

Research report

Support for Newly Unemployed and Six Month Offer evaluations: A report on qualitative research findings

Technical Appendices

by Sandra Vegeris, Kim Vowden, Christine Bertram,
Rosemary Davidson, Fatima Husain, Karen Mackinnon
and Deborah Smeaton

Department for Work and Pensions

Research Report No 691

Support for Newly Unemployed and Six Month Offer evaluations: A report on qualitative research findings

Technical Appendix

Sandra Vegeris, Kim Vowden, Christine Bertram, Rosemary Davidson, Fatima Husain,
Karen Mackinnon and Deborah Smeaton

© Crown copyright 2010.

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence/> or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: psi@nationalarchives.gsi.gov.uk.

This document/publication is also available on our website at:
<http://research.dwp.gov.uk/asd/asd5/rrs-index.asp>

Any enquiries regarding this document/publication should be sent to us at:
Department for Work and Pensions, Commercial Support and Knowledge Management Team,
Work and Welfare Central Analysis Division, 3rd Floor, Caxton House, Tothill Street, London SW1H 9NA

First Published 2010.

ISBN 978 1 84712 838 6

Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

Contents

Acknowledgements.....	v
The Authors.....	vi
Fieldwork instruments	
Appendix A Jobcentre Plus office site visit topic guides.....	1
A.1 Site visits wave 3 – 26 Week/6MO Adviser Interview topic guide.....	1
A.2 Site visits wave 3 – NJI Adviser Interview topic guide.....	4
A.3 Site visits wave 3 – Advisory Services Manager Telephone Interview topic guide	6
A.4 Site visits wave 3 – SNU Specialist Providers Contract Manager Telephone Interview	10
A.5 Site visits wave 3 – 6MO Volunteering Broker Contract Manager Telephone Interview	12
A.6 Site visits wave 3 – Third Party Provision Manager (TPPM) Telephone Interview	15
Appendix B Provider topic guides.....	19
B.1 Six Month Offer evaluation telephone interviews with district and regional providers of self-employment assistance.....	19
B.2 Six Month Offer evaluation – telephone interviews with national self-employment assistance umbrella organisations	22
B.3 SNU evaluation – telephone interviews with providers of Support for the Newly Unemployed	25
B.4 Six Month Offer evaluation – telephone interviews with district and regional providers of brokering for volunteering	28
B.5 Six Month Offer evaluation telephone interviews with national providers of brokering for volunteering	32
Appendix C Employer topic guide.....	35
C.1 Six Month Offer evaluation – Employer Telephone Interview: recruitment subsidy.....	35
Appendix D Claimant Topic Guides	39
D.1 Six Month Offer claimant interviews: topic guide – tranche 1 individual interview (in person)	39

Acknowledgements

This research was commissioned by the Department for Work and Pensions (DWP). It has been guided and supported by Richard Zaluski-Zaluczkowski, Philippa Knott, Elizabeth Cole and Matthew Garlick of the Jobseekers Evaluation Team, Jobseekers and Work Programme Division.

We would like to thank the fieldwork team at PricewaterhouseCoopers International Survey Unit for their help with stakeholder interviews: Yvonne Byrne, Carol-Anne Cummings, Barbara Dougan, Lynette Gelston, Sarah Horack, Colin McShane and Cathryn Sullivan.

At the Policy Studies Institute (PSI) we would like to acknowledge the contributions of the following researchers: Wendy Duldig, Lucia Durante, Saskia Fischer, Genevieve Knight and Kathryn Ray. Administrative support was provided by Jenny Lau and Hilary Salter.

Finally, the authors would like to acknowledge and thank all the research customers for the time they devoted to interviews and observations.

The Authors

Sandra Vegeris is a Senior Research Fellow at the Policy Studies Institute (PSI). She is project manager for the qualitative strands of the Six Month Offer (6MO) and Support for Newly Unemployed (SNU) evaluations. She specialises in designs of mixed method research and programme evaluation.

Kim Vowden is a Research Officer at PSI. He specialises in qualitative research and has contributed to fieldwork, analysis and reporting throughout the 6MO and SNU evaluations.

Christine Bertram is a Research Officer at PSI. She has conducted and reported on qualitative research in the fields of employment, education and skills. Her research interests include programme implementation, front-line interactions and governance structures.

Rosemary Davidson is a Research Fellow at PSI. She has post doctoral experience in the fields of social policy, psychology and public health, with research interests in social status, resilience, group processes and qualitative research methods.

Fatima Husain is a Senior Research Fellow at PSI. She specialises in qualitative research design and methods. She has conducted research in the fields of employment, learning and skills, child poverty and social issues in relation to minority ethnic communities.

Karen Mackinnon is a Research Fellow at PSI. She specialises in data preparation, analysis (quantitative and qualitative) and large-scale data management. She has considerable experience of handling complex survey and administrative data.

Deborah Smeaton is a Senior Research Fellow at PSI. She is a mixed methods researcher with extensive experience designing surveys, analysing large and complex datasets, conducting interviews and literature reviews. As a labour market researcher her interests include older workers, gender studies and the future of work.

Fieldwork instruments

Appendix A

Jobcentre Plus office site visit topic guides

A.1 Site visits wave 3 – 26 Week/6MO Adviser Interview topic guide

Section 1: Opening

1. Have there been any changes in your role over the past few months? [*i.e. since the last round of site visits in Aug-Sep 09*]
 - How long in post?

Section 2: Six Month Offer

2. How is the delivery of the Six Month Offer services going? [*Researcher to refer to any office specific issues raised during the wave 2 fieldwork, e.g., time*]
3. How do you inform claimants about the services available?
 - Do you use the 26-week review to introduce the options or are claimants told about the options at a subsequent meeting?
 - Do you select options that are suitable for individual claimants or do you give them information about all four offers?
 - (*If selective:*) How do you decide which options to tell claimants about?
 - Do you feel confident in doing this?
4. How is the recruitment subsidy going?
 - Has the new set of products (introduced in Dec 09) made any difference? [*Consists of the claimant letter, several employer letters and the employer claim form.*]
 - If so, how?
 - Do all claimants at six months receive the set of products?
 - Do other claimants receive the recruitment subsidy (e.g., those fast-tracked to Stage 3)?
 - What advice do you give to claimants about how to use the recruitment subsidy?
 - How do you suggest claimants approach employers or broach the topic of being out of work for over six months?
 - What is the response to the set of products? How popular is it with claimants?
 - What feedback have you received about how claimants use the recruitment subsidy?
 - In connection with the recruitment subsidy, what contacts have you had with:
 - Employer engagement staff (e.g., LMRA team)?
 - Payments team?

2 Appendices – Jobcentre Plus office site visit topic guides

5. How is the work-focused training option going?

- Is all provision now in place? Any gaps in provision?
 - How do you match claimants to the most appropriate courses?
 - Do you think the courses available are suited to the local labour market?
- How does the referral process work?
 - Any delay before courses start?
 - Any problems with claimants dropping out after referral?
- How popular is this option among claimants?
- What is your relationship like with the course provider(s)?
- What feedback do you get from claimants?
- Do you get any feedback from providers on individual claimants?
 - What do you do with this?
- Do you get any information on outcomes for claimants?
 - Job outcomes?
 - ‘soft’ outcomes (transferable skills, confidence, etc.)?

6. How is the volunteering option going?

- How popular is this option among claimants?
- How does the referral process work?
 - Any delay before placements are set up?
 - Any problems with claimants dropping out after referral?
- What feedback do you get from claimants?
- Do you get any feedback from providers on individual claimants?
 - What do you do with this?
- Do you think claimants are being found appropriate placements? (ask for examples)
- Do you get any information on outcomes for claimants?
 - Job outcomes?
 - ‘soft’ outcomes (transferable skills, confidence, etc.)?

7. How is the self-employment option going?

- How popular is this option among claimants? (advice and Credit)
- How does the referral process work?
 - Any delay between referral and start of service?
 - Any problems with claimants dropping out after referral?
- What feedback do you get from claimants?

- Do you get any feedback from providers on individual claimants?
 - What do you do with this?
 - Do you get any information on outcomes for claimants?
 - Receipt of Self-Employment Credit?
 - ‘soft’ outcomes (transferable skills, confidence, etc.)?
8. Do you think that the support available through 6MO is appropriate for all claimants at the six month stage?
- Are there any gaps in services/provision?
9. What improvements could be made to the Six Month Offer?

Section 3: General and closing

10. Has the implementation of PRaP affected your role at all?
- In what ways?
 - Has it had an impact on your time?
11. Do you have any other comments, anything else you would like to add?

Thank you!

A.2 Site visits wave 3 – NJI Adviser Interview topic guide

Section 1: Opening

1. Have there been any changes in your role over the past few months? [*i.e. since the last round of site visits in Aug-Sep 09*]
 - How long in post?

Section 2: Support for the Newly Unemployed

2. How are the New Jobseeker Interviews going? [*Researcher to refer to any office specific issues raised during the wave 2 fieldwork, e.g., time*]
3. How is the delivery of the Support for the Newly Unemployed (Day 1 Offer) going? [*Researcher to refer to any office specific issues raised during the wave 2 fieldwork*]
4. How do you inform claimants about the services available?
 - Do you select options that are suitable for individual claimants or do you give them information about all four offers?
 - (If selective:) How do you decide which options to tell claimants about?
 - Do you use the Jobsearch Questionnaire?
 - Do you feel confident identifying claimants for the services?
5. How are the group sessions in the jobcentre going?
 - Do you get any feedback from claimants?
 - Any suggestions for improvement?
6. How is the one-to-one support being delivered?
 - How are claimants referred to this? (after a group session or from day one)?
 - Is it a one-off session or could there be follow-up sessions?
 - Have you provided this support?

