



Department
for Work &
Pensions



Customers' experiences of the Youth Contract

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Research Report No 865

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Summary

These reports provides findings from a quantitative telephone survey of individuals who have been involved in three elements of the Youth Contract, specifically:

- 1,917 interviews with customers receiving additional adviser support¹;
- 1,532 interviews with individuals taking up a work experience placement; and
- 1,053 interviews with individuals taking up a sector-based work academy.

The report focuses primarily on individuals aged under 25 (results are based on this age group except where specified). However, some analysis is included for those aged 25 or over.

The main research questions answered by this research are as follows:

- What type and frequency of support do 18-24 year old claimants receive Jobcentre Plus?
- What additional support have claimants been referred to by Jobcentre Plus?
- How do claimants rate the support received from Jobcentre Plus?
- What was the impact of conditionality?
- What are the characteristics of claimants taking up work experience or sector-based work academy?
- What have been employment outcomes for claimants taking up a work experience placement or sector-based work academy?
- What soft skills and other benefits have claimants obtained as a result of their work experience placement or sector-based work academy?

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Glossary and abbreviations

Apprenticeship Grant for Employers of 16-24 year olds	Businesses employing up to 1,000 employees can receive a £1,500 grant for recruiting a young apprentice. The grant is available in England only.
CATI	Computer Assisted Telephone Interviewing
DWP	Department for Work and Pensions
JSA	Jobseeker's Allowance
NCS	National Career's Service
Qualification levels	The analysis included in the report is based on National Qualification Framework (NQF) levels of qualification for England and Wales.
Sector-based work academies	Sector-based work academies are designed to support recipients of Jobseeker's Allowance or Employment and Support Allowance (work-related activity group) who are close to the labour market but have been unable to find work. They consist of the following three elements: sector-based pre-employment training; a work-experience placement with an employer in that sector; and a guaranteed job interview. Where an employer is unable to guarantee a job interview (for example, because of 'fair and open' recruitment policies), other help will be offered to help participants through the employer's application process.
Wage incentives	Over three years, from April 2012, the Youth Contract will offer wage incentive payments of up to £2,275 to employers when they recruit an 18-24 year-old from the Work Programme or any 18-24 who has reached six months on benefit.
Work experience scheme	The work experience scheme gives young unemployed people the opportunity to be placed with local employers where they are able to gain work experience, improve their CVs and marketability to potential employers. Placement opportunities last between two and eight weeks.
Youth Contract	The Youth Contract was implemented from April 2012, to provide a range of additional help for unemployed young people to better prepare them for work, and to offer greater opportunities to find and take up sustained employment.

Executive summary

Background

These findings are based on a quantitative survey of individuals who have been involved in elements of the Youth Contract, specifically:

- 1,917 interviews with customers receiving additional adviser support²;
- 1,532 interviews with individuals taking up a work experience placement; and
- 1,053 interviews with individuals taking up a sector-based work academy³.

The report focuses primarily on individuals aged under 25 (results are based on this age group except where specified). However, some analysis is included for those aged 25 or over who have taken up a work experience placement or sector-based work academy.

Work experience and sector-based work academies are key elements of the Government's Youth Contract measures. As part of the Youth Contract which was implemented from April 2012, it was announced that an extra 250,000 work experience or sector-based work academy places would be made available over three years. This will offer at least 100,000 opportunities a year and will offer a place for every 18 to 24 year-old who wants one, before they enter the Work Programme.

Additional Jobcentre Plus support involves contact with the Jobcentre on a weekly basis from day one of claiming Jobseeker's Allowance (JSA) and access to an adviser who can refer claimants to support services.

Adviser support

Contact with advisers

As part of the additional adviser support provided as part of the Youth Contract, it is intended that JSA claimants aged 18-24 year olds have:

- at least weekly contact from day one (through face-to-face interviews, SMS texts, emails, phone calls, group sessions);
- from month 5, a weekly face-to-face meeting – either 'signing on' or an adviser doing an intensive job search.

However, advisers can use their discretion to waive the additional adviser support for claimants who are actively moving closer to work, for example, those who have a job offer, or who are actively participating in training, provision or work experience.

² *ibid.*

³ The sector-based work academy sample is drawn from those customers who were recorded as starting a pre-employment training element of the sector-based work academy.

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This reflects the flexible nature of the Jobcentre Plus Offer for all claimants, where since 2011, Jobcentres have the flexibility to target resources flexibly, taking account of need.

In the survey, up to 29 per cent of respondents who had spent at least five months on JSA said that they were having weekly face-to-face contact. Where weekly meetings were happening, they mostly appeared to have started near the beginning of the claim: 56 per cent said this was the case, and just four per cent said that they started after five months of their claim.

Two in three customers (66 per cent) said that, during their time on JSA, they had contact with advisers using methods other than individual face-to-face meetings. This was most likely to be phone calls (41 per cent) or emails (36 per cent), while 17 per cent had contact through text messages, and 28 per cent attended group sessions.

Overall, 41 per cent of customers said that they had weekly contact with an adviser, either in face-to-face meetings or through other forms of contact, during their claim.

It is important to note that the accuracy of the findings may be subject to respondents' ability to recall events during their claim, particularly since we were asking customers to reflect back over a six-month period. Some caution should therefore be taken when interpreting this finding.

There was little variation in the characteristics of claimants who had or had not received weekly contact. This suggests that variations may relate to the ability of different offices to deliver weekly contact rather than to client characteristics. However, the lack of weekly contact does not appear to be a significant issue for most customers, given that the majority (78%) reported satisfaction with the frequency of contact.

Support options

Three in four respondents said that they had been offered at least one of the various support options, most commonly a referral to an organisation to help with their CV and job applications (48 per cent). More than one in three (38 per cent) said they were offered a work experience placement and almost one in four (24 per cent) said they were offered a place on a sector-based work academy. A similar proportion (28 per cent) said they were offered a referral to the National Careers Service (NCS) or a careers adviser, while 13 per cent were offered a placement on Mandatory Work Activity. In a separate question, more than one in three respondents (36 per cent) said they were told about the wage incentive scheme.

In all cases, at least half of those offered an opportunity said that they actually took it up. Overall, 37 per cent took up a referral to an organisation to help with their CV or job applications, while 20 per cent said they took up a work experience placement, 18 per cent a referral to the NCS or a Careers Adviser, 13 per cent a sector-based work academy and seven per cent mandatory work activity.

Respondents who had taken up support options were likely to say that they found them helpful (at least 75 per cent said this of each type of support).

Customer experience and views

Just over half (54 per cent) of respondents who had attended more than one meeting said they had always seen the same adviser. Among those that had seen more than one adviser, 33 per cent said they would have preferred to see the same adviser, although the majority did not have a strong preference on which adviser they saw.

Most customers thought that they had spent the right amount of time with staff and advisers at Jobcentre Plus (78 per cent of those with regular contact), while 13 per cent said they had not had enough time. The majority (63 per cent) also agreed that they were offered the right amount of support by Jobcentre Plus, although 26 per cent disagreed. Respondents who said they were not offered the right amount of support mostly said that this was because of the quality of support provided rather than simply the amount of time. The majority of customers (61 per cent) also agreed that the advice they received matched their personal needs and circumstances, while 22 per cent disagreed.

Around one in three respondents (36 per cent) agreed that they felt under pressure to take part in activities that were not suited to their needs and circumstances, but respondents were more likely to disagree (45 per cent).

Around two in three customers (65 per cent) said they were satisfied with the overall service offered by Jobcentre Plus in helping them to find employment, while 23 per cent were dissatisfied. Views were more positive among those who had received weekly contact, as well as those who had always seen the same adviser. There were also differences by claimant characteristics: views were less positive among those with specific or more complex needs, such as those with a health condition or disability, those who were nervous about work, and those who were highly qualified. Views were also less positive among claimants who had been sanctioned.

Employment and intermediate outcomes

By the time of the interview (around six months after the start of the JSA claim), 41 per cent of respondents said that they had moved into work at some point since their JSA claim. It is important to note that this figure does not constitute the employment rate for all claimants at the six month point since those individuals who had left benefit within three months of starting their claim had been excluded from the survey.⁴ One in six respondents (16 per cent) who were currently in work said that they had got the job through Jobcentre Plus. However, a larger proportion (43 per cent) said that the advice and support they had received from Jobcentre Plus had helped them to succeed in getting the job. Claimants who had attended support options were more likely to say that they had got the job through Jobcentre Plus, and this was particularly pronounced among those who had been on a work experience placement.

The majority of respondents said that the support they had received from Jobcentre Plus had helped them, either in increasing their motivation to find work (65 per cent), increasing their chances of finding suitable work (62 per cent), and helping them to build up their confidence about finding a job they could do (56 per cent).

Conditionality

Around one in four respondents said that they had had their benefit stopped (27 per cent) since the start of their claim, while a further six per cent said their benefit had been reduced. The main reason for having benefit stopped or reduced was missing a signing-on appointment or another appointment that claimants had to attend.

⁴ The survey focused on longer term claimants in order to gather feedback on Jobcentre Plus support over a longer period of time.

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Respondents whose benefit had been stopped or reduced were asked whether this had made them more likely to follow the conditions of claiming JSA. Around half (48 per cent) said that it had made them more likely to do this.

Work experience

As noted above, all findings are based on participants aged under 25 except where specified.

Nature of placement

Work experience placements were most likely to be in a shop (45 per cent) or an office (25 per cent). The most common tasks were dealing with members of the public (43 per cent), organising stock or goods (40 per cent) and administrative tasks (25 per cent). The majority of placements were at small workplaces: three in four placements (77 per cent) were at sites with fewer than 25 employees.

Profile of participants

One in three participants (33 per cent) had not worked for 12 months or more (or had never worked); this is to be expected, as work experience is intended to be targeted at individuals with limited work experience.

Experience and attitudes

Around one in five (21 per cent) work experience participants said that their Jobcentre Plus adviser did not speak to them before they were referred onto their placement about what it would involve⁵. However, when advisers did speak to participants about what the work experience placement would involve, it was generally explained clearly (in 89 per cent of cases).

Around four in five (82 per cent) said they felt positive about their overall experience of work experience, including 48 per cent who were very positive. One in eight (12 per cent) had a negative overall opinion.

Participants also expressed positive attitudes to various aspects of their work experience placement. Around three in four were satisfied with the amount of work (75 per cent) and the variety of tasks involved (73 per cent). A similar proportion (79 per cent) said that the placement length was about right, while 13 per cent said it was too long, and seven per cent said it was too short.

There were also positive attitudes towards the employers offering placements. At least three in four participants agreed that they were treated like a valuable member of staff (80 per cent), that staff were willing to teach them new skills (81 per cent), and that the placement was well organised (76 per cent). Most participants (81 per cent) thought that they received the right amount of supervision. When asked about 'working for free', there was a mixed picture: 35 per cent agreed that they did not like 'working for free', while 45 per cent disagreed.

⁵ We understand from the Department for Work and Pensions (DWP) that the adviser's role at referral is to provide an overview of the work experience scheme including the benefits of participating. The details of work involved in the placement is usually provided by the placement employers after referral.

Attitudes were considerably less positive among participants who did not complete their placement, and were also less positive among participants with a long-term health problem or disability.

Views were similar among participants aged 25 or over as they were for those aged under 25.

Completion and job outcomes

Around one in four work experience participants (26 per cent) did not complete their placement. Some of reasons for non-completion were 'positive', such as receiving a job or an interview; this accounted for 23 per cent non-completions. Other respondents left for personal reasons (for example, illness), and small proportions gave specific reasons related to aspects of the placement: the work, people, training or hours involved.

Among those who completed their placement, 22 per cent were offered a job by the placement organisation (this represents 16 per cent of all work experience participants, including non-completers). While 15 per cent of placements in a shop led to a job offer, this was higher for placements in other locations, such as an office (25 per cent), warehouse (34 per cent) or outdoors (30 per cent).

Nine in ten (90 per cent) participants who were offered a job with their placement organisation took up the job offer. Most participants who had accepted a job offer were still in that job at the time of the interview, around four months after the start of the placement (87 per cent).

In addition, other participants moved into work after the placement (at a different employer). Of these, almost half (49 per cent) said that the placement helped them to get the job. In total, 36 per cent of work experience participants were in employment at the time of interview, and 42 per cent had been in work at some point since their work experience placement.

Among participants aged 25 or over, findings were similar to under 25s in relation to completion rates and the proportion offered a job at the end of the placement. However, participants aged 25 or over were less likely than those aged under 25 to have found work outside of the placement organisation (19 per cent compared with 24 per cent).

Soft outcomes

Almost three in four work experience participants (74 per cent) said they gained skills during their placement. These included customer service skills, practical work skills and increased confidence.

Specifically, 83 per cent agreed that they looked more attractive to employers, 80 per cent agreed that they felt more able to work in a team, 76 per cent agreed that their personal confidence had increased, 71 per cent agreed that they were more motivated to find work, and 77 per cent agreed that they had developed new skills. Most participants (80 per cent) also felt that their job prospects had improved.

Soft outcomes were similar for participants aged 25 or over, although they were less likely than under 25s to feel they had developed new skills or increased their motivation to find work, or that their job prospects had improved.

Sector-based work academies

As noted above, all findings are based on participants aged under 25 except where specified.

Nature of sector-based work academy

The sector-based work academy sample was drawn from those recorded as starting the pre-employment training element of a sector-based work academy. In addition, 30 per cent of participants had a work experience placement, including 21 per cent who also had a job interview at the end of the placement⁶.

Most participants (74 per cent) received their training solely with an external training provider, while a further seven per cent went to training with both an external training provider and received workplace-based training. The remaining 19 per cent received their training at the workplace.

The most common types of training received were customer service training (24 per cent), care work training (11 per cent) and retail training (11 per cent), amongst a range of other subject areas.

Around three in four placements on a sector-based work academy took place at sites with fewer than 50 employees. The tasks performed were varied, with customer facing, cleaning and administrative/clerical jobs being most common.

Profile of participants

One in four sector-based work academy participants (27 per cent) had not worked for 12 months or more (or had never worked), a lower proportion than for the work experience scheme, as one would expect.

Experience and attitudes

In total, 15 per cent of sector-based work academy participants said that the adviser did not speak to them about what the training course would involve before they went on it. On this point, we understand from DWP that to tailor the scheme to employers' requirements, full details of the sector-based work academy training or work experience placement are not always available at the point of referral. Where participants were informed in advance, the majority (88 per cent) said that the training was clearly explained to them.

The vast majority (87 per cent) of sector-based work academy participants said that they had a positive experience overall, including 47 per cent who were very positive. Just eight per cent had a negative experience. Where a work experience placement was included (in addition to training), views were particularly positive.

Participants expressed positive attitudes towards their training, with 90 per cent satisfied with the overall quality. This was similar for those who were trained by an external training provider as by an employer.

⁶ Work placement numbers may have been underestimated in this survey given that the placement element can be incorporated into employer-based training which can lead to customer confusion about which elements have been completed.

Among sector-based work academy participants who had a work experience placement, attitudes towards the placement were also positive. For example, 85 per cent agreed that they were treated like a valuable member of staff, and 89 per cent felt they received the right amount of supervision. Among those who had more than one element of a sector-based work academy, around nine in ten (91 per cent) thought that the different elements worked well together.

Attitudes were consistently less positive among those that did not complete their sector-based work academy. The findings for participants aged 25 or over were similar to those for under 25s.

Completion and job outcomes

A high proportion of sector-based work academy participants completed the training (90 per cent). The most common reason for non-completion was finding another job (31 per cent), while one in four of those that left the training did so due to illness. Completion of the work placement element of sector-based work academies was also high (93 per cent).

Where sector-based work academies included a work placement, 42 per cent of participants were offered a job at the end of their placement. Nine in ten (90 per cent) who were offered a job took up the offer, and at the time of the survey (around four months after the start of participation), 72 per cent of those who took up employment with their placement organisation were still working there.

In total, 45 per cent of sector-based work academy participants were in employment at the time of the interview, and 53 per cent had been in work at some point since participation. Among those in employment, but not with their placement organisation, 65 per cent said that the training course helped them to get the job.

Completion rates and outcomes were similar for participants aged 25 or over.

Soft outcomes

Three in four sector-based work academy participants said they gained new skills during their training, including practical work skills, specialist skills, customer service skills and increased confidence.

The majority of participants agreed that their personal confidence had increased (76 per cent), that they had developed new skills (80 per cent), and were more able to work in a team (78 per cent). A similar proportion (81 per cent) agreed that they looked more attractive to employers, and 70 per cent felt more motivated to look for work. Around four in five (82 per cent) sector-based work academy participants said that their job prospects had improved as a result of their participation.

Findings were similar for participants aged 25 or over, although they were somewhat less positive about the impact on their motivation to find work and were less likely to say that their job prospects had improved.

Notes on terminology

A large number of tables and charts appear in this report. The following conventions have been used:

0 = a 'true zero' (i.e. no responses in the category);

* = less than 0.5 per cent, but more than zero responses.

Significance testing has been carried out at the five per cent level, unless otherwise stated. All comparative data described in the report is significant, unless otherwise stated.

Where net figures are described in the body of the report these have been taken directly from the raw data and therefore may not always equal the sum of the figures in the charts due to rounding. Similarly, figures may not always total 100 per cent due to rounding.

1 Introduction

This report presents the findings from a survey of customers on their experiences of the Youth Contract; specifically, those who had experienced one of the following elements: additional adviser support, work experience, or a sector-based work academy. The research is part of the evaluation of the Youth Contract, carried out by TNS BMRB.

1.1 Background

The Youth Contract was launched in April 2012, to provide a range of help for unemployed 18 to 24-year-olds to better prepare them for work and to offer greater opportunities to find and take up sustained employment. It is a cross-Whitehall initiative involving the Department for Work and Pensions (DWP), the Department for Business Innovation and Skills (BIS) and the Department for Education (DfE), as well as executive agencies. It builds on the support already available by providing additional flexible adviser support and extra provision for work experience and training for young people. This evaluation focuses on specific elements of the Youth Contract:

- Additional Jobcentre Plus support – involves contact with the Jobcentre on a weekly basis from day one of claiming Jobseeker's Allowance (JSA) and access to an adviser who can refer them to support services. All claimants can also be referred to a National Careers Centre Adviser if the adviser considers this appropriate.
- The Youth Contract has also provided funding for an additional 250,000 work experience and sector-based work academy places. These initiatives were already in place under the Government's Get Britain Working initiative. The Youth Contract is building on these schemes to target extra support to young people:
 - work experience – up to eight-week work experience placements. Employers are expected to offer some form of mentoring or training and provide a reference at the end of the placement; and
 - sector-based work academies – set up with a local employer, claimants receive pre-employment training, a sector-based work experience placement with an employer and a guaranteed interview for a job (including an apprenticeship) or other support to help participants through the employer's application process.

As well as additional support, work experience and sector-based work academies, the Youth Contract includes the following elements:

- A wage incentive, worth up to £2,275 each, paid to employers who recruit an 18-24 year-old from the Work Programme or any 18-24 who has reached six months on benefit.
- At least 20,000 extra Apprenticeship Grants for Employers (AGE), worth £1,500 each, for employers to take on young people as apprentices, taking the total to 40,000.
- Extra funding to provide new support over the next three years for the most disengaged 16 and 17 year olds in England to help them get into sustained learning, an apprenticeship or job with training.

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The Youth Contract builds on much of the support already available to young unemployed people, particularly through the Government's apprenticeships offer and the back-to-work support provided by Jobcentre Plus, the Get Britain Working measures and the Government's main employment programme, the Work Programme. Jobcentre Plus district managers and advisers have the flexibility to judge which interventions will help claimants at the most appropriate point in their job seeking journey, tailoring this to individual need.

The critical success factors for the Youth Contract are to:

- increase benefit off flow rates for 18-24 year olds and increase the proportion that are off-flows into employment; reduce the number of 16-24 year olds NEET (by helping more people into employment, education or training);
- decrease average time on benefit (getting claimants into work sooner); and
- increase average time in employment (promoting sustained jobs).

1.2 Youth Contract Evaluation

The DWP has commissioned TNS BMRB to conduct an evaluation of the Youth Contract. The evaluation focuses specifically on the DWP-delivered elements of the Youth Contract policy, specifically: the wage incentive; work experience, including sector-based work academies; and additional Jobcentre Plus delivered support. The aim of the evaluation is to explore the delivery, experience and outcomes from the Youth Contract policy elements.

1.3 Aims of the survey

This report covers a survey of JSA claimants who had experienced one of the following elements: additional adviser support, work experience, or a sector-based work academy. The key questions to be answered by the survey are as follows:

1.4 Additional adviser support

- What additional support do claimants receive from day one via Jobcentre Plus? Are claimants receiving weekly face to face contact from month 5?
- How do specific sub-groups of claimants including those who are harder to help groups/ further from the job market experience the additional support available from Jobcentre Plus via the Youth Contract?
- What additional support have claimants been referred to by Jobcentre Plus? Why did claimants take up various support options?
- How useful did claimants think the Jobcentre Plus was as getting closer to or into work?
- What was the impact of conditionality? Have claimants been sanctioned? Why? What was the impact?
- Do claimants feel that they are receiving a personalised, tailored service?

1.5 Work experience and sector-based work academies

- What have been the benefit/employment outcomes for claimants taking up a work experience placement?
- What soft skills have claimants developed as a result of their work experience placement?
- What are the characteristics of claimants taking up work experience?
- What are the views on the three-stage process involved (training, work experience, interview) in sector-based work academies? What are the benefits/disadvantages?
- The length of sector-based work academies – are they long enough/too long? What about the length of each element (training element, work experience or both)?

1.6 Survey design and fieldwork

The survey covers three groups of customers:

- **Additional adviser support:** the sample consists of JSA claimants aged 18-24 whose claim lasted at least three months and had not entered the Work Programme at the point of selection. In total, 6,667 claimants were included in the survey sample. Claimants were interviewed around six months after their claim started.
- **Work experience:** the sample consists of individuals who had taken up a work experience placement in February or March 2013. In total, 5,000 individuals were included in the survey sample. Claimants were interviewed around four months after they took up the work experience placement.
- **Sector-based work academies:** the sample consists of individuals who were recorded as starting the pre-employment training element of a sector-based work academy in February or March 2013. In total, 3,333 individuals were included in the survey sample. Claimants were interviewed around four months after they took up the sector-based work academy.

The report focuses primarily on individuals aged under 25 (results are based on this age group except where specified). However, some analysis is included for those aged 25 or over who have taken up a work experience placement or sector-based work academy.

It is important to note that the survey covers a particular group of claimants who experienced elements of the Youth Contract at a particular point in time. The findings should therefore not be generalised to the wider population of young, unemployed people.

All respondents were sent an advance letter before the start of fieldwork (see Appendix A), which explained the purpose of the study, reasons for their inclusion in the research and the form that the survey would take. Respondents were invited to call TNS BMRB if they wished to enquire about further details of the research, or if they did not wish to take part.

Interviews were conducted by telephone, using Computer Assisted Telephone Interviewing (CATI). In total, 4,502 interviews were conducted between 17 June and 27 August 2013. This comprises:

- 1,917 interviews with customers receiving additional adviser support;
- 1,532 interviews with individuals taking up a work experience placement;

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- 1,053 interviews with individuals taking up a sector-based work academy.

The response rate was 38 per cent. Full response details are in Appendix B.

A small pilot was conducted in June 2013, covering 67 interviews. The questionnaire is included in Appendix C.

Survey data have been weighted to reflect the known profile of the populations, using a weighting matrix including gender, age and date of participation.

1.7 Interpretation of data and analysis

When interpreting the findings, it should be borne in mind that the survey is based on a sample of customers rather than the total population. This means that all findings are subject to sampling tolerances. However, all differences highlighted in the report are statistically significant at the 95 per cent confidence level unless stated otherwise. The data was analysed using SPSS 18.

Section A

Adviser support

2 Adviser support: types of support and interventions

As part of the Youth Contract, extra support is delivered through Jobcentre Plus for all 18-24 year olds on JSA consisting of:

- at least weekly contact from day one (through face-to-face interviews, SMS texts, emails, phone calls, group sessions); and
- from month 5, a weekly face-to-face meeting – either 'signing on' or an adviser doing intensive job search.

Advisers can use their discretion to waive additional support for claimants who are actively moving closer to work – for example, those who have a job offer or who are actively participating in training provision or work experience.

This chapter examines the extent to which additional support has been offered to Jobseeker's Allowance (JSA) claimants aged 18-24. It examines the level of support they have received and the types of intervention that they have been offered and have taken up. It also looks at the profile of claimants who received more or less frequent adviser support.

Key findings

- Up to 29 per cent of respondents who had spent at least five months on JSA said that they were having weekly meetings.
- 41 per cent of customers said that they had weekly contact with an adviser in some form.
- Three in four respondents said that they had been offered at least one of the support options, most commonly a referral to an organisation to help with their CV and job applications (48 per cent). In all cases, at least half of those offered an opportunity said that they actually took it up.

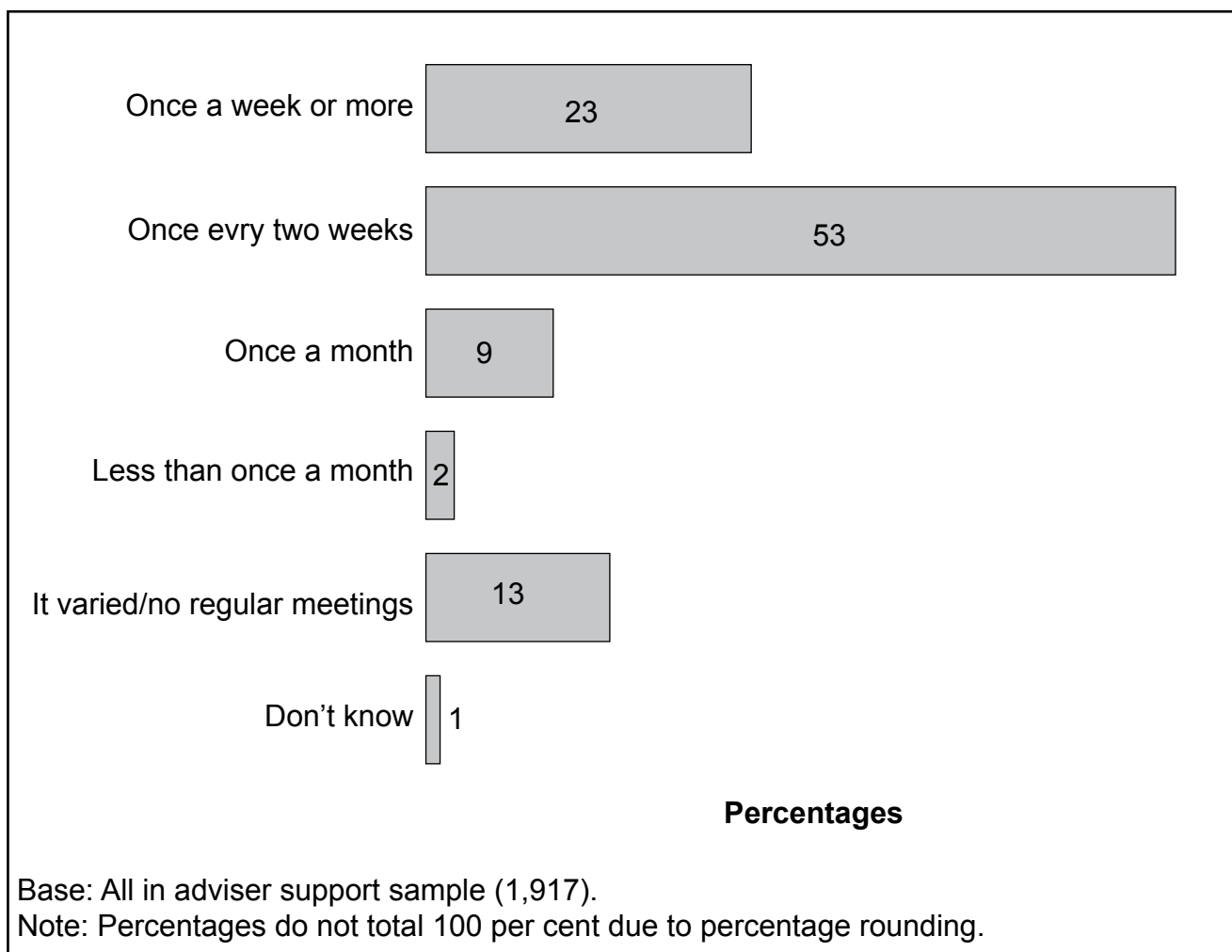
2.1 Frequency of meetings

Customers were asked how frequently they met with an adviser at a Jobcentre Plus office, including jobsearch review meetings. Respondents who were still receiving JSA at the time of the interview were asked about their current arrangements, while those who had stopped claiming were asked how frequently they saw an adviser towards the end of their claim (in order to try to assess the situation after any changes to meeting frequency, for example, after five months).

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Around a quarter of customers (23 per cent) said they were seeing an adviser once a week or more. Respondents were more likely to say that they were seeing an adviser every two weeks (53 per cent), while the remainder saw an adviser less than fortnightly or said they had no regular meetings (24 per cent).

Figure 2.1 Frequency of meetings between JSA claimants and adviser during claim



Most of the respondents in the sample had been on JSA for at least five months (i.e. had reached the time when they would normally start to have weekly meetings), although a proportion (31 per cent of the total sample) said they had stopped receiving JSA after five months or less. However, if the findings are analysed by respondents who had/had not completed five months on JSA, there is no difference in the frequency of adviser meetings. Specifically, 22 per cent of respondents who had spent at least five months on JSA said that they were having weekly meetings. If we include weekly group meetings (discussed in the next section), this rises to up to 29 per cent of long-term customers who were having weekly adviser contact.

Respondents who said they were seeing an adviser every week were asked when this started. The majority said that they had weekly meetings from the start of their claim (56 per cent) or after no more than a month (12 per cent). Just four per cent said that it started after five months of their claim.

As with other findings in this section, it is important to note that the accuracy of the findings may be subject to respondents' ability to recall events during their claim, particularly since we were asking customers to reflect back over a six-month period. Nonetheless, these findings suggest that weekly contact had not been delivered in a significant number of cases. Up to 29 per cent of respondents who had been on JSA for at least five months said they were having weekly meetings. Where weekly meetings were happening, they mostly appeared to have started near the beginning of the claim, rather than after five months. However, the lack of weekly contact for some does not appear to be a significant issue for most customers, since the majority (78%) reported satisfaction with the frequency of contact (see Section 3.2).

2.2 Other types of contact

Two in three customers (66 per cent) said that, during their time on JSA, they had contact with advisers using methods other than individual face-to-face meetings. As shown in Table 2.1, this was most likely to be phone calls (41 per cent) or emails (36 per cent), while 17 per cent had contact through text messages, and 28 per cent attended group sessions.

Table 2.1 Different types of contact with advisers

	%
Phone calls	41
Emails	36
Group sessions	28
Text messages	17
Any of the above	66

Base: All in adviser support sample (1,917).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response.

The frequency of contact through these methods varied. Table 2.2 shows frequency of contact for all respondents: one in three (34 per cent) did not have any contact using these methods, while 14 per cent had weekly contact⁷.

Table 2.2 Frequency of contact using methods other than individual face-to-face meetings

	%
Weekly or more often	14
Once every two weeks	16
Less than once every two weeks/it varied	33
No contact using these methods	34
Don't know	3

Base: All in adviser support sample (1,917).

⁷ Seven per cent of long-term customers were attending group sessions as part of weekly contact. However, because of the question wording, it is not possible to assess whether the group sessions were attended weekly or, for example, they received phone calls weekly and attended group sessions less frequently.

2.3 Overall frequency of contact

We can now look at the frequency of contact with advisers, either in face-to-face meetings or through other forms of contact. Overall, 41 per cent of customers said that they had weekly contact with an adviser in some form. This comprises:

- 23 per cent who had weekly adviser meetings;
- 18 per cent who had less frequent adviser meetings, but who had some form of contact (meetings and/or other types of contact) at least weekly.

The remainder of the sample were either having fortnightly meetings (37 per cent) or were meeting with advisers less often (22 per cent).

The case study research (Jordan and Thomas, 2013) found that delivering contact on a weekly basis was resource intensive and it was only possible to deliver this level of support because advisers were able to operate flexibly and adjust the level of support to meet the needs of the claimant. The case study research found that there were two factors which determined how well different offices were able to deliver weekly support:

- whether dedicated 18 to 24-year-old teams were created; and
- how well advisers were able to manage their own diaries.

The case study research indicated that, despite some difficulties in delivering weekly contact, offices were managing to achieve this. However, the survey of claimants suggests that a substantial proportion were not receiving weekly contact. This discrepancy between staff and claimants may reflect some recall error on the part of claimants, but may also indicate that weekly contact has not always been possible or necessary for all claimants.

2.4 Flexible menu of support

This section looks at the flexible menu of support; specifically the proportion of claimants being offered support options and the proportion then going on to take them up.

As with other findings, the survey results in this section rely on respondents' ability to recall accurately the specific types of support they have discussed and taken up. Although experiences were still recent when the interviews were conducted, it is still likely that some respondents had difficulty in recalling the detail of what they had discussed with advisers. Some caution should therefore be taken when interpreting the findings.

In total, around three in four respondents (77 per cent) said that they had been offered at least one of the support options (see Table 2.3), most commonly a referral to an organisation to help with their CV and job applications (48 per cent). More than one in three (38 per cent) said they were offered a work experience placement and almost one in four (24 per cent) said they were offered a place on a sector-based work academy. One in eight (13 per cent) were offered a placement on Mandatory Work Activity.

More than one in four (28 per cent) said they were offered a referral to the National Careers Service (NCS) or a careers adviser, one of the key elements of support under the Youth Contract. The case study research with staff found that the extent to which offices were using the NCS varied considerably: some used it regularly and saw tangible benefits for claimants, while other offices used it less often and were put off either by perceptions of variable quality of advice, or by long waiting times (Jordan and Thomas, 2013).

