



5682 ESF Leavers' Survey - Information Sheet

Skills for Jobs Study 2016-2018 FAQs

What is the research about?

The Department for Work and Pensions (DWP) and the European Union have commissioned research exploring the experiences of people who have recently left work-related training courses funded through the European Social Fund (ESF).

You will be asked about what you were doing before you started to receive the support or training, how you found your experience of the support or training, and what you have been doing since.

Who is conducting the research?

The Department for Work and Pensions (DWP) has commissioned IFF Research, an independent research agency, to conduct the research on its behalf.

The **Department for Work and Pensions** (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers. DWP has responsibility for coordinating the ESF in England.

IFF Research, an independent market research company founded in 1965, conducts research across a variety of sectors and has a wealth of experience in conducting research into training and support programmes which aim to help individuals move into employment, including the 2012-2014 ESF Cohort Study for the DWP.

If you would like to know more about IFF Research you can visit their website: www.iffresearch.com

If you would like to check their credentials, you can call the Market Research Society (MRS) freephone number on 0500 39 69 99.

What does the research involve? What will I need to do?

An interviewer from IFF Research will call you in the next few weeks to take you through some questions. You do not need to prepare for the interview in advance. The telephone call will last 10-15 minutes and can take place at a time convenient to you.

Why have I been chosen to take part in the research?

You have been selected at random from a list of people who have recently completed work-related training, funded through the ESF.

There is a range of different types of support or training included in this study, co-funded by organisations such as the Skills Funding Agency (SFA), National Offender Management Service (NOMS), the Big Lottery Fund, local providers and through DWP itself.

Some people have done a course or studied towards a certificate in something work-related. Some have done courses in English, maths or computer skills or have had training in how to look for work. Others have received mentoring, coaching or other personalised support in work related activities.

Additional activities may have included:

- Agreeing an action plan – to help get back to work / continue education
- Work experience
- Volunteering
- Pre-employment training (to help somebody before going to work / placement)
- Basic skills support (Maths / English)
- One to one support / help
- Enterprise skills / business skills

Please note, if your training was delivered via the National Offender Management Service (NOMS), your support would have involved you being assigned a Case Manager who would, as well as working with you on a one to one basis, have arranged additional support for you. Among the support they may have helped you to access are training courses, financial advice, mentoring, housing, drugs and alcohol counselling and employment services.

The name of the provider who ran the course is included in the letter that was posted to you.

Will anybody know that I took part in the survey?

All information will be used for research and statistical purposes only. Your personal details will be kept completely confidential and will not be passed to anyone else outside the IFF research team and the DWP. Your name and address are never included in the results and no individual can be identified from the research. IFF Research works strictly with the Market Research Society Code of Conduct. More information about this can be found here: https://www.mrs.org.uk/standards/code_of_conduct

It is difficult for me to answer questions over the phone. Can I take part some other way?

Yes. Please let the interviewer know when they call you that you would prefer not to take part over the phone, and they can arrange for you to be interviewed face-to-face, or find another alternative for you. Alternatively, you can contact IFF in advance, by emailing esf2016survey@iffresearch.com with your name and reference number, which can be found in the top right corner of the letter you received, and let them know how you would prefer to be interviewed.

Is it possible to do the interview in another language?

IFF will try its best to arrange for someone to call you who can speak your preferred language and help you complete the survey. Please let the interviewer know when they call you that you would like to answer in another language so that this can be arranged for you. Alternatively, you can contact IFF in advance, by emailing esf2016survey@iffresearch.com with your name and reference number,

which can be found in the top right corner of the letter you received, and let them know your language preference.

Who should I speak to if I have further questions about the research?

If you have any questions or concerns about this research, then you can contact Leanne Buksztel on 0800 054 2381 or Leanne.Buksztel@iffresearch.com. If you would like to contact someone at DWP in relation to this research, then you can contact Leanne Dew at Leanne.Dew@dwp.gsi.gov.uk.

What if I don't wish to participate?

Taking part in the research is entirely voluntary and will not affect any benefits you receive either now or in the future. If you do not wish to take part, please let IFF know by emailing esf2016survey@iffresearch.com with your name and reference number, which can be found in the top right corner of the letter you received. Alternatively, you can call IFF's free opt out line on 0800 652 0435 and leave a voicemail with your name and reference number.

We do, however, strongly encourage your participation as we're really interested in finding out about your experiences of the support or training that you received. The findings will help the Government and the European Union to decide what types of work-related training courses to fund in the future, and to improve the services they provide.