If yes:

- What happens in one-to-one sessions? (*coaching or information?*)
 - Do you feel confident to provide this support?
 - Any suggestions for improvement?
7. How are the generic one-day sessions delivered by the provider going?
 - How has this changed since the introduction of the new Support Contract?
 - Are there any issues with referrals?
 - Any delay before provision starts?
 - Any problems with claimants dropping out after referral?
 - Have you had any feedback from claimants?
 - Any suggestions for improvement?

-
8. How are the services for professionals going? *[Researcher to refer to any office specific issues raised during the wave 2 fieldwork]*
- How do you identify people who are suitable for this provision? *(if not covered earlier)*
 - How do you match claimants to providers from the list of available providers?
 - Are there any issues with referrals?
 - Any delay before provision starts?
 - Any problems with claimants dropping out after referral?
 - Have you had any feedback from claimants?
 - Any suggestions for improvement?
9. Do you think that the help available through the Support for Newly Unemployed is appropriate for all eligible claimants?
- Are there any gaps in provision/services?
10. What improvements could be made to delivery of the SNU/Day 1 Offer?

Section 4: General and closing

11. Has the implementation of PRaP affected your role at all?
- In what ways?
 - Has it had an impact on your time?
12. Do you have any other comments, anything else you would like to add?

Thank you!

A.3 Site visits wave 3 – Advisory Services Manager Telephone Interview topic guide

Section 1: Support for the Newly Unemployed

1. How is the delivery of the Support for the Newly Unemployed (Day 1 Offer) going? *[Researcher to refer to any office specific issues raised during the wave 2 fieldwork]*
2. Have there been any changes in the delivery of SNU over the past few months? *[i.e. since the last round of site visits in Aug-Sep 09]*
 - Any changes in staffing or roles?
 - In staff confidence?
 - In the provision available?
 - Have constraints on office space been resolved *(if an issue previously)?*
3. How do advisers sell the services to claimants?
 - Do they select options they feel are suitable for claimants or do they give information about all offers?
 - Are advisers confident in doing this?
 - Are they doing this effectively, in your view?
4. How are the group sessions in the jobcentre being delivered?
 - What are attendance rates like?
 - Do staff feel confident to deliver the sessions?
 - Any other feedback?
5. How is the one-to-one support being delivered?
 - How are claimants referred to this? *(after a group session or from day one)?*
 - What is take-up like?
 - Do staff feel confident to provide this support?
 - What happens in one-to-one sessions? *(coaching or information?)*
 - Any other feedback?
6. How are the (generic) one-day sessions delivered by the provider going?
 - How did the introduction of the new Support Contracts affect this?
 - Has the provider changed?
 - What do you think about the quality of this service?
 - Any feedback from claimants?

7. How are the services for professionals going?
 - How are ‘professionals’ identified by advisers?
 - Are there any problems with referring to these services?
 - How are advisers dealing with the volume of SNU professional providers that are available?
 - What do you think about the quality of the services?
8. Do you think that the support available through Support for Newly Unemployed is appropriate?
 - For all eligible claimants?
 - Are there any gaps?
9. What improvements could be made to delivery of the SNU/Day 1 Offer?

Section 2: Six Month Offer

10. How is the delivery of the Six Month Offer services going? *[Researcher to refer to any office specific issues raised during the wave 2 fieldwork]*
11. Have there been any changes in the delivery of 6MO over the past few months? *[i.e. since the last round of site visits in Aug-Sep 09]*
 - Any changes in staffing or roles?
 - In staff confidence?
 - In the provision available?
12. How do advisers sell the offers to claimants?
 - Do they select options they feel are suitable for claimants or do they give them information about all offers?
 - Are advisers confident in doing this?
 - Are they doing this effectively, in your view?
13. How are the self-marketing vouchers being delivered to claimants?
 - How confident are advisers in delivering these to claimants?
 - What is the claimant response like?
 - Have the new voucher forms *(introduced in Dec 09)* made any difference, to staff? to claimant response?
 - Have you had much take-up from employers?
 - Has the marketing campaign to employers made any difference to take-up?
14. How is the work-focused training option going?
 - Is all provision now in place? Any gaps in provision?
 - How does the referral process work?
 - Any delay before courses start?
 - Any problems with claimants dropping out after referral?

- What is the level of referrals like?
 - How popular is this option among claimants? staff?
- Do you think the courses available are suited to the local labour market?
- What do you think of the quality of the training?
 - How is this monitored?
 - Are there routes from the courses into jobs?
- How are relationships between PAs and training providers?
- Any feedback from claimants?
 - Is this collated or recorded?
- Any feedback from providers on individual claimants?

15. How is referral to the volunteering option going?

- What is the level of referrals like?
 - How popular is this option among claimants? staff?
- How does the referral process work?
 - Any delay before placements are set up?
 - Any problems with claimants dropping out after referral?
- What do you think of the quality of the provision?
 - Are placements appropriate?
 - How is the quality monitored?
- Any feedback from claimants?
 - Is this collated or recorded?
- Any information on outcomes for claimants?
 - Job outcomes?
 - ‘soft’ outcomes (transferable skills, confidence, etc.)

16. How is referral to the self-employment option going?

- What is the level of referrals like?
 - How popular is this option among claimants? staff?
- How does the referral process work?
 - Any delay before placements are set up?
 - Any problems with claimants dropping out after referral?
- What do you think of the quality of the provision?
 - How is this monitored?
- How effective do you feel the different elements of this provision are (i.e., the advice and the Self-Employment Credit)?

- Any feedback from claimants?
 - Is this collated or recorded?

17. How are advisers using the additional advisory time available under the Six Month Offer?

- Are three hours being utilised? (a half hour per month or scheduled flexibly?)
- What happens during this contact time?
- Any problems? (e.g., are caseload sizes now manageable?)
- What have you heard from advisers on how useful they feel the additional time is for claimants?

18. What feedback have you had from employers about any of the 6MO options?

19. Do you think that the support available through 6MO is appropriate?

- For all claimants?
- Are there any gaps?

20. What improvements could be made to delivery of the Six Month Offer?

Section 3: Closing

21. How are the new Support Contracts working out?

- Has this had any affect on the delivery of SNU or the 6MO?

22. How has the implementation of PRaP gone in this office?

- Which referrals have moved over to PRaP?
- Are advisers still referring clerically to any provision (as part of SNU/6MO)?
- Has the switch over to PRaP had an impact on adviser time?
- What improvements have you seen (if any)?

23. Do you have any other comments, anything else you would like to add?

Thank you!

A.4 Site visits wave 3 – SNU Specialist Providers Contract Manager Telephone Interview

Section 1: Respondent background

1. What is your current job title and what responsibilities does your role involve?
 - What proportion of your role is related to SNU contract management?
2. How many contracts do you manage as part of SNU?
 - All of the specialist providers?
 - If not, how are they divided between contract managers?
 - How much contact do you have with the other contract managers?
3. What is the role of the REC (Recruitment and Employment Confederation) in SNU?

Section 2: Contract management

4. What are the SNU specialist providers contracted to deliver?
 - Nature of services provided?
 - How does this vary across contractors?
5. What has been your experience of working with the providers so far?
 - What has been working well?
 - What has not been working well?
6. How are the providers performing so far?
 - How do you monitor the work of the providers?
 - Are there outcome measures/performance targets?
 - What management information do you receive?
 - Is there anything that could be improved about the flow of information?
7. Is performance information shared with Jobcentre Plus districts?
 - What information is circulated? By what means and to whom (TPPM, ASM, Advisers, etc.)?
 - Is performance information available at a district level?
 - What is done with the information?
 - Could anything be improved?

Section 3: Referrals and working with claimants

8. How is the process of referring claimants from Jobcentre Plus to the providers going?
 - Is this process running smoothly? Any teething issues?
 - Are there any delays (between referral and initial interview with provider)?
 - Have any adjustments been made/lessons learnt since referrals started?

9. What is the feedback from providers about:

- The referral process?
 - The appropriateness of referrals? Volume of referrals?
 - Claimant experiences of provision?
 - Outcomes, e.g., job outcomes?
- Who would receive the feedback? (eg. Jobcentre Plus offices, districts, DWP)
 - What is done with the information?
 - Does this differ by district?

10. Has there been any feedback from claimants about their experiences with the providers?

- Who would receive the feedback? (eg DWP, provider, Jobcentre Plus offices)
- How is feedback circulated to providers?
- Does this differ by district?

11. How has the introduction of PRaP affected referrals to SNU providers?

- Any suggestions for improvement?

12. What do you think of the quality of the services provided through the SNU specialist service?

13. Do you think current provision through SNU is appropriate for Jobcentre Plus claimants with a professional/executive background?

- Any service gaps?

Section 4: Closing

14. Overall, in your view, how effective is the Support for Newly Unemployed for professionals/executives?

- Suggestions for improvement
- Does this differ for England, Scotland and Wales?

15. Do you have any other comments, anything else you would like to add?

Thank you!