In a separate question, more than one in three respondents (36 per cent) said they were told about the wage incentive scheme. The research on wage incentives found that self-referral by claimants was a common way in which employers found out about wage incentives (BMRB, published alongside this report).

Table 2.3 Whether offered support options, and whether attended

	Offered %	Taken up %
Referral to another organisation to help with your CV and job applications	48	37
A work experience placement	38	20
A referral to the NCS or a careers adviser	28	18
Work-related training for a specific type of job (sector-based work academy)	24	13
Mandatory Work Activity	13	7
Any other type of support	13	11
Any of the above	77	62

Base: All in adviser support sample (1,917).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response.

In all cases, at least half of those offered an opportunity said that they actually took it up. Table 2.3 shows the overall proportions who took up the various support options. More than one third (37 per cent) took up a referral to an organisation to help with their CV or job applications, while one in five (20 per cent) said they took up a work experience placement and 18 per cent took up a referral to the NCS or a careers adviser.

2.5 Which customers are getting more or less support

2.5.1 Adviser contact

As seen above, 41 per cent of customers said that they had weekly contact with an adviser in some form. If we compare the characteristics of this group with respondents who had less frequent contact, we find very little variation. In other words, there is no clear basis (in terms of observable characteristics) for some claimants having weekly contact and others having less frequent contact. The only differences were as follows:

- Customers with a physical impairment were less likely to have weekly contact (29 per cent compared with 42 per cent of other claimants). This may be expected in relation to face-to-face meetings, on the basis that these respondents may face difficulties in accessing Jobcentre Plus offices. However, respondents with a physical impairment were also less likely to have other forms of contact (telephone, email, etc.), which suggests that the lower levels of contact are not simply related to access issues.

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- Claimants who were not confident in their work-related skills or ability were less likely to have weekly contact, compared with claimants who were confident (35 per cent compared with 43 per cent). This difference applied in particular to other forms of contact (phone, email and text messages as opposed to face-to-face contact).
- The guidance to advisers noted that weekly contact may be less feasible or appropriate if claimants are attending support options (such as work experience placements). However, respondents who had attended support options were more likely than other claimants to have weekly contact (44 per cent compared with 36 per cent). In other words, attendance of support options does not appear to be a common reason why some claimants did not have weekly contact.

2.5.2 Support options

We now look at the characteristics of claimants who were offered support options, as well as those who actually attended.

The overall proportion of claimants who were offered at least one support option (77 per cent) was consistent across different groups of respondents. The one difference was in relation to how long they had been out of work: respondents who had been out of work for six months or more (81 per cent) were more likely to have been offered a support option, compared with those that had been out of work for less than six months (72 per cent)⁸.

The same pattern applied to respondents that had attended support options. Again, this was higher among those who had been out of work for longer (69 per cent of those who had been out of work for six months or more, compared with 53 per cent of those who had been out of work for less than six months). In addition, men were more likely than women to have attended a support option (64 per cent compared with 58 per cent), and the proportion was also higher among those aged under 21 (65 per cent) than those aged 21 or over (60 per cent).

If we look at the characteristics of claimants who were offered specific options:

- Claimants who had been out of work for longer were more likely to have been offered work experience, mandatory work activity and a referral for help with CV or job applications. For example, 41 per cent of those out of work for six months or more were offered a work experience placement, compared with 35 per cent of those who had been out of work for less than six months.
- Respondents with lower qualifications and/or without a driving licence were also more likely to have been offered work experience, mandatory work activity and a referral for help with CV or job applications. For example, only 36 per cent of those qualified to level 4 or above were offered a referral for help with CV or job applications, compared with 48 per cent of the total sample.
- Claimants aged under 21 were more likely than those aged 21-24 to have been offered work experience (42 per cent compared with 35 per cent) and mandatory work activity (16 per cent compared with 11 per cent).

⁸ Respondents who were not working at the time of the interview were asked how long it had been since they had been in work; those who were in work at the time of the interview were asked how long they had been out of work before they started work.

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- There were no differences in the characteristics of claimants who were offered a careers service referral or a place on a sector-based work academy.

The characteristics of claimants who actually attended the various options were very similar to those who were offered them. For example, those who had spent longer out of work were more likely to attend a work experience placement or a referral for help with CV or job applications.

3 Adviser support: customer experience and views

This chapter examines customers' attitudes to the support they have received. It covers attitudes to support options, experience of seeing the same/different advisers, and overall perceptions of the level and quality of support.

Key findings

- Respondents who had taken up support options were likely to say that they found them helpful (at least 75 per cent said this of each type of support).
- Just over half (54 per cent) of respondents who had attended more than one meeting said they had always seen the same adviser.
- Most customers thought that they had spent the right amount of time with staff and advisers at Jobcentre Plus (78 per cent of those with regular contact).
- The majority of customers (61 per cent) agreed that the advice they received matched their personal needs and circumstances, while 22 per cent disagreed.
- Around one in three respondents (36 per cent) agreed that they felt under pressure to take part in activities that were not suited to their needs and circumstances, but respondents were more likely to disagree (45 per cent).
- Two in three customers (65 per cent) said they were satisfied with the overall service offered by Jobcentre Plus in helping them to find employment, while 23 per cent were dissatisfied.

3.1 Dealing with the same adviser

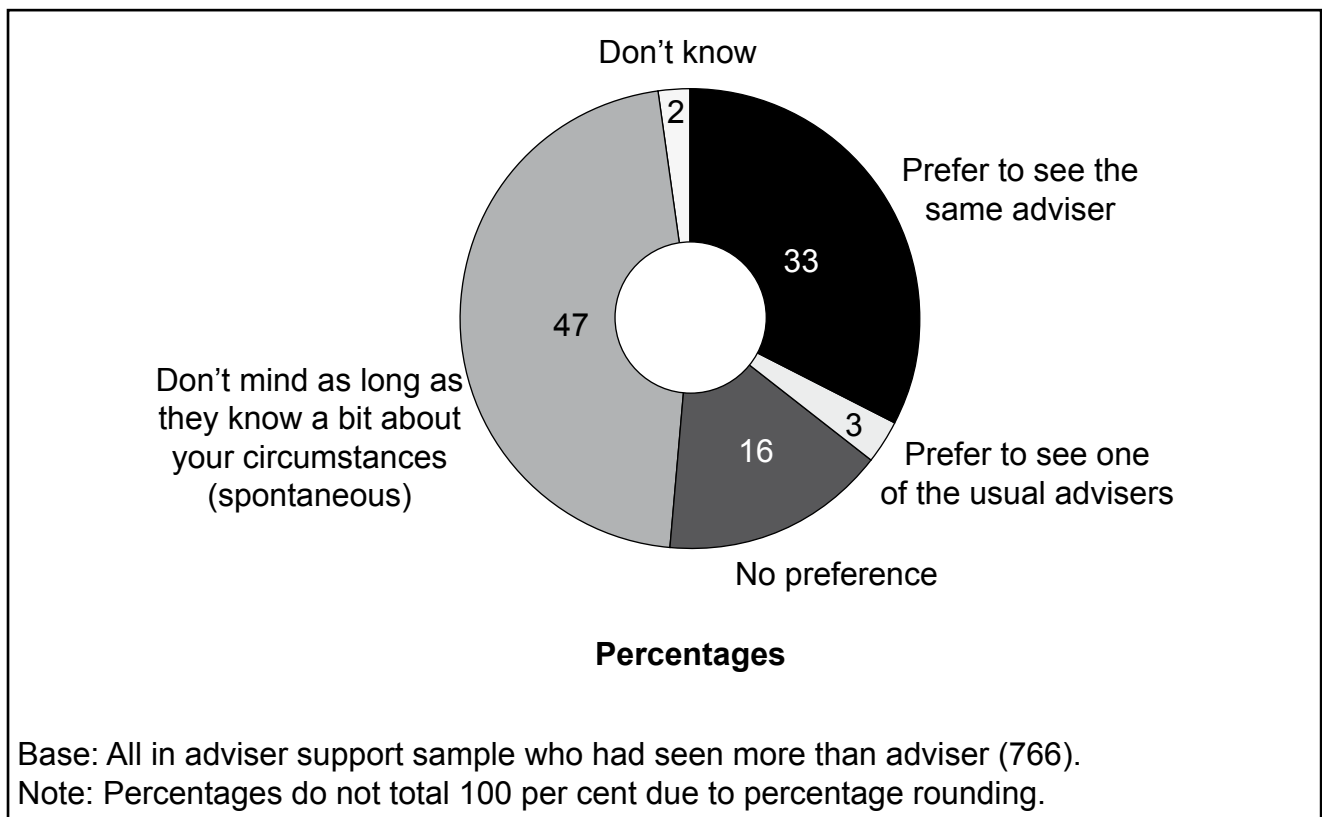
The case study research among Jobcentre Plus staff found that, across all offices in the study, claimants were assigned a named adviser as part of the Youth Contract. Staff felt that having a named adviser for each claimant was crucial to the success of the Youth Contract, allowing advisers to develop a better understanding of the individual's support needs, and to build a relationship of trust with claimants (Jordan and Thomas, 2013).

In the survey, respondents who had attended more than one meeting with an adviser were asked whether they had always dealt with the same adviser. Just over half (54 per cent) said they had always seen the same adviser. This depended to a large extent on how many meetings they had attended; for example, claimants who had attended weekly meetings over a long period of time were less likely always to have seen the same adviser.

If respondents had seen more than one adviser, they were asked how they felt about changing adviser. As seen in Figure 3.1, one in three (33 per cent) said they would have preferred to see the same adviser, although the majority either did not have a preference on which adviser they saw (16 per cent), or said that they did not mind as long as they knew a bit about their circumstances (47 per cent).

Claimants aged 21 or over were more likely than those aged under 21 to say that they would have preferred to see the same adviser (36 per cent compared with 29 per cent). In addition, claimants who had experienced a benefit sanction were also more likely to say that they would have preferred to see the same adviser (40 per cent compared with 29 per cent of those that had not been sanctioned).

Figure 3.1 Attitudes to seeing different advisers



As seen in the sections that follow, attitudes towards the support claimants received tended to be more positive when they had always dealt with the same adviser. For example, satisfaction with the overall service in helping them to find a job was higher among claimants who had always seen the same adviser (71 per cent) rather than more than one adviser (53 per cent).

3.2 Amount of time with staff

Most customers thought that they had spent the right amount of time with staff and advisers at Jobcentre Plus. Among those who had 'regular' contact⁹, 78 per cent said that the amount of time they spent was about right, while seven per cent said they spent too much time with staff, and 13 per cent not enough time.

Claimants were more likely to say they had spent the right amount of time with an adviser if they had weekly contact. The proportion who said they had not spent enough time with an adviser was nine per cent among those with weekly contact, but 17 per cent among those with less frequent adviser contact. In addition, those who had seen different advisers

⁹ Those with 'regular' contact include all respondents who were able to state a regular frequency of contact (for example, once a week, once a month). It exclude those who said the frequency of contact varied, or who did not know.

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were more likely to say that they had not spent enough time, compared with those who had always seen the same adviser (18 per cent compared with nine per cent). This suggests that when claimants see the same adviser, it is easier to assess (and agree) the most appropriate level of contact.

3.3 Helpfulness of support options

Respondents who had taken up support options were likely to say that they found them helpful. This applied to all of the various types of support, with 75 per cent finding mandatory work activity helpful, and at least 82 per cent finding each of the other support options helpful.

Table 3.1 Helpfulness of support options

	Helpful %	Base
Referral to another organisation to help with your CV and job applications	84	709
A work experience placement	82	392
A referral to the NCS or a careers adviser	84	349
Work-related training for a specific type of job (sector-based work academy)	87	251
Mandatory Work Activity	75	133
Any other type of support	83	218

Base: All who took up each type of support.

3.4 Attitudes to tailoring of support

The majority of customers (61 per cent) agreed that the advice they received matched their personal needs and circumstances, while 22 per cent disagreed. Similarly, 63 per cent agreed that they were offered the right amount of support by Jobcentre Plus, while 26 per cent disagreed.

On both questions, claimants who had weekly contact were more likely to give a positive response: 71 per cent agreed that the advice matched their personal needs and circumstances (compared with 55 per cent who did not have weekly contact), and 73 per cent agreed that they were offered the right amount of support (compared with 57 per cent). Claimants who had always seen the same adviser were also more likely to agree with the statements, compared with those who had seen more than one adviser. For example, 72 per cent of those who had always seen the same adviser agreed that the support matched their personal needs and circumstances, compared with 57 per cent of those who had seen more than one adviser.

There were also variations by claimant characteristics. Respondents with a long-term illness or disability were less positive than other claimants, particularly when this was a physical condition (rather than a cognitive or mental health condition); for example just 44 per cent of those with a physical condition agreed that the support matched their needs and circumstances. More highly qualified claimants were also less likely to agree that the support matched their needs and circumstances (49 per cent of those qualified to Level 4 or above agreed).

The findings also indicate that claimants who were less confident or more nervous about work gave less positive findings. For example, 58 per cent of those who said that the thought of work made them nervous agreed that they were offered the right amount of support, compared with 66 per cent of those who were not nervous about work.

Finally, claimants who had been sanctioned were also less positive: 50 per cent agreed that the support matched their needs and circumstances, and 52 per cent agreed that they were offered the right amount of support.

Table 3.2 Perceptions of tailoring of support

	Advice/support matched needs and circumstances	Offered right amount of support
	%	%
Agree strongly	32	34
Agree slightly	29	29
Disagree slightly	7	10
Disagree strongly	14	17
Neither agree not disagree	16	10
Don't know	1	1

Base: All in adviser support sample (1,917).

Note: percentages do not total 100 per cent due to percentage rounding.

Respondents who said they were not offered the right amount of support by Jobcentre Plus were asked why this was the case. As seen in Table 3.3, most answers relate to the quality of support provided rather than simply the amount of time. For example, 43 per cent said that the support was not helpful or that Jobcentre Plus did not want to help them, while a further 13 per cent said that they did not take their personal circumstances into account. In addition, 11 per cent said that they were offered jobs that were not suitable. Other respondents felt that they had not received any substantive support; for example, seven per cent said that they just signed on, six per cent said they were left on their own, and five per cent said that they weren't given any advice.

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Table 3.3 Reasons why amount of support was not right

	%
Not helpful/did not want to help me	43
Not interested in me/personal circumstances not taken into account	13
Offered jobs that were not suitable (for my qualifications)	11
I just signed on/no other support	7
I was left on my own/to my own devices	6
They don't give advice	5
Didn't spend enough time with me	5
Didn't help me get the course I need	5

Base: All who said amount of support was not right (510).

Note: Table includes answers given by five per cent of respondents or more. Respondents were able to choose more than one response.

3.5 Feeling under pressure

Around one in three respondents (36 per cent) agreed that they felt under pressure to take part in activities that were not suited to their needs and circumstances, but respondents were more likely to disagree (45 per cent). Claimants who had attended Mandatory Work Activity were more likely than other claimants to say that they felt under this kind of pressure (48 per cent), but respondents who attended other types of support options were no more likely than other claimants to say this.

Respondents with a long-term illness or disability were again less positive than other claimants (46 per cent agreed that they felt under pressure, compared with 34 per cent of other respondents), and this applied to both those with a physical condition and those with a cognitive or mental health condition. Claimants who were more nervous about work also gave less positive findings: 49 per cent of those who said that the thought of work made them nervous agreed that they felt under pressure, compared with 36 per cent of those who were not nervous about work.

Claimants who had been sanctioned were also less positive: 44 per cent agreed that they felt under pressure to take part in activities that were not suited to their needs and circumstances, compared with 32 per cent of other claimants.

3.6 Overall satisfaction

When asked about the overall service offered by Jobcentre Plus in helping them to find employment, 65 per cent of customers said they were satisfied, while 23 per cent were dissatisfied.

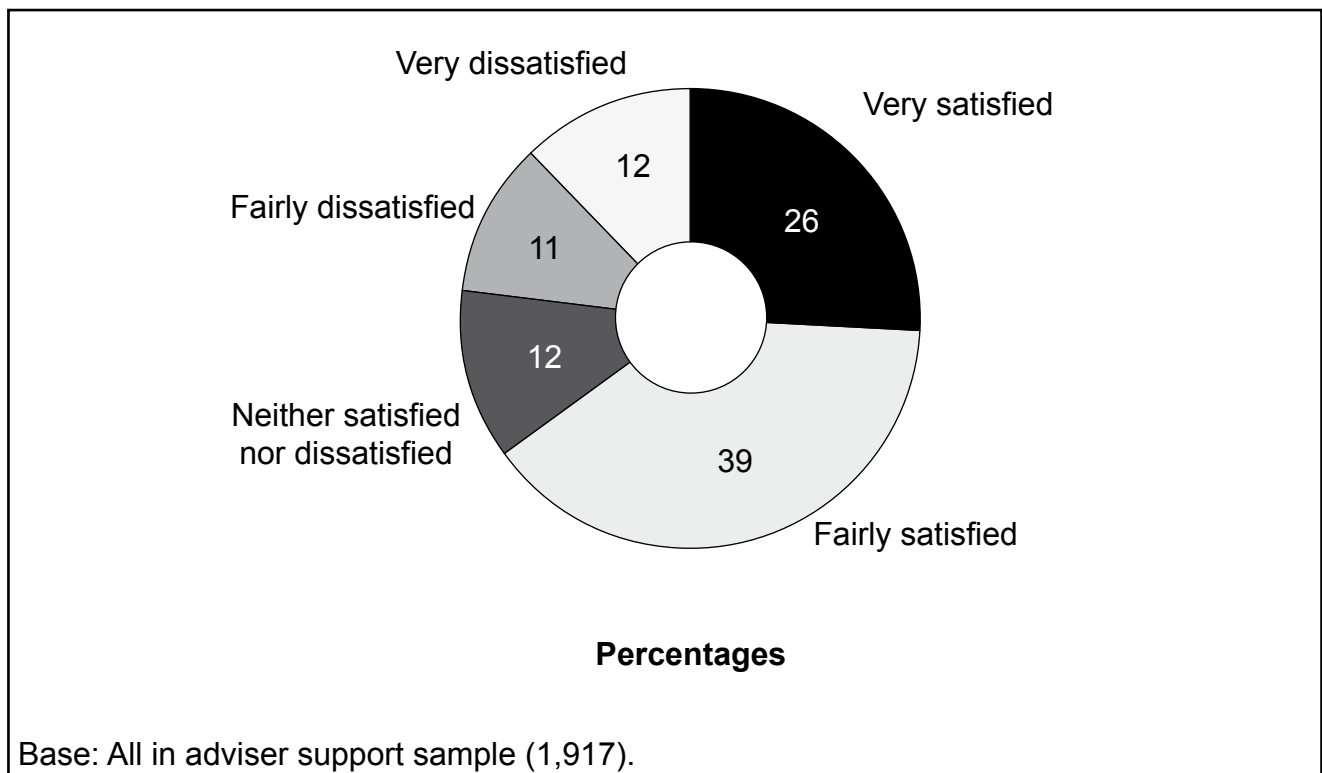
As with attitudes to support (described above), overall satisfaction was higher among those who had weekly contact (75 per cent were satisfied, compared with 57 per cent of those who had less frequent contact). Related to this, it was also higher among those who had been offered support options (69 per cent compared with 49 per cent not offered any support options). Satisfaction was also higher among claimants who had always seen the same

adviser (71 per cent) rather than more than one adviser (53 per cent). These findings confirm that frequent contact with a dedicated adviser helps to increase customers' satisfaction with the support they receive.

Dissatisfaction was higher among the following groups (again, these patterns mostly reflect the findings seen above in relation to attitudes to the support provided):

- Claimants with a longstanding illness or disability (54 per cent were satisfied, compared with 66 per cent of other claimants). Satisfaction was lower among both those with a physical condition and those with a cognitive or mental health condition.
- Those qualified to level 4 or above (58 per cent).
- Claimants aged 21 or over (62 per cent, compared with 68 per cent of under 21s).
- Claimants who had been sanctioned (53 per cent).
- Claimants who were nervous about work (60 per cent) or who were not confident in their ability to get work (57 per cent).

Figure 3.2 Satisfaction with Jobcentre Plus support



3.7 Additional support

Respondents were asked if there was any additional support that they could receive from Jobcentre Plus that they would find helpful. The majority of respondents (64 per cent) could not think of anything else that would be helpful, while a range of specific suggestions were made, as shown in Table 3.4. The most frequent answers were for more training courses to be made available and for more help with finding appropriate jobs.

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Table 3.4 Reasons why amount of support was not right

	%
Offer more training/the right courses	5
More help finding work/more recommendations for jobs	4
Help finding suitable jobs	4
Financial support	3
Job searches	2
More time with an adviser	2
Help with CV/application forms	2
Be more helpful	2
Be more supportive	2
Listen to/learn more about customers	2
Nothing	64

Base: All in adviser support sample (1,917).

Note: Table includes answers given by two per cent of respondents or more. Respondents were able to choose more than one response.

3.8 Overall patterns in attitudes to support

Overall, the findings in this chapter indicate that attitudes to Jobcentre Plus support varied according to:

- The level and nature of support provided: those with weekly contact were more positive than those with less frequent contact, and views were also more positive when claimants had always seen the same adviser.
- Claimant characteristics: views were less positive among those with specific or more complex needs, such as those with a health condition or disability, those who were nervous about work, and those who were highly qualified.
- Claimants who had been sanctioned: it is not surprising that these respondents had a more negative view of the service they received.

4 Adviser support: outcomes

This chapter looks at the employment outcomes of customers, around six months after the start of their claim. It also covers intermediate/soft outcomes.

Key findings

- One in six respondents (16 per cent) who were currently in work said that they had got the job through Jobcentre Plus, while 43 per cent said that the advice and support they had received from Jobcentre Plus had helped them to succeed in getting the job.
- The majority of respondents said that the support they had received from Jobcentre Plus had helped them, either in increasing their motivation to find work (65 per cent), increasing their chances of finding suitable work (62 per cent), and helping them to build up their confidence about finding a job they could do (56 per cent).

4.1 Movement into work

At the time of the interview, around half (47 per cent) of the sample were still receiving Jobseeker's Allowance (JSA), while 37 per cent were in work. The remainder were neither in work nor receiving JSA; they were either receiving a different benefit (six per cent), were in education or training (two per cent) or were caring for a child or adult (two per cent), or doing something else (six per cent). It is important to note that the in-work percentage does not constitute the total employment rate for JSA claimants six months after start of claim, since all those who had left benefit within the first three months of their claim had been excluded from the survey.

In total, 41 per cent of respondents said that they had moved into work at some point since their JSA claim.

In order to examine the relationship between adviser support and movement into work, analysis has been restricted to claimants who spent at least five months on JSA. Among this group, there is no difference in the proportion moving into work according to the level of adviser support or attendance of the various support options. It is important to note that the survey was not intended to measure the impact of Jobcentre Plus support; this analysis merely indicates that there is no particular type of support that appears to be related (positively or negatively) to work outcomes.

Analysis by claimant characteristics (again based on those who remained on JSA for at least five months) shows that those who had been longer out of work were less likely to move into work following their JSA claim (19 per cent of those who had been out of work for six months or more compared with 34 per cent of those who had been out of work for less than six months). The other main difference was by level of qualification: the proportion who moved into work ranged from 37 per cent among those qualified to Level 4 or above to 20 per cent among those qualified to Level 2 or below. In addition, claimants with a mental health or cognitive impairment were less likely to enter employment (13 per cent compared with 24 per cent of other claimants). These variations are similar to those observed in previous research examining length of unemployment (see for example Adams et al., 2010).

4.2 Hours worked

In most cases, respondents who were currently in work were working 16 hours or more per week (85 per cent), while 15 per cent were working fewer than 16 hours per week; this includes a small proportion (three per cent of the total sample) who were both working and still receiving JSA.

4.3 Influence of Jobcentre Plus in getting job

One in six respondents (16 per cent) who were currently in work said that they had got the job through Jobcentre Plus. However, a larger proportion of the same group (43 per cent) said that the advice and support they had received from Jobcentre Plus had helped them to succeed in getting the job.

As might be expected, claimants who had spent longer on JSA were more likely to say that Jobcentre Plus helped them to get the job. In particular, those who had attended support options were more likely to say that they had got the job through Jobcentre Plus (22 per cent compared with seven per cent who had not attended support options). Table 4.1 shows details for individual support options, and indicates that those attending work experience were most likely to say that they got their job through Jobcentre Plus (40 per cent).

Similarly, those who had attended work experience were most likely to say that the advice and support they had received had helped them to succeed in getting the job (70 per cent), as shown in Table 4.1. Claimants who had weekly contact were also more likely to say that the advice and support they had received had helped them to succeed in getting the job, compared with those who had less frequent contact (54 per cent compared with 34 per cent), while those who had always seen the same adviser (49 per cent) were more likely to say this than those who had seen more than one adviser (38 per cent).

Table 4.1 Perceived impact of Jobcentre Plus in getting a job

	Got the job through Jobcentre Plus*	Advice and support helped them to succeed in getting the job**
	%	%
All respondents	16	43
All who attended a support option:	22	52
A work experience placement	40	70
Work-related training for a specific type of job(sector-based work academy)	33	62
A referral to the NCS or a careers adviser	26	58
Referral to another organisation to help with your CV and job applications	18	51
All who did not attend a support option	7	31

Base: All in adviser support sample who had moved into work (782)*/currently in work (713)**.
Figures for Mandatory Work Activity excluded as base sizes are too small.

4.4 Soft outcomes

3.1.1 How Jobcentre Plus support had helped

Respondents were asked whether the support they had received from Jobcentre Plus had helped them in various ways. Around two in three (65 per cent) said that it had increased their motivation to find work, while 62 per cent said it had increased their chances of finding suitable work, and 56 per cent said it had helped to build up their confidence about finding a job they could do. Overall, 74 per cent of respondents said that it had helped them in at least one of these ways.

Table 4.2 Whether Jobcentre Plus support has helped in various ways

	%
Helped to:	
Build up confidence about finding a job you could do	56
Increase motivation to find work	65
Increase chances of finding suitable work	62

Base: All in adviser support sample (1,917).

In general, respondents who had spent longer on JSA were more likely to say they had been helped in various ways. There were also differences in relation to the level and nature of support. Claimants who had weekly contact with an adviser were more likely to say they had been helped in each of the three ways; overall, 83 per cent of those who had weekly contact said that they had been helped in at least one of these ways, compared with 67 per cent of those with less frequent contact. Respondents who had always seen the same adviser were also more likely to say they had been helped in one of these ways (80 per cent compared with 71 per cent of those who saw more than one adviser). In addition, claimants who attended support options were more likely to say they had been helped (79 per cent compared with 64 per cent who had not attended any support options); this was consistent across the individual types of support options.

The case study research also found that the level and intensity of support made a difference to the effect of adviser support on claimants. This was linked to the way support was administered: larger offices tended to create dedicated Youth Contract teams, and these were seen as having beneficial effects on claimants; in offices where caseloads were mixed, the impact of the Youth Contract was seen as much less pronounced (Jordan and Thomas, 2013).

There were also differences in the survey by claimant characteristics. Claimants with a longstanding health condition or disability were less likely to say they had been helped in some way (62 per cent compared with 75 per cent), as were more highly qualified claimants (62 per cent of those qualified to Level 4 or above). Respondents aged under 21 were more likely than those aged 21-24 to say they had been helped (76 per cent compared with 69 per cent), while a high proportion of claimants whose first language is not English said that the support had helped them (84 per cent).

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4.4.1 Attitudes to work

The survey also included some questions on claimants' overall attitudes to work.

Claimants expressed positive attitudes to work, with 87 per cent agreeing that 'having almost any type of paid work is better than not working'. A large proportion of those who were not working (79 per cent) were confident that they would be able to find a job that suited them, and the majority were not nervous about the prospect of work (76 per cent). Responses were less clear when claimants were asked whether people are put under too much pressure to find work: 40 per cent agreed but 44 per cent disagreed.

There were no differences in responses according to the level and type of support that claimants received. However, it is important to note that these questions were asked around six months after respondents started their JSA claim. As a result, it is not clear whether their views changed during the course of the claim in light of the support they received. However, this issue can be explored further by comparing these findings with the recent Jobcentre Plus Offer survey (TNS-BMRB, 2013). This interviewed JSA claimants at an early stage in their claim, and then again once their claim had finished. This analysis shows that:

- There was virtually no change in the attitudes of 18-24 year olds in the Jobcentre Plus Offer survey, when comparing their answers near the start of their claim and then at the end of the claim.
- The findings in this survey are very similar to those observed in the Jobcentre Plus Offer survey.

The close similarity between the different sets of findings indicate that these attitudes to work do not appear to be influenced by Jobcentre Plus support; that is to say that the positive attitudes to work were evident among 18-24 year olds both at the start and at the end of their claim. While the support they received may have increased their motivation or confidence (as indicated above), it appears that their underlying attitudes remained very stable.

Table 4.3 Attitudes to work

	Agree %	Disagree %	Neither/ don't know %
Having almost any type of paid work is better than not working	87	7	7
People are put under too much pressure to find work	40	44	16
I'm confident that I will be able to find a job that suits me*	79	14	8
The thought of being in paid work makes me nervous*	15	76	10

Base: All in adviser support sample (1,917); * All not currently in work (1,204).

Note: percentages do not total 100 per cent due to percentage rounding.

4.4.2 Confidence in job seeking skills

Respondents mostly expressed confidence in their job seeking skills, with 87 per cent or more confident in their ability in various ways (as outlined in Table 4.4). Again, it is not possible to assess the extent to which Jobcentre Plus support increased claimants' confidence, although these findings are again very similar to those observed in the Jobcentre Plus Offer survey, both early in the claim and at the end of the claim. This again indicates that this high level of confidence among young job seekers is stable, and does not change greatly during the course of a claim.

Table 4.4 Confidence in job seeking skills

	Very/fairly confident %	Not very/not at all confident %	Don't know %
Your skills are sufficiently up-to-date for the current job market	87	13	1
You can do well in interviews	89	11	1
You can cope with rejections and knock-backs	93	6	1
You can learn new skills or retrain	97	2	*

Base: All in adviser support sample (1,917).

Note: percentages do not total 100 per cent due to percentage rounding.

5 Adviser support: impact of conditionality

The chapter looks at customers' experiences of sanctions and conditionality. Firstly, it examines whether customers have had their benefit stopped or reduced, including the reasons for this. It also examines customers' awareness of conditionality and the impact it has had on their behaviour.

Key findings

- Around one in four respondents said that they had had their benefit stopped (27 per cent) since the start of their claim, while a further six per cent said their benefit had been reduced.
- The main reason for having benefit stopped or reduced was missing a signing-on appointment or another appointment that claimants had to attend.
- Respondents whose benefit had been stopped or reduced were asked whether this had made them more likely to follow the conditions of claiming Jobseeker's Allowance (JSA). Around half (48 per cent) said that it had made them more likely to do this.

5.1 Background

It should be noted that conditionality and sanction rules apply to all JSA claimants and there are no specific rules or requirements for the under 25 group. A sanction may be applied to JSA claimants for the following reasons:

- A lower level sanction if the claimant fails to attend an adviser interview or fails to attend/participate in a training scheme;
- An intermediate level sanction if the claimant fails to be available for work, or actively seek work;
- A higher level sanction if a claimant voluntarily leaves their job or loses it through misconduct; if they fail to attend Mandatory Work Activity; or if they refuse or fail to apply for a job.

For work experience participants, attendance is wholly voluntary but where a claimant has been asked to leave the placement for reasons of gross misconduct, such as stealing, the matter will be referred to a decision maker for a decision on whether a sanction is applicable.

Sector-based work academy participants voluntarily opt into the scheme, but once they agree to attend they may face a benefit sanction if, without good reason, they fail to complete the training element, attend the job interview or (as in work experience) are dismissed from the work placement for reasons of gross misconduct.

5.2 Benefit stopped or reduced

Around one in four respondents said that they had had their benefit stopped (27 per cent), while a further six per cent said their benefit had been reduced.

Claimants with a longstanding health condition or disability were more likely than other claimants to say their benefit had been stopped or reduced (42 per cent compared with 30 per cent), and this was also higher among those who had been out of work for longer (32 per cent of those who had been out of work for a year or more).

There was a link between experience of sanctions and frequency of adviser meetings, although this was not particularly large. Around one in three claimants (32 per cent) who had attended weekly meetings said their benefit had been stopped or reduced, and this was similar to the proportion who attended meetings fortnightly (30 per cent). However, those who attended meetings less than fortnightly were more likely to say their benefit had been stopped or reduced (38 per cent). These findings suggest that failure to attend is part of the reason why some claimants have less frequent contact, but that this does not explain the large proportion of claimants who said they did not have weekly meetings.

The main reason for having benefit stopped or reduced was missing an appointment, as shown in Table 5.1.

Table 5.1 Reasons why benefit was stopped or reduced

	%
Missed a signing on appointment	33
Missed another appointment that you had to attend	23
Told not actively seeking work	17
Did not undertake required activities	9
Missed an appointment with an outside organisation	8
Jobcentre's fault/mix up	5

Base: All who have had benefit stopped or reduced (622).

Note: Table includes answers given by five per cent of respondents or more. Respondents were able to choose more than one response.

5.3 Awareness of JSA conditions and impact on behaviour

Respondents whose benefit had been stopped or reduced were asked whether this had made them more likely to follow the conditions of claiming JSA. Around half (48 per cent) said that it had made them more likely to do this, while the remainder said either that it made no difference (41 per cent), that it made them less likely to follow JSA conditions (seven per cent) or did not know (four per cent). There were no differences in responses, in relation to the reasons for sanction.

Claimants who had not been sanctioned were asked whether they were ever told by an adviser that their JSA might be stopped or reduced if they did not agree to certain conditions. The majority (78 per cent) said that they were told this, although the remainder either said that they were not told (21 per cent) or could not remember (one per cent). Of those that did recall being told, most respondents (65 per cent) said that this made them more likely to follow JSA rules.

