted between December 2009 and March 2010, reflecting Stage 3 as it was experienced in 2009 (see DWP Research Report 706, *Jobseekers Regime and Flexible New Deal Evaluation: A report on qualitative research findings*).

This is the fifth in a series of evaluation reports aiming to:

- understand experiences of the Jobseekers Regime and Flexible New Deal (JRFND) from the point of view of customers, Jobcentre Plus staff and provider staff; and
- establish the extent to which JRFND leads to additional customer employment outcomes.

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