A.5 Site visits wave 3 – 6MO Volunteering Broker Contract Manager Telephone Interview

Section 1: Respondent background

1. What is your current job title and what responsibilities does your role involve?
 - What proportion of your role is related to 6MO contract management?
2. Which contracts do you manage as part of the volunteering strand of the Six Month Offer?
 - England only, or Wales and Scotland too?
 - If England only, do you have links with contract managers for Scotland and Wales?
 - How are the three England brokers organised (eg on a regional basis)?
3. Do you have any contact with the regional/district brokers for the volunteering strand?

Section 2: Contract management

4. What are the volunteering brokers contracted to deliver?
 - Nature of services provided? Types of placements?
 - How does this vary across contractors?
5. What has been your experience of working with the brokers so far?
 - What has been working well?
 - What has not been working well?
6. How are the brokers performing to date?
 - How do you monitor their work?
 - Are there outcome measures/performance targets?
 - What management information do you receive?
 - Is there anything that could be improved about the flow of information?
7. Is performance information shared with Jobcentre Plus districts?
 - What information is circulated? By what means and to whom (TPPM, ASM, Advisers, etc.)?
 - Is performance information available at a district level?
 - What is done with the information?
 - Could anything be improved?
8. How are the relationships between the regional brokers and organisations offering volunteer placements?
 - What do you think of the quality of the placements that are offered?
 - Does this differ by District?
 - How could this be improved?

Section 3: Referrals and working with claimants

9. How is the process of referring claimants from Jobcentre Plus to the brokers going?
- Is this process running smoothly? Any teething issues?
 - Are there any delays (between referral and initial interview or between initial interview and getting a placement)?
 - What are drop-out rates like?
 - Between referral and attending broker interview?
 - Between broker interview and starting a volunteer placement?
 - What are the reasons for this?
 - Does this differ by district/region?
 - How could this be improved?
 - Have any adjustments been made/lessons learnt since referrals started?
10. What is the feedback from brokers about:
- The referral process?
 - The appropriateness of referrals?
 - Volume of referrals? Drop-out rates?
 - Outcomes, e.g., job outcomes; improvements in ‘soft’ skills?
 - Claimant experiences of provision?
 - Who would receive the feedback? (eg. Jobcentre Plus offices, districts, DWP)
 - What is done with the information?
 - Does this differ by district?
11. Has there been any feedback from claimants about:
- Their experiences with the brokers?
 - Their experiences with volunteer placements?
 - Who would receive the feedback? (eg DWP, provider, Jobcentre Plus offices)
 - Is this collated/recorded? By whom?
 - How is feedback circulated to the brokers?
12. How has the introduction of PRaP affected referrals to volunteering brokers?
- Any suggestions for improvement?
13. What do you think of the quality of services provided by the volunteering brokers and their networks?
14. Do you think current 6MO provision through the volunteering option is appropriate for all eligible Jobcentre Plus claimants?
- Any service gaps?

Section 4: Closing

15. Overall, in your view, how effective is the volunteering strand of the Six Month Offer?

- Suggestions for improvement
- Does this differ for England, Scotland and Wales?

16. Do you have any other comments, anything else you would like to add?

Thank you!

A.6 Site visits wave 3 – Third Party Provision Manager (TPPM) Telephone Interview

Section 1: General

1. Can you provide an update on any changes to services available to JSA claimants since Aug-Sep 09 (the last research interview)?
2. How does information on the various provider services reach Jobcentre Plus advisers?
 - Any mapping of provision in relation to:
 - Claimant needs?
 - Local labour market?
 - Is the District Provision Tool used?
 - How useful is this?
 - Could it be improved?
3. *[If not already mentioned]* How is the new Support Contract working out?
 - How has this affected the range of provision available for JSA claimants?
 - How is the Support Contract used for delivering the different interventions?
 - JRFND (at different stages)
 - SNU
 - Could anything be improved?
4. How has the introduction of PRaP affected service provision?
 - Were there any problems with its implementation?
 - How has it changed the way advisers work (vis-à-vis referring to provision)?
 - What feedback have you received from Jobcentre Plus staff?
 - What are your views on PRaP communications and guidance?
 - Any suggestions for improvement?
5. For your district, do you feel there is:
 - Any overlap in services?
 - Any gaps in services?

Section 2: FND providers

Check notes on FND suppliers in the District. Probe on each provider separately if more than one.

6. Generally, what has been your experience of working with the [...] provider(s) so far?
 - What has been working well?
 - What has not been working well?

7. How is performance information about the provider(s) shared between the Contract Manager, yourself and local Jobcentre Plus staff?
 - What information is circulated? By what means?
 - To whom (PAs, ASM, etc.)?
 - Are there any concerns about how performance information is shared?
 - Could anything be improved?
8. How is the handover of claimants from Jobcentre Plus to the FND provider(s) going?
 - Is this process running smoothly? Any teething issues?
 - What are fail to attend rates like (for the first interview with the provider)?
 - How could this be improved?
 - Any issues with the transfer of personal information?
 - Have any adjustments been made/lessons learnt since handovers to the provider started?
9. Has there been any feedback from claimants about their experiences with the FND provider(s) and their sub-contractors?
 - Ask for examples ...
 - How is the feedback disseminated?
10. Has there been any feedback from the provider(s) about:
 - The handover process?
 - Claimant progress on FND?
 - Working with sub-contractors?
 - Ask for examples ...
 - How is the feedback disseminated?
11. What is Jobcentre Plus' role with claimants once they have started with the FND provider?
 - Does Jobcentre Plus have a role in monitoring the claimant journey?
 - How does this happen?
 - Any suggestions for improvement?
12. How are the relationships between the FND provider(s) and sub-contractors involved in the delivery of JRFND services?
 - Is the FND provider able to effectively use other services in the area?
 - Any gaps in what the provider is offering?
13. Overall, how effectively do you feel that the FND programme is operating in this district?
 - Any suggestions for improvement?

Section 3: SNU providers

For this section, probe on professional and generic provision separately

14. In general, how is contracted provision for the Support for Newly Unemployed going in the district? [check if issues mentioned previously have now been dealt with]

- What are the district level referral and take-up rates for:
 - Generic support?
 - Support for professionals?

15. What kind of contact is there between SNU providers and Jobcentre Plus?

- How are providers promoting their services?
 - How are advisers dealing with the volume of SNU professional providers that are available?
- How are providers informing Jobcentre Plus that a claimant has started to receive their services? How is this information collated at the district level?
- How does Jobcentre Plus receive feedback from providers about claimant experience/ progress on the provision?
- Is this/would this feedback be helpful? How, why?

16. Has there been any feedback from claimants about their experiences with the generic and professional provider(s)?

- Who would receive the feedback?
- If local offices receive feedback, is this collated and disseminated in the district?

17. What do you think about

- the range of services available under SNU?
- the quality of these generic/professional services?

18. Do you have any suggestions for changes or improvements to these services?

Section 4: 6MO providers

For this section, probe on each provider separately. Focus particularly on any new providers (e.g., training providers) and just gain update on pre-existing providers.

19. In general, how is the provision for the Six Month Offer going? [check if issues mentioned previously have now been dealt with]

- Volunteering
- Self-employment support
- Work-focused training
- Employment Subsidy Voucher

20. For each Offer, ask for district level referral and take-up rates.

- Volunteering
- Self-employment support
- Work-focused training
- Employment Subsidy Voucher

21. What kind of contact is there between the providers and Jobcentre Plus? *[Ask about Volunteering, SE Supporting, Training]*

- How are providers informing Jobcentre Plus that a claimant has started to receive their services? How is this information collated at the District level?
 - How does this work when a broker is involved (e.g., volunteering, self-employment)?
- How does Jobcentre Plus receive feedback from providers about claimant experience/ progress on the provision?
- Is this/would this feedback be helpful? How, why?

22. Has there been any feedback from claimants about their experiences with the provider(s)? *[Ask about Volunteering, SE Supporting, Training]*

- Who would receive the feedback?
- If local offices receive feedback, is this collated and disseminated in the district?

23. What feedback have you had from employers about any of the 6MO options?

24. What do you think about:

- The range of services available through the Six Month Offer?
- The quality of these services?

25. Do you have any suggestions for changes or improvements to these services?

Section 5: Closing

26. Do you have any other comments, anything else you would like to add?

Thank you!

Appendix B

Provider topic guides

B.1 Six Month Offer evaluation telephone interviews with district and regional providers of self-employment assistance

1 District and regional provider organisation details

- 1.1 When did your organisation start providing assistance toward self-employment for Jobcentre Plus claimants under the Six Month Offer? Record month and year.
- 1.2 Approximately how many Jobcentre Plus claimants has your organisation served since then?
- 1.3 Do you currently provide any **other** services to Jobcentre Plus claimants, in addition to assistance toward self-employment under the Six Month Offer?
If yes: What services are those?
- 1.4 Approximately how many people, if any, does your organisation employ, in paid or voluntary capacities, solely to assist Jobcentre Plus claimants toward self-employment or to manage this programme?

2 Programme management and the relationships involved

- 2.1 What services, if any, does your organisation provide to Jobcentre Plus claimants through the core start-up offer?

Probe, if needed, for specifics of information, advice and support delivered.

If services provided through the core start-up offer in Q 2.1, ask Q 2.2

- 2.2 How do you deliver those services?

Probe, if needed: What formats are used, e.g. telephone help lines, web sites, signposting, group meetings?

Ask all

- 2.3 What services, if any, does your organisation provide to Jobcentre Plus claimants if more intensive support is required?