Section B

Work experience and sector-based work academies

6 Work experience and sector-based work academies: nature of placement and training

This chapter looks at the nature of work experience placements, as well as the training and placements provided as part of sector-based work academies. For work experience, it examines the length of placement, types of employers and the work involved in the placement; for sector-based work academies, it covers the nature of the training course and type of placement (where this element was included). The chapter also includes an analysis of the profile of individuals participating in work experience and sector-based work academies.

In this chapter, and for the chapters that follow, findings are based on participants aged under 25, unless where specified.

Key findings

- More than half of completed work experience placements lasted for more than four weeks.
- Two in three experience placements were in an office or shop, and the majority were in workplaces with fewer than 25 employees at the site
- All sector-based work academy participants had a training element. In addition, 30 per cent had a work experience placement, including 21 per cent who also had a job interview at the end of the placement.
- Most sector-based work academy participants (74 per cent) received their training solely with an external training provider, while a further seven per cent went to training with both an external training provider and received workplace-based training. The remaining 19 per cent received their training at the workplace.
- The participant profile was similar for the two schemes, although work experience participants tended to have spent longer out of work than sector-based work academy participants.

6.1 Work experience

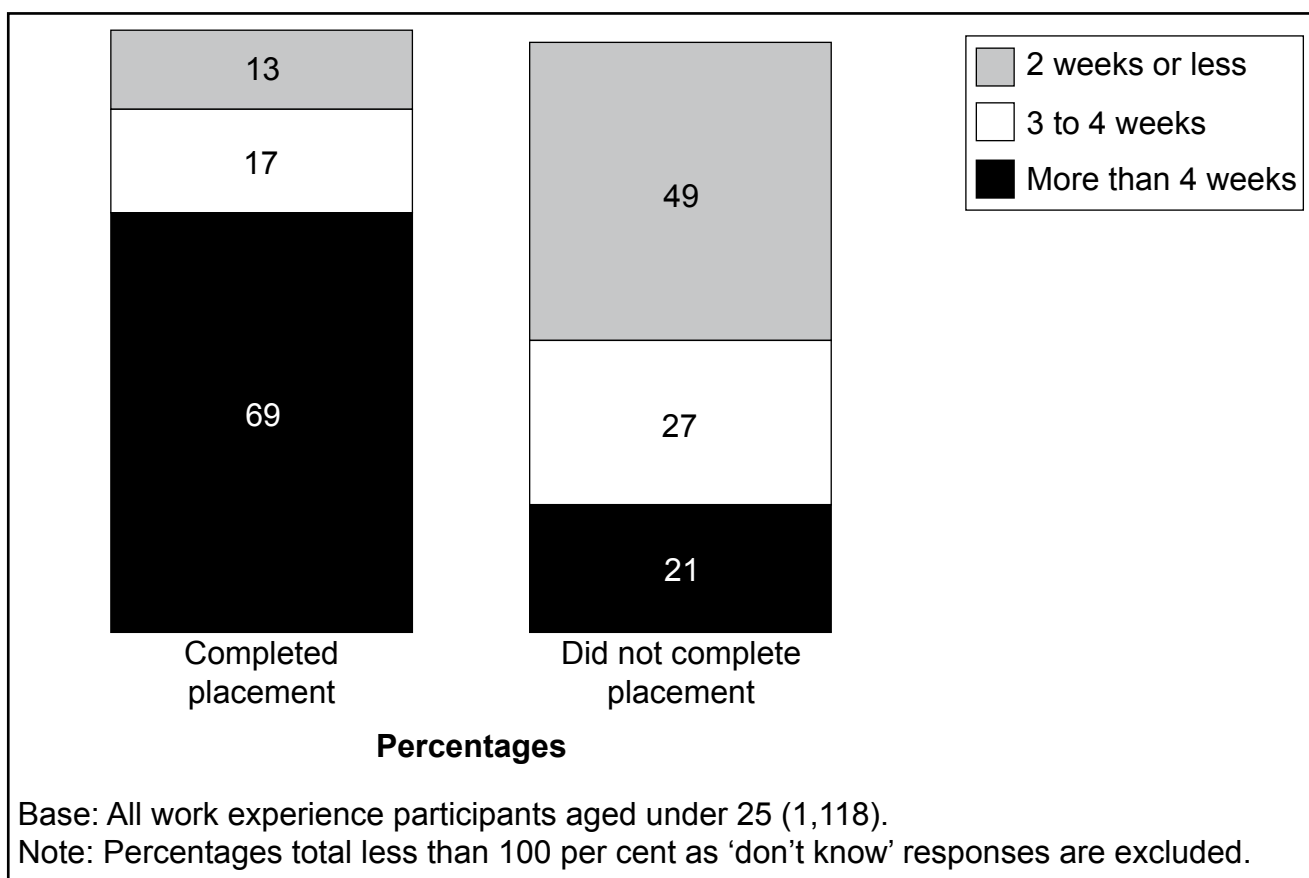
6.1.1 Length of placement

A work experience placement is designed to last between two to eight weeks, with the possibility of a four week extension where an employer makes an offer to take the recruit on an apprenticeship.

In most cases, participants were attending for the expected amount of time. As shown in Figure 6.1, the majority of completed placements (69 per cent) lasted for four weeks or more, with a further 17 per cent lasting between three and four weeks¹⁰.

Around one in four participants did not complete their work experience placement (discussed further in Section 8.1.1). Some non-completers attended the work experience placement for three to four weeks (27 per cent) or for more than four weeks (21 per cent). However, around one in four (24 per cent) attended for a week or less (with nine per cent of non-completers only lasting for a single day). As seen in Section 8.1.1, people failed to complete work experience placements for a variety of reasons, including around one in four which were for 'positive' reasons, such as the participant starting a job or preparing for an interview.

Figure 6.1 Length of time attended work experience placement



¹⁰ The survey of work experience employers found that around half of placements were designed to last seven or eight weeks (Coleman et al., 2013).

There were no differences in length of placement in relation to the type of employer or the work done during the placement. However, among completers, those who had been out of work for a longer period of time (six months or more) were more likely to have attended the placement for four weeks or more (72 per cent) than those who had been out of work for less than six months (62 per cent).

The findings were very similar for work experience participants aged 25 or over: 68 per cent of completed placements lasted for four weeks or more.

6.1.2 Where work experience placements took place

Work experience positions were most likely to be in a shop (45 per cent) or an office (25 per cent). Table 6.1 shows the breakdown of placement organisations. The employer survey found that the majority (76 per cent) of work experience employers were in service sectors.

Table 6.1 Placement organisation

	%
Shop	45
Office	25
Warehouse	10
Outdoors	8
Restaurant/bar/café	5
School/college/nursery	3
Hotel	1
Care home/residential home	1

Base: All work experience participants aged under 25 (1,118).

Note: percentages do not total 100 per cent due to percentage rounding.

There were different profiles for those with placements in shops compared with those who were based in an office. Placements in shops tended to have participants who had been out of work for longer, or had lower educational qualifications, compared with participants with placements in office jobs. For example, 52 per cent of those who had been out of work for more than a year had a placement in a shop, but this was lower (41 per cent) among those who had been out of work for less than a year. By contrast, only 19 per cent of those who had been out of work for more than a year had their placement in an office, compared with 28 per cent of those who had been out of work for less than a year.

Women were more likely than men to work in an office (29 per cent compared with 22 per cent), whereas men were more likely than women to be in outdoor work or in a warehouse. Non-white participants (37 per cent) were more likely to be in a position in an office, compared with white participants (24 per cent).

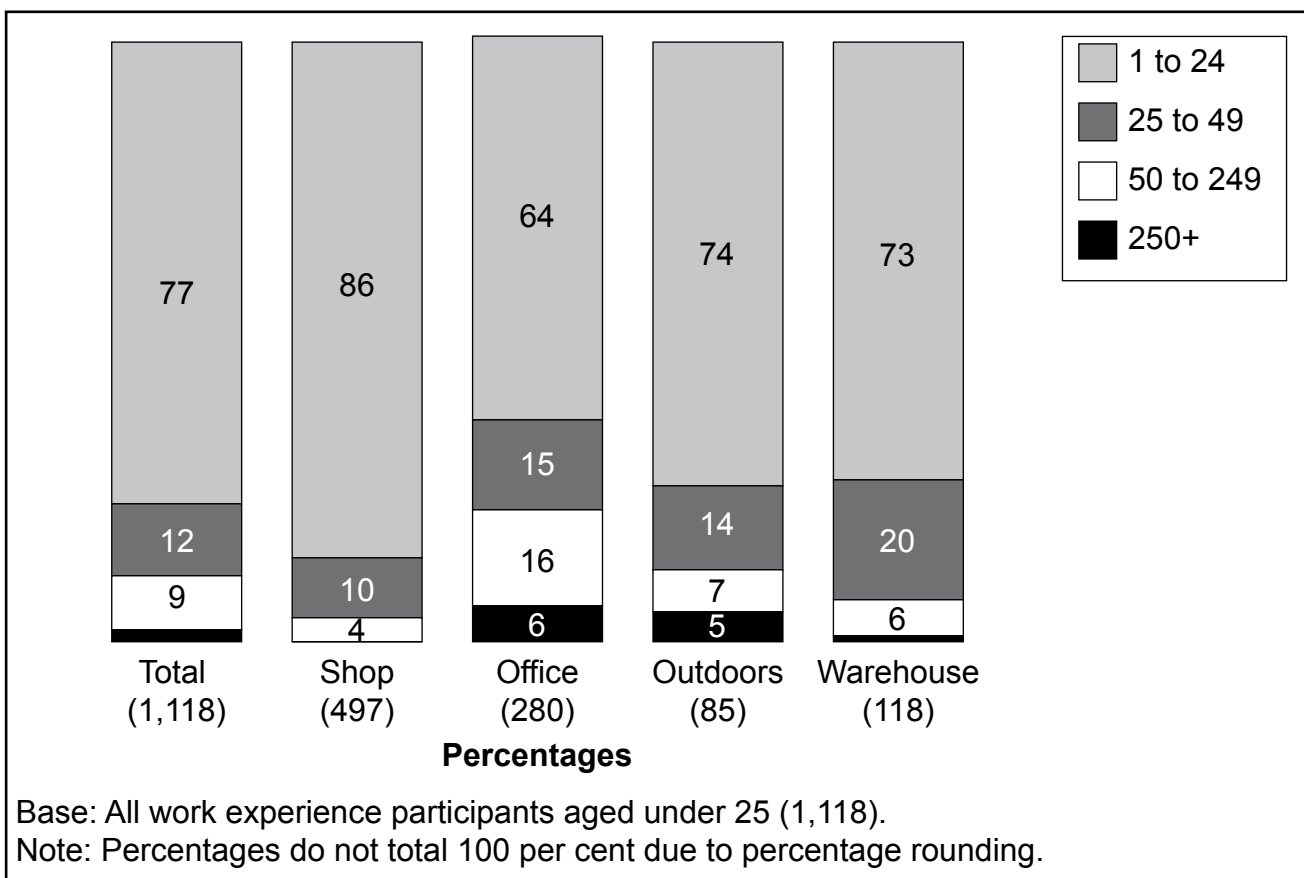
The locations of work experience positions were similar for those aged 25 or over: 45 per cent worked in a shop and 20 per cent in an office.

6.1.3 Size of organisation where placement took place

The majority of placements were at small workplaces. Around nine in ten placements (89 per cent) were at sites with fewer than 50 employees (as shown in Figure 6.2). This was highest for placements in shops (96 per cent) and lowest for placements in offices (79 per cent).

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Figure 6.2 Size of workplace where placements took place



The findings were similar for those aged 25 or over, 86 per cent of whom did a placement at a site with fewer than 50 employees.

This analysis focuses on the size of the workplace, rather than the organisation as a whole. Findings from the employer survey (Coleman et al., 2013) showed that around half (54 per cent) of employers offering work experience placements were small organisations (fewer than 50 employees), while eight per cent were medium-sized organisations (50-249 employees) and 38 per cent were large (250 or more employees).

6.1.4 Type of work done on placement

As seen above, the most common places to have a work experience placement were shops or offices. The tasks done on a placement relate to this: the most common tasks were dealing with members of the public (43 per cent), organising stock or goods (40 per cent), administrative tasks (25 per cent) and cleaning (22 per cent).

Table 6.2 Tasks done on placement

	%
Dealing with members of the public/serving customers	43
Organising stock or goods	40
Administrative/clerical tasks	25
Cleaning	22
Responding to telephone calls, emails or letters	15
Dealing with payments/using a till	16
Manual work such as building or decorating	8
Catering/hospitality	6
Outdoor physical tasks such as digging or planting	4
Warehousing	2

Base: All work experience participants aged under 25 (1,118).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response.

The tasks undertaken by participants aged 25 or over were similar. The most common tasks were dealing with members of the public (41 per cent) and organising stock or goods (38 per cent).

6.2 Sector-based work academies

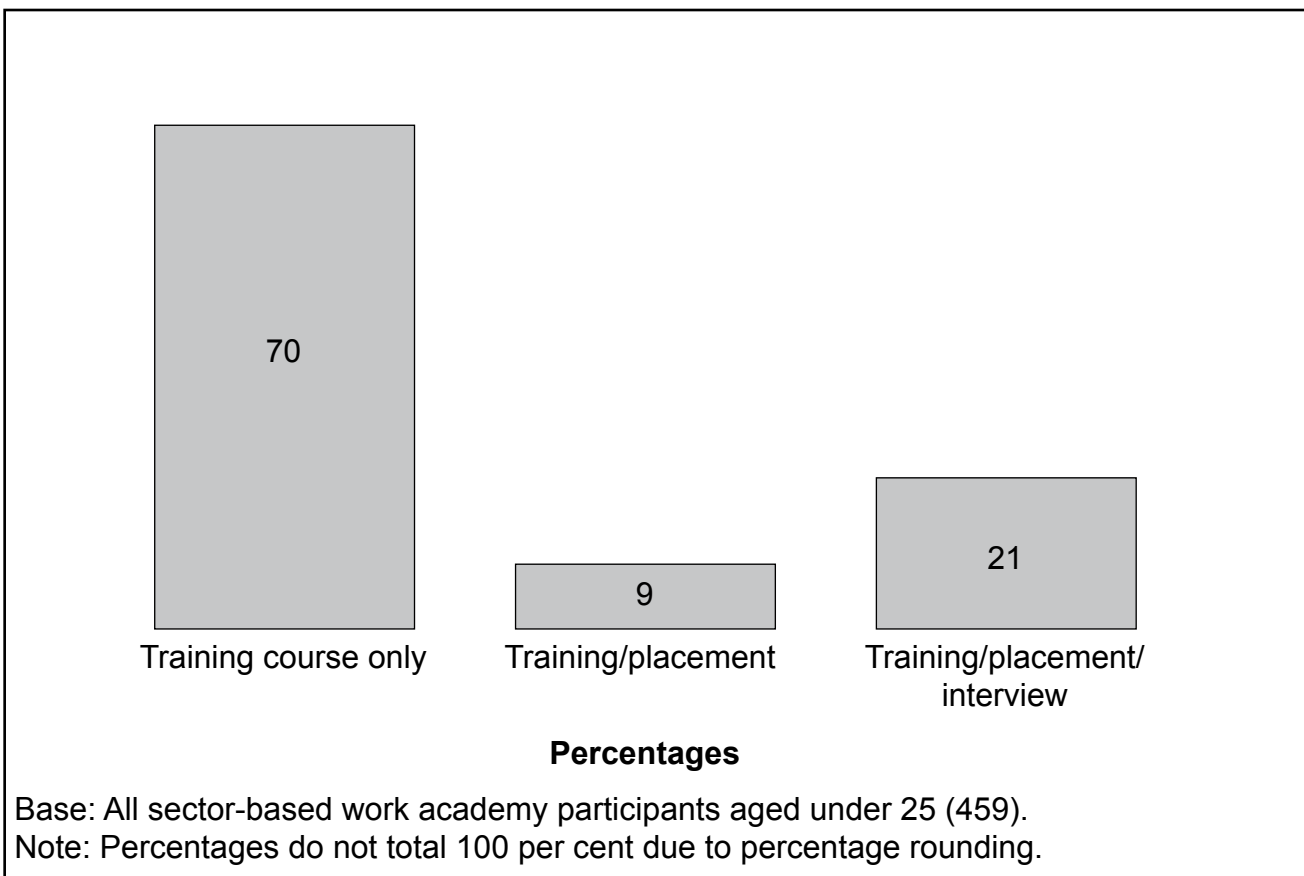
6.2.1 Components of sector-based work academies

The sample of sector-based work academy participants is based on those who were recorded as attending the pre-employment training element of the sector-based work academy. The design of the scheme means there will be occasions where participants fail to attend a work placement after completing the training, or do not meet the expectations of the host employer and are released early from the scheme. The participation of survey respondents across all elements is summarised below:

- 70 per cent of participants had only a training element;
- 21 per cent had all three elements: training, a work experience placement and a job interview;
- 9 per cent had training and a work experience placement (but no job interview); however, in some of these cases (four per cent overall) the employer did help the participant to apply for a job at the same organisation.

It should be noted that there are some known reliability issues in the Department for Work and Pensions (DWP) training data in that some generic training courses may have been mistakenly recorded as sector-based work academy pre-employment training, which will have an impact on the proportion of survey respondents reporting participation in other elements. Furthermore, work placement numbers may have been underestimated in this survey given that the placement element can be incorporated into employer-based training which can lead to customer confusion about which elements have been completed.

Figure 6.3 Elements of sector-based work academy



Participants aged 25 or over were less likely than those aged under 25 to have a work experience placement as part of the sector-based work academy (20 per cent compared with 30 per cent). Among those aged 25 or over, 14 per cent had all three elements, and six per cent had training and a placement (but no job interview).

6.2.2 Training received in sector-based work academy

Around three in four participants of a sector-based work academy (74 per cent) received their training solely with an external training provider, while a further seven per cent went to training with both an external training provider and received workplace-based training. The remaining 19 per cent received their training at the workplace.

If we look specifically at those who had a work experience placement as part of their sector-based work academy, 12 per cent had training at both a training provider and the workplace; 64 per cent had training only with an external provider, and 24 per cent had training only at the workplace.

Table 6.3 shows that the most common types of training received were customer service training (24 per cent), care training (11 per cent) and retail training (11 per cent). Customer service training was more common at training providers (26 per cent) than at the workplace (18 per cent).

Table 6.3 Training received

	%
Customer service	24
Care work	11
Retail	11
Administrative	7
Catering	7
Health and safety	6
Warehouse skills	4
Interview skills	6
Construction/building trade	5
Security	2
Manufacturing/factory	3
Hospitality	4
Forklift truck licence	2
Food hygiene	3

Base: All sector-based work academy respondents aged under 25 (459).

Table excludes responses given by fewer than three per cent of respondents.

Participants aged 25 or over were more likely than those aged under 25 to receive training solely from an external training provider (81 per cent compared with 74 per cent). There were also differences in the types of training: those aged 25 or over were more likely to have training in care work (17 per cent compared with 11 per cent of under 25s) and were less likely to have customer service training (17 per cent compared with 24 per cent).

6.2.3 Length of training

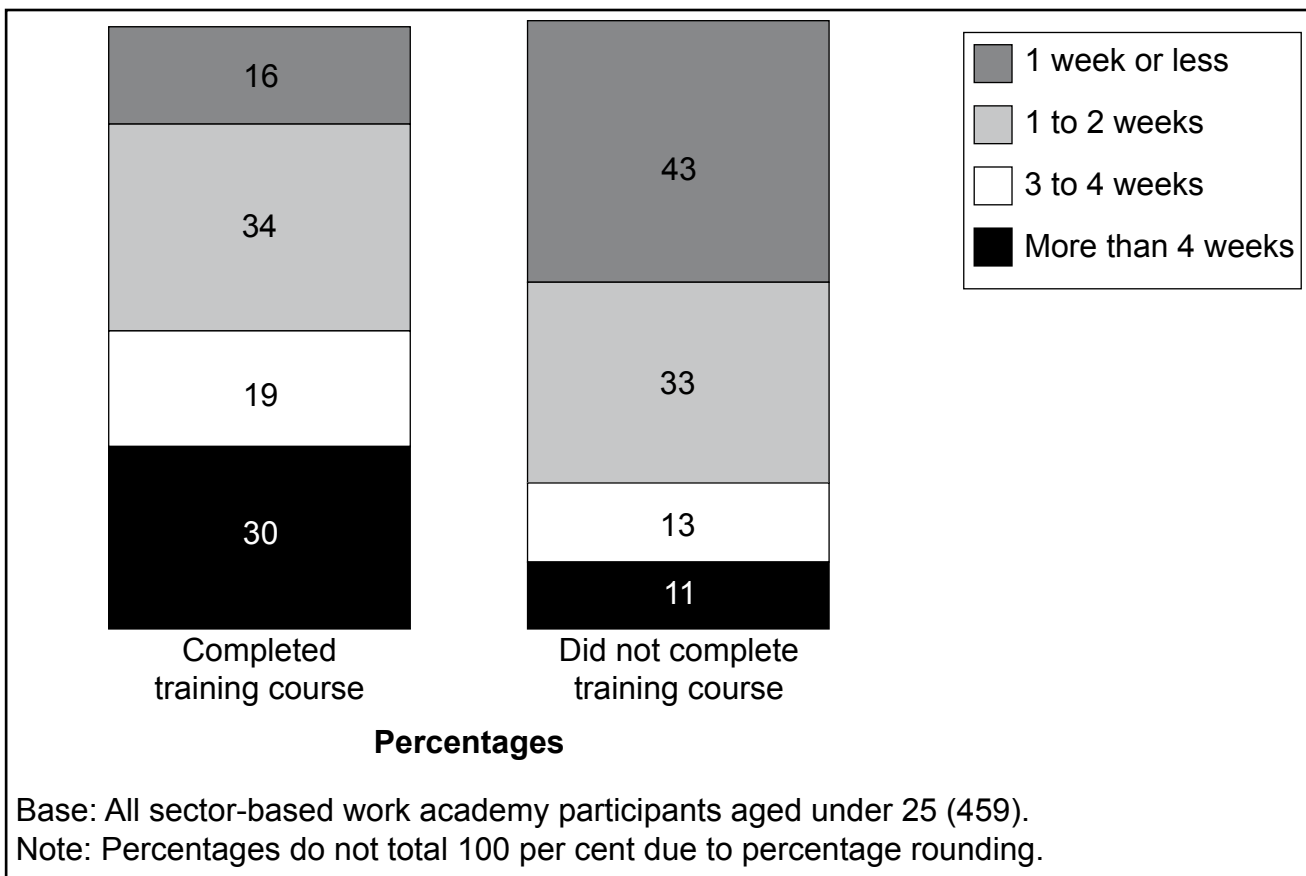
Sector-based work academies can last up to six weeks across the training and work placement elements combined.

Around half of participants who completed their sector-based work academy said that their training element lasted for three weeks or more (49 per cent); this included 30 per cent whose training lasted for more than four weeks. As Figure 6.4 shows, one in three completers (34 per cent) attended training for between one and two weeks, with 16 per cent attending for up to one week.

Ten per cent of sector-based work academy participants failed to complete the training (discussed further in Section 8.1.2). Around one in four non-completers lasted three weeks or more (24 per cent), although 43 per cent stayed on the training for no more than a week (see Figure 6.4).

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Figure 6.4 Length of time attended training



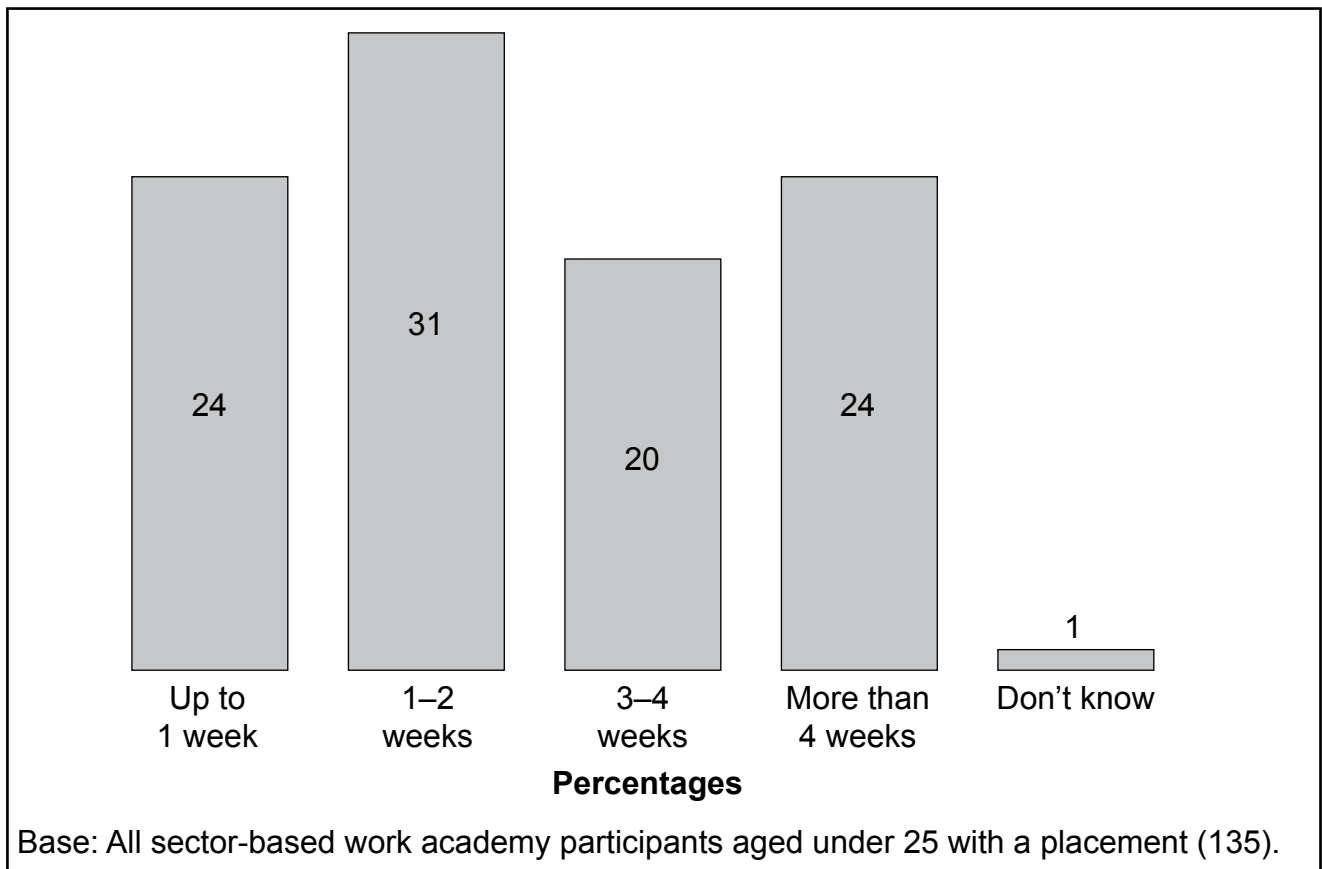
When the training was workplace-based, it was more likely to last for four weeks or more (44 per cent) than when it was with a training provider (27 per cent).

The length of training was similar among participants aged 25 or over: 26 per cent of completers spent more than four weeks on the training.

6.2.4 Length of placement

Work placements that were part of a sector-based work academy were often short. Around one in four (24 per cent) participants who went on a work placement as part of their sector-based work academy attended the placement for less than one week. Three in ten (31 per cent) were on the placement for one to two weeks, while 20 per cent had a placement lasting three to four weeks, and 24 per cent had a placement lasting more than four weeks (see Figure 6.5). This means that, overall, some participants spent a substantial period of time with the employer (taking into account the time on a placement as well as work-based training elements).

Figure 6.5 Length of time attended placement



The findings for participants aged 25 or over were almost identical to those for 18-24 year olds.

6.2.5 Location of work experience placements in a sector-based work academy

The locations of work experience placements on a sector-based work academy were more varied than those on the work experience scheme (as shown in Table 6.4). Placements in shops were still the most common (21 per cent), followed by placements in an office (13 per cent), a warehouse (11 per cent), a care/residential home (nine per cent), outdoors (nine per cent) or in a restaurant, bar or cafe (nine per cent).

This confirms the findings from the employer survey, in which the majority of employers participating in sector-based work academies were in service sectors, but around a quarter were in the education, health or public administration sectors (a higher proportion than in the work experience scheme).

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Table 6.4 Placement organisation

	%
Shop	21
Office	13
Warehouse	11
Care home/residential home	9
Outdoors	9
Restaurant/bar/café	9
Hotel	8
Hospital	4
School/college/nursery	5

Base: All sector-based work academy respondents aged under 25 who had a work experience placement (135).

Older participants (aged 25 or over) worked in similar locations to under 25s on their placements.

6.2.6 Size of organisation where placement took place

Most placements on a sector-based work academy (73 per cent) took place at sites with fewer than 50 employees. Around one in six (17 per cent) were in placements at sites with 50 to 249 employees, and one in ten (10 per cent) were at sites with more than 250 employees. The findings were similar for those aged 25 or over.

The research did not ask the participant about the number of employees in the organisation as a whole, but the employer survey indicated that a high proportion of organisations that offered a sector-based work academy were larger organisations (59 per cent), and that employers offering a sector-based work academy were typically larger than those who taking part in the work experience scheme (Coleman et al., 2013).

6.2.7 Type of work done on placement

The tasks performed on a work experience placement within a sector-based work academy were varied, with customer facing, cleaning and administrative/clerical jobs being most common (see Table 6.5).

Comparing these findings with those for the work experience scheme, placements in sector-based work academies were more likely to involve care work, and were less likely to involve administrative/clerical work or organising stocks and goods.

Table 6.5 Tasks done on placements in sector-based work academies

	%
Dealing with members of the public/servicing customers	41
Cleaning	22
Organising stock or goods	14
Care work	13
Administrative/clerical tasks	16
Responding to telephone calls/emails or letters	12
Dealing with payments/using a till	10
Manual work such as building or decorating	6
Catering/hospitality	7
Outdoor tasks such as digging or planting	7

Base: All sector-based work academy participants aged under 25 who had a work experience placement (135).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response.

Participants aged 25 or over were more likely than those aged under 25 to have done care work (19 per cent compared with 13 per cent) or to have organised stock or goods (20 per cent compared with 14 per cent). However, they were less likely to have been on a placement which involved cleaning or dealing with the public.

6.3 Profile of participants

In this section, we examine the profile of people who have taken up a work experience placement or a sector-based work academy. This provides useful information on the types of people that have taken up these activities. The profiles of the two schemes are examined together.

6.3.1 Gender, age and children

Both schemes are available to Jobseeker's Allowance (JSA) claimants aged 25 or over as well as those aged 18-24. Around half (49 per cent) of sector-based work academy participants were aged 25 or over, compared with 27 per cent of work experience participants (see Table 6.6).

Table 6.6 Age profile of work experience and sector-based work academies

	Work experience	Sector-based work academies
	%	%
Under 21	42	26
21-24	30	24
25 or over	27	49

Base: All work experience participants (1,532) and sector-based work academy participants (1,053).

Note: percentages do not total 100 per cent due to percentage rounding.

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The remainder of this section now focuses on participants aged under 25, in line with the rest of the report.

The proportion of female participants was similar for work experience (41 per cent) and sector-based work academies (36 per cent). Only four per cent of work experience participants had children living with them, similar to the proportion for sector-based work academies (five per cent).

6.3.2 Other characteristics

The profile of participants in the two schemes was very similar, in relation to:

- disability: nine per cent of work experience participants had a longstanding illness or disability, as did ten per cent of sector-based work academy participants;
- ethnicity: 13 per cent of work experience participants were from a non-white ethnic group, compared with 11 per cent of sector-based work academy participants;
- qualifications: the proportions at various qualification levels were similar, although sector-based work academy participants were more likely than work experience participants to have a driving licence (37 per cent compared with 30 per cent).

6.3.3 Length of time out of work

Work experience participants had typically been out of work for longer than sector-based work academy participants. One in three work experience participants (33 per cent) had not worked for 12 months or more (or had never worked), compared with 27 per cent of sector-based work academy participants. This is to be expected, because work experience is intended to be targeted at individuals who had little or no work experience.

Table 6.7 Length of time out of work

	Work experience %	Sector-based work academies %
Less than 6 months	28	36
At least 6 months, up to 12 months	38	36
12 months or more/never worked	33	27

Base: All work experience participants (1,118) and sector-based work academy participants (459) aged under 25.

Note: percentages do not total 100 per cent due to percentage rounding.

7 Customer experiences and views of work experience and sector-based work academies

This chapter looks at the experiences that participants had with their work experience placement or sector-based work academy; specifically, whether the task was explained to them beforehand, if the placement or training was suitable (in terms of what was involved); perceptions of the length of the placement/training; overall perceptions of the experience; and whether they would do it again.

Overall, most participants were positive. As discussed below, at least eight in ten participants of both schemes thought that their placement or training was the correct length, that they received a good amount of supervision and they were treated well on the placement or training.

Key findings

- One in five participants on a work experience placement – and one in six sector-based work academy participants – said that their adviser did not speak to them about what the training/work placement would involve before referral. When it was explained, nine in ten reported that the placement/training was explained clearly.
- Around four in five (82 per cent) work experience participants said they felt positive about their overall experience. The proportion was higher still (87 per cent) among sector-based work academy participants.
- Nine in ten on a work experience placement and sector-based work academy felt that the placement/training was suitable.
- Participants of both schemes mainly felt like they were treated like valuable members of staff, that staff taught them new skills and that placements were well organised. However, one in three agreed that they did not like 'working for free'¹¹.
- Nine in ten sector-based work academy participants (90 per cent) were satisfied with the overall quality of the training.
- Among those who had more than one element of a sector-based work academy, nine in ten (91 per cent) thought that the different elements worked well together.
- Attitudes were consistently less positive among those that did not complete their work experience/sector-based work academy.

¹¹ It should be noted that participation in work experience or the work experience placement of a sector-based work academy is wholly voluntary.

7.1 Whether adviser explained work experience/ sector-based work academy in advance and how clearly this was explained

7.1.1 Work experience

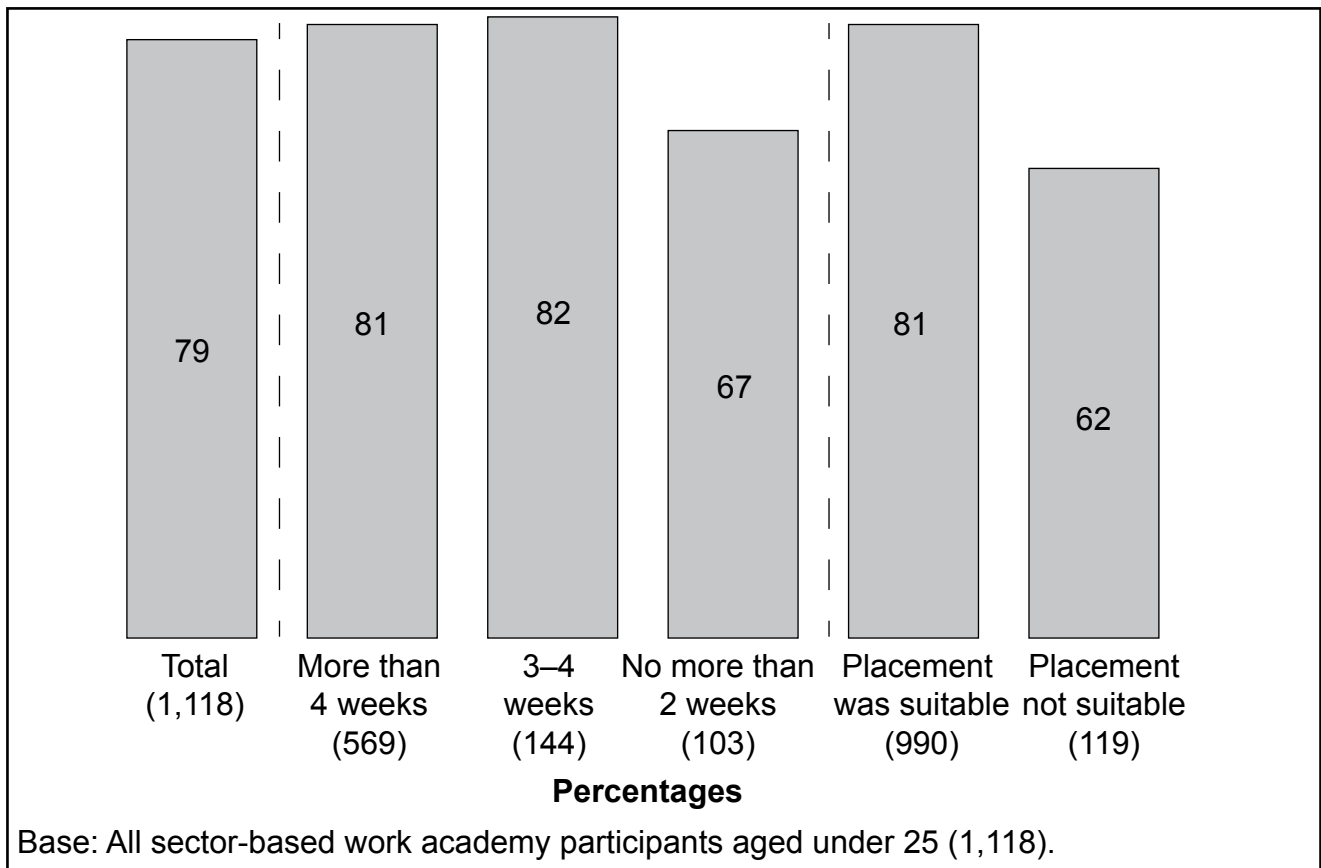
Although the majority of work experience participants said that their adviser spoke to them in advance about what it would involve, around one in five (21 per cent) said that their Jobcentre Plus adviser did not speak to them before they were referred onto their placement about what it would involve. Some caution should be used when interpreting this figure, as the survey interview took place several months after the start of the work experience placement; therefore, some respondents may not accurately recall the level of discussion they had with their adviser. Furthermore, we understand from DWP that the adviser's role at the point of referral is to provide an overview of the work experience scheme including the benefits of participating. The details of the work involved in the placement is usually provided by the placement employer after the referral.

Figure 7.1 shows that those on shorter placements were less likely to recall the placement being explained to them in advance. Where completed placements lasted no more than two weeks, only 67 per cent recalled their adviser speaking to them in advance about what it would involve, compared with 81 per cent of those on completed placements lasting more than two weeks.

Figure 7.1 also shows a link between the perceived suitability of the placement and whether it was explained in advance. This suggests that the level of explanation and preparation may have a bearing on participants' attitudes to the work experience placement itself.

There was little variation when comparing the types of work done on the placement, although those taking part in outdoor jobs were slightly less likely to have recalled having an explanation (69 per cent).

Figure 7.1 Explanation of placement – total, by length of placement and suitability of placement



When advisers did speak to participants about what the work experience placement would involve, it was generally explained clearly. Around nine in ten (89 per cent) work experience participants who were briefed by an adviser said that the placement was clearly explained, including 48 per cent who thought that the placement was explained very clearly. Just one per cent thought that the placement was not described clearly at all, with a further nine per cent who said that it was not very clearly explained.

These findings were consistently positive, when looking at participant demographics such as age, disability, gender, ethnicity and education levels (although those with lower levels of education were more likely to say that it was very clearly explained).

Overall, when combining the findings from these questions, 70 per cent of work experience participants said that they had an explanation of their placement and that it was clear.

Participants aged 25 or over were less likely to have had their work experience placement explained to them by an adviser (70 per cent compared with 79 per cent of those aged under 25). It is possible that older participants may have had more workplace experience or been on previous placements, and therefore need less advice or support.

7.1.2 Sector-based work academies

The proportion of respondents who said that an adviser spoke to them in advance about what was involved was slightly higher for sector-based work academies than for work experience: 84 per cent said they were given a description by an adviser of what the training course would

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involve before they went on it, although 15 per cent did not recall this advance briefing. On this point, we understand from DWP that to tailor the scheme to employers' requirements, full details of the sector-based work academy training or work experience placement are not always available at the point of referral. There was little variation in these findings, although the proportion who said an adviser spoke to them about what was involved was again lower for those who did not think that the training was suitable for them (66 per cent). As noted above in relation to work experience, this suggests that there is a link between the level of advance briefing and participants' views of the experience.

The vast majority (88 per cent) of those who had received a briefing from an adviser thought that the training was clearly explained to them, including 53 per cent who said it was explained very clearly. Those on longer training courses were more likely to say that it was explained very clearly (63 per cent of those on a completed course lasting more than four weeks, compared with 47 per cent of those on a completed course lasting no more than two weeks).

Overall, around three in four (74 per cent) sector-based work academy participants said that they had an explanation of what was involved and that this was clearly explained. This is similar to the proportion seen above in relation to the work experience scheme.

Once again, participants aged 25 or over were less likely to say that an adviser gave them an explanation in advance (78 per cent compared with 84 per cent of those aged under 25).

7.2 Suitability of placements/training

7.2.1 Work experience

The survey findings suggest that advisers are doing a good job of placing participants in suitable positions. Almost nine in ten participants (89 per cent) said that they felt the work experience placement was suitable for them. As might be expected, this was lower among those that did not complete their work experience placement (78 per cent); among completers, 92 per cent said that the placement was suitable. The proportion was also lower for those with a long-term illness or disability (80 per cent). The main locations where people went on placements all had a similar level of suitability; shops (87 per cent), offices (90 per cent), warehouses (92 per cent) and outdoors (94 per cent).

Placements that were attended for longer were seen as being more suitable. Although 89 per cent of completed placements that lasted less than four weeks were perceived as suitable, this already high figure increased to 94 per cent of placements lasting more than four weeks. This analysis is restricted to completed placements, as non-completed placements (typically shorter) were less likely to be seen as suitable (as noted above).

Among participants aged 25 or over, 86 per cent said that they felt that the work experience placement was suitable for them.

Table 7.1 shows the reasons why some respondents felt that the placement was not suitable. The most common reason was that they were not interested in the type of job that the placement offered (46 per cent of those that thought the placement was not suitable, the equivalent of five per cent of all work experience participants). Other reasons given for placements not being suitable were that they did not learn anything new (13 per cent), and that they were misinformed about the placement (ten per cent).

Table 7.1 Reasons that placement was not suitable

	%
Not interested in the subject of the placement/type of work	46
Did not learn anything new	13
Placement was not what I expected	10
Gained no experience/skills	6
It was charity based	5
Placement tasks were not relevant to what I wanted from it	5
Disliked the manager/other staff	5
Dislike the working environment	4
Overqualified for the job	4
Did not know anything about it/no information about it	4

Base: All work experience participants aged under 25 who did not feel placement was suitable (119).
 Note: percentages total more than 100 per cent as respondents were able to choose more than one response. Table restricted to answers given by four per cent or more of respondents.

7.2.2 Sector-based work academies

The findings for sector-based work academies focus on the suitability of the training element, given the selection criteria for this sector-based work academy survey. Around nine in ten participants on a sector-based work academy said that the training was suitable for them (92 per cent). This was equally high for those whose training course was with an external provider (92 per cent) or at an employer (93 per cent).

As expected, non-completers were less likely to say that the training was suitable (82 per cent compared with 95 per cent of course completers).

Participants aged 25 or over were slightly less likely to say that the training was suitable for them (86 per cent compared with 92 per cent of those aged under 25).

The most common reasons why training was not seen as suitable were lack of interest in the subject of the training and the perception that the course was too basic. Further analysis is not possible as only 35 respondents answered this question.

7.3 Views on placements: work experience participants

This section looks at specific aspects of the placement among work experience participants.

7.3.1 Length of placement

Around four in five (79 per cent) work experience participants said that the placement length was about right. One in eight (13 per cent) said it was too long, while seven per cent said it was too short (see Figure 7.2). Among non-completers, 23 per cent said that the placement was too long.

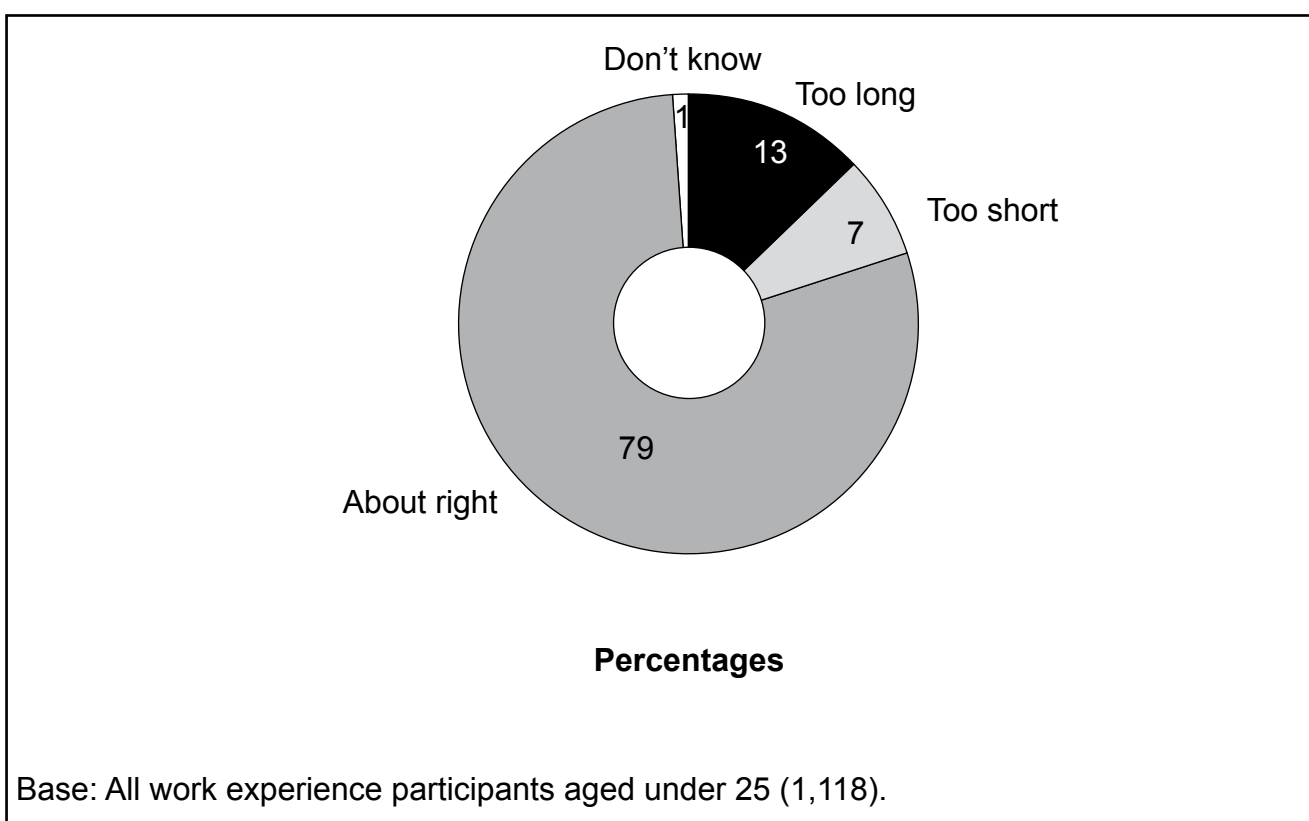
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Warehouse placements were the most likely placement types to be seen as too long (18 per cent). In addition, participants whose first language was no English were more likely to say that the placement was too long (24 per cent), as were those who lacked confidence in their ability in the workplace (18 per cent).

Among people who completed the placement, there was little difference in the views of those who attended longer or shorter placements, with similar proportions saying that the length was about right.

Participants aged 25 or over were less likely to think that the length of placement was about right (70 per cent), with 15 per cent saying that it was too short.

Figure 7.2 Thoughts on length of work experience placement



The survey asked for the reasons why some respondents thought the placement was too long or too short. Among those who thought the course was too long, 16 per cent thought that the amount of time involved was too long without being paid, and eight per cent resented working for free. Other reasons were that the participant did not get a job at the end of the placement (10 per cent) and that they learned everything they needed early on (10 per cent).

For those who thought the placement was too short, the most common reason was that respondents did not feel they gained enough experience or skills (37 per cent), while 15 per cent said that it was not long enough to gain work-related experience or to get a job, and nine per cent said that there was too much to do or to learn in the time. However, 11 per cent said it was too short simply because they enjoyed working at the placement and did not want it to end.

Overall, these reasons (both for placements being too long and too short) indicate that some participants had high (and possibly unrealistic) expectations. This is an issue that advisers could address when explaining the nature of the placement in advance.

7.3.2 Amount of supervision on placement: work experience participants

Just two per cent of work experience participants thought that they had too much supervision during their placement. Most participants (81 per cent) thought that they received the right amount of supervision, while 15 per cent did not think that they received enough supervision.

Non-completers were more likely to say that they did not get enough supervision (29 per cent compared with 10 per cent of completers). Women were more likely than men to say that they received insufficient supervision (18 per cent compared with 12 per cent), while participants with a long-term illness or disability (22 per cent) were more likely than other participants to say they did not get enough supervision.

The findings were very similar for participants aged 25 or over: 80 per cent said that they received the right amount of supervision.

7.3.3 Attitudes to placement: work experience participants

In this section, we look at participants' attitudes to the work experience placement, examining whether they agreed they were treated like a valuable member of staff, whether existing staff were willing to teach them new skills (which would help in the placement, and also in the jobs marketplace), whether the placement was well organised and how they felt about working 'for free'. Findings are summarised in Figure 7.3.

Overall, participants expressed positive attitudes towards their work experience placement, particularly in terms of how they were treated by the employer.

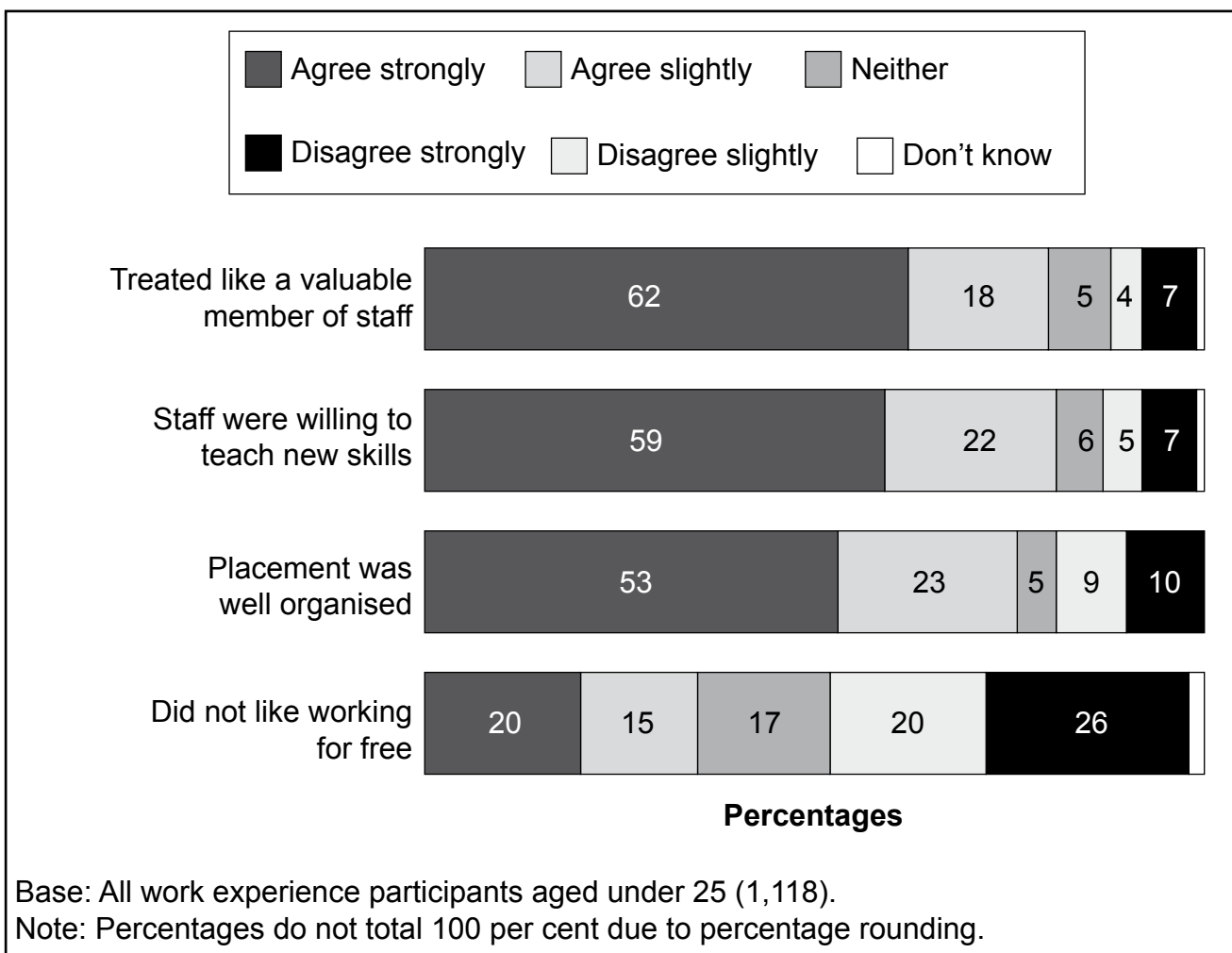
Four in five participants (80 per cent) agreed that they were treated like a valuable member of staff, including 62 per cent who strongly agreed about this. Just ten per cent disagreed. Participants who completed their placement were generally very positive (86 per cent agreed and just five per cent disagreed), while non-completers were more negative (63 per cent agreed and 25 per cent disagreed).

There was little variation in levels of agreement in relation to the different types of workplaces, although agreement was slightly lower among those whose placement was in a shop (79 per cent), compared with those who worked in other settings. When analysing by length of (completed) placements, there was no difference in agreement levels. Participants with a long-term illness or disability were more likely to disagree that they were treated like a valuable member of staff (18 per cent).

Around four in five (81 per cent) agreed that staff were willing to teach them new skills when they were on their placement, including 59 per cent who strongly agreed. This is encouraging, as increased confidence, skills and workplace experience that will help in the jobs marketplace are important outcomes from a placement (these issues are discussed further in Chapter 9).

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Figure 7.3 Attitudes to work experience placement



Among people who completed their placement, 87 per cent agreed that staff were willing to teach them new skills; this was lower among non-completers (66 per cent agreed and 25 per cent disagreed). Agreement was again lower for those with a long-term illness or disability (70 per cent).

Around three in four (76 per cent) agreed that the placement was well organised, while 18 per cent disagreed. Once again, while people who completed the placement were generally positive (83 per cent agreed), non-completers were more critical (57 per cent agreed and 32 per cent disagreed).

When asked whether they agreed or disagreed with the statement: *'I didn't like working for free'*, there was a mixed picture: around one in three (35 per cent) agreed that they did not like 'working for free', while 45 per cent disagreed (i.e. they were fine with not receiving a wage for their placement). The rest were unsure (neither agreed nor disagreed with the statement or did not know). However, it should be noted that participation in work experience is wholly voluntary for claimants.

Findings were consistent across sub-groups, and although non-completers were again more critical than people who completed the placement, the difference was less pronounced on this issue (33 per cent of completers agreed that they didn't like working for free, compared with 42 per cent of non-completers).

Findings were similar for participants aged 25 or over. The only difference was that those aged 25 or over were less likely to agree that staff taught them new skills (74 per cent), although this may be because they already had more experience in the workplace and therefore needed less support.

7.3.4 Satisfaction with the work involved in placements: work experience participants

Around three in four work experience participants were satisfied with the amount of work (75 per cent) and the variety of tasks involved (73 per cent) in their placement. This includes around half who were very satisfied with the amount of work (50 per cent) or the variety of tasks involved (46 per cent).

As on other issues, non-completers were less positive: 51 per cent were satisfied with the amount of work, and 52 per cent with the variety; this compares with higher figures (83 per cent and 80 per cent respectively) among completers.

7.4 Views on placements: sector-based work academy participants

This section looks at specific aspects of the work experience placement among sector-based work academy participants (among those who attended a placement).

7.4.1 Length of placement: sector-based work academy participants

Among sector-based work academy participants who had a work placement element, 84 per cent thought that the length of the placement was about right, while seven per cent thought that it was too long and nine per cent that it was too short.

The figures for participants aged 25 or over were slightly less positive (73 per cent thought that the placement length was about right).

These findings can be compared with those obtained from employers. The majority of employers who offered work placements on a sector-based work academy said that they were about the right length (85 per cent), while 10 per cent said they were too short and three per cent too long. These views are similar to those expressed by participants.

7.4.2 Amount of supervision on placement: sector-based work academy participants

Among sector-based work academy participants who had a work placement element, the vast majority (89 per cent) felt they received the right amount of supervision on their placement, while just two per cent felt they received too much. Just eight per cent said they received too little supervision.

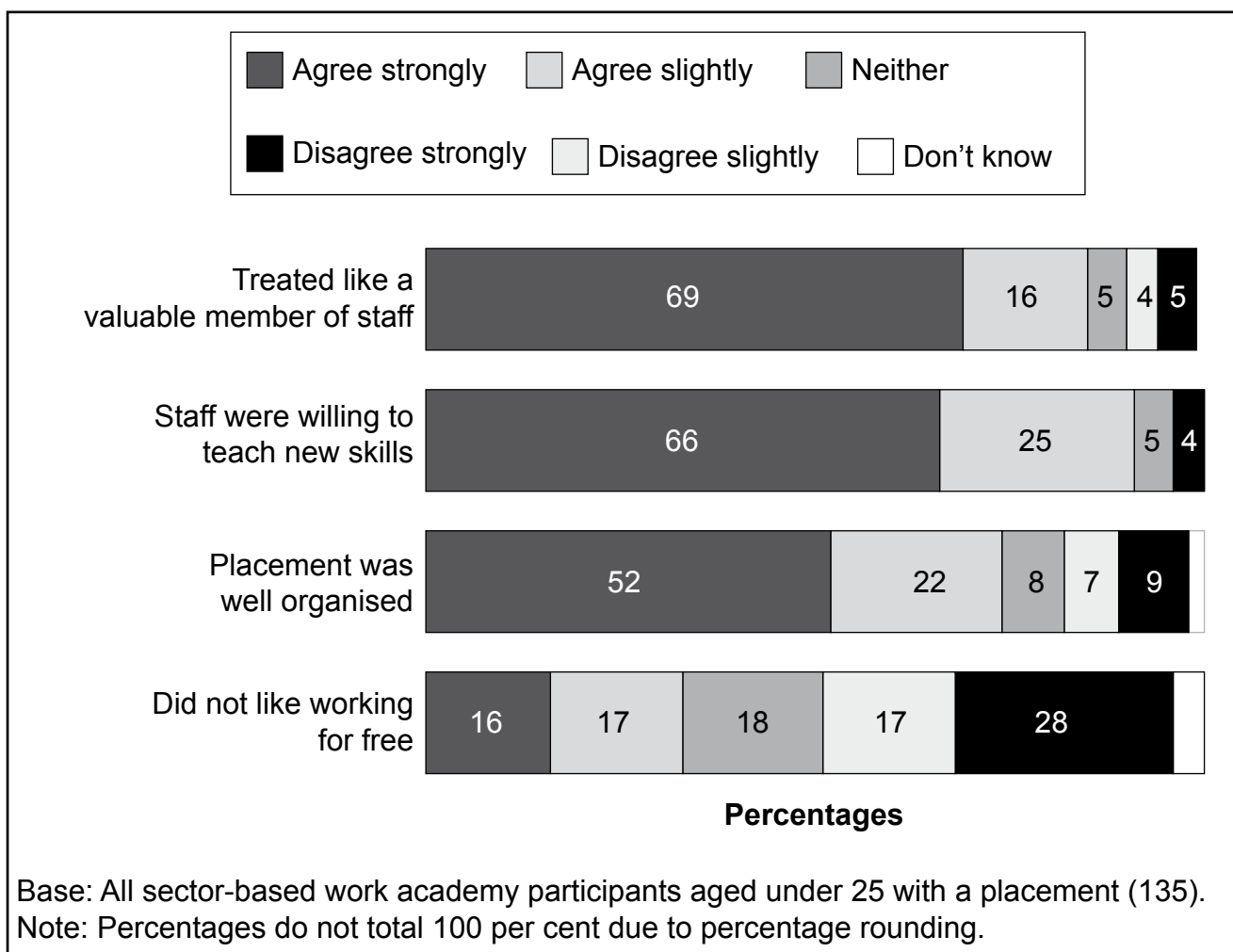
Once again, the findings for participants aged 25 or over were slightly less positive (79 per cent thought that they received the right amount of supervision).

7.4.3 Attitudes to placement: sector-based work academy participants

A high proportion of sector-based work academy participants who had a work experience placement agreed that they were treated like a valuable member of staff (85 per cent), that staff were willing to teach them new skills (91 per cent) and that the placement they went on was well organised (75 per cent). In each case, more than half of respondents strongly agreed with the statement.

One in three (33 per cent) agreed that they did not like 'working for free', although 45 per cent disagreed. It is not possible to identify variations between different respondents, because of the small sample size (only 135 respondents aged under 25 attended a work experience placement as part of their sector-based work academy).

Figure 7.4 Attitudes to placement



Participants aged 25 or over were more likely than younger participants to agree that their placement was well organised (86 per cent), but were less likely to agree that staff were willing to teach them new skills (81 per cent).

7.4.4 Satisfaction with the work involved in placements: sector-based work academies

Around four in five sector-based work academy participants who attended a work placement were satisfied with the amount of work (83 per cent) and the variety of tasks (79 per cent) involved in the placement. Findings were similar for those aged 25 or over. These figures are slightly higher than the equivalent figures among work experience participants.

7.5 Training element of sector-based work academies

The previous section included coverage of the work experience placement that was included in sector-based work academies. This section now focuses on the training element of sector-based work academies.

7.5.1 Attitudes to training

Participants expressed positive attitudes towards their training. Nine in ten (90 per cent) were satisfied with the overall quality of the training. This was similar for those who were trained by an external training provider (90 per cent) or by an employer at a placement (86 per cent). While mainly positive, nine per cent were dissatisfied with the training they received, including four per cent who were very dissatisfied.

People on shorter training courses were less positive: among course completers, 10 per cent of those whose course lasted up to four weeks were dissatisfied, compared with just four per cent of those on a course lasting more than four weeks.

Of the nine per cent of sector-based work academy participants who were dissatisfied with the training, there was a variety of reasons: mainly lack of relevance, or not learning anything new/already having taking the same kind of training.

Participants aged 25 or over also expressed positive views about their training (87 per cent were satisfied).

7.5.2 How elements of sector-based work academies worked together

Three in ten sector-based work academy participants had more than one element to their work academy: 21 per cent had both a placement and an interview in addition to training, and nine per cent had a placement (but no interview) in addition to training.

Among those who had more than one element, 91 per cent thought that the different elements worked well together (with 56 per cent who thought that they worked very well together). Nine per cent did not think they worked very well together, including three per cent who did not think they worked at all. These views are very similar to those given by employers: in the employer survey, 87 per cent of employers said that the different elements worked well together.

Participants aged 25 or over were also positive on this issue: 84 per cent thought that the elements worked well together.

The reasons given for the elements not working well together (from the small number of participants who said this) were typically about poor organisation or lack of communication.

7.6 Overall perception of time on work experience or sector-based work academy

7.6.1 Work experience

Earlier sections have shown that a high proportion of work experience participants were satisfied with the amount of work and variety of tasks involved; and that they felt they were treated like a valuable member of staff and were taught new skills by existing members of staff.

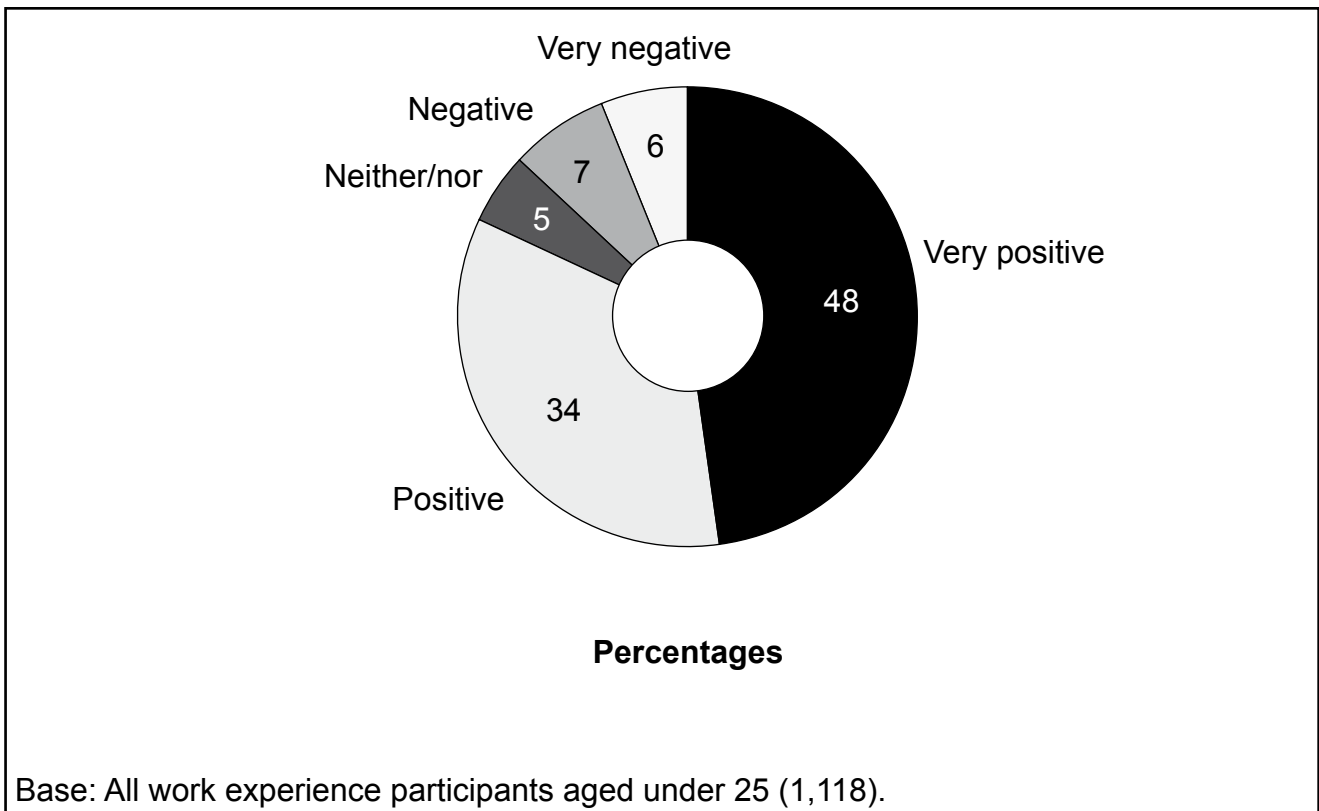
When asked about their overall experience of work experience, the majority (82 per cent) said they felt positive, including 48 per cent who were very positive about the overall experience. Around one in eight (12 per cent) had a negative overall opinion (with six per cent very negative).

People who completed their placement were generally positive (91 per cent), although non-completers were more critical (58 per cent were positive but 32 per cent were negative). Views were generally similar in the various types of placement.

Participants with a long-term illness or disability were less positive (71 per cent positive, 26 per cent negative), as they had been when asked other questions about their experience. Those who were nervous or not confident about going into the workplace also had a less positive experience (76 per cent positive, 20 per cent negative).

Participants aged 25 or over were also positive about their experience (79 per cent were positive and 15 per cent were negative).