Probe, if needed, for specifics of information, advice and support delivered

If more intensive support is provided in Q 2.3, ask Q 2.4

- 2.4 How do you deliver those services?

Probe, if needed: What formats are used, e.g. one-to-one meetings, telephone help lines, group meetings?

Ask all

2.5 In the programmes you operate for Jobcentre Plus claimants, are any special measures in place:

a. To meet the needs of Jobcentre Plus claimants who have disabilities?

If yes: What do those measures involve?

b. To address diversity issues?

If yes: What do those measures involve?

3 Information about your services

3.1 Do you think that Jobcentre Plus offices have a good awareness of, and confidence in, your services?

If no: What has your organisation tried to do about that? With what results?

3.2 How confident do you feel that Jobcentre Plus advisers provide claimants with:

a. Sufficient information to decide whether self-employment could be a viable route out of unemployment?

b. Sufficient information about your services, including areas of specialisation, and how to access them?

4 Referrals

4.1 How does the volume of referrals for assistance toward self-employment under the Six Month Offer compare with your expectations?

4.2 Has that had any impact on the services you provide? How so/why not?

4.3 How do the Jobcentre Plus claimants referred for assistance toward self-employment compare with your expectations?

Probe, if needed: How do they compare with expectations in terms of their skills and readiness for self-employment?

4.4 Has that had any impact on the services you provide? How so/why not?

Ask all

4.5 How committed to becoming self-employed are the Jobcentre Plus claimants referred to you under the Six Month Offer?

Probe, if needed: Do Jobcentre Plus claimants view their future job goal as self-employment, or do they just want to explore self-employment as an option?

4.6 Has this had any impact on how Jobcentre Plus claimants use the assistance that your organisation offers?

Probe, if needed: Has this affected how fully Jobcentre Plus claimants use your services?

4.7 Approximately what proportion of Jobcentre Plus claimants take up further support toward Self-Employment when it is offered?

4.8 What seem to be the main reasons that Jobcentre Plus claimants do not take up further support toward self-employment?

Probe, if needed: What barriers could exist among Jobcentre Plus claimants to further support?

5 Feedback

- 5.1 As far as you can tell, how do Jobcentre Plus claimants feel about the assistance toward self-employment they get from your organisation?
- 5.2 What suggestions, if any, have they made for changes or improvements? What happened as a result?
- 5.3 Do you get feedback from Jobcentre Plus claimants **either** through claimant satisfaction measurements and reports **or** in more informally ways?

Determine which/if both used

If R gets feedback from Jobcentre Plus claimants, formally or informally in Q 5.3, ask Q 5.4 and Q 5.5

- 5.4 How does that work? Are Jobcentre Plus involved?
- 5.5 What influence, if any, has that information had on your services or the approach taken with Jobcentre Plus claimants?

Probe, if needed, for examples of decisions made or action taken

6 Outcomes

- 6.1 As far as you can tell, do Jobcentre Plus claimants feel that the assistance they receive from your organisation leads to successful self-employment? Why/why not?
- 6.2 In your opinion, would it be useful to provide additional support, or support of a different kind, to Jobcentre Plus claimants who want to become self-employed?

If yes: What would that involve?

If no: Why not?

7 Best practice

- 7.1 Do you have any suggestions about best practice – or about things to avoid – in providing assistance toward Self-Employment to Jobcentre Plus claimants?
- 7.2 In the current economic climate, what can be done to increase the success of assistance toward Self-Employment for Jobcentre Plus claimants?

Thank and close

B.2 Six Month Offer evaluation – telephone interviews with national self-employment assistance umbrella organisations

1 Programme management

- 1.1 Operationally, how is your assistance toward self-employment programme for Jobcentre Plus claimants being managed?

Probe, if needed: From national level through to local level?

Probe if needed to clarify roles played by DWP, Jobcentre Plus offices, Regional Development Authorities (RDAs), Business Links/Gateway and any other expert partners that are involved.

- 1.2 How are relationships developed between your organisation and Jobcentre Plus offices?
- 1.3 What services do you provide to Jobcentre Plus claimants through the **core start-up offer**?
Probe, if needed: What information, advice and support do you focus on delivering?
- 1.4 And what services do you provide to Jobcentre Plus claimants when more **intensive support** is made available?
Probe, if needed: What information, advice and support do you focus on delivering?

- 1.5 What are your arrangements, if any, for:

- a. Increasing awareness and encouraging take-up of assistance by Jobcentre Plus claimants?
- b. Ensuring that Jobcentre Plus staff are aware of, and have confidence in, your services?
- c. Dealing with quality control issues, such as Jobcentre Plus claimants being inappropriately referred, Jobcentre Plus claimants' access to contracted services, etc?
- d. Managing fluctuations in demand for assistance toward self-employment

- 1.6 How successful do you think these arrangements are? Why is that?

2 Relationships

- 2.1 How well have the organisations involved in assisting Jobcentre Plus claimants toward self-employment worked together?

Probe if needed: Have co-ordination and communication been good – or have there been problems?

- 2.2 How has that affected your activities?

3 Communications

- 3.1 What **formal** channels of communication do you use to manage the self-employment programme – from the top down **and** from the bottom up?

Probe, if needed: Are there any reports you need to file regularly? Regular meetings or consultations? Planning processes? Newsletters?

- 3.2 What **informal** channels of communication do you use to manage the self-employment programme – from the top down **and** from the bottom up?

Probe, if needed: How do you find out what's really going on? Get important messages across? Figure out what your options are?

4 Cross-national co-operation and information sharing

- 4.1 Is there any cross-national co-operation or information-sharing involving your organisation, Jobcentre Plus and other expert partners based in England, Scotland and Wales?

Probe, if needed for involvement of Business Links/Gateway, Regional Development Authorities (RDAs) and Confederation of Scottish Local Authorities (COSLA)

If yes/some in Q 4.1, ask Q 4.2, Q 4.3, and Q 4.4

- 4.2 How does that operate? What does it involve for your organisation?
- 4.3 Can you give examples of issues on which this co-operation or information-sharing has focused?
- 4.4 What happened as a result?

If no/none in Q4.1, ask Q 4.5

- 4.5 What seems to impede cross-national co-operation or information-sharing, or make it unproductive for your organisation to get involved?

5 Claimant satisfaction

- 5.1 Does your organisation, or its sub-national affiliates, measure and record claimant satisfaction among Jobcentre Plus claimants?

If claimant satisfaction is measured in Q 5.1, ask Q 5.2 and Q 5.3

- 5.2 How is that information collected?

Probe, if needed: Telephone surveys, face-to-face debriefs, or in other ways?

- 5.3 What is done with the satisfaction data your organisation collects from Jobcentre Plus claimants?

Probe, if needed: With whom are data or conclusions shared?

Ask all

- 5.4 Can you think of decisions or actions that have been taken by your organisation or your sub-national affiliates as a result of formal or informal feedback from Jobcentre Plus claimants?

Probe for examples

6 Outcomes

- 6.1 What elements of the support you provide seem to be most successful in moving Jobcentre Plus claimants toward self-employment?
- 6.2 Has the offer of £50 per week during the first 16 weeks of a new business' life influenced Jobcentre Plus claimants' commitment to self-employment? How so/why not?

- 6.3 Has the offer of active in-work mentoring and support for those who need help to become self-employed influenced Jobcentre Plus claimants' commitment to self-employment? How so/why not?

7 Best practice

- 7.1 Do you have any suggestions about best practice – or about things to avoid – in providing assistance toward self-employment to Jobcentre Plus claimants?
- 7.2 In the current economic climate, what can be done to increase the success of assistance toward self-employment for Jobcentre Plus claimants?

Probe, if needed: What can be done to increase up-take? To increase the success of Jobcentre Plus claimants in self-employment?

Thank and close

B.3 SNU evaluation – telephone interviews with providers of Support for the Newly Unemployed

1 District and regional provider organisation details

1.1 When did your organisation start providing Support for the Newly Unemployed? **Record month and year.**

1.2 Since then, approximately how many Jobcentre Plus claimants has your organisation supported through this programme?

1.3 Does your organisation provide **specialised** support specifically for professional and executive Jobcentre Plus claimants or **generalised** support for Jobcentre Plus claimants from a wide range of non-professional backgrounds?

**Ask for this to be clarified before proceeding with interview.
No providers deliver both types of support.**

1.4 Did your organisation provide support for Jobcentre Plus claimants before April 2009?

If yes: What did that entail?

2 Becoming a provider of support for the newly unemployed

2.1 Very briefly, how did your organisation become involved in providing Support for the Newly Unemployed?

2.2 Did your organisation have to be professionally recognised or meet certain standards of competency to be considered?

If yes: What was required?

3 Programme management

3.1 What services does your organisation offer to Jobcentre Plus claimants on this programme?

Probe, if needed: What information, advice and support do you focus on delivering?

3.2 How do you deliver that support?

Probe, if needed: What format is used, e.g. telephone help lines, group meetings, on-line signposting, one-to-one coaching, etc?

If R's organisation provides specialist support for professionals in Q 1.3, ask Q 3.3

3.3 Do you specialise in assisting Jobcentre Plus claimants into jobs in particular industries or in certain lines of work?

If yes: Which industries or skills do you concentrate on?

Ask all

3.4 Do you provide access to any special tools, facilities or equipment to help Jobcentre Plus claimants identify and pursue job opportunities?