Figure 7.5 Experience of placement



Work experience participants who were not in work at the time of the interview were asked whether they would consider taking up another placement if it was offered to them. More than eight in ten (83 per cent) said they would consider participating again. As expected, this was higher among those who had a positive experience on their placement (88 per cent). However, two in three (68 per cent) who had a negative experience would still consider another placement; so a poor experience on a placement would turn off some – but by no means all – participants from taking part again. The majority of non-completers (77 per cent) also said that they would consider taking up another placement.

Despite having a less positive experience, participants with a long-term illness or disability were no less likely than other participants to be willing to go on a placement again.

The findings were similar for participants aged 25 or over, 85 per cent of whom said they would consider taking up another placement.

All participants were asked about suggested improvements to work experience. By far the most common response was that there were no improvements that could be made (36 per cent). The main suggestions were for participants to get a job (or the possibility of a job) at the end of the placement (eight per cent), more variety of tasks (seven per cent), better organisation of placements (five per cent), an increase in the amount of work (five per cent) and being paid while on the placement (five per cent).

Participants on work experience who were still claiming benefits (almost all of these were claiming Jobseeker's Allowance (JSA)) were asked if there was any additional help that they could receive which would be useful. Most respondents (68 per cent) said there was nothing else they needed and a further seven per cent were unsure. Small numbers of participants gave responses such as 'more work experience' (four per cent), more support in finding a job (three per cent) and 'more training courses' (two per cent).

7.6.2 Sector-based work academies

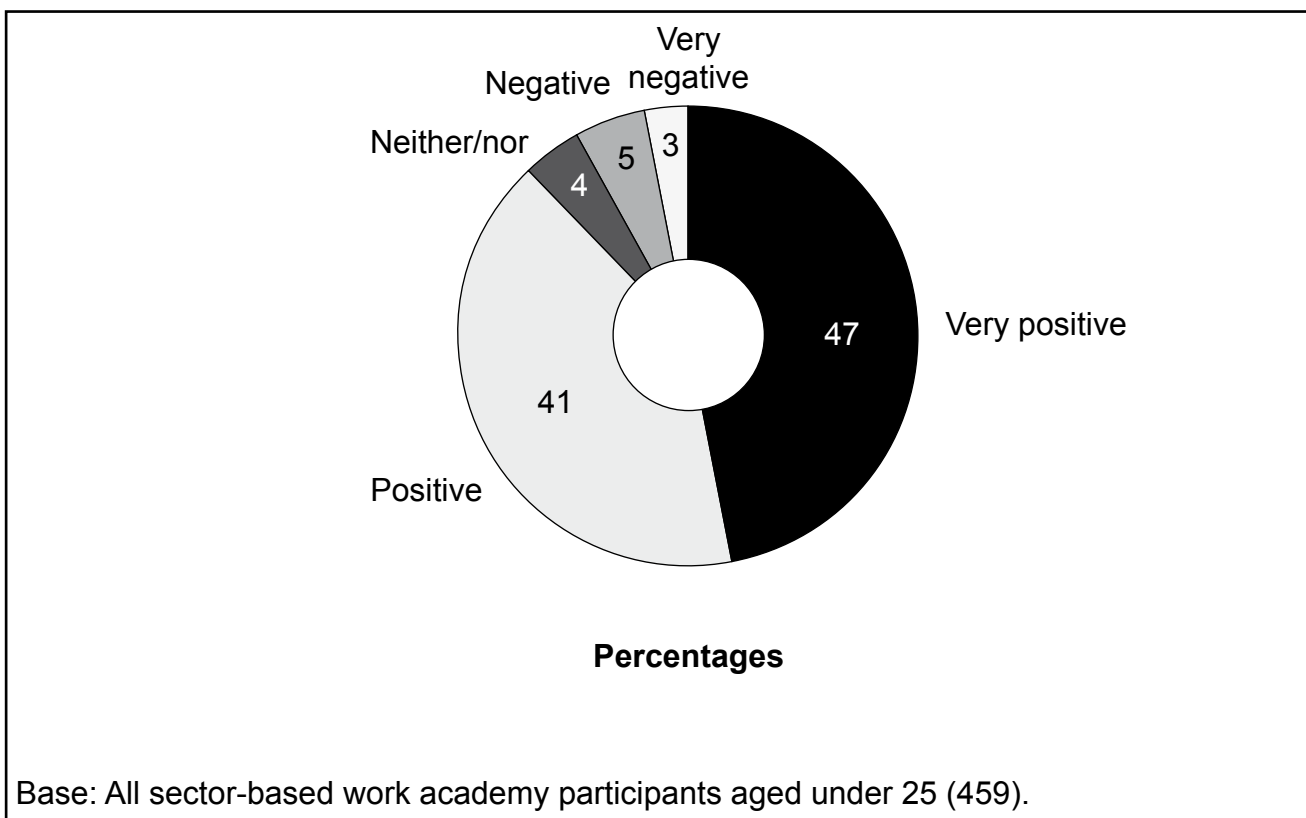
When asked whether they felt positive or negative about their time on the training course (and work experience placement, where applicable), 87 per cent of sector-based work academy participants said that they had a positive experience overall, including 47 per cent who were very positive. Just eight per cent had a negative experience, including three per cent who were very negative.

While people who completed their sector-based work academy were mostly positive (89 per cent), non-completers were less positive (67 per cent positive and 24 per cent negative).

Views were positive both among participants who took part in a work experience placement (in addition to training) and those who took part in training only (91 per cent and 86 per cent respectively). The experience was also similar for those who had training with an external training provider (86 per cent) and those whose training was at the workplace (90 per cent).

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Figure 7.6 Experience of sector-based work academy



As with work experience, around nine in ten (89 per cent) sector-based work academy participants who did not currently have a job would consider participating in the scheme again. This was high for all groups.

When asked about possible improvements to sector-based work academies, 39 per cent of participants could not suggest any improvements to the scheme (with a further seven per cent unsure). The most common suggestions for improvements were longer placements (seven per cent), having training that is more practical than theoretical (five per cent), more or better information beforehand (five per cent) and getting a job at the end (five per cent).

Most sector-based work academy participants who were still receiving benefits did not have any suggestions for additional help that would be useful (67 per cent). The most common suggestions were for 'support finding a job' (five per cent) and more helpful or understanding staff (four per cent).

Participants aged 25 or over were generally positive about their experience of a sector-based work academy (85 per cent were positive and 13 per cent negative), and 89 per cent said they would consider participating in the scheme again; these figures are very similar to those seen above for participants aged under 25.

8 Outcomes of work experience and sector-based work academies

This chapter looks at the outcomes of people participating in work experience and sector-based work academies; specifically completion of placements/training courses, job offers directly from placements, and general movement into employment following a placement.

Key findings

- Around three-quarters of work experience participants (74 per cent) completed their placement. The completion rate was higher for sector-based work academies (90 per cent).
- Among those who completed work experience, 22 per cent were offered a job by the placement organisation (this represents 16 per cent of all work experience participants, including non-completers). Nine in ten participants (90 per cent) took up the job offer.
- Where sector-based work academies included a work placement, 42 per cent of participants were offered a job at the end of their placement. Nine in ten (90 per cent) took up the offer.
- Among work experience participants who moved into work after the placement (at a different employer), 49 per cent said that the placement helped them to get the job. This was higher among sector-based work academy participants (65 per cent said that the training course helped them to get the job).

8.1 Completion of placements

8.1.1 Work experience

Three-quarters (74 per cent) of work experience participants completed their placement. As seen in the previous chapter, non-completion is associated with more negative views of the placement, so it is important to understand the characteristics of non-completers, as well as the reasons for non-completion.

There were some differences in completion levels (as shown in Figure 8.1). Completion rates were higher for those with higher educational qualifications – 64 per cent of those qualified to level 1 or below completed their placement, rising to 71 per cent for those qualified to level 2, 79 per cent for those qualified to level 3 and 83 per cent for those qualified to level 4 or above. Completion rates also varied by the length of time that a participant had been unemployed. The completion rate for participants who had been unemployed for less than six months was 68 per cent, whereas those who had been unemployed for more than six months was higher (76 per cent).

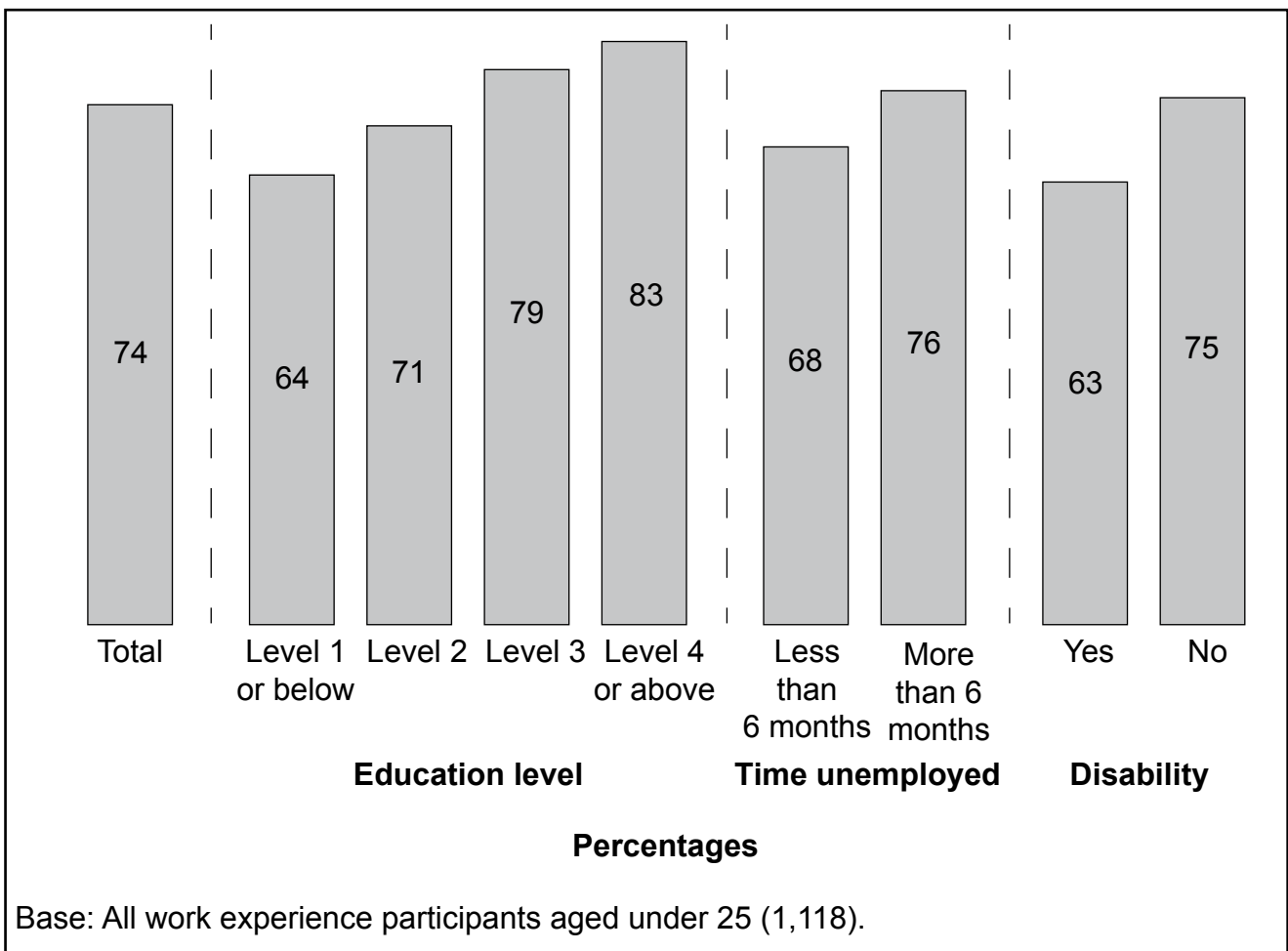
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As the previous chapter has shown, satisfaction with placements was lower for those with a long-term illness or disability. Completion rates were lower as well (63 per cent).

Completion rates were broadly similar across different types of placement, although they were slightly higher for placements in offices (80 per cent) and in jobs involving dealing with money/using a till (86 per cent).

The completion rate for participants aged 25 or over (25 per cent) was similar to that seen above for participants aged under 25.

Figure 8.1 Completion of work experience placement



The reasons why respondents did not complete their work experience placement are shown in Table 8.1. As the table shows, there were positive reasons for drop out – such as receiving a job or an interview. This accounted for around one in four non-completions (23 per cent). Other respondents left for reasons that were not related to the placement, for example, personal reasons or illness. This leaves around three in ten who left because they did not like aspects of the placement: the work, people, training or hours involved.

Table 8.1 Reasons for non-completion

	%
Received offer of paid job	22
Had to leave, e.g. due to illness	14
Did not like the work	10
Did not like the people	9
Was told to leave	7
Family/personal reasons	5
Did not like the hours	3
Did not learn anything	3
Could not afford it	3

Base: All work experience participants aged under 25 who did not complete the placement (294).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response. Table restricted to responses given by three per cent or more of respondents.

8.1.2 Sector-based work academies

The level of completion for sector-based work academies was higher than for work experience. Looking firstly at the training element, 90 per cent of sector-based work academy participants completed the training. There were no differences by demographic sub-groups, or for different types of training.

Just ten per cent did not complete their training course. The most common reasons were finding another job and having to leave, for example, due to an illness.

Completion of the work placement element of sector-based work academies was also high: 93 per cent of participants completed the placement.

The completion rates for participants aged 25 or over were also high: 93 per cent for the training element, and 91 per cent for the work placement element.

8.2 Job offers from placement organisation

8.2.1 Work experience

Although the aim of a work experience placement is not primarily to transfer into employment at the placement organisation, some participants were offered a job at the end of the placement. Among those who completed their placement, 22 per cent were offered a job by the placement organisation; this represents 16 per cent of all work experience participants, including non-completers.

There were differences in the proportion of employment offers at different types of placement organisation (Figure 8.2). The proportion of work placements that led to a job offer was lower in shops (15 per cent) than in other types of location.

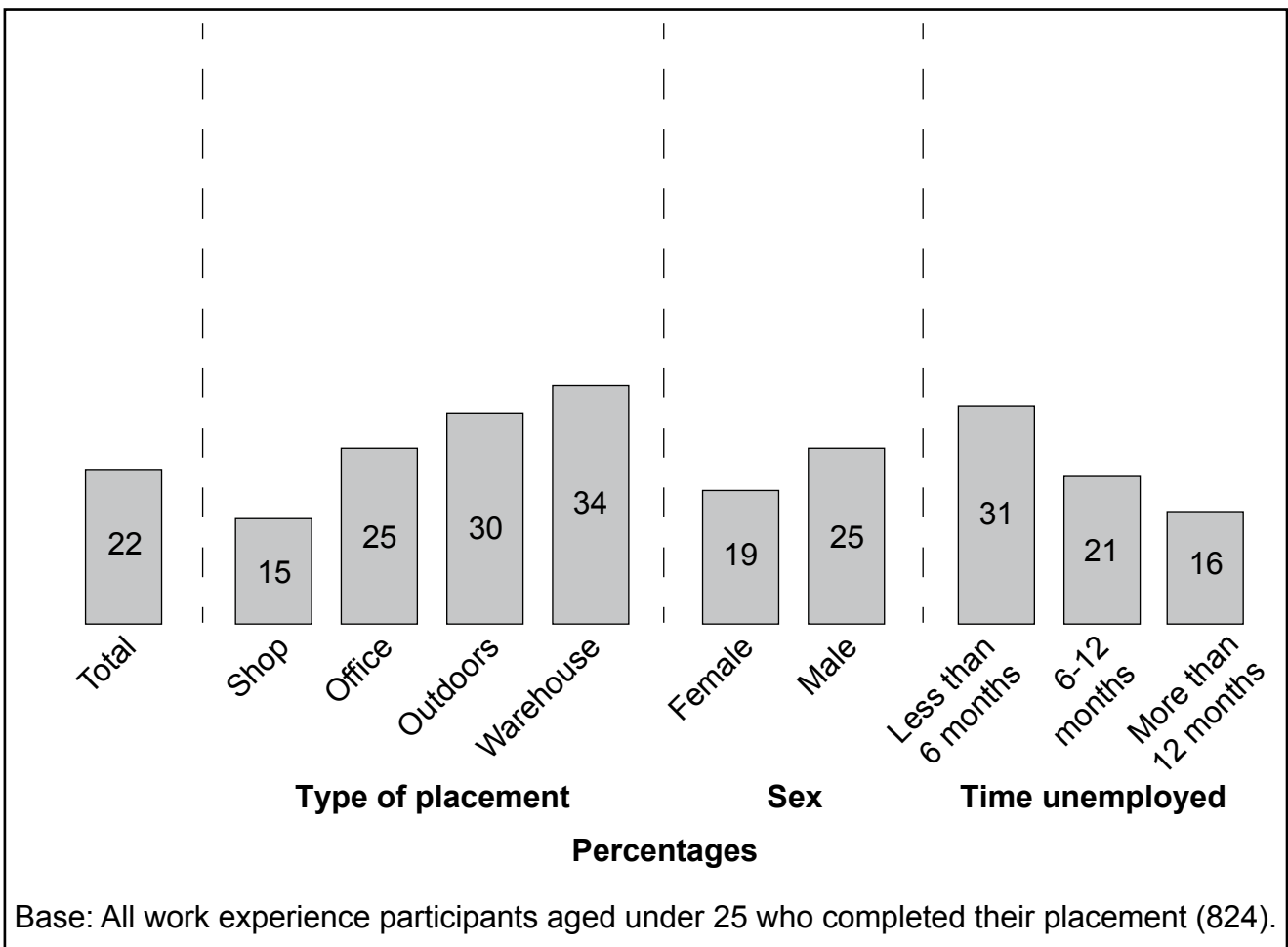
Men were more likely than women to have a job offer at the end of the placement (25 per cent compared with 19 per cent); this variation is linked to the patterns by type of placement organisation, as women were more likely than men to have had a placement in a shop (where the proportion of job offers was lower).

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There was also a difference when looking at length of unemployment. While 31 per cent of participants unemployed for less than six months were offered a job at the end of their placement, this fell to 21 per cent for those out of work for six to 12 months, and 16 per cent for those unemployed for more than a year. These findings contrast with the figures on completion rates: those who had been unemployed for a shorter period of time were less likely to complete their placement, but when they did they had a better chance of a job offer. Overall, these findings confirm that those with longer spells of unemployment may be less job-ready and therefore less likely to be offered a job at the end of the placement. For these participants, work experience may be effective at providing intermediate outcomes (for example, boosting confidence and skills) rather than leading directly to an offer of employment.

Finally, job offers were less likely to be offered at the end of placements lasting three or four weeks (14 per cent), compared either with those lasting no more than two weeks (29 per cent) or those lasting more than four weeks (23 per cent).

Figure 8.2 Offer of employment at placement organisation



Nine in ten participants (90 per cent) who were offered a job with their placement organisation took up the job offer. This is equivalent to 15 per cent of all work experience participants.

Findings were similar for participants aged 25 or over: 23 per cent were offered a job at the end of the placement and 89 per cent of these took up the offer.

8.2.2 Sector-based work academies

Where sector-based work academies included a work placement, 42 per cent of participants were offered a job at the end of their placement; this was higher than in the work experience scheme, as might be expected. Again, those that had been out of work for a shorter period (under six months) were more likely to have been offered a job (57 per cent) than those who had been out of work for longer (31 per cent). Nine in ten (90 per cent) who were offered a job took up the offer.

Among participants aged 25 or over, 42 per cent were offered a job at the end of their placement, and 88 per cent of these took up the offer.

8.3 Work outcomes

8.3.1 Work experience

A high proportion of work experience participants who had accepted a job offer at their placement organisation were still in that job at the time of the interview, around four months after the start of the placement (87 per cent). This represents 13 per cent of all work experience participants. Participants who had been unemployed for six months or longer were more likely to have stayed in the job (94 per cent).

Participants who were not in paid employment with the organisation they had a placement with were asked whether they were now in work. Around one in four (27 per cent) of these participants had successfully transferred into paid employment elsewhere.

This proportion was lower for those with long-term illness or disability (18 per cent). Participants who had been out of work for a shorter period (less than six months) were far more likely to have moved into paid employment (50 per cent) than those who had been out of work for six months to a year (26 per cent). Just ten per cent of those who had been out of work for longer than a year and were not working for their placement organisation had found work elsewhere. The movement into another position of employment after the placement was also lower for participants aged under 21 than those aged 21-24 (23 per cent compared with 33 per cent).

There was also a direct link between educational qualification level and employment (for those who had not been taken on directly after their placement by the placement organisation). Among those qualified to level 1 or below, the proportion who had moved into work was 17 per cent, rising to 28 per cent among those qualified to level 2 or 3, and then to 47 per cent for those qualified to level 4 or above.

These patterns of movement into work (in relation to disability, length of unemployment and qualifications) are similar to those observed in the adviser support sample (see Section 4.1) and are consistent with previous analysis of movement off Jobseeker's Allowance (JSA) into work (for example, Adams *et al.*, 2010).

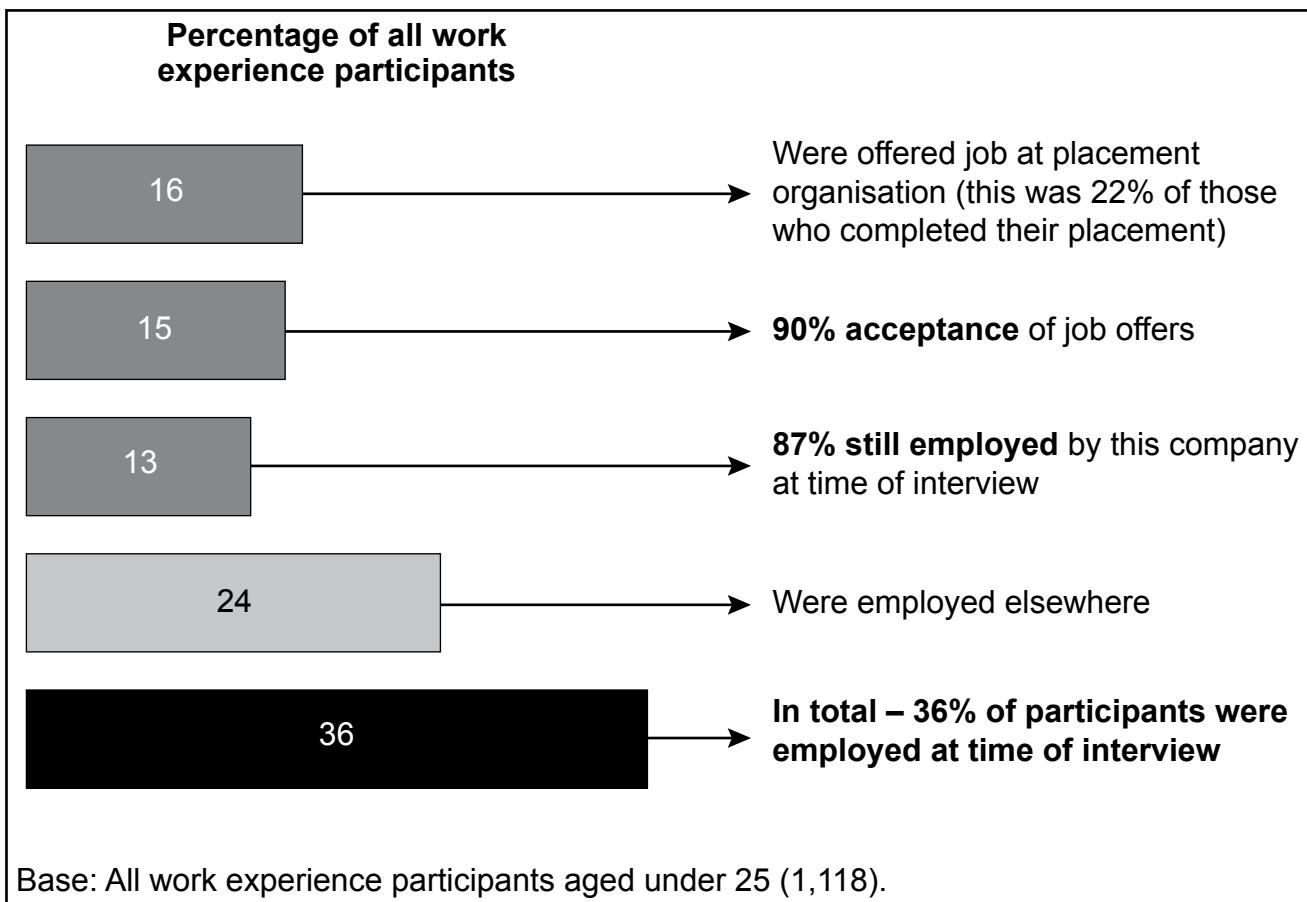
Placements in offices (38 per cent) were more likely to result in employment elsewhere (35 per cent) than placements in shops (21 per cent), although to some extent this reflects the profile of people on these placements.

Overall, at the time of the survey, 24 per cent of all work experience participants were in a job other than at their placement organisation. In addition, seven per cent of those who were not currently in employment had been in paid employment at some point since their placement ended.

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In total, 36 per cent of work experience participants were in employment at the time of interview, and 42 per cent had at least been in employment at some point (even if they were not at the time of the interview). These findings are summarised in Figure 8.3.

Figure 8.3 Employment status work experience participants



As noted above, 36 per cent of work experience participants were in work at the time of the survey interview. In addition, 55 per cent were still receiving JSA at the time of interview. There was a small proportion who were not in work or receiving JSA (nine per cent).

Among participants aged 25 or over, 30 per cent were in work at the time of the survey, lower than the proportion of participants aged under 25. This is because of the lower proportion that had gone on to find work outside the placement organisation (19 per cent compared with 24 per cent of under 25s).

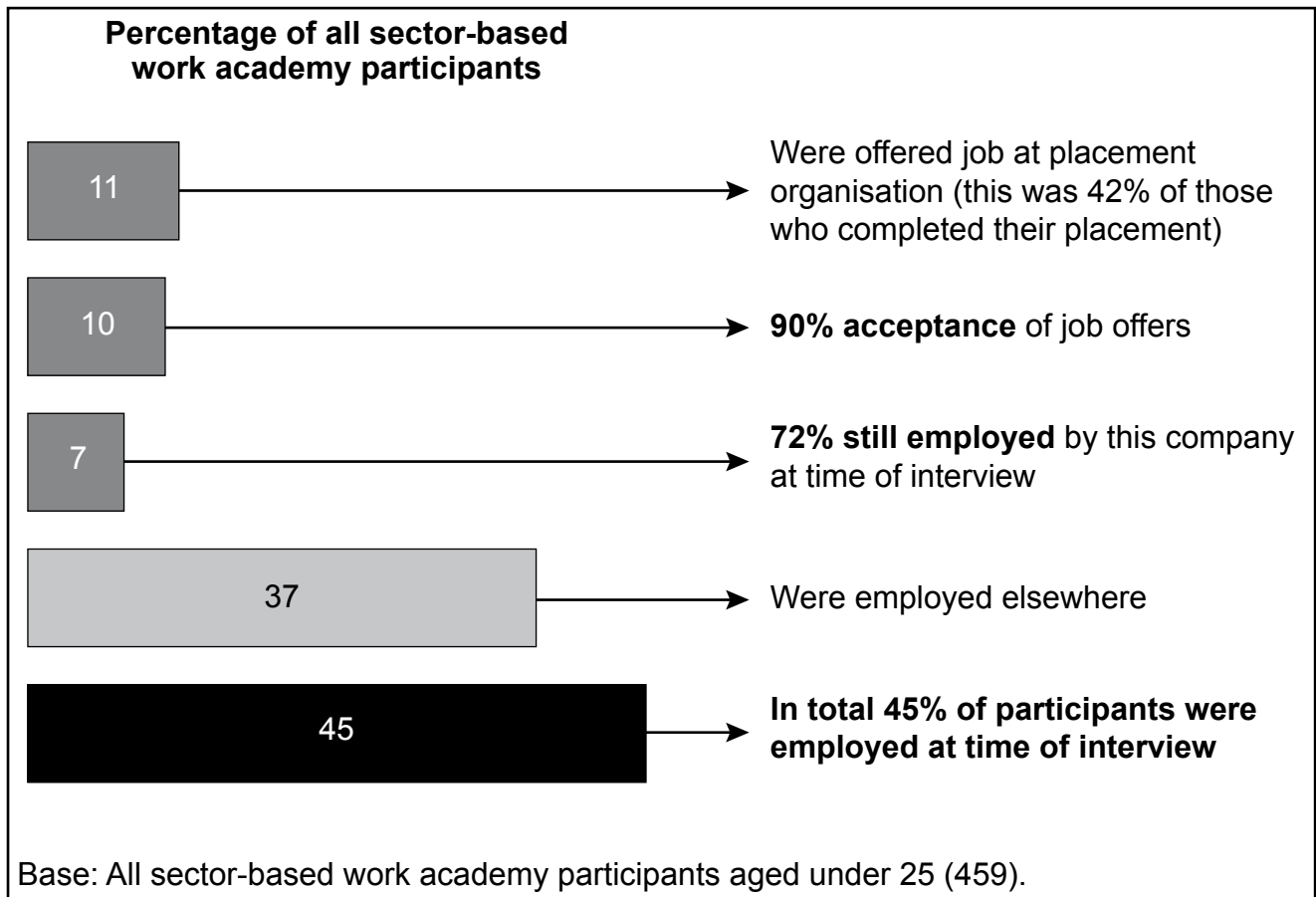
8.3.2 Sector-based work academies

Only one in four sector-based work academy participants had a work placement element and 42 per cent of these respondents were offered a job at the end of the placement. The majority of these respondents accepted the job offer (90 per cent), and at the time of the survey (around four months after the start of participation), 72 per cent of those who took up employment with their placement organisation were still working there. These figures are shown in Figure 8.4.

Two in five (40 per cent) of the remainder of sector-based work academy participants (those who were not still working for the organisation they had a placement element with, or who

had no placement element at all) had transferred into work since the end of the sector-based work academy. When combining this with the proportion that were still in employment with the placement organisation, 45 per cent of sector-based work academy participants were in employment at the time of the interview.

Figure 8.4 Employment status sector-based work academy sample



As seen in Figure 8.4, 45 per cent of sector-based work academy participants were in work at the time of the interview. Respondents who had been out of work for longer periods were less likely to be in employment (58 per cent of those who were out of work for less than six months before the sector-based work academy had found work, compared with 37 per cent of those out of work for more than a year). Participants with a long-term illness or disability (28 per cent) were also less likely to be in work. There was also a difference by age, with participants aged under 21 less likely to be in work than those aged 21-24 (40 per cent compared with 49 per cent).

There was no difference in the proportion in work between those who had participated in training only and those who had also taken up a work placement as part of the sector-based work academy.

Most respondents who were not in work at the time of the survey were still receiving JSA (47 per cent of the total sample). Nine per cent were neither working nor claiming JSA.

Among participants aged 25 or over, 42 per cent were in work at the time of the survey, similar to the proportion of participants aged under 25.

8.4 Whether Jobcentre Plus or placement helped participant get a job

8.4.1 Work experience

Participants who were in employment (but not at the organisation where they had the placement) were asked whether they got the job through Jobcentre Plus; 18 per cent said that they got the job through Jobcentre Plus.

Around half (49 per cent) of work experience participants who found work outside the placement organisation said that the placement helped them to get the job. Although the proportion was higher for placement completers than non-completers (57 per cent compared with 37 per cent), this analysis indicates that many non-completers who entered work still found the work experience placement helpful in getting into work.

Compared with those aged under 25, participants aged 25 or over were more likely to say they found work through Jobcentre Plus (26 per cent), while a similar proportion said that the placement helped them to get a job (45 per cent).

8.4.2 Sector-based work academies

Among sector-based work academy participants who were in employment (but not with their placement organisation), 41 per cent said that they got the job through Jobcentre Plus; this is higher than for the work experience scheme. Among the same respondent group (those in employment but not with their placement organisation), 65 per cent said that the training course helped them to get the job.

Among participants age 25 or over, 35 per cent of those in work said they got the job through Jobcentre Plus, while 56 per cent said that the placement helped them to get a job; these are not significantly different from the figures for the under 25s.

8.5 Job applications since placement

8.5.1 Work experience

The majority of respondents who did not receive employment directly from their placement had sent out job applications following their placement (88 per cent). Most respondents who sent out applications said that they mentioned their work experience placement (82 per cent). More than half (55 per cent) of those sending out applications said they were sending more applications than they were before – indicating that their participation in work experience may have helped to increase their job search intensity.

Participants aged 25 or over were less likely to be sending out more job applications following their work experience placement than they were before (41 per cent).

8.5.2 Sector-based work academies

Among sector-based work academy participants (excluding those who were taken on at the end of a placement), 84 per cent said that they had sent out job applications since the time that their training ended.

Most respondents who sent out applications said that they mentioned their sector-based work academy (81 per cent). Around half (52 per cent) of those sending out applications said they were sending more applications than they were before the sector-based work academy.

The findings for participants aged 25 or over were similar.

9 Soft outcomes for work experience and sector-based work academy participants

This chapter looks at the soft skills which participants gained through participation in work experience and sector-based work academies. It explores their attitudes to work and confidence in jobsearch; their expectations for work and barriers to work. It then looks at skills gained through the schemes, and whether respondents felt that participation had increased their chances of getting paid work.

Overall, both work experience and sector-based work academy participants indicated that they had gained a range of soft outcomes. Most respondents felt that their participation in work experience or a sector-based work academy had boosted their prospects of paid work.

Key findings

- In both schemes, around three in four participants said they gained skills during their placement. These included customer service skills, practical work skills and increased confidence.
- Participants in both schemes agreed that they had gained benefits from the placement/training: around three in four agreed that they looked more attractive to employers, were more able to work in a team, that their personal confidence had increased, and that they were more motivated to find work.
- Around four in five participants of both schemes felt that their job prospects had improved as a result of their participation.
- Across participants in both schemes, lack of jobs in the local area was the main barrier to work.

9.1 Attitudes to work

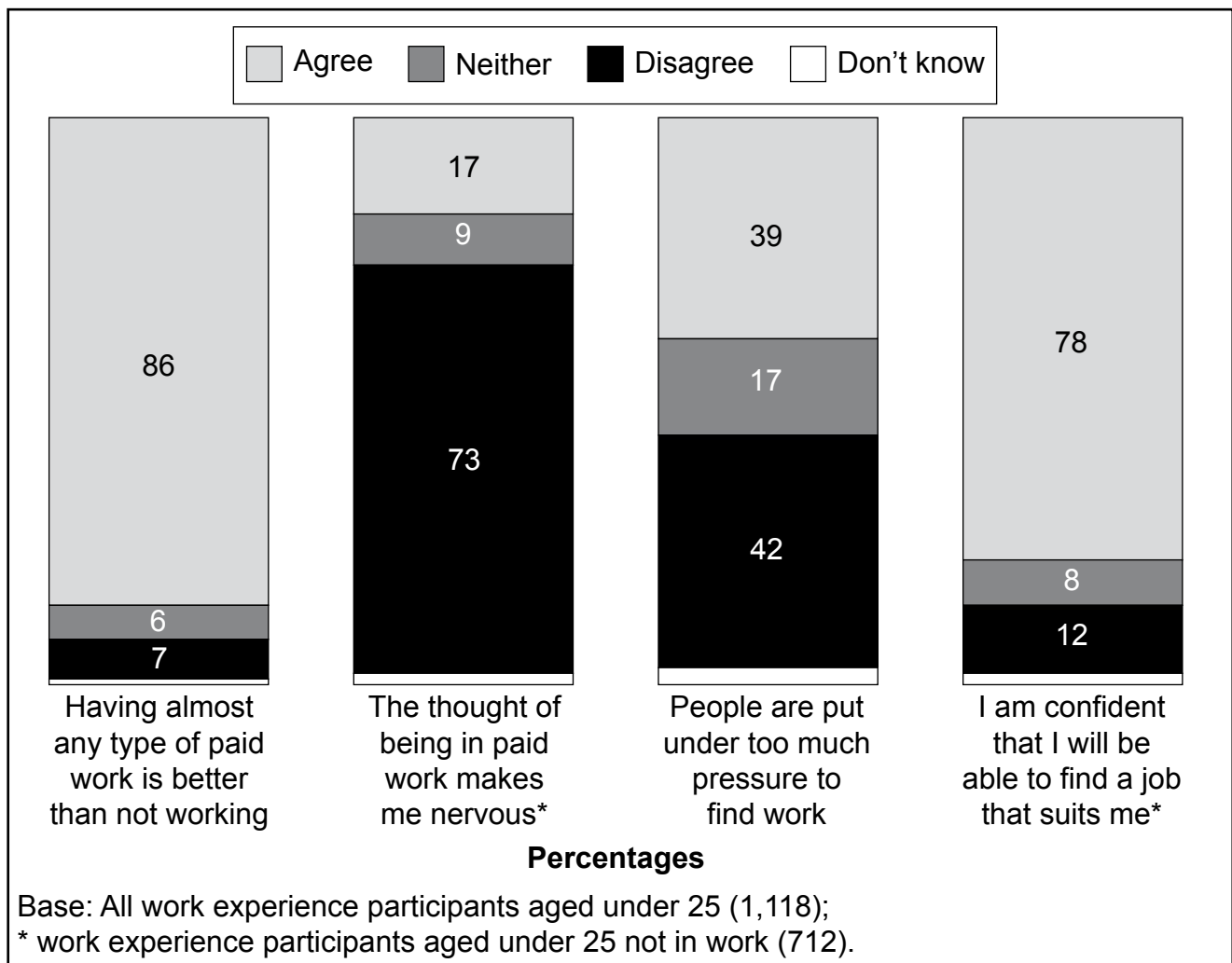
This section examines participants' general attitudes to work. The survey took place around four months after their participation in the schemes, but cannot measure the effect of participation on their attitudes. However, a comparison with the adviser support sample indicates the extent to which participants' attitudes differ from other Jobseeker's Allowance (JSA) claimants.

9.1.1 Work experience participants

As shown in Figure 9.1, over four in five work experience participants (86 per cent) agreed that 'having almost any type of paid work is better than not working'. Only 16 per cent of those who were not currently in work said that the thought of paid work made them nervous, and more than three-quarters of this same group (78 per cent) felt that they would be able to find a job which suited them. However, around two in five (39 per cent) felt that people were put under too much pressure to find paid work.

These findings are very similar to those seen earlier in the report for the adviser support sample, and are also similar to those observed in the Jobcentre Plus Offer survey (covering a broader sample of JSA claimants). This suggests that, although work experience is targeted at claimants who are less job ready, their underlying attitudes to work are generally positive and are similar to other JSA claimants.

Figure 9.1 Attitudes to work amongst work experience participants



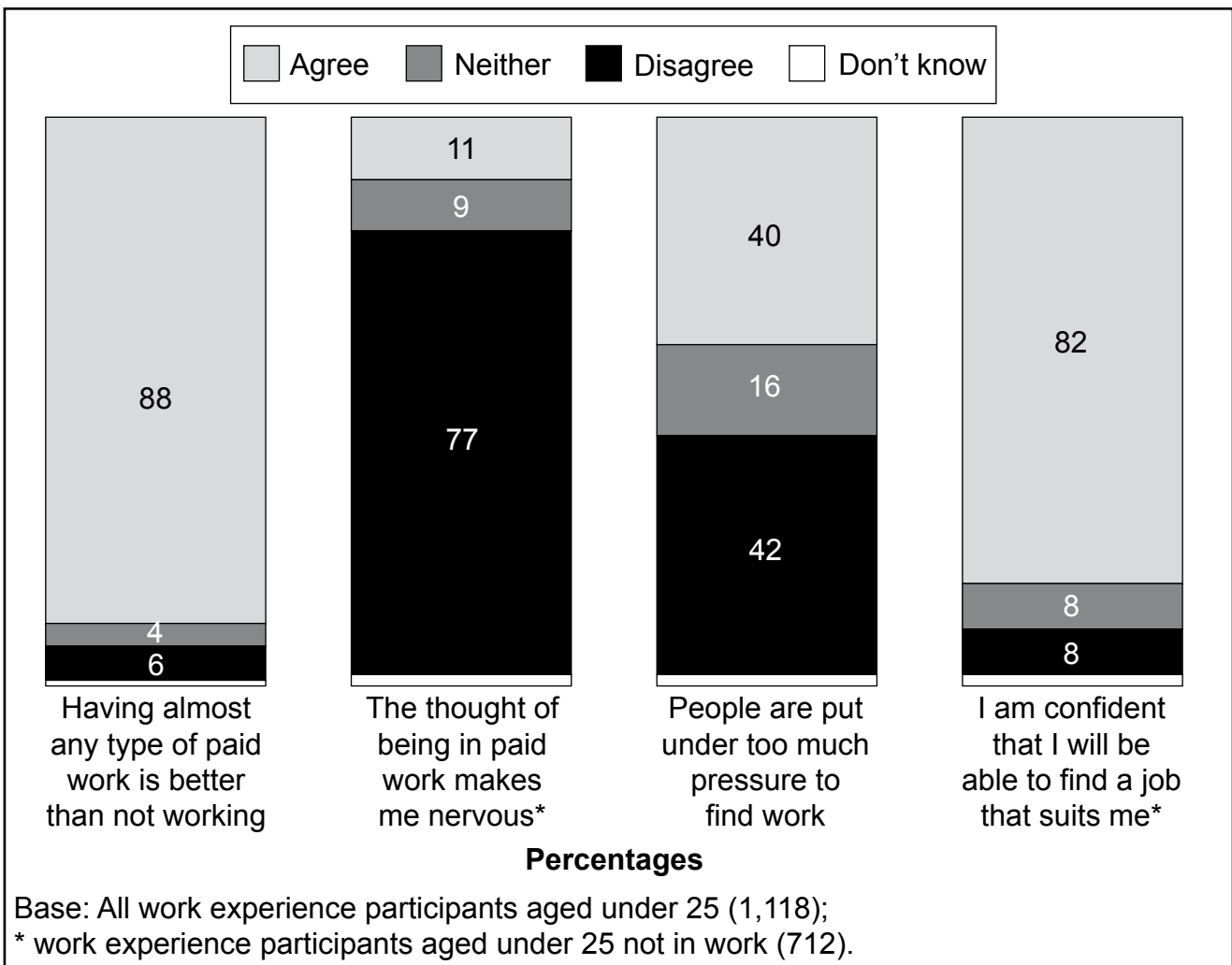
There were no significant differences between sub-groups, in regards to whether paid work is better than not working, or that the thought of paid work made them nervous. However, those with a long-term illness or disability were more likely to feel under pressure to find work (53 per cent), and were less likely to feel they would find a job which would suit them (66 per cent).

Work experience participants aged 25 or over tended to express more negative attitudes to work than those under 25 years of age. Nearly half of those aged 25 or over (47 per cent) agreed that they felt under pressure to find work, compared with 39 per cent of those under 25. Similarly, those aged 25 or over were less likely to think they would find a job suitable for them: (64 per cent compared with 78 per cent of those aged under 25). Participants aged over 25 had typically been unemployed for longer and these findings may be related to a longer period out of work.

9.1.2 Sector-based work academy participants

Generally, attitudes towards work amongst sector-based work academy participants were similar to those expressed by work experience participants, as well as other samples of JSA claimants. Nearly nine in ten (88 per cent) felt that any type of paid work is better than not working. Only one in eight (12 per cent) felt that the thought of being in paid work made them nervous, and of the same group more than four in five (83 per cent) believed that they would find a job which suits them. Two in five (40 per cent) felt that people are put under too much pressure to find work. Details can be seen in Figure 9.2.

Figure 9.2 Attitudes to work amongst sector-based work academy participants



There were similar findings for participants aged 25 or over, although those aged 25 or over were less likely to feel that they would find a job that suited them (73 per cent compared with 83 per cent of under 25s).

9.2 Confidence in jobsearch

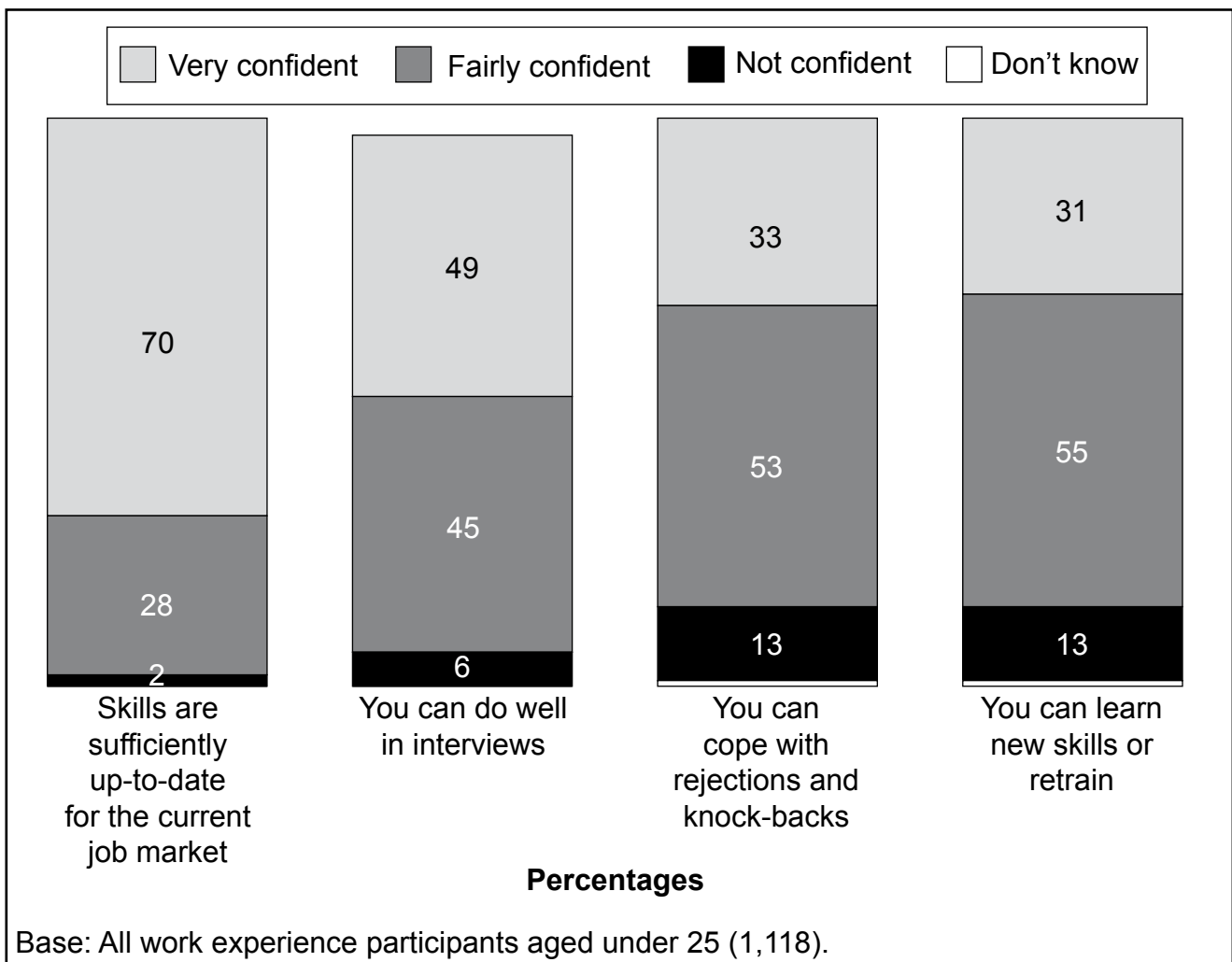
9.2.1 Work experience participants

There was a high degree of optimism exhibited by work experience participants when asked about their confidence in finding a job. Nearly all felt at least fairly confident that they could learn new skills or retrain (98 per cent), while 94 per cent were confident that they could cope with rejection. Slightly lower proportions said that they were confident that their skills are up-to-date and that they can do well in interviews (86 per cent in each case). Details are shown in Figure 9.3.

These figures are again very similar to those observed in the adviser support sample and in the Jobcentre Plus Offer survey, indicating that these attitudes are similar across different groups of JSA claimants.

Participants aged 25 or over expressed slightly lower levels of confidence. For example, 73 per cent felt that they could do well in interviews, compared with 86 per cent of those aged under 25.

Figure 9.3 Confidence in jobsearch amongst work experience participants

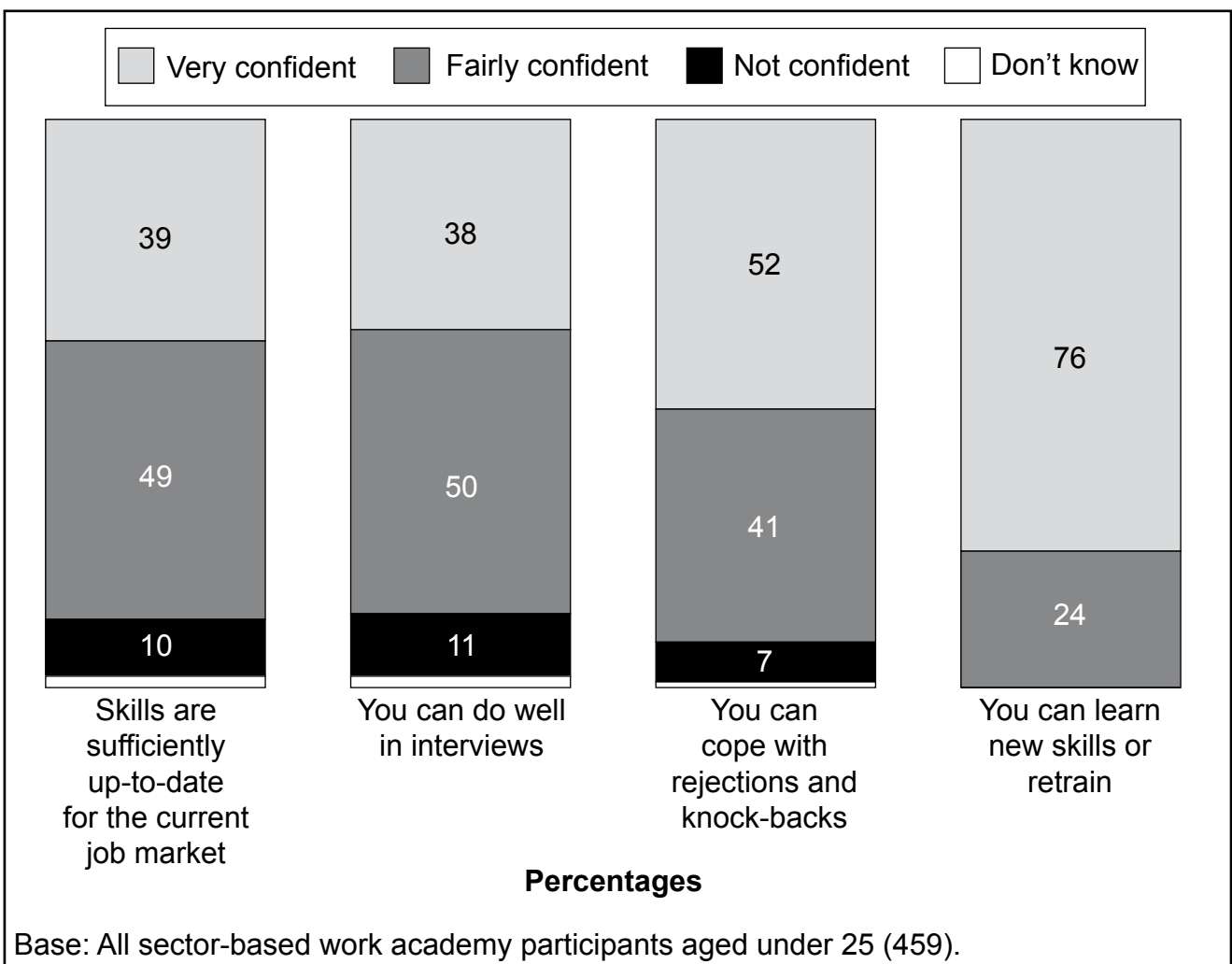


9.2.2 Sector-based work academy participants

As shown in Figure 9.4, sector-based work academy participants expressed high levels of confidence in their jobsearch ability. Nearly all respondents (99 per cent) were confident that they could learn new skills or retrain, while 93 per cent were confident that they can cope with rejections and knock backs. Slightly lower proportions felt that they can do well in interviews (88 per cent) and were confident that their skills were up-to-date for the current jobs market (88 per cent).

These findings were similar to those seen above for work experience participants, as well as other groups of JSA claimants.

Figure 9.4 Confidence in jobsearch amongst sector-based work academy participants



Older sector-based work academy participants were less likely to feel confident that their skills were up-to-date: 81 per cent of those aged 25 or over felt this, compared with 88 per cent of those aged under 25.

9.3 Barriers to work

9.3.1 Work experience participants

As seen in Chapter 8, 36 per cent of work experience participants were in work at the time of the survey interview. Respondents who were not in work were asked what they thought was preventing them from finding work at that time. As shown in Table 9.1, lack of jobs in the local area was the main reason work experience participants gave for not being able to find work (44 per cent gave this response), while 25 per cent cited a lack of work experience and ten per cent a lack of the appropriate skills. These findings indicate that, for some claimants, taking part in work experience is only a first step in gaining the skills and experience they need to find the type of work they are looking for.

Other respondents mentioned personal reasons, which included family or caring commitments; health issues or disabilities and housing problems, amongst other answers.

Table 9.1 Barriers to work amongst work experience participants

	%
Lack of jobs in the local area/too much competition	44
Lack of work experience	25
Not having right skills for jobs interested in	10

Base: All work experience participants aged under 25 not in work at time of interview (712).

Note: respondents were able to choose more than one response. Table limited to responses given by five per cent or more of respondents.

Older work experience participants (aged 25 or over) were more likely to say that personal reasons were preventing them from finding work at the time of the interview; for example, 13 per cent cited family or caring commitments and ten per cent a health problem or disability. Conversely, those aged 25 or over were less likely to say that a lack of work experience prevented them from finding work (11 per cent compared with 25 per cent of those aged under 25).

9.3.2 Sector-based work academies

As with work experience participants, sector-based work academy participants who were not working also felt that a lack of jobs in the local area was the main barrier to finding work (46 per cent). Other barriers were a lack of work experience (16 per cent) and a lack of relevant skills (nine per cent). As noted above in relation to work experience, these findings show that, for some claimants, participation in a sector-based work academy is only a first step in building the required job-related skills and experience.

In addition, sector-based work academy participants were more likely than work experience participants to give personal reasons as a barrier to work; for example, five per cent mentioned a health problem or disability.

The findings were similar for participants aged 25 or over, although they were more likely than younger participants to mention family or caring responsibilities (nine per cent) and to say that their age was a barrier (ten per cent)¹².

¹² A substantial proportion of sector-based work academy participants were aged 45 or over (37 per cent of the total group of participants aged 25+)

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Table 9.2 Barriers to work amongst sector-based work academy participants

	%
Lack of jobs in the local area/too much competition	46
Lack of work experience	16
Not having right skills for jobs interested in	9
Transport/travel difficulties	6
Health issues/disability	5

Base: All sector-based work academy participants aged under 25 not in work at time of interview (254).

Note: respondents were able to choose more than one response. Table limited to responses given by five per cent or more of respondents.

9.4 Expectations for work

9.4.1 Work experience participants

Work experience participants who were not working were asked about the amount of time they thought it would take for them to find a job. Three in ten (29 per cent) felt that they would find a job in the next month, with 38 per cent saying that they would find one in the next three months. However, 18 per cent believed that it would take them longer than three months to find a job (see Figure 9.5).

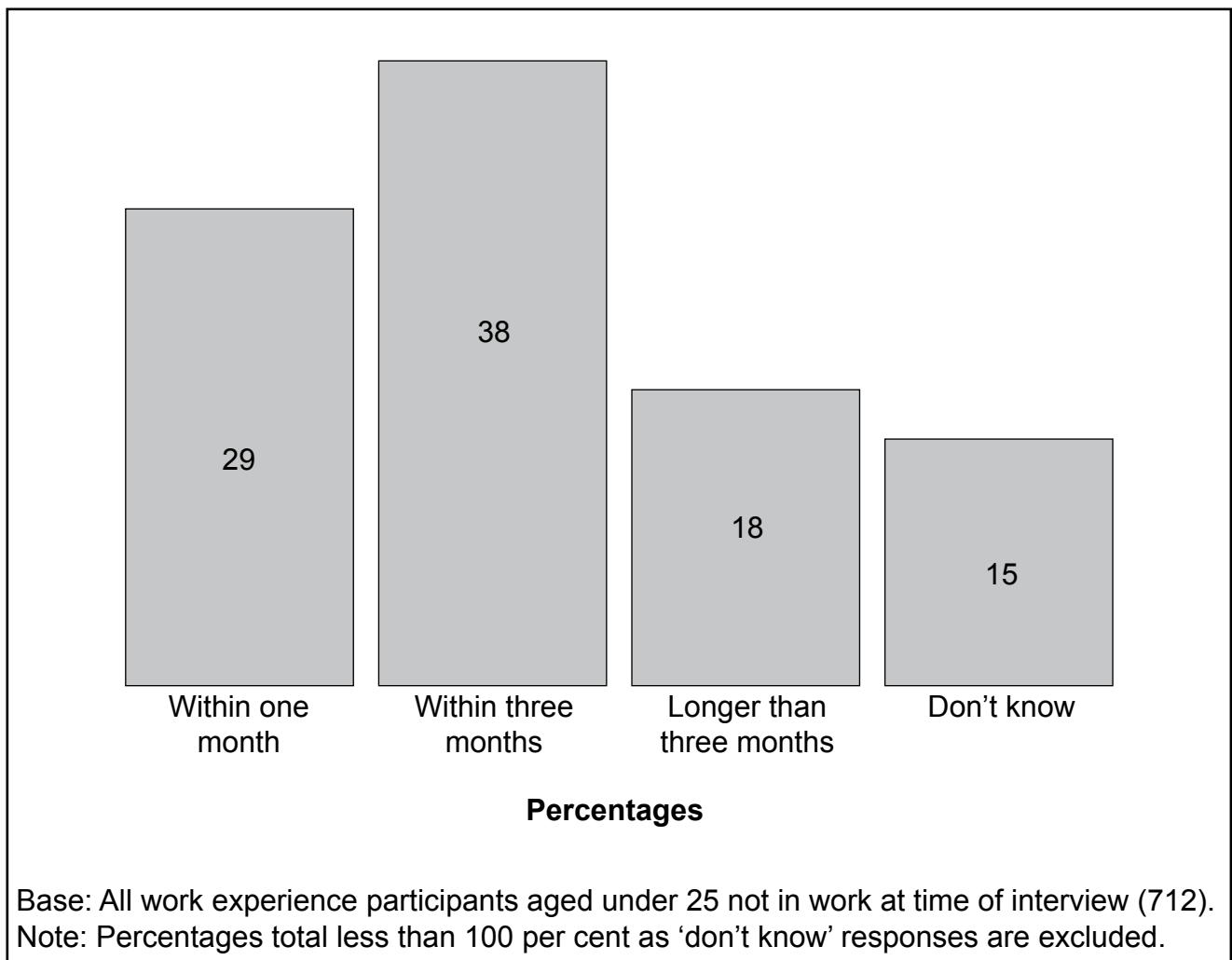
Work experience participants with a long-term illness or disability were more likely to feel that it would take them longer to find a job (37 per cent said it would take more than three months, compared with 16 per cent of other respondents).

In addition, the amount of time which a work experience participant had been out of work had a bearing on their expectations. Nearly half (45 per cent) of those who had been out of work for less than six months felt that they would find a job in the next month, compared to a quarter (25 per cent) of those who had been out of work for longer than six months.

Participants aged 25 or over tended to be less optimistic about their job prospects: 26 per cent thought that it would take them more than three months to get a job.

Overall, these findings confirm that, despite the positive benefits of participation felt by most respondents, some work experience participants still felt some distance away from work.

Figure 9.5 Expectations for work amongst work experience participants

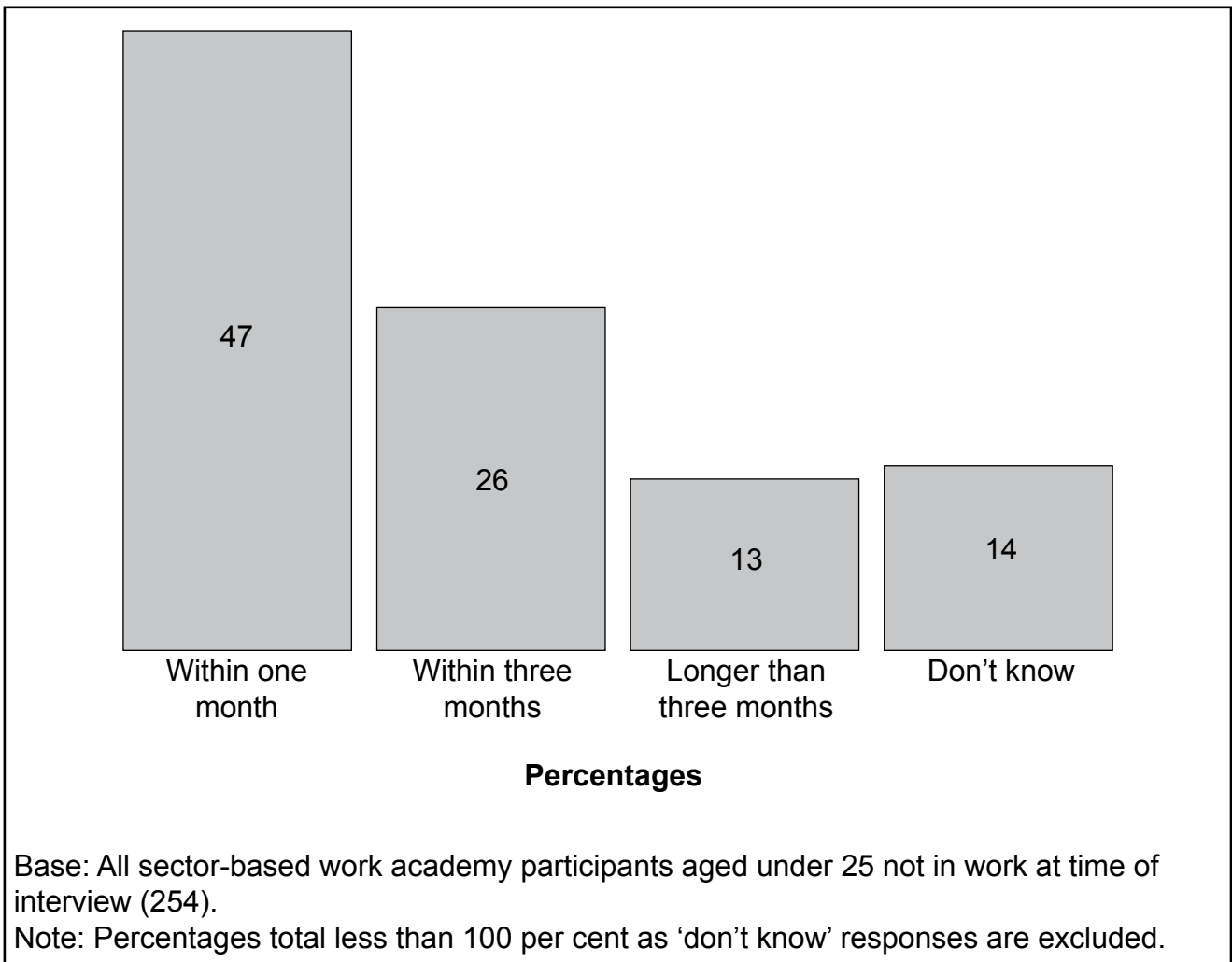


9.4.2 Sector-based work academy participants

Sector-based work academy participants were more optimistic than work experience participants about when they felt they would enter work than work experience participants; this is to be expected, as the scheme is targeted at claimants who are more job-ready. Among those not in work, almost half (47 per cent) thought that they would enter employment within the next month, with around another quarter (26 per cent) saying they would find work in the next three months. Only 13 per cent said it would be longer than three months until they found a job. This is shown in Figure 9.6.

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Figure 9.6 Expectations for work amongst sector-based work academy participants



Those who had been out of work for longer were less positive about their prospects of paid work. Nearly half of those who had been out of work for less than six months (60 per cent) felt that they would find work in the next month, compared with 42 per cent of those who had been out of work for more than six months. These findings confirm that some individuals continue to feel they are some way from finding a job, despite their participation in a sector-based work academy.

There was a significant difference regarding expectations for future employment between participants under 25 and those aged 25 or over. Almost half (47 per cent) of those aged under 25 believed that they would find employment in the next month, compared with 35 per cent of those aged 25 or over.

9.5 New skills learnt whilst on a work experience placement

9.5.1 Work experience participants

Overall, three in four work experience participants (74 per cent) said they gained skills during their placement; specifically, 26 per cent felt that they had gained lots of skills, and 48 per cent felt they had gained some skills. The remaining 25 per cent said that they had not gained any skills on the placement, as shown in Figure 9.7.

Those who had completed their placement were more likely to feel that they had gained skills: eight in ten respondents (82 per cent) who completed their placement felt they had gained skills during their placement, significantly higher than for participants who did not complete their placement (53 per cent).

Participants with a higher level of educational qualification were more likely to feel that they had gained skills during their time on placement (78 per cent of those qualified to level 3 or above, compared with 72 per cent of those qualified to level 2 or below). In addition, participants with a long-term illness or disability were less likely to feel they had gained new skills (60 per cent), while participants whose first language is not English were more likely to feel they had gained new skills (87 per cent).

Participants on longer placements were more likely to say that they had gained lots of new skills (35 per cent of those on a placement lasting more than four weeks compared with 22 per cent of those on a placement lasting no more than four weeks). Looking at the type of work done on the placement, participants who were dealing with money/working on a till were most likely to say they had gained new skills (87 per cent).