Probe for examples

26 Appendices – Provider topic guides

3.5 Have you developed working relationships with Jobcentre Plus advisers and managers?

Probe, if yes: How? With what results?

Probe, if no: Why not?

3.6 Do you actively inform Jobcentre Plus offices informed about the support services you offer?

Probe, if yes: How? With what results?

3.7 Has coordination between your organisation and Jobcentre Plus offices been good – or have there been problems? How so/why not?

3.8 Has that had any impact on your services? How so/why not?

3.9 In your opinion, how could relationships between your organisation and Jobcentre Plus offices be improved?

4 Referrals

4.1 How does the volume of referrals for Support for the Newly Unemployed compare with your expectations?

4.2 Has that had any impact on your services? How so/why not?

4.3 How do the Jobcentre Plus claimants referred for Support for the Newly Unemployed compare with your expectations?

Probe, if needed: Have claimants been more or less job-ready than expected?

More or less diversified in their background than expected?

4.4 Has that had any impact on your services? How so/why not?

4.5 Given the specialised/generalised Support for the Newly Unemployed that your organisation provides, how appropriate have referrals of Jobcentre Plus claimants been? **Check response to Q 1.3 to see if this organisation offers specialised or generalised Support**

If some referrals have not been wholly appropriate in Q 4.5, ask Q 4.6 and Q 4.7

4.6 Why do you think that happens?

4.7 Has that had any impact on the services you provide? How so/why not?

Ask all

4.8 How commonly do Jobcentre Plus claimants refuse Support for the Newly Unemployed that is offered to them, in whole or in part?

4.9 Why do you think that happens?

5 Claimant satisfaction

5.1 As far as you can tell, how do Jobcentre Plus claimants feel about the Support for the Newly Unemployed they get from your organisation?

Probe, if needed: Do Jobcentre Plus claimants feel that the support they get motivates and equips them to find jobs for themselves? Why/why not?

5.2 What suggestions, if any, have Jobcentre Plus claimants made for changes or improvements? What happened as a result?

5.3 Do you get feedback from Jobcentre Plus claimants either through claimant satisfaction measurements and reports or in more informal ways? **Determine which/if both used**

If R gets feedback from Jobcentre Plus claimants, formally or informally in Q 5.3, ask Q 5.4, Q 5.5 and Q 5.6

5.4 How does that work? Are Jobcentre Plus offices and advisers involved?

5.5 What influence, if any, has that information had on your services or the approach taken with Jobcentre Plus claimants?

Probe, if needed, for examples of decisions made or actions taken.

6 Outcomes

6.1 What elements of Support for the Newly Unemployed seem to be most successful in motivating and equipping Jobcentre Plus claimants to find jobs for themselves?

6.2 Does your organisation receive feedback from DWP or Jobcentre Plus about the support services you provide?

If yes in Q 6.3, feedback is received, ask Q 6.4, Q 6.5 and Q6.6

6.3 Which organisation, at what level, provides that feedback?

6.4 What does the feedback focus on? What form does it take?

6.5 What has happened as a result? *Probe for examples*

7 Best practice

7.1 Do you have any suggestions about best practice – or about things to avoid – in providing Support for the Newly Unemployed?

7.2 In the current economic climate, what can be done to increase the success of Support for the Newly Unemployed?

Probe. If needed: What can be done to increase take-up? To increase claimants' job-readiness through Support for the Newly Unemployed?

Thank and close

B.4 Six Month Offer evaluation – telephone interviews with district and regional providers of brokering for volunteering

1 District and regional provider organisation details

- 1.1 When did your organisation start brokering Volunteering opportunities for Jobcentre Plus claimants under the Six Month Offer? **Record month and year**
- 1.2 Approximately how many Jobcentre Plus claimants has your organisation served since then?
- 1.3 Did your organisation provide support to Jobcentre Plus claimants **before** the Six Month Offer began?
If yes: What did that entail?
- 1.4 Approximately how many people, if any, does your organisation employ, in paid or voluntary capacities, solely to broker volunteering opportunities for Jobcentre Plus claimants or manage this programme?

2 Programme management

- 2.1 What services does your organisation offer to Jobcentre Plus claimants?
Probe, if needed: How are those services delivered?
- 2.2 What, if any, are your arrangements for:
 - a. Identifying a sufficient supply of work-focused volunteering placements that are suitable for Jobcentre Plus claimants?
 - b. Ensuring that Jobcentre Plus staff are aware of, and have confidence in, your services?
 - c. Dealing with quality control issues, e.g. volunteering not substituting for work that would otherwise be paid for, volunteers having access to placements close to their home location?
- 2.3 How successful do you think those arrangements are? Why is that?

3 Relationships

- 3.1 Could you please describe the working relationships your organisation has, if any, with:
 - a. Jobcentre Plus staff?
 - b. Other regional and district brokers and providers of volunteering services to Jobcentre Plus claimants?
 - c. Organisations that may offer volunteer placements to Jobcentre Plus claimants?
 - d. The national organisation that manages brokering for volunteering in England/Scotland/Wales. **Interviewers: Use name of country where R is based**
 - e. The Department for Work and Pensions?

3.2 How well have these organisations worked together?

Probe, if needed: Have coordination and communication been good –or have there been problems?

3.3 Has that had any impact on your services? How so/why not?

4 Referrals

4.1 Is it standard practice for Jobcentre Plus claimants to have continuity with a named contact in your organisation?

If yes: How have you organised that? How has it worked?

If no: Why not? How are referrals of Jobcentre Plus claimants allocated to staff for attention?

4.2 How does the volume of referrals for volunteering under the Six Month Offer compare with your expectations?

4.3 Has that had any impact on the services you provide? How so/why not?

4.4 How do the Jobcentre Plus claimants referred to your organisation for Volunteering under the Six Month Offer compare with your expectations?

Probe, if needed: How do they compare with expectations in terms of their motivation, skills, and readiness for work?

4.5 Has that had any impact on the services you provide? How so/why not?

If problems are said to have arisen in Q 4.4 or Q 4.5, ask Q 4.6 and 4.7

4.6 What problems have difficult referrals caused for your organisation?

4.7 How have you tried to deal with these problems? What happened as a result?

Ask all

4.8 Since the start of the Six Month Offer, have multiple referrals ever been made for a single Jobcentre Plus claimant?

If yes: How common has that that been?

If multiple referrals have been made in Q 4.8, ask Q 4.9

4.9 How has your organisation dealt with these cases?

Probe, if needed: With what result for the Jobcentre Plus claimants involved? Have claimants' benefit claims been affected?

5 Placements

5.1 Roughly what proportion of Jobcentre Plus claimants referred to your organisation under the Six Month Offer:

- a. Have been offered a suitably work-related volunteer placement?
- b. Have taken up the placements that were offered to them?
- c. Have taken up placements in for-profit businesses?

- 5.2 Could you give some examples of the placements into which Jobcentre Plus claimants have been placed as volunteers by your organisation under the Six Month Offer?
- Probe, if needed: Were those placements in for-profit businesses or in not-for-profit community and voluntary organisations?*
- 5.3 How long does it usually take to convert referrals into placements? What is the key to making this happen quickly?
- 5.4 What barriers to converting referrals into placements are most common or severe? How are these handled?
- 5.5 When more time than average has passed and a placement has not been made, what happens?
- Probe, if needed, to determine what happens to the Jobcentre Plus claimant and whether Jobcentre Plus offices, other brokers, or the national volunteering organisation become involved*
- 5.6 Under the Six Month Offer, how long do volunteer placements of Jobcentre Plus claimants typically last?
- 5.7 And how common is it for the placements of Jobcentre Plus claimants to end before they are expected to end?
- 5.8 Why do placements end prematurely? What are the most common reasons for this?
- 5.9 When Jobcentre Plus claimants' placements end prematurely, how common is it for your organisation to:
- a. Offer another placement?
 - b. Refer the claimant to another broker of volunteering placements? How does that work?

6 Feedback

- 6.1 What feedback, if any, does your organisation receive from organisations that give volunteer placements to Jobcentre Plus claimants under the Six Month Offer?
- Probe, if needed: How do they feel about the placements and the Jobcentre Plus claimants they take on as volunteers?*
- 6.2 What influence, if any, has feedback from organisations that have taken on Jobcentre Plus claimants as volunteers had on your approach to brokering volunteering opportunities?
- 6.3 As far as you can tell, how do Jobcentre Plus claimants feel about the services they get from your organisation under the Six Month Offer?
- Probe, if needed: Do Jobcentre Plus claimants feel that experience as a volunteer brings them closer to getting into work thereafter? Why/why not?*
- 6.4 What suggestions, if any, have Jobcentre Plus claimants made for changes or improvements to the volunteering programme? What happened as a result?

7 Best practice

- 7.1 Do you have any suggestions about best practice – or about things to avoid – in providing volunteering opportunities to Jobcentre Plus claimants?
- 7.2 In the current economic climate, what can be done to increase the success of Volunteering programmes for Jobcentre Plus claimants?

Probe, if needed: What can be done to increase up-take? To increase claimants' job-readiness through volunteering?

Thank and close

B.5 Six Month Offer evaluation telephone interviews with national providers of brokering for volunteering

1 Relationships

1.1 How does your organisation develop its strategy and policies for volunteering?

Probe, if needed: With whom do you do this?

1.2 Operationally, how is your volunteering programme being managed?

Probe, if needed: From national level through to district and local level?