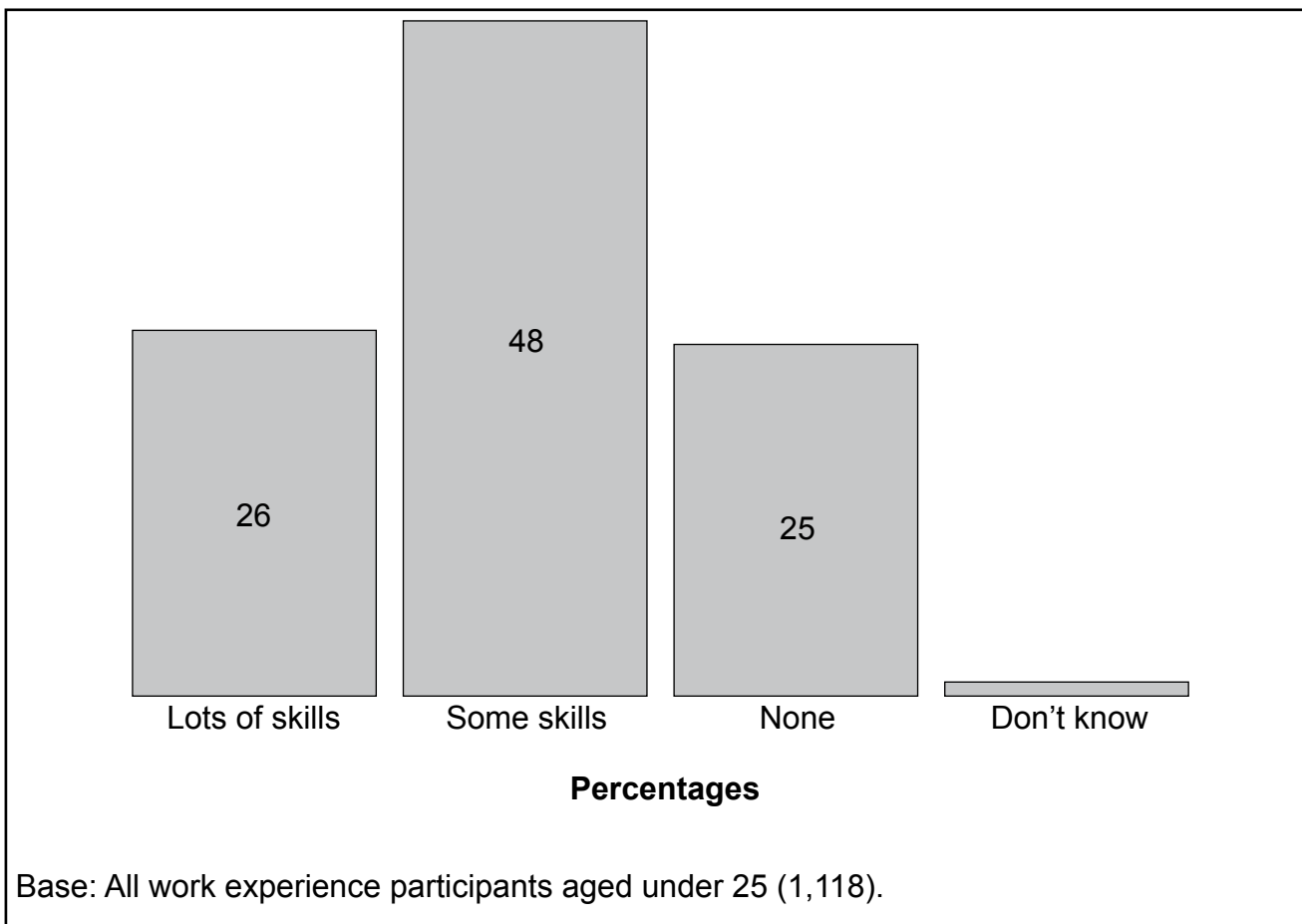
Those aged 25 or over were less likely to say they gained new skills (61 per cent) compared with those under 25 (74 per cent). This may be because older participants already felt they had a certain level of experience and skills.

Respondents who said that they had learned new skills were asked what were the most useful things they learned during the work experience placement.

One in five respondents (20 per cent) said that their customer service skills had improved during their time on placement, with communication skills also mentioned by 11 per cent. Respondents also mentioned work-related skills they had developed while on placement, for example, using a cash till/cash handling (14 per cent), administrative or office skills (nine per cent) and computer skills (eight per cent). One in ten (10 per cent) reported that increased confidence was the most beneficial thing which the placement gave them. These findings show that work experience can provide a range of benefits, including practical skills to take to future employment as well as personal skills and increased confidence.

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Figure 9.7 New skills gained on placement by work experience participants

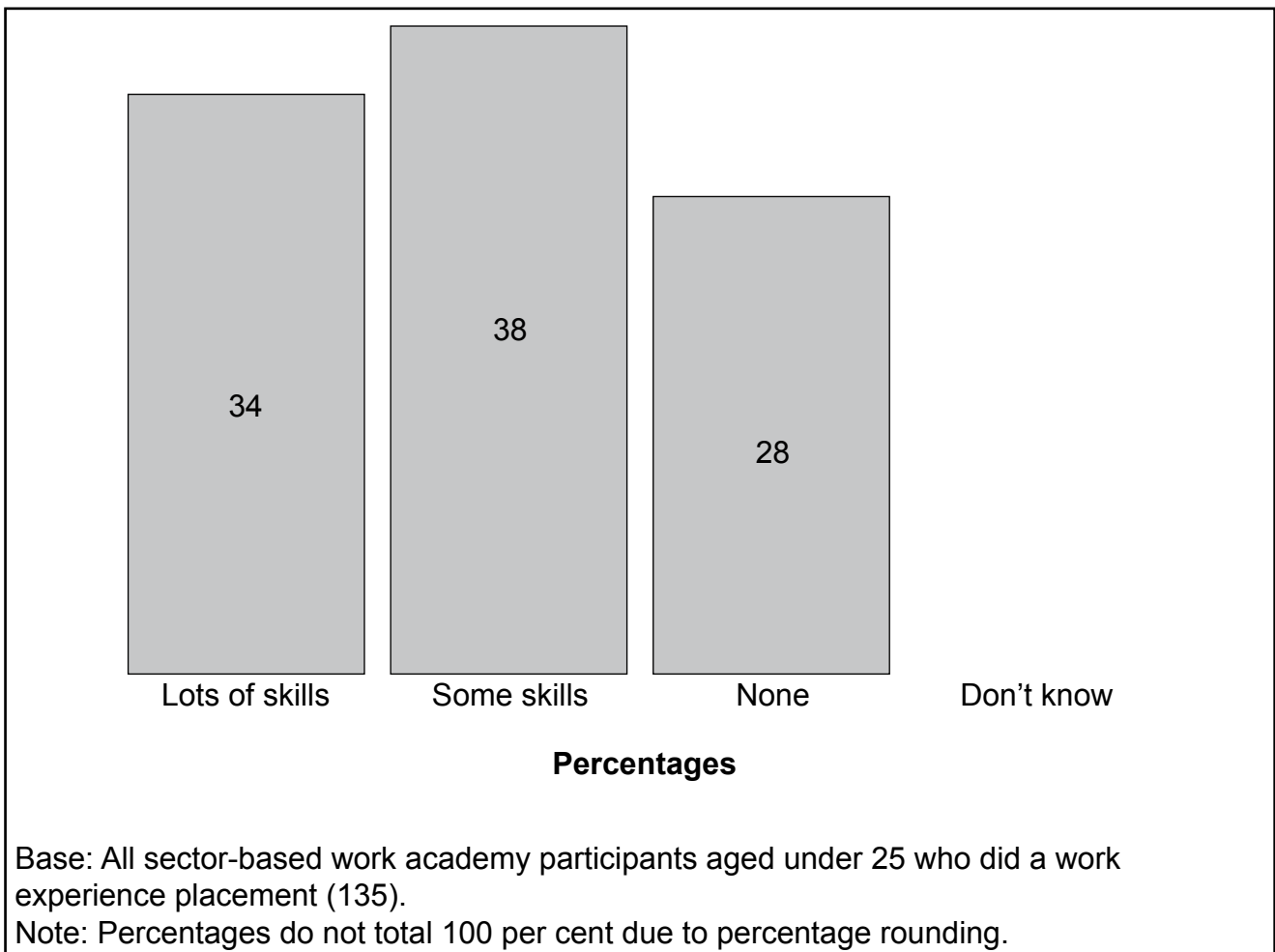


9.5.2 Sector-based work academy participants

As shown in Figure 9.8, those who participated in a sector-based work academy, and who went on a work experience placement as part of this, were evenly split between those who felt they had gained lots of skills (34 per cent); some skills (38 per cent); and no skills at all (28 per cent). Note that these findings relate specifically to the work experience placement of a sector-based work academy; the next section looks at skills gained through the training.

Findings were similar for participants aged 25 or over.

Figure 9.8 New skills gained on placement by sector-based work academy participants

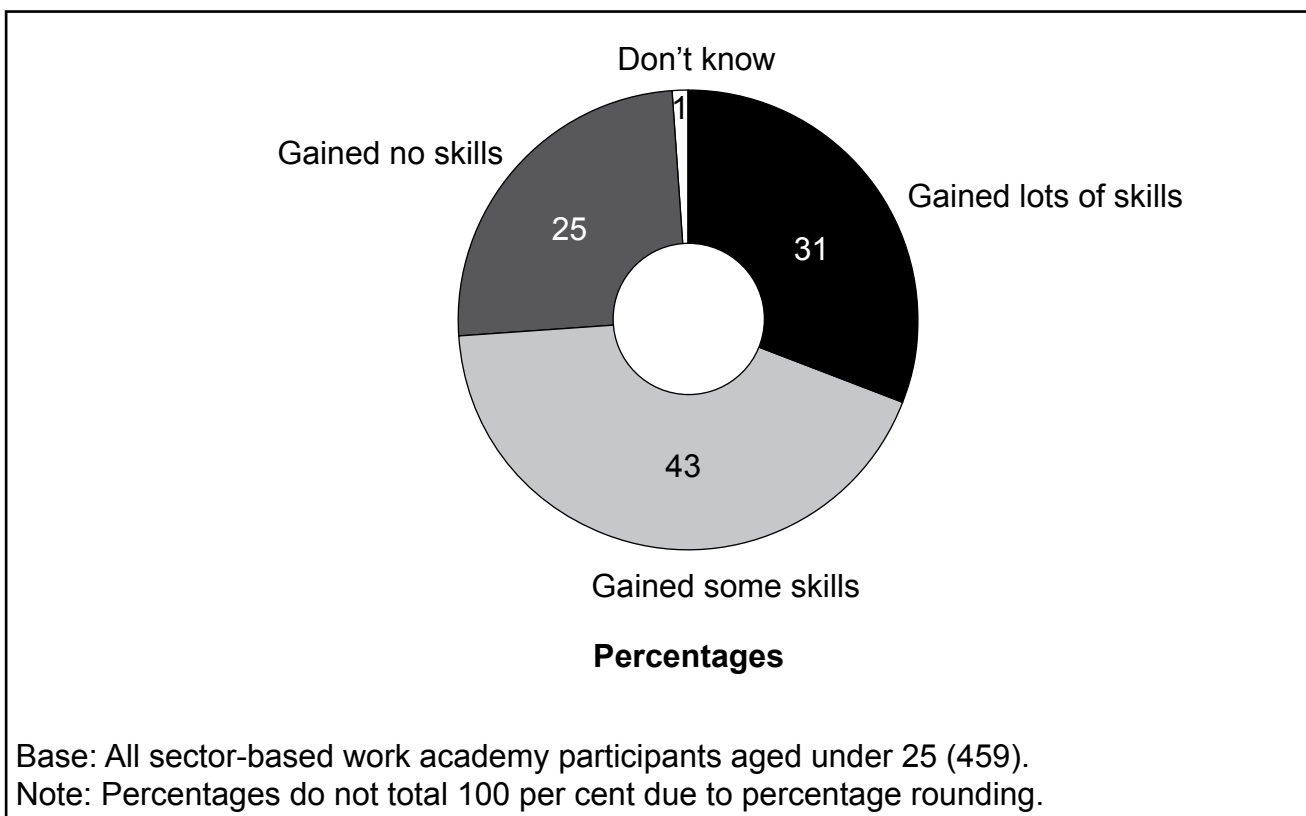


Around one in four (27 per cent) had gained customer service skills whilst on placement, while six per cent had gained communication skills and seven per cent team-working skills. Nearly one in ten (nine per cent) said that the placement had increased their confidence. Respondents also mentioned a range of job or sector-specific skills that they had gained.

9.6 New skills developed through training on a sector-based work academy

Sector-based work academy participants were also asked about the skills they gained during their training. Around one in three (31 per cent) said that they had gained lots of new skills; 43 per cent reported gaining some skills; and 25 per cent said that they had gained no skills.

Figure 9.9 New skills gained on training: sector-based work academy participants



Participants whose training was with an external provider were more likely than those who were trained at a workplace to say that they gained lots of new skills (34 per cent compared with 26 per cent). This may reflect the nature of training delivered by external providers compared with employer-based training, but this does suggest that external training was received more positively by participants.

As might be expected, those who completed their training were more likely to say they gained lots of/some skills (78 per cent compared with 41 per cent of non-completers).

Findings were similar for participants aged 25 or over as for those aged under 25.

When asked what were the most useful things they gained during their training, respondents mentioned a range of skills, including interview skills or techniques (16 per cent), customer service skills (12 per cent) and communication skills (nine per cent), as well as a range of sector-specific skills.

9.7 Benefits gained from work experience/sector-based work academy

9.7.1 Work experience participants

Work experience participants were asked (without prompting) what benefits they felt they had gained from their work experience placement. The most common benefits that participants said that they had gained were increased skills (22 per cent), experience (21 per cent) and increased confidence (19 per cent). Increasing knowledge in a particular area was

another important benefit (mentioned by 14 per cent). However, 12 per cent of respondents said that they did not experience any benefits from their time on work experience.

Table 9.3 Benefits gained by work experience participants

	%
Increased skills	22
Good experience	21
Confidence increased	19
Increased knowledge of this area of work	14
Got a job	12
Improved my CV	7
Developed team-working skills	5
None	12

Base: All work experience participants aged under 25 (1,118).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response. Table limited to responses given by five per cent or more of respondents.

The responses given by participants aged 25 or over were similar, although increased confidence was a particular benefit for the older age group (this was mentioned by 24 per cent). Sector-based work academy participants

When asked what benefits they had gained from their training (and placement, where applicable), the main benefits mentioned were increasing skills (20 per cent), increasing confidence (19 per cent), getting a job (17 per cent) and increasing knowledge in a particular area of work (15 per cent).

Table 9.4: Benefits gained by work experience participants

	%
Increased skills	20
Confidence increased	19
Got a job	17
Increased knowledge of this area of work	15
Gained a qualification/certificate	11
Job interview skills/experience	10
Improved my CV	8
Good experience	7
None	9

Base: All sector-based work academy participants aged under 25 (459).

Note: percentages total more than 100 per cent as respondents were able to choose more than one response. Table limited to responses given by five per cent or more of respondents.

Findings were similar for participants aged 25 or over.

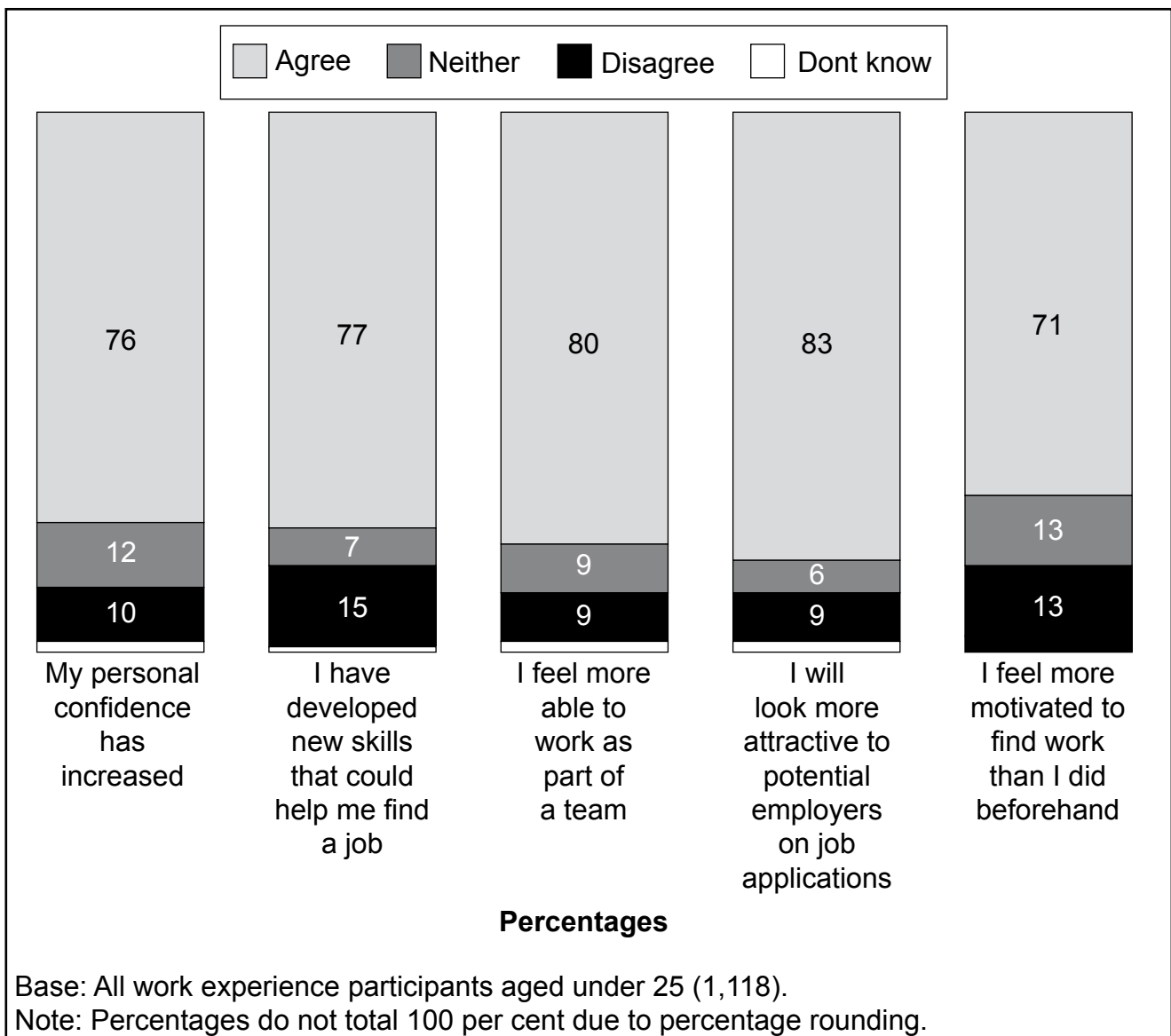
9.8 Soft skills gained

9.8.1 Work experience participants

Work experience participants gained a range of soft skills from their time on the placement. More than four in five (83 per cent) agreed that they looked more attractive to employers, while 77 per cent agreed that they had developed new skills that could help them find a job. These findings confirm that work experience placements are having an impact on the individual's perception of their job prospects. Similarly, 80 per cent agreed that they felt more able to work in a team, while 76 per cent agreed that their personal confidence had increased and 71 per cent agreed that they were more motivated to find work. These results are summarised in Figure 9.10 below.

Overall, these findings suggest that the placements have had a strong impact on soft skills amongst work experience participants. This is confirmed by the previous research among Jobcentre Plus advisers, who said that participants had gained confidence and knowledge which they could use in interviews and, in some cases, it provided both experience and a reference at the end (Jordan and Thomas, 2013).

Figure 9.10 Soft skills gained on placement by work experience participants



There was a strong difference between completers and non-completers, with completers being more likely to feel they have gained from their time on placement. For example, 83 per cent of completers agreed that their personal confidence had increased, compared with 56 per cent of non-completers.

There were differences by type of placement: participants whose placement involved responding to telephone calls, emails or letters; dealing with members of the public; or handling money/working on a till were all more likely to express positive views about the soft skills they had gained.

Participants aged 25 or over were less likely than younger participants to agree that they had gained soft skills. This applied in particular to developing new skills (62 per cent of those aged 25 or over agreed, compared with 77 per cent of under 25s) and being more motivated to find work (59 per cent compared with 71 per cent).

9.8.2 Sector-based work academy participants

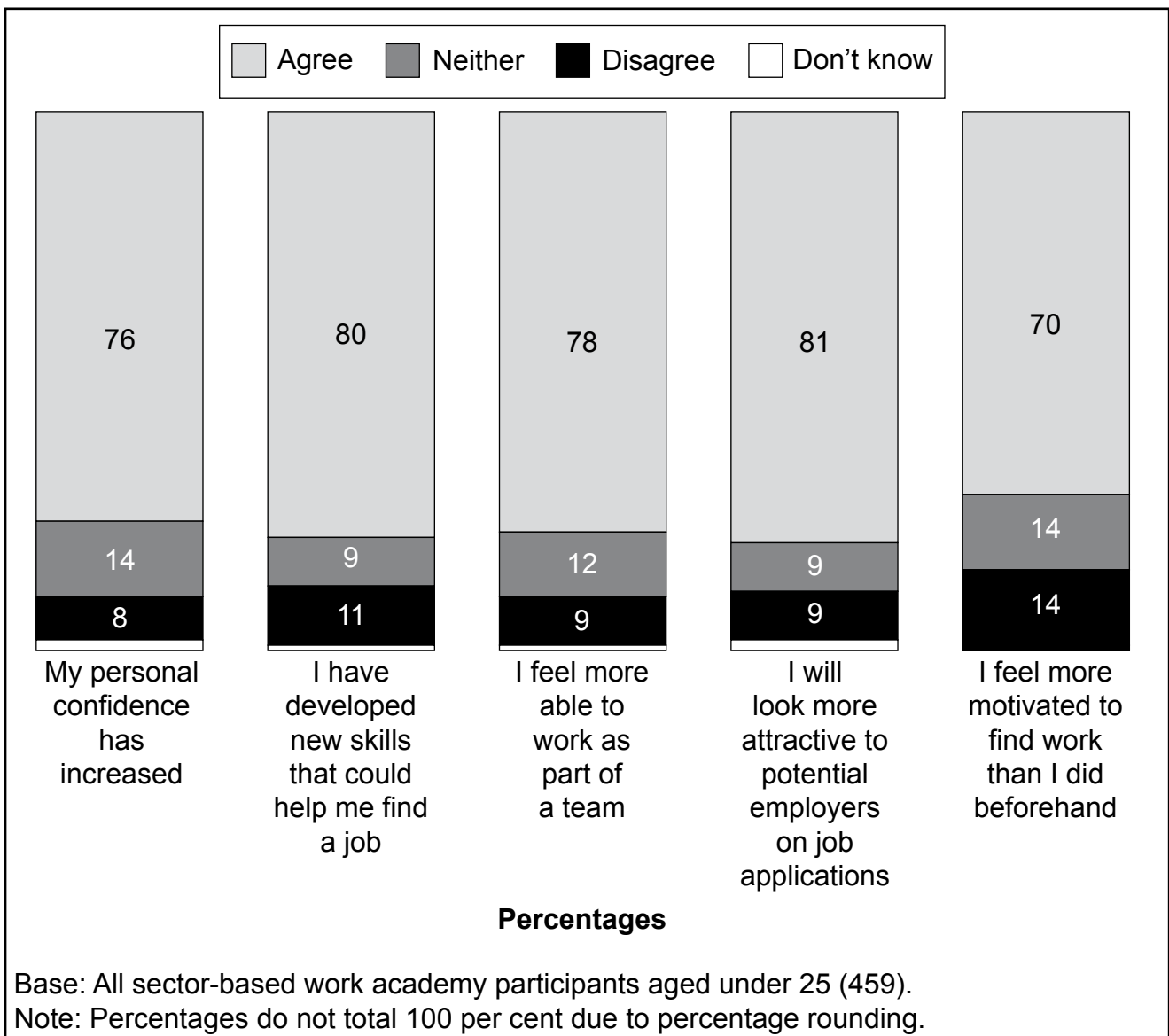
Sector-based work academy participants were likely to show similar gains in terms of soft outcomes as work experience participants, as shown in Figure 9.11. Around three-quarters agreed that their personal confidence had increased (76 per cent), that they had developed new skills (80 per cent), and felt more able to work in a team (78 per cent). Just over four in five (81 per cent) agreed that they looked more attractive to employers, and 70 per cent felt more motivated to look for work. These findings indicate that most participants gained a range of soft skills during their time on a sector-based work academy.

Previous research with Jobcentre Plus staff confirms these findings. Advisers indicated that sector-based work academy participants often gained confidence and experience that meant they were better prepared for job interviews in the future (Jordan and Thomas, 2013).

Attitudes were again less positive among participants who had not completed their training. For example, 55 per cent agreed that their personal confidence had increased, compared with 79 per cent of completers.

Participants aged 25 or over were less likely than younger participants to say they had gained the various skills. For example, 58 per cent of those aged 25 or over said they were more motivated to find work, compared with 70 per cent of those aged under 25.

Figure 9.11 Soft skills gained on sector-based work academy

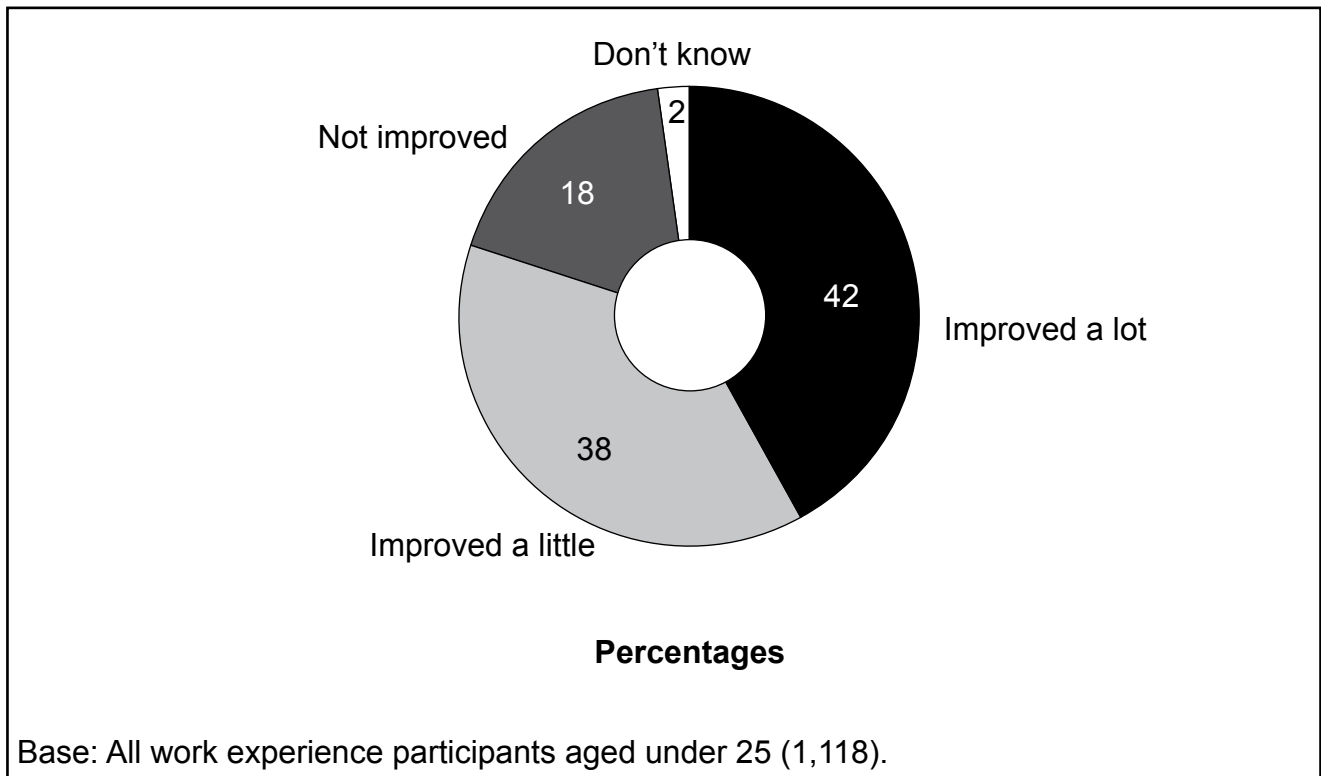


9.9 Whether participation improved chances of getting a job

9.9.1 Work experience participants

Respondents were asked whether the experience they gained from the placement had improved their chances of getting a paid job (or other paid jobs in the future, if they were already in work). As shown in Figure 9.12, 80 per cent of work experience participants felt that their job prospects had improved, including 42 per cent who said that their job prospects had improved a lot. Only 18 per cent said that their prospects had not improved at all.

Figure 9.12 Job prospects amongst work experience participants



There were significant differences between completers and non-completers: 50 per cent of completers said that their job prospects had improved a lot, compared with 21 per cent of non-completers. Participants with a long-term illness or disability were less likely to say this (28 per cent).

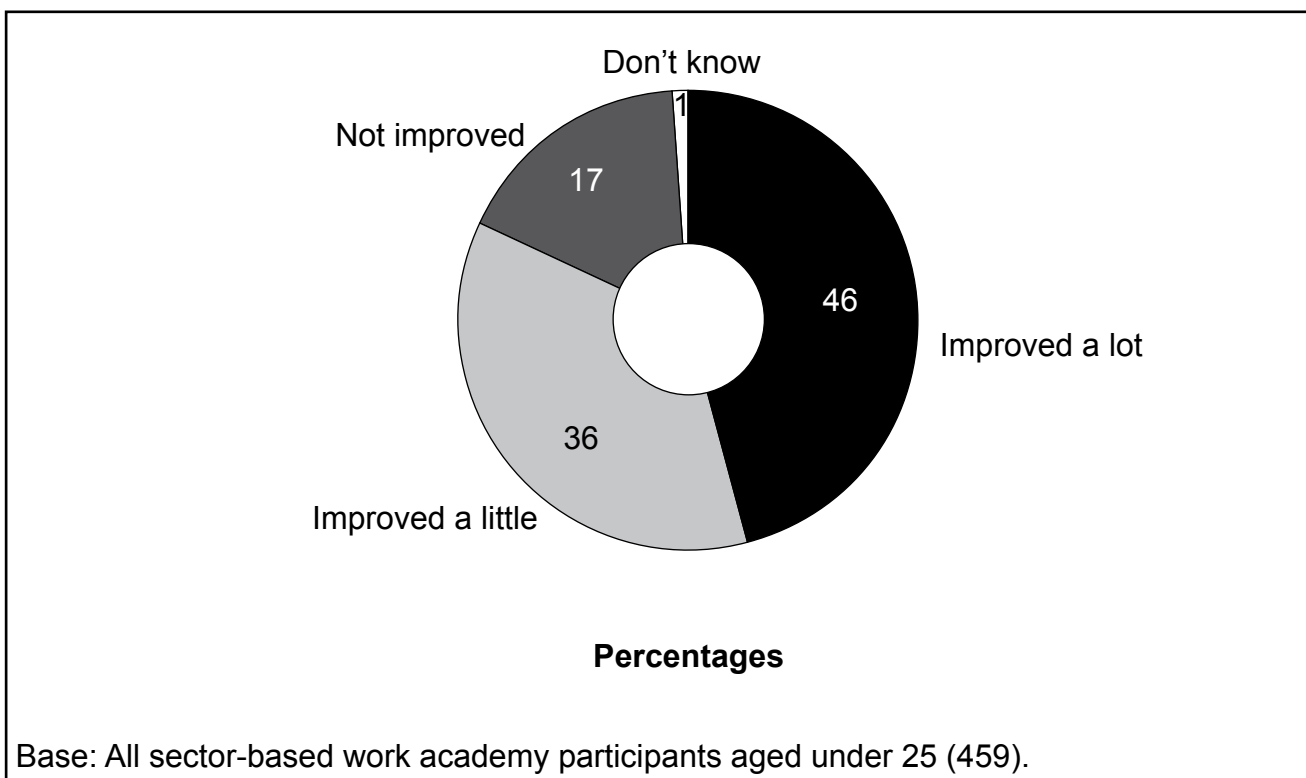
Participants aged 25 or over were less likely to say their job prospects had improved a lot (38 per cent) or a little (30 per cent), compared with under 25s.

9.9.2 Sector-based work academy participants

Around four in five (82 per cent) sector-based work academy participants said that their job prospects had improved as a result of their participation, including 46 per cent who said they had improved a lot. Only 17 per cent said that they had not improved at all (see Figure 9.13). These findings are very similar to those seen above for work experience participants, and confirm that participants of both schemes were positive about the impact on their job prospects.

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Figure 9.13 Job prospects amongst sector-based work academy participants



Those who had completed their sector-based work academy were more likely to say their job prospects had improved a lot (48 per cent, compared with 24 per cent of non-completers). In addition, those who had a work placement as part of the sector-based work academy were more likely than those who just attended training to say that their job prospects had improved a lot (56 per cent compared with 42 per cent). This confirms earlier findings about the positive impact of the work placement element in providing work-related skills.

Views were also more positive where the training lasted longer. The proportion who said their job prospects had improved a lot ranged from 56 per cent among those whose training had lasted more than four weeks, to 44 per cent of those whose training lasted no more than two weeks.

Participants aged 25 or over were less likely to feel that their job prospects had improved a lot or a little (73 per cent compared with 82 per cent of under 25s).

10 Conclusions

10.1 Adviser support

10.1.1 Level of contact

As part of the additional adviser support provided as part of the Youth Contract, it is intended that Jobseeker's Allowance (JSA) claimants aged 18-24 have:

- at least weekly contact from day one (through face-to-face interviews, SMS texts, emails, phone calls, group sessions);
- from month 5, a weekly face-to-face meeting – either 'signing on' or an adviser doing intensive job search.

Advisers can use discretion to waive extra contact with customers who are perceived to be close to leaving benefit. This reflects the flexible nature of the Jobcentre Plus Offer for all claimants, where since 2011 Jobcentres have the flexibility to target resources flexibly, taking account of need.

The survey found that up to 29 per cent of respondents who had spent at least five months on JSA said that they were having weekly meetings, while 41 per cent of all customers said that they had weekly contact with an adviser, either in face-to-face meetings or through other forms of contact, during their claim.

As with the survey findings as a whole, it is important to note that the accuracy of the findings may be subject to respondents' ability to recall events during their claim. There may also be an issue of claimant perceptions: brief contact (for example, short text messages) may not register strongly as 'adviser contact'; similarly, some respondents may not perceive fortnightly signing-on to be part of face-to-face adviser contact (although this was noted explicitly in the question wording). Overall, however, the findings indicate that a substantial proportion of customers may not be receiving weekly contact or weekly meetings after five months. This does not appear to be a significant issue for most customers, with the vast majority (78%) reporting satisfaction with the frequency of contact. There was little variation in the characteristics of claimants who had or had not received weekly contact.

10.2 Support options

There were positive findings in relation to support options. Three in four respondents said that they had been offered at least one of the various support options, and in each case at least half of those offered an opportunity said that they actually took it up. Overall, 37 per cent took up a referral to an organisation to help with their CV or job applications, while 20 per cent said they took up a work experience placement, 18 per cent a referral to the National Careers Service (NCS) or a careers adviser, 13 per cent a sector-based work academy and seven per cent mandatory work activity.

In addition, most respondents who had taken up support options were likely to say that they found them helpful (at least 75 per cent said this of each type of support). Among those who had moved into work, claimants who had attended support options were more likely than other claimants to say that they had got the job through Jobcentre Plus – or at least that the

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advice and support they had received from Jobcentre Plus had helped them to succeed in getting the job.