Probe, if needed, for roles played by DWP, regional and district brokers, Jobcentre Plus offices and the organisations that take on Jobcentre Plus claimants as volunteers

Ask Q 1.3 only if answer not clear from responses to Q 1.1 and Q 1.2

1.3 Do you work only through branches of your own organisation, or do you work with other organisations that act as your agents, sub-contractors or associates?

1.4 How well have these organisations worked together?

Probe, if needed: Have co-ordination and communication been good – or have there been problems?

1.5 How has that affected your activities?

2 Programme management

2.1 What, if any, are your arrangements for:

a. Increasing awareness and encouraging take-up of volunteering by Jobcentre Plus claimants?

b. Ensuring that Jobcentre Plus staff are aware of, and have confidence in, your services?

c. Ensuring that a sufficient supply of suitably work-focused volunteering placements are available to Jobcentre Plus claimants?

d. Ensuring that performance standards are maintained throughout the network you use to deliver volunteering under the Six Month Offer?

Probe, if needed: Ensuring, for example, that volunteers are not substituting for workers that would otherwise be paid, that volunteers have access to placements close to their home locations, etc.

e. Managing fluctuations in demand for brokering of volunteer placements?

2.2 How successful do you think these arrangements have been so far? Why is that?

2.3 How does the volume of referrals from Jobcentre Plus offices for volunteering compare with your expectations?

2.4 Has that had any impact on your activities or the services you provide? How so/why not?

3 Communications

- 3.1 What **formal** channels of communication do you use to manage the volunteering programme for Jobcentre Plus claimants – from the top down **and** from the bottom up?

Probe, if needed: Are there any reports you need to file regularly? Regular meetings or consultations? Planning processes? Newsletters?

- 3.2 What **informal** channels of communication do you also use to manage the volunteering programme for Jobcentre Plus claimants – from the top down **and** from the bottom up?

Probe, if needed: How can you find out what's really going on? Get important messages across? Figure out what your options are?

4 Cross-national co-operation

- 4.1 Is there any cross-national co-operation or information-sharing among the brokers of volunteering opportunities for Jobcentre Plus claimants in England, Scotland and Wales?

Probe, if needed for involvement of specific brokers, e.g. BTCV, CSV, 'v' (Volunteering – in England), etc.

If yes/some co-operation or sharing in Q 4.1, ask Q 4.2, Q 4.3 and Q 4.4

- 4.2 How does that operate? What does it involve for your organisation?
- 4.3 Can you give examples of issues on which this co-operation or information-sharing has focused?
- 4.4 What has happened as a result?

If no/none in Q 4.1, ask Q 4.5

- 4.5 What seems to impede cross-national co-operation or information-sharing, or make it unproductive for your organisation to get involved?

5 Claimant satisfaction

- 5.1 Does your organisation, or its sub-national affiliates, measure and record claimant satisfaction among the Jobcentre Plus claimants your serve under the Six Month Offer?

If claimant satisfaction is measured in Q 5.1, ask Q 5.2 and Q 5.3

- 5.2 How is that information collected: by telephone surveys, in face-to-face debriefs with claimant, or in other ways?
- 5.3 What is done with the satisfaction data your organisation collects from Jobcentre Plus claimants? With whom are data or conclusions shared?

Ask all

- 5.4 Can you think of decisions made or actions taken by your organisation or your sub-national affiliates as a result of formal or informal feedback from Jobcentre Plus claimants?

Probe for examples

6 Outcomes

6.1 How do you measure brokering activities for Jobcentre Plus claimants?

Probe, if needed: Are there any differences in how brokering activity is measured at local, district, regional, and national level, or across the national organisations in England, Scotland and Wales? Are there any common parameters or methods?

6.2 What happens to the information that is collected?

Probe, if needed: With whom are data or conclusions drawn from them shared? Are the data widely available?

7 Best practice

7.1 Do you have any suggestions about best practice – or about things to avoid – in providing work-related volunteering opportunities to Jobcentre Plus claimants?

7.2 In the current economic climate, what can be done to increase the success of volunteering for Jobcentre Plus claimants?

*Probe, if needed: What can be done to increase **up-take**? To increase claimants' **job-readiness** following placement as a volunteer?*

Thank and close

Appendix C

Employer topic guide

C.1 Six Month Offer evaluation – Employer Telephone Interview: recruitment subsidy

Background of respondent

1. Briefly, can you please explain what does your organisation do?

➤ Number of employees?

2. What is your role within the organisation?

3. Does your organisation belong to the Local Employment Partnership?

If yes,

Was your organisation offered the option of ‘bulk vouchers’?

What influenced your decision to opt for the self-recruitment vouchers?

Awareness of the scheme

4. How did you hear about the recruitment voucher scheme?

[Wait for spontaneous reply, then check if received any communication from other sources]

➤ Jobcentre Plus?

➤ Job applicant?

➤ Local Employment Partnership?

➤ Other employers?

5. What information was provided on the voucher? [i.e., leaflets, emails...]

➤ Was it easy to understand?

➤ Is this information adequate?

6. When you first heard about the voucher, what attracted you to it?

➤ Financial support?

➤ Potential funding for employee training?

7. What do you think about the value of money on offer?

Probe:

➤ If the value of the voucher was reduced, would this be a worthwhile scheme for your organisation to take part in?

➤ What monetary value would keep it worthwhile?

Experience of the recruitment subsidy

8. How many staff have you recruited using this scheme?
- Did you advertise the job vacancy(ies) or did the candidate(s) approach you for work?
9. What position(s) has/have been filled with applicants possessing a voucher?
- How long has the new employee(s) been in the job?
 - What type of contract does the employee(s) have? (temporary/permanent)
10. Are you satisfied with the employee(s) you appointed through the voucher scheme?
- Do you envisage the employee(s) staying on for the foreseeable future?
11. Have you applied/do you plan to apply for the Government-provided skills training support as part of the recruitment subsidy? If not, why not?

Prompt:

[England] Train to Gain

[Scotland] Training for Work

[Wales] Skills Build

If yes:

How have/will you use the training support?

12. What influenced your decision when hiring an applicant with a voucher?

- What was the role of the voucher?

Probe:

- Would you have recruited the employee(s) if they did not have the voucher? *[Ask them to elaborate on response]*
- Would you recruit a job candidate who has been out of work for six months or more if they do not have a voucher? *[Ask them to elaborate on response]*
- **[If the vacancy was not advertised]** Would you have recruited a new employee had the voucher not been offered? (i.e., did the voucher help to create a job?)

13. Have you been approached by any job applicants with the voucher that you have turned down?

If yes:

- What were your reasons for turning them down?
- Did the voucher have any role in your decision?

14. What did you have to do to redeem the voucher?

- How did you find this process in general?
- What type of paper work was involved?
- Were payments received as expected?

15. What do you think about the structure of payments? *[£500 initially, then £500 after employee remains in job for six months]*

Overall impressions

16. The Government is keen to help both employers and job seekers during the economic downturn. The recruitment subsidy voucher is one policy intervention with this aim in mind.

From your perspective, do you think your organisation would consider hiring a job candidate with a Self-recruitment voucher over an otherwise similar candidate who does not have a voucher?

[Wait for reply, then probe]

- What if the two candidates (with and without vouchers) were not so similar?
- Do you think the voucher presents any risks to the employer? *[Ask them to elaborate on response]*
- Do you think a job candidate in possession of a voucher might be labelled in any way, compared to job candidates who do not have a voucher? *[Ask them to elaborate on response]*

17. What do you consider to be the key benefits of the voucher scheme?

- Extra financial support?
- Extra training support?

18. In what ways, if any, has the money from the recruitment subsidy benefited your organisation?

19. Would you recommend the voucher scheme to other employers?

- Why or why not?

20. Do you have any suggestions for improving the scheme?

- Have there been any issues/barriers when using this scheme?

21. Is there anything else you would like to add or comment on?

Thank you!

Appendix D

Claimant Topic Guides

D.1 Six Month Offer claimant interviews: topic guide – tranche 1 individual interview (in person)

Section 1: Claimant background

1. Tell me a bit about yourself ...

- Are you currently working? Attending training? Volunteering? Claiming JSA? Receiving some other benefit?
- Who lives with you in your household at the moment? (household composition, other workers, number and ages of children, *clarify whether lone parent*)

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?

[Try and establish a brief claims history, including whether transferred from other benefits (eg IB or IS) to JSA.]

- What is your current/most recent job? Establish details:
 - 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 claimant is working:

3. How is the job going?

4. Do you have any particular needs at work?

Probe on:

- Personal circumstances, e.g., childcare
- Health conditions/disabilities

[Prompt on these difficulties in rest of interview when asking about usefulness of Jobcentre Plus services and 6MO options]

If claimant is currently on JSA:

5. What kind of work are you looking for?
 - Type of work, permanent/temporary, full time/part time, employee/self employed, level of pay.
6. Is there anything that makes gaining work difficult for you at the moment?

Probe on:

- Personal circumstances (childcare, health conditions, 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 usefulness of Jobcentre Plus services and 6MO options]

Wales and Scotland only:

7. 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 support]

[May need to prompt, eg you would have seen an adviser more regularly, had more provision (eg training) available to you]

If 'yes':

- How was this process explained by the adviser?
- Can you describe what happened?
- What did you think about this?

Section 2: Experience of the 6MO package

Context:

1. Do you remember attending an extended interview or meeting at the jobcentre at around six months of being unemployed?

[Check that claimant is clear on what initial 26-week review meeting is. Use the following prompts where necessary ...]

- State approximate month – use claim date plus six months to prompt memory (*unless fast tracker*).
- This would have been a 30-40 minute interview with an adviser (with whom you may have had subsequent meetings).
- You might have been offered a self-recruitment voucher to give to employers at a job interview.

2. You took up [*confirm which 6MO option*] service – do you remember being told about any other services you were eligible for?

Let claimant respond before **probing**:

- a) What were you told about:
- The recruitment subsidy?
 - Self-employment support?
 - Work-focused training?
 - Volunteering?
- b) What do you think about the information you received on each of the services [*go over each of the Options they recall*]?
3. Did you receive any printed information about the services (e.g., a leaflet)?

Probe: If 'yes':

- Establish when they received the printed information (at first or subsequent meeting)
 - What do you think about it? (Probe: was it sufficient? Clearly presented?)
4. [*In cases where claimant is **not** familiar with all four of the options*] Would you have been interested to receive more information about [*prompt on options claimant not familiar with*]:
- Setting up your own business or becoming self-employed?
 - Volunteering to gain experience in a specific work environment?
 - Doing some training in a work related field
5. What made you decide to do [*name option*]?
- How much choice do you feel you had? (i.e., Did you understand it to be voluntary?)
 - About when did you make your decision? (on first day introduced, later date)
 - Did anybody else influence your decision?
 - o Role of other people.
 - o Role of jobcentre adviser.
 - What did you want to achieve through this option? How did it fit with your job goal and job search activities?

If advisory input:

- How did the adviser help you decide?
- Were the services presented as options to consider or something you had to do?
- Did you feel that the services seemed likely to help you find the right type of work and build up useful experience?
- Did you feel at all pressured to take up a particular service? (if yes) Can you provide more detail on this?

6. *[In cases where claimant is familiar with any of the other four Options] Why did you choose not to pursue the [name relevant Options: Self-employment support, volunteering, work-related training] option?*
7. Before you started *[name Option]*, can you think of any additional information or help from Jobcentre Plus you would have liked to have had?

Section 3: Views on the recruitment subsidy voucher

[Ask where relevant]

1. *[If not already covered in Section 2] When you were given the voucher, what was explained to you?*

Probe:

- o Was this information useful for you when approaching employers?
 - o What additional information would you have liked?
2. When applying for jobs, how did you approach an employer(s) with the voucher? *[Establish how many employers they approached.]*
 - i.e., How did you inform them about your recruitment subsidy?

Prompts: Over the phone? With a covering letter? At an interview? What did you say?

[If relevant] Did you need more copies of the voucher?

If yes,

- Why did you need these?
 - How did you get these?
 - Were there any problems obtaining extra copies?
3. How did the employers you contacted react to the recruitment subsidy?

[Probe on: Did employers react in a similar way? Or did the claimant get very different responses from employers?]

4. Do you think employers saw the voucher as an incentive to employ you?

If yes:

Was this because of something they said? Comments? Actions?

5. Did you get any negative responses from employers about the voucher? If so, in what way?

[Probe on comments made by employers; their actions/behaviour]

6. How important do you think the voucher was in you getting a job? *[Need to establish that current job is the one associated with the voucher.]*
7. Do you plan to stay with this employer? Any idea for how long? *[Refer to job circumstances and feelings about work]*

8. Have you been involved in any skills training that is arranged by your employer?

If no,

Do you plan to take part in any skills training?

If yes,

What training have you had?

Do you know whether this was connected with your recruitment subsidy?

What did you think of the training you received?

Section 4: Views on self-employment support

[Ask where relevant – if SE Credit only, ask Qs1, 2 and 7.]

[Establish if currently trading and receiving Self-Employment Credit. Establish if still pursuing Self-employment option and what progress they have made. Details on work are collected in Section 1.]

1. Had you thought about becoming self-employed in the past?
2. Can you tell me if you came into contact (telephone, internet or in person) with the self-employment support provider (Business Link in England, Flexible Support for Business in Wales and Business Gateway/Training for Work in Scotland)?

If yes, prompt:

- How was first contact made?
- Did you contact the provider yourself or did your Jobcentre Plus adviser contact them for you?

If jobcentre referral, ask:

- How long was the wait between referral and service?
 - Overall, what do you think of the referral process?
3. What kinds of help did you expect to receive from the provider?
 4. What kind of self-employment help have you received from the provider?
 - Information, guidance, mentoring, training? Ask for details.
 - Did you compile a business plan?
 - Were you referred to another provider? If so, what help did the different providers give?
 - *[For each provider, ask]* Format of delivery (e.g., telephone, internet, in-person).
 5. Did you discuss with the provider what business options would be viable in the local area?
 - Did this influence your plans in any way about your choice of self-employment?

6. What is your assessment of the help you received or are still receiving from the self-employment provider? *[Ask separately for each provider.]*
- Was the information/help appropriate to your needs? (e.g., pitched at right level, coverage of topics, flexible to your SE development circumstances)
 - Can you think of any extra help you would find useful?
 - *[If not employed]* Do you feel that the support you received has improved your chances of becoming self-employed?

[For only those receiving Self-Employment Credit]

7. What are your experiences of the Self-Employment Credit?
- Did the extra money influence your decision to go self-employed?
 - Did it make the transition from benefits to work easier?
 - How many payments have you received?
 - What do you think of:
 - o the value of payments?
 - o the structure of payments?
 - Anything you would like to change?

Section 5: Views on work-focused training

[Ask where relevant]

[Establish if currently training and when started, or if completed training. Details on training are collected in Section 1.]

1. Can you tell me more about the training you are doing (or have done) which started after [six months date]?
- [In Scotland and Wales, need to distinguish this training from other types of training (mandatory or not) that are part of JRFND. 6MO training tends to be delivered through a college.]*
- Where was it delivered?
 - How long did it/is it going to last?
 - Do you feel it is related to your interests, previous job or job goals?
 - Do you feel it meets any skill needs that you have?
2. What do you think about the training?
- Accessibility of location?
 - Flexibility of start date?
 - Quality (of teaching/resources/venue)?
 - Pitched at the right level?
 - Coverage of the subject area?

Was it what you expected?

3. Can you tell me how you were referred to the college or training provider from the jobcentre?
 - How was first contact made?
 - Did you receive any guidance on what course would suit you?
 - Did the adviser discuss which skills you need to develop, with relation to your job goals, and the training course that might meet these?

Overall, what do you think of this process?

4. Were local employment vacancies and opportunities discussed when training options were considered?

Did anything change because of this?

5. Do you think the training has adequately prepared you for a job?
 - Are you planning to apply or already applying for jobs related to the training you received?
 - Do you feel that the training has improved your chances of finding work? How?

Section 6: Views on volunteering [ask where relevant]

[Establish if currently volunteering and when started, or if ended. Details on volunteering are collected in Section 1.]

1. Can you tell me more about this volunteer placement which started after *[six months date]*?
 - Name of organisation/company?
 - Responsibilities?
 - Hours?

In addition, if the placement has ended:

- How long did it last?
 - Did it finish early? If so, why?
2. Does the volunteering placement match your interests or job aspirations?
 - How does it compare to expectations?
 3. Can you tell me how you were referred to the volunteer broker from the jobcentre?
 - How was first contact made?
 - Did the broker refer you to another agency?
 - Did you receive any guidance on positions that would suit you?
 - How long was the wait between the first referral made at the jobcentre and the start of the placement?
 - *[if there was a delay]* Why was this? (i.e., on the part of the claimant or provider; was the claimant able to determine start dates/timings etc. including any delay in starting)

Overall, what do you think of this process?

4. Were local employment vacancies and opportunities discussed when volunteering options were considered?
 - Did anything change because of this?

5. Are you referring to your volunteering experience when applying for jobs?
 - Did you receive any guidance on how to represent the volunteering experience to employers or on your CV?
 - *[if yes]* – Ask for details on content/usefulness
6. Do you feel your volunteering experience will help you find a job?
 - Why or why not?
7. What have you gained from the experience?
 - New skills?
 - Knowledge of new field of work/different way of working/business contacts?
 - Do you feel more prepared for the job market?

Section 7: Overall views

[Ask all claimants]

1. Overall, how would you assess your experience of *[6MO option]* so far?

[Wait for reply, then probe on:]

- Support from Jobcentre Plus adviser and other staff.
- Support from *[provider/college/broker]*.
- Quality of experience.

What helped you? What didn't help you?

2. What other help would you have liked to have received?
3. What would you suggest to improve the delivery of *[6MO option]*?
 - Service at the jobcentre.
 - Service supplied by provider/broker.
4. Is there anything more you would like to add?

Thank you very much for your help!

Support for Newly Unemployed claimant interviews: topic guide

Face-to-face interview

Section 1: Claimant background

1. What are you doing at the moment: working, looking for work, something else?
 - *[If claimant is working]* What sort of work are you doing?
 - *[If claimant is looking for work]* What sort of work are you looking for?
2. How long *[have you been/were you]* claiming Jobseeker's Allowance?

3. What were you doing before that?

[If claimant has worked before]

- What was your last job?
- How long were you in that job?
- Where was it?

4. Have you had any contact with Jobcentre Plus in the past?

[If been in work a long time, probe on any prior contact with Jobcentre Plus]

Section 2: Referral to SNU services

5. Thinking back to your first meeting at Jobcentre Plus [for your current claim], can you remember what the adviser talked to you about at that meeting?

6. Did the adviser offer you any support services to help you look for a job?

If necessary, prompt on the four strands of SNU support:

- One-hour Jobcentre Plus group information session *[NB need to ensure that this is differentiated from the Back to Work Session (BtWS) – interviewer may need to draw on information about how SNU group sessions are delivered in the district, remind claimant that SNU session was voluntary, BtWS was mandatory]*
- One-to-one coaching session with a personal adviser
- Support for professionals *[add name of local provider, if known]*
- One-day advice and coaching session with *[name of local provider]*
- *If not offered services at this point: Did you find out about any of these services later? When? How?*

7. What did you think about the service(s) you were offered?

Probe on feelings about

- Extent of choice.
- Perceived quality.
- Perceived usefulness.

8. I understand that you agreed to attend [the group session/one-to-one session/one-day session, support for professionals]. Is that right?

9. What made you decide to take up this support?

- Why do you think the adviser offered this *[session/support]* to you?
- Did the adviser say why they thought you would benefit from this *[session/support]*?
- Did the adviser tell you what to expect from the *[session/support]*?
- Did you think you could choose whether to *[attend the session/take up the support]* or did you think you had to *[attend/take it up]*?
- *[In relation to support for professionals] Did you have any say over which provider you were referred to? If so, why did you choose that one?*
- What was the name of the provider?

10. How did the adviser book you onto the [session/support]?

- Did the adviser make a call during the meeting?
- Did you get a call or a letter from Jobcentre Plus [or the provider]?
- How long was the appointment after your meeting at Jobcentre Plus?

Go to appropriate section, depending on service to which claimant was referred.

Section 3: One-hour Jobcentre Plus group information session

NB Ensure that this is differentiated from the Back to Work Session and a possible group 13-week session. May need to draw on information about how SNU group sessions are delivered in the district.*

- SNU session is voluntary, BTWS is mandatory
- SNU session is likely to have taken place first (since BTWS is at eight weeks, occasionally later)

**One mitigation for the recession is conducting group sessions at 13 weeks in place of a full length individual 13-week review.*

11. What did you think of the session as a whole?

12. When did you attend the session?

13. Where was it held?

14. Can you talk me through what happened in the session?

- How many people were there?
- Did the session start on time?
- How long did it last?
- How many presenters were there?

15. What did you think of the presenter(s)?

- What was the presenter's delivery like?
 - Eg clarity? speed?
- Were you and the other people there encouraged to take part?
- Did anyone ask questions?
- Was the presenter willing to answer questions?
- Were there any visual aids or handouts? What did you think of them?
- What was the atmosphere at the session like?

16. What did you think of the content of the session?

- Was it relevant to you?
- Which parts were most useful?
- Which parts were least useful?
- Was it what you expected? Why/not?

If necessary, prompt on the topics likely to have been covered in the session:

- *Using the internet.*
- *Where else to look for jobs.*
- *Types of work available locally.*
- *Completing application forms.*
- *Advice on CVs.*
- *Advice on interviews.*

17. Did the presenter mention any other support services to help you find a job?

- What did you think of these offers?
- Did the presenter offer to refer you to these services after the session?
- Did you take up any of these offers?
- Is there anything else you would like to have been offered?

18. How do you think the session could be improved?

- Was there anything you think should have been covered, which wasn't?

19. Looking back, do you think the session made any difference to you?

- Did it change what you were doing about looking for work?
- Did it change the way you felt about looking for work?
- Did it help you to find work?
- Is there anything else that you would have liked from Jobcentre Plus at the start of your claim to help you find work?

Section 4: One-to-one coaching session with a personal adviser

20. What did you think of the session as a whole?

21. When did you attend the session?

22. Where was it held?

23. How long did the session last?

24. Was it with the same adviser who you met when you first went to Jobcentre Plus?

- Did this matter to you?

25. What did the session cover?

26. Did you find the session useful?

- Was it what you expected?
- What did you get out of it?
- Was it the right length?
- Was the adviser helpful? Why/why not?
- Was there anything you think should have been covered, which wasn't?

27. Did the adviser mention any other support services to help you find a job?

- What did you think of these offers?
- Did the adviser offer to refer you to these services?
- Did you take up any of these offers?
 - If yes, what did you think of it? Was it useful?
- Is there anything else you would like to have been offered?

28. How do you think the session could be improved?

- Was there anything you think should have been covered, which wasn't?

29. Looking back, do you think the session made any difference to you?

- Did it change what you were doing about looking for work?
- Did it change the way you felt about looking for work?
- Did it help you to find work?
- Is there anything else that you would have liked from Jobcentre Plus at the start of your claim to help you find work?

Section 5: One-day advice and coaching session

30. What did you think of the session as a whole?

31. When did you attend the session?

32. Where was it held?

33. Can you talk me through what happened over the day?

- What time did it start?
- What time did it end?
- What did it cover?
- How many people attended?
- How many presenters were there?

34. What did you think about how the day was organised?

- What was the venue like? [*Comfortable? Any access problems?*]
- Did the session start on time?
- How long did it last?
- Were there any interruptions?

35. What did you think of the presenter(s)?

- Were you and the other people there encouraged to take part?
- Were the presenter(s) willing to answer questions?
- Were there any visual aids or handouts? What did you think of them?
- What was the atmosphere like in the session(s)

36. What did you think of the content?

- Was it relevant to you?
- Which parts were most useful?
- Which parts were least useful?

37. Did the presenter(s) mention any other support services to help you find a job?

- What did you think of these offers?
- Did the presenter(s) offer to refer you to any of these services after the session?
- Did you take up any of these offers?
- Is there anything else you would like to have been offered?

38. How do you think the session could be improved?

- Was there anything you think should have been covered, which wasn't?

39. Looking back, do you think the session made any difference to you?

- Did it change what you were doing about looking for work?
- Did it change the way you felt about looking for work?
- Did it help you to find work?
- Is there anything else that you would have liked from Jobcentre Plus at the start of your claim to help you find work?

Section 6: Support for professionals

40. What did this support involve?

Choose appropriate section according to whether it involved a group session or one-to-one/online/telephone support.

Group session for professionals

41. What did you think of the session as a whole?

42. When did you attend this session?

43. Where was it held?

44. Can you talk me through what happened?

- What did it cover?
- How many people attended?
- How many presenters were there?

45. Was the session well organised?

- What was the venue like? *[Comfortable? Any access problems?]*
- Did the session start on time?
- How long did it last?
- Were there any interruptions?

46. What did you think of the presenter(s)?

- Were you and the other people there encouraged to take part?
- Were the presenter(s) willing to answer questions?
- Were there any visual aids or handouts? What did you think of them?

47. What did you think of the content of the session?

- Was it relevant to you?
- Was it specifically for people from your industry or was it aimed at a broader group?
- Which parts were most useful?
- Which parts were least useful?

48. Did the presenter(s) mention any other support services to help you find a job?

- What did you think of these offers?
- Did the presenter(s) offer to refer you to any of these services after the session?
- Did you take up any of these offers?
- Is there anything else you would like to have been offered?

49. How do you think the session could be improved?

- Was there anything you think should have been covered, which wasn't?

50. Looking back, do you think this support made any difference to you?

- Did it change what you were doing about looking for work?
- Did it change the way you felt about looking for work?
- Did it help you to find work?
- Is there anything else that you would have liked from Jobcentre Plus at the start of your claim to help you find work?

One-to-one/online/telephone support for professionals

51. What did you think of the support as a whole?

52. When did you receive the support?

53. [If one-to-one] Where did it take place?

54. How long did it last?

55. What did the support cover?

56. Did you find the support useful?

- Was it relevant to you?
- What did you get out of it?
- Was it enough?
- Was the adviser helpful? Why/why not?
- Was the support geared towards people in your industry or would it have been suitable for a broader group of people?
- Was there anything you think should have been covered, which wasn't?

57. Did the adviser mention any other support services to help you find a job?

- What did you think of these offers?
- Did the adviser offer to refer you to these services?
- Did you take up any of these offers?
- Is there anything else you would like to have been offered?

58. Looking back, do you think this support made any difference to you?

- Did it change what you were doing about looking for work?
- Did it change the way you felt about looking for work?
- Did it help you to find work?
- Is there anything else that you would have liked from Jobcentre Plus at the start of your claim to help you find work?

This research explored the implementation and delivery of Support for Newly Unemployed (SNU) and the Six Month Offer (6MO). Qualitative research was undertaken in seven Jobcentre Plus districts from September 2009 to February 2010 to help understand the impact of these measures on Jobcentre Plus customers, providers/ brokers and employers. Further qualitative research output, on SNU/ 6MO, with Jobcentre Plus staff was incorporated using associated Jobseekers Regime Flexible New Deal (JRFND) research. This is the first in series of evaluation reports aiming to establish the extent to which SNU and 6MO lead to additional customer employment outcomes.

If you would like to know more about DWP research, please contact:
Paul Noakes, Commercial Support and Knowledge Management Team,
Work and Welfare Central Analysis Division, 3rd Floor, Caxton House,
Tothill Street, London SW1H 9NA.
<http://research.dwp.gov.uk/asd/asd5/rrs-index.asp>

DWP Department for
Work and Pensions

Published by the
Department for Work and Pensions
October 2010
www.dwp.gov.uk
Research report no. 691
ISBN 978-1-84712-838-6