10.2.1 Customer experience and views

Although many respondents said that they had not received weekly adviser contact (as discussed above), the majority felt that they had spent the right amount of time with staff and advisers at Jobcentre Plus (78 per cent of those with regular contact), with just 13 per cent saying that they had not had not enough time.

The majority also agreed that they were offered the right amount of support by Jobcentre Plus (63 per cent), and that the advice they received matched their personal needs and circumstances (61 per cent). However, on each of these questions, around one in four respondents disagreed (26 per cent that they were offered the right amount of support, and 22 per cent that the advice matched their personal needs and circumstances). When asked why they thought they were not offered the right amount of support, most respondents said that this was because of the quality of support provided rather than simply the amount of time. These findings suggest that claimants were generally happy with the amount of time they spent with advisers, but in some cases felt that the overall level and quality of support could have been higher.

Two in three customers (65 per cent) said they were satisfied with the overall service offered by Jobcentre Plus in helping them to find employment, while 23 per cent were dissatisfied.

Attitudes to Jobcentre Plus support varied according to:

- The level and nature of support provided: those with weekly contact were more positive than those with less frequent contact, and views were also more positive when claimants had always seen the same adviser. These findings confirm that frequent contact with a dedicated adviser helps to increase customers' satisfaction with the support they receive.
- Claimant characteristics: views were less positive among those with specific or more complex needs, such as those with a health condition or disability, those who were nervous about work, and those who were highly qualified.
- Claimants who had been sanctioned: it is not surprising that these respondents had a more negative view of the service they received.

10.2.2 Motivation and attitudes to work

The majority of respondents said that the support they had received from Jobcentre Plus had helped them, either in increasing their motivation to find work (65 per cent), increasing their chances of finding suitable work (62 per cent), and helping them to build up their confidence about finding a job they could do (56 per cent).

Respondents also expressed positive views about work and about their confidence in finding work. However, comparisons with the Jobcentre Plus Offer survey suggest that these positive findings are normal for young job seekers, and are not affected (positively or negatively) by their time on JSA.

10.2.3 Conditionality

Around one in four respondents said that they had had their benefit stopped (27 per cent) since the start of their claim, while a further six per cent said their benefit had been reduced.

The analysis suggests that there is no particular link between frequency of adviser contact and experience of sanctions. However, the substantial proportion who said that their benefit had been stopped or reduced, often because of failure to attend appointments, suggests that there may be a tension between the move towards frequent contact for young job seekers and the willingness of some claimants to attend frequent meetings.

10.3 Work experience

As in the rest of the report, these findings focus on participants aged under 25, except where specified.

10.3.1 Type of work

Work experience placements were in a range of settings, most commonly a shop or an office, but also in a warehouse or outdoors. Common tasks included dealing with members of the public, organising stock or goods and administrative tasks. Overall, it is clear that a range of different types of work are being offered as part of the scheme.

10.3.2 Attitudes

Work experience participants expressed very positive attitudes towards their placement, in relation to the length and content, the support offered by employers, and the benefits they gained. Overall, eight in ten said they felt positive about their overall experience of work experience, including half who were very positive.

Even those who did not complete the placement, or thought it was not suitable, were likely to say that they would consider taking up a work experience placement again; this suggests that while the particular circumstances of a placement were occasionally unfavourable, participants were positive towards the model and what it can offer.

The main negative aspect was 'working for free': one in three agreed that they did not like this aspect of the placement, although a greater proportion disagreed. Furthermore, it should be noted that participation in work experience is wholly voluntary. In cases where participants were negative about their placement, this could be because they were not interested in the type of job that the placement offered; that they did not learn anything new; or that it was not what they expected.

Overall, however, positive attitudes were widespread across different types of placement and participant characteristics. The main variations were as follows:

- Participants who did not complete their placement were consistently less positive than those who did complete it.
- Longer placements were more likely to be described as suitable.
- Participants who were dealing with money/working on a till; responding to telephone calls, emails or letters; or dealing with members of the public were all more likely to express positive views about the soft skills they had gained.

Views were less positive among participants with a long-term illness or disability, as well as those who said they lacked confidence or were nervous about work. These findings suggest that more 'vulnerable' participants may need more support during their placement.

The attitudes of participants aged 25 or over were similar to those of under 25s.

10.3.3 Non-completion

One in four work experience participants did not complete the placement. The survey found that non-completion was consistently associated with negative attitudes towards their placement and their perceptions of the benefits they had gained. In addition, in the employer survey, non-completion was found to be a key factor in reducing employers' satisfaction with the scheme.

It is therefore important to reduce the level of non-completion where possible. The survey found that a certain level of drop-out is inevitable: more than half of non-completers either left for a positive reason (e.g. being offered a job) or for personal reasons such as illness. However, the survey also found evidence of some unrealistic expectations among participants. One way of addressing this is through the briefing and explanation given to participants in advance. This is important, because one in five participants (and a disproportionate number of non-completers) said they did not receive details of what the placement would entail by their Jobcentre Plus adviser prior to referral. The research among employers also found that *'there may be scope to brief and prepare candidates better'*.

10.3.4 Movement into work

The survey found an encouraging number of work experience participants (22 per cent) who were offered a job at the end of the placement. Most of these participants accepted the offer and were still in the job several months later when they were interviewed. In addition, where participants had found work (but not at their placement employer), around half said that their time on the placement had helped them to get the job. These positive messages are confirmed by the findings from the adviser support sample. When comparing participants of different support options, those who attended a work experience placement were most likely to say that Jobcentre Plus had helped them to get a job.

The proportion who received a job offer was lower for placements in a shop than in other types of placements. Among participants who found work outside the placement organisation, those who had placements in an office were most likely to say that the placement helped them to get the job.

At the same time, when interviewed, one in five respondents who were not in work believed that it would take them longer than three months to find a job. One in four of those who were not working cited a lack of work experience as a barrier to work. These findings are not surprising, given that work experience is targeted at those who have little or no recent experience of work. However, the findings indicate that, for some claimants, taking part in work experience is only a first step in gaining the skills and experience they need to find the type of work they are looking for.

10.3.5 Wider outcomes

As well as helping some participants into work, work experience was felt to have provided a range of wider benefits, including improved job-related skills, and increased confidence and motivation. This suggests that work experience may have a positive long-term effect for a large number of participants.

10.4 Sector-based work academies

10.4.1 Type of training and placement

There was a range of different types of training offered in the scheme, the most common types being customer service training (24 per cent), care work training (11 per cent) and retail training (11 per cent). Where participants went on a work experience placement, the locations were more varied than those on the work experience scheme, with a greater representation in the social care sector.

10.4.2 Attitudes

Participants expressed very positive views of their training and (where applicable) their work experience placement. The vast majority of sector-based work academy participants said that they had a positive experience overall, including half who were very positive.

Where a work experience placement was included (in addition to training), views were particularly positive, and these participants were also more likely than those who just attended training to say that their job prospects had improved a lot.

Participants expressed positive attitudes towards their training, with 90 per cent satisfied with the overall quality. This was similar for those who were trained by an external training provider as by an employer. Views were particularly positive among those attending longer courses.

Among those who took part in more than one element of a sector-based work academy, nine in ten thought that the different elements worked well together; this proportion was very similar among employers, who were asked the same question in the employer survey.

In general, attitudes were similar for participants aged 25 or over as for under 25s.

10.4.3 Completion

Completion rates for sector-based work academies were higher than for the work experience scheme. However, given the greater commitment required from employers and training providers, it is important that completion rates remain high.

In total, 15 per cent of participants said they were not given a description by an adviser of what the training course would involve before they went on it. As noted above in relation to work experience, this is an area that could be improved, and which could help to maximise completion rates.

10.4.4 Movement into work

Where participants had a work experience placement as part of the sector-based work academy, 42 per cent were offered a job at the end of the placement. Most of these participants took up the offer and were still in the job several months later. In addition, other participants got work (not with a placement employer), and the majority (65 per cent) said that their experience on the training/placement had helped them get the job.

Among those who were not in work, many were optimistic about when they felt they would get a job. However, 13 per cent said it would be longer than three months until they found a job, and this was higher among those that had already spent more than six months out of

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work. In addition, a lack of work experience (16 per cent) and lack of skills (nine per cent) were cited as barriers to work among those who were not working. As noted above in relation to work experience, these findings show that, for some claimants, participation in a sector-based work academy is only a first step in building the job-related skills and experience that they need.

10.4.5 Wider outcomes

As well as helping some participants into work, sector-based work academies were felt to provide a range of wider benefits, including improved job-related skills (job/sector-specific as well as more generic work skills), and increased confidence and motivation. Both the training and work experience components were seen as providing these benefits.

Participants whose training was with an external provider were more likely than those who were trained at a workplace to say that they gained lots of new skills.

Appendix A

Advance letters

Dear

Evaluation of Jobcentre Plus support

I am writing to ask for your help in providing feedback on the support you have received from Jobcentre Plus in recent months.

The Department for Work and Pensions has commissioned an independent research company, TNS BMRB, to conduct a survey with Jobcentre Plus customers to gather their views on the support they receive.

The interview will take about 20 minutes over the phone. An interviewer from TNS BMRB will contact you during the next couple of months. We would be very grateful if you would agree to take part and tell us what you think of the support you have received. I do hope you will feel able to take part in this important research.

If you have any questions about the research, please contact one of the researchers at TNS BMRB on the freephone number: 0800 051 0881 or email youthcontract@tns-bmr.co.uk. Please have your reference number to hand, which is at the top of this letter.

Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study. The research findings will not identify you and no personal information will be shared with any third parties. Participation in this research is voluntary and will not affect any benefits or tax credits you receive, now or in the future.

Your contribution will provide us with valuable information that will help us to review our services and the support we provide. We hope that you decide to take part.

Yours sincerely



Janet Allaker
Senior Research Officer
Evaluation Team
Department for Work and Pensions

Customers' experiences of the Youth Contract

Dear

Evaluation of DWP work experience scheme

I am writing to ask for your help in providing feedback on the Department for Work and Pensions Work Experience scheme. The Work Experience scheme is a voluntary work placement, mainly focused on young, unemployed people. We understand that you have recently participated in a work experience placement, and would like to hear about your experiences in order to evaluate the success of the policy.

DWP have commissioned an independent research company, TNS BMRB, to conduct a survey with participants of the work experience scheme to gather their views on this scheme.

The interview will take about 20 minutes over the phone. An interviewer from TNS BMRB will contact you during the next couple of months. We would be very grateful if you would agree to take part and tell us what you think of this scheme. I do hope you will feel able to take part in this important research.

If you have any questions about the research, please contact one of the researchers at TNS BMRB on the freephone number: 0800 051 0881 or email youthcontract@tns-bmr.co.uk. Please have your reference number to hand, which is at the top of this letter.

Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study. The research findings will not identify you and no personal information will be shared with any third parties. Participation in this research is voluntary and will not affect any benefits or tax credits you receive, now or in the future.

Your contribution will provide us with valuable information that will help us to review our services and the support we provide. We hope that you decide to take part.

Yours sincerely



Janet Allaker
Senior Research Officer
Evaluation Team
Department for Work and Pensions

Dear

Evaluation of DWP sector-based work academy scheme

I am writing to ask for your help in providing feedback on the Department for Work and Pensions (DWP) sector-based work academies scheme. Sector-based work academies include a work-related training course, and sometimes also include a work experience placement. We understand you recently took part in a work-related training course arranged by Jobcentre Plus and we would like to hear your views about the course and any work experience placements which you have taken part in.

DWP have commissioned an independent research company, TNS BMRB, to conduct a survey with participants in sector-based work academies to gather their views on this scheme.

Each interview will take about 20 minutes over the phone. An interviewer from TNS BMRB will contact you during the next couple of months. We would be very grateful if you would agree to take part and tell us what you think of this scheme. I do hope you will feel able to take part in this important research.

If you have any questions about the research, please contact one of the researchers at TNS BMRB on the freephone number: 0800 051 0881 or email youthcontract@tns-bmrb.co.uk. Please have your reference number to hand, which is at the top of this letter.

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Your contribution will provide us with valuable information that will help us to review our services and the support we provide. We hope that you decide to take part.

Yours sincerely



Janet Allaker
Senior Research Officer
Evaluation Team
Department for Work and Pensions

Appendix B

Survey response rate

Table B.1 Response details

Number sampled	14,990
Sample not required	4,793
Invalid sample data	3,175
Invalid/incomplete telephone number	2,510
Wrong number/unknown at number/moved	665
Ineligible (not received adviser support/ did not take part in work experience/sbwa)	265
Valid sample (in scope of fieldwork)	6,757
Refusal	1,821
Abandoned interview	189
Unavailable during fieldwork	159
Respondent incapable of interview	86
Interview	4,502
Fieldwork response rate	67%

Appendix C

Questionnaire

Introduction

Ask to speak to (CONTACT NAME) and confirm name when speaking to this person. If named person is not able to complete the interview over the phone (e.g. if s/he is deaf or has learning difficulties), try to arrange an alternative method (e.g. interview in non-English language or proxy interview).

Good morning/afternoon/evening, my name is and I'm calling from TNS-BMRB Social Research. We have been contracted by the Department for Work and Pensions to conduct a survey on their behalf to find out people's experiences of using Jobcentre Plus services. You should have received a letter telling you what the survey is about and asking if you would be willing to participate. Do you recall seeing it?

INTERVIEWER: IF NO, BRIEFLY OUTLINE THE PURPOSE AND CONTENT OF THE SURVEY

Would you be willing to take part? It should take about 20 minutes to complete. Everything you say will be treated in the strictest confidence and no one can identify you from the results.

NOTE: The sample will include the following sample groups:

- Work experience (WE) sample (sections 1, 2, 3, 4, 8, 9, 11, 12)
- Sector-based work academy (SBWA) sample (sections 1, 2, 3, 4, 8, 9, 10, 11, 12)
- Adviser support sample (sections 1, 3, 4, 5, 6, 7, 12)

ASK ALL

CONFIRM

Can you please confirm whether you have claimed [textfill from sample: Jobseeker's Allowance/Employment and Support Allowance] **in the last six months or so?**

1. Yes

2. No

Don't know

IF CONFIRM = NO or DK, TERMINATE INTERVIEW.

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ASK ALL

BENEFITNOW

And are you receiving [Jobseeker's Allowance/Employment and Support Allowance] **at present?**

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

IF BENEFITNOW = No (not receiving benefit at present)

BENEFITSTOP

For how long were you receiving [Jobseeker's Allowance/Employment and Support Allowance]?

PROMPT TO PRECODES. ADD IF NECESSARY: **In your most recent claim.**

1. Less than 1 month
 2. 1 – up to 2 months
 3. 2 – up to 3 months
 4. 3 – up to 5 months ago
 5. 5 months or more
- Don't know
-

2 WORK EXPERIENCE/SBWA PLACEMENT DETAILS

IF WE SAMPLE, ASK CONFIRMWE

CONFIRMWE

I believe you were recently referred onto a work experience placement by Jobcentre Plus. Can you please confirm whether you were sent on a work experience placement in [textfill: month from sample]?

ADD IF NECESSARY: This is a voluntary work placement lasting between 2 and 8 weeks. You would not have received payment, except for the cost of travel and childcare expenses.

1. Yes
 2. No
- Don't know

IF CONFIRMWE = No OR Don't know, THANK AND CLOSE

IF SBWA SAMPLE, ASK CONFIRMSBWA

CONFIRMSBWA

I believe you recently went on a work-related training course in {DATE of START} arranged by the jobcentre. This work-related training course is known as a sector-based work academy. Can you please confirm whether you were sent on a work-related training course in [textfill: month from sample]?

ADD IF NECESSARY: This course would have been focused on getting skills for a particular type of job such as retail, care work or security jobs. You may have undertaken the training at an employers or a training provider. You would not have received payment, except for the cost of travel and childcare expenses.

1. Yes

2. No

Don't know

IF CONFIRMSBWA = No or don't know, THANK & CLOSE

ASK ALL IN SBWA SAMPLE

Qwho

Was this training course with an employer at their workplace, or was it with a training provider?

1. Employer/workplace

2. Training provider

3. Both

ASK ALL IN SBWA sample

QEND2

Did you complete the full amount of time on the work-related training course? [IF BOTH AT QWHO: That includes the time you were training with the employer and with the training provider].

1. Yes, completed

2. No, did not complete

ASK ALL IN SBWA sample

QENDSBWA

For how long did you attend the work-related training course? [IF BOTH AT QWHO: Again, that includes the time you were training with the employer and with the training provider].

Customers' experiences of the Youth Contract

PROMPT TO PRECODES

1. 1 day or less than a day
2. 2-3 days
3. 4-7 days
4. 1-2 weeks
5. 3-4 weeks
6. more than 4 weeks
7. don't know

IF QEND2=2 (did not complete training)

HOWLONG2

How long was the training course meant to last?

TYPE IN NUMBER OF WEEKS

IF QEND2=2 (did not complete training)

QENDWHY2

What were the reasons for not completing the work-related training course?

DO NOT READ OUT.

1. Received offer of paid job
2. Did not like – the work
3. Did not like – the training
4. Did not like – the people
5. Did not like – the hours
6. Did not like – travelling to get there
7. Was told to leave
8. Had to leave (e.g. illness)
9. Other (specify)

Don't know

ASK ALL IN SBWA SAMPLE

SBELEMENT

In addition to the training course, did you have? READ OUT. CODE YES/NO FOR EACH

1. A work experience placement with an employer

[IF 1 = YES] 2. A job interview with the organisation that gave you the work placement

IF HAD WORK EXPERIENCE PLACEMENT BUT NO JOB INTERVIEW (AT SBELEMENT)

SBAPPLY

Even though you didn't have an interview, did you have any help in applying for a job with the organisation that gave you the work placement?

1. Yes

2. No

Don't know

ASK ALL IN WE SAMPLE AND ALSO SBWA SAMPLE IF SBELEMENT=1

QEND

Did you complete the full amount of time on the work experience placement?

1. Yes, completed

2. No, did not complete

ASK ALL IN WE SAMPLE AND ALSO SBWA SAMPLE IF SBELEMENT=1

QENDWHEN

For how long did you attend the work experience placement?

PROMPT TO PRECODES

1. 1 day or less than a day

2. 2-3 days

3. 4-7 days

4. 1-2 weeks

5. 3-4 weeks

6. More than 4 weeks

Don't know

Customers' experiences of the Youth Contract

IF QEND=2 (did not complete placement)

HOWLONG

How long was the work experience placement meant to last?

TYPE IN NUMBER OF WEEKS

**IF (DID NOT COMPLETE AT QEND AND ANSWER GIVEN AT HOWLONG) OR
(COMPLETED AT QEND AND ANSWER GIVEN AT QENDWHEN)**

AMOUNT

Do you think was this too long, not long enough, or about right?

1. Too long
 2. Too short
 3. About right
- Don't know
-

IF TOO LONG/TOO SHORT AT AMOUNT

WHYLONG

Why was this [too long/not long enough]?

OPEN/TYPE IN

IF QEND=2 (did not complete placement)

QENDWHY

What were the reasons for not completing the full period of your placement?

DO NOT READ OUT.

1. Received offer of paid job
2. Did not like – the work
3. Did not like – the training
4. Did not like – the people
5. Did not like – the hours
6. Did not like – travelling to get there
7. Was told to leave
8. Had to leave (e.g. illness)
9. Other (specify)

Don't know

IF QEND=1 (BOTH WE AND SBWA WHO COMPLETED A WORK EXPERIENCE PLACEMENT)

QOFFER

At the end of the placement, did the organisation offer you a paid job? ADD IF NECESSARY: Not necessarily in the same job.

1. Yes
 2. No
-

IF QOFFER = YES

QSTAY

Did you take up the job offer?

1. Yes
 2. No
-

IF QSTAY = YES

QSTILL

And are you still in paid job with the same organisation?

1. Yes
 2. No
-

3 CURRENT STATUS AND RECENT WORK

IF ALL IN WE AND SBWA SAMPLES, UNLESS QSTILL = yes

QWORK

Can I just check, are you currently in paid work?

1. Yes
 2. No
-

IF QWORK = No (not currently in paid work)

JOBOUTCOME

Have you had any PAID work since your [work experience placement/time on a sector-based work academy]?

1. Yes
 2. No
-

Customers' experiences of the Youth Contract

ASK ALL IN ADVISER SUPPORT SAMPLE

WORK2

Can I just check, are you currently in paid work?

1. Yes
 2. No
-

IF WORK2 = No (not currently in paid work) **AND BENFITNOW = no** (not currently on JSA)

WORKANY

Did you move into paid work for any period of time since you stopped claiming JSA?

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

IF (QWORK = 2 or WORK2 = 2) AND BENEFITNOW = No (not receiving benefit at present and not in paid work)

MAINACTIVITY

Which of these is your main activity at present?

READ OUT. IF MORE THAN ONE PROBE FOR MAIN ACTIVITY, ONLY MULTI-CODE IF NECESSARY

1. In training or education (incl at school/college)
2. Not working and claiming benefits (specify benefits)
3. Caring for children or adult/s
4. DO NOT READ OUT: Not working for other reason
5. DO NOT READ OUT: Something else

Refused

IF MAINACTIVITY = 3 (caring for children or adults), **ASK CARE1**

CARE1

Can I just check, are you caring for....?

READ OUT

1. Children,
2. an adult/s
3. or both?

Refused

4 ATTITUDES TO EMPLOYMENT AND JOBSEARCH

The next few questions are about how people feel about work and looking for work.

ASK ALL

WORKATTITUDES

Please can you tell me how much you agree or disagree with each of the following statements. So firstly...

SINGLE CODE

- A. Having almost any type of paid work is better than not working
- B. [IF QWORK =2 or work2 = 2] The thought of being in paid work makes me nervous
- C. People are put under too much pressure to find work
- D. [IF QWORK = 2 or work2 = 2] I'm confident that I will be able to find a job that suits me

READ OUT:

- 1. Agree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Not applicable

Don't know

FOR EACH AT WORKATTITUDES = AGREE or DISAGREE

Is that strongly or slightly?

- 1. Slightly
 - 2. Strongly
-

ASK ALL

WORKCONFIDENCE

And now thinking about looking for jobs. Are you confident that...?

SINGLE CODE

- A. Your skills are sufficiently up-to-date for the current job market
- B. You can do well in interviews
- C. You can cope with rejections and knock-backs
- D. You can learn new skills or retrain

Customers' experiences of the Youth Contract

INTERVIEWER: Prompt to precode

1. Not at all confident
2. Not very confident
3. Fairly confident
4. Very confident
5. Don't know

Refused

IF NOT CURRENTLY IN WORK [IF QWORK = 2 or work2 = 2]

WORKBARRIERS

What would you say is preventing you from finding work at the moment?

CODE ALL. PROMPT TO PRECODE.

1. Family or caring commitments
2. Health issues/disabilities limit kind of work can do
3. The time involved in getting to interviews or to a workplace
4. The cost involved in getting to interviews or to a workplace
5. Lack of vacancies/too much competition for jobs interested in
6. Lack of jobs in local area
7. Lack of jobs for people with respondent's health issues/disabilities
8. Lack of jobs for people with caring responsibilities
9. Not having right skills for jobs interested in
10. Not having access to the internet
11. Lack of work experience
12. Drug or alcohol problems
13. Criminal record
14. Housing problems
15. Transport/travel difficulties
16. Other (specify)

Nothing/None of these

Don't know

Refused

IF NOT CURRENTLY IN WORK [IF QWORK = 2 or work2 = 2]

Whenwork

When do you think you might get a paid job – in the next month, in the next three months, or longer than that?

1 In next month

2 In next 3 months

3 Longer than 3 months

Don't know

5 EXPERIENCE OF ADVISER SUPPORT

I'd now like to ask about your experience on Jobseeker's Allowance.

ASK ALL IN ADVISER SUPPORT SAMPLE

REGMEETING

IF STILL RECEIVING JSA (benefitnow = 1): Do you currently have regular meetings with an adviser at a Jobcentre Plus office?

IF NO LONGER RECEIVING JSA (benefitnow = 2): During your most recent time on Jobseeker's Allowance, did you have regular meetings with an adviser at a Jobcentre Plus office?

ADD IF NECESSARY: Including your jobsearch review meetings.

1. Yes

2. No

Don't know

Customers' experiences of the Youth Contract

IF REGMEETING = yes (have/had regular meetings)

MEETINGFREQ1

IF STILL RECEIVING JSA (benefitnow = 1): How often do you meet with an adviser at a Jobcentre Plus office?

IF NO LONGER RECEIVING JSA (benefitnow = 2): Towards the end of your time on Jobseeker's Allowance, how often did you meet with an adviser at a Jobcentre Plus office?

ADD IF NECESSARY: Including your jobsearch review meetings.

PROMPT TO PRECODES. SINGLE CODED.

1. Several times a week
 2. Once a week
 3. Once every two weeks
 4. Once a month
 5. Once every two months
 6. Less often than every two months
 7. It varies/varied
- Don't know
- Refused
-

IF MEETINGFREQ1 = 7 (it varied)

MEETINGFREQ2

How many times [IF BENEFITNOW = 1: have you met/IF BENEFITNOW = 2: did you meet] with an adviser during your time on Jobseeker's Allowance?

Numeric (1-99)

Don't know

IF MEETINGFREQ1 = 1-2 (regular adviser meetings at least weekly)

FREQSTART

When did you start seeing an adviser ... [answer from meetingfreq1]? Was it from the very start of your time on Jobseeker's Allowance or after a certain amount of time?

PROMPT TO PRECODES. SINGLE CODED.

1. At start of time on Jobseeker's Allowance
2. After a month or less
3. After 2 months
4. After 3 months
5. After 4 months
6. After 5 months
7. After 6 months or more
8. After certain amount of time (but can't remember how long)

Don't know

Refused

(Note to set up appropriate textfills based on meetingfreq)

IF MEETINGFREQ2 > 1 (has met adviser more than once) **OR MEETINGFREQ1 = 1-6** (regular adviser meetings)

SAMEADVISER

Can I check, in your meetings with Jobcentre Plus staff, have you always dealt with the same adviser?

1. Yes

2. No

Don't know

IF SAMEADVISER = No (has not dealt with one adviser)

CHANGEADVISER

How did you feel about changing adviser? Would you say you would have...

READ OUT. SINGLE CODED

1. preferred to see the same adviser
2. preferred to see one of your usual advisers
3. didn't have any preference on which adviser you saw
4. or did you not mind as long as they knew a bit about your circumstances

Don't know

Customers' experiences of the Youth Contract

ASK ALL IN ADVISER SUPPORT SAMPLE

OTHERCON

During your time on Jobseeker's Allowance, [have you had/did you have] any of the following types of contact with an adviser?

YES/NO/DON'T KNOW FOR EACH

1. Phone calls from an adviser
 2. Text messages
 3. Emails
 4. Group sessions, where you and other job seekers met an adviser
-

IF ANY AT OTHERCON

CONTACTFREQ1

IF STILL RECEIVING JSA (benefitnow = 1): **Overall, how often have you had this type of contact with an adviser. ADD IF NECESSARY: excluding face-to-face meetings you've already told me about?**

IF NO LONGER RECEIVING JSA (benefitnow = 2): **Overall, how often did you have this type of contact with an adviser. ADD IF NECESSARY: excluding face-to-face meetings you've already told me about?**

PROMPT TO PRECODES. SINGLE CODED.

1. Several times a week
2. Once a week
3. Once every two weeks
4. Once a month
5. Once every two months
6. Less often than every two months
7. It varies/varied

Don't know

Refused

IF MEETINGFREQ1 = 1-6 (regular contact)

ADVISER1

Did the amount of time you spent with staff or advisers at Jobcentre Plus feel too much, too little, or about right for your needs?

SINGLE CODED

- 1. Too much time
 - 2. About right
 - 3. Not enough time
 - Don't know
 - Refused
-

ASK ALL IN ADVISER SUPPORT SAMPLE

OFFER

[if benefitnow = 1: Since you started receiving Jobseeker's Allowance/if benefitnow = 2: during your time on Jobseeker's Allowance], [have you been/were you] offered any of the following?

READ OUT. CODE YES/NO FOR EACH.

- 1. A work experience placement. This is a voluntary work placement lasting between 2 and 8 weeks
 - 2. work-related training for a specific type of job e.g care, retail, security training. This is known as a sector-based work academy.
 - 3. A referral to the National Careers Service or a Careers Adviser
 - 4. Mandatory Work Activity, where you were told you have to attend a four week work placement doing community work, for example at a charity shop or recycling centre
 - 5. referral to another organisation to help with your CV and job applications.
 - 6. Any other type of support (specify)
 - None of these
 - Not sure/can't remember
-

IF ANY (1-6) AT OFFER

ATTEND

And did you take up the [text fill answers from OFFER]?

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

Customers' experiences of the Youth Contract

FORE EACH ATTEND = 1 (each activity attended)

HELPFUL

And was the [text fill answers from ATTEND] helpful?

1. Yes

2. No

Don't know

ASK ALL IN ADVISER SUPPORT SAMPLE

WAGEIN

[if benefitnow = 1: **Since you started receiving Jobseeker's Allowance/**
if benefitnow = 2: **during your time on Jobseeker's Allowance**], [have you been/were
you] **told about the wage incentive scheme for young people?**

IF NECESSARY: this scheme pays money to employers who take on a young unemployed candidate.

1. Yes

2. No

Don't know

6 SANCTIONS

ASK ALL IN ADVISER SUPPORT SAMPLE

SANCT1

[if benefitnow = 1: **Since you started receiving/if benefitnow = 2: during your time on]**
Jobseeker's Allowance, were your benefits stopped or reduced for any reason by
Jobcentre Plus?

SINGLE CODED

1. Yes – stopped

2. Yes – reduced

3. No

Not sure/can't remember

IF SANCT1 = 1 or 2 (benefit stopped or reduced)

SANCT2

Why were your benefits [stopped/reduced] – was it for any of these reasons?

READ OUT. CODE ALL THAT APPLY

1. You missed a signing on appointment
2. You missed another appointment at Jobcentre Plus that you were told you had to attend
3. You missed an appointment with an outside organisation that you were told you had to attend
4. You did not undertake activities that you were told you had to
5. You were told you were not actively seeking work
6. Another reason (specify)

Not sure/can't remember

IF SANCT1 = 1 or 2 (benefit stopped or reduced)

QENDRULES

Did having your benefit stopped or reduced make you more likely to follow the conditions of claiming Jobseeker's Allowance?

DO NOT PROMPT

1. Yes, more likely
2. No
3. Less likely to follow rules

Don't know

ASK IF SANCT1 = 3 or DON'T KNOW (benefit not stopped or reduced)

TOLDBENEFITSTOP

Were you ever told by an adviser that your Jobseeker's Allowance might be reduced or stopped if you did not agree to certain conditions?

1. Yes

2. No

Not sure/can't remember

Refused

Customers' experiences of the Youth Contract

IF TOLDBENEFITSTOP = YES (told benefit could be reduced or stopped)

SANCTIONEFFECT1

Knowing that your Jobseeker's Allowance could be reduced or stopped if certain rules were not followed, [does/did] it make you more likely to follow those rules or does it make no difference?

1. Yes, more likely to follow rules

2. No, makes no difference

Not sure/depends

Refused

7 PERCEPTIONS ABOUT SERVICES/ADVICE/SUPPORT OFFERED SO FAR

ASK ALL IN ADVISER SUPPORT SAMPLE

I'd now like to ask about your time on Jobseeker's Allowance.

ASK ALL IN ADVISER SUPPORT SAMPLE

ADVISER2

To what extent do you agree or disagree that...

A. The advice and support you were offered matched your personal needs and circumstances

B. You were offered the right amount of support by Jobcentre Plus

C. You felt under pressure to take part in activities that were not suited to your needs and circumstances

READ OUT:

1. Agree

2. Disagree

3. Neither agree nor disagree

Don't know

FOR EACH AT ADVISER2 = AGREE or DISAGREE

Is that strongly or slightly?

1. Slightly

2. Strongly

IF ADVISER2(B) = 4 or 5 (disagree that was offered the right amount of support),
ASK ADVISER3

ADVISER3

Why do you feel the amount of support you received was not right for you?

OPEN-ENDED. PROBE FULLY. RECORD VERBATIM

Don't know

ASK ALL IN ADVISER SUPPORT SAMPLE

SOFTOUTCOME

Do you believe that the advice and support [if benefitnow = 1: you are receiving/if benefitnow = 2: you received] from Jobcentre Plus has helped ...

READ OUT. CODE ALL THAT APPLY

IF NECESSARY REPEAT: Has their advice and support helped...

- A. to build up your confidence about finding a job that you could do
 - B. to increase your motivation to find work
 - C. to increase your chances of finding suitable work
 - D. [IF WORK = YES (in employment)] you to succeed in getting the job you are in at the moment
1. Yes
 2. No
 3. [DO NOT READ OUT:] Hard to say/Don't know
 4. [DO NOT READ OUT:] Not applicable
-

ASK ALL IN ADVISER SUPPORT SAMPLE

OPENSUPPORT

Is there any additional support you could receive from Jobcentre Plus which you would find helpful?

OPEN ENDED. PROBE. RECORD VERBATIM

No, none

Don't know

Customers' experiences of the Youth Contract

ASK ALL IN ADVISER SUPPORT SAMPLE

FSATISFACTION

Overall, how satisfied or dissatisfied are you with the service that Jobcentre Plus offered in helping you find employment?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

Don't Know

8 WORK EXPERIENCE/Sector-based WORK ACADEMIES

Now some questions about your [if work experience sample: work experience placement/ if sbwa sample: work-related training course].

ASK ALL IN WE/SBWA SAMPLES

QCLARI

Before you were referred to the [work experience placement/work-related training course], did your adviser speak to you at all about what it would involve?

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

IF QCLARI = YES

QCLEAR1

Overall, how clearly did the adviser explain what your [placement/training course] would involve?

Would you say... READ OUT

1. Very clearly
2. Clearly
3. Not very clearly
4. Not clearly at all
5. [DO NOT READ OUT: No explanation given]

Don't know

ASK ALL IN WE/SBWA SAMPLES

QSUITABLE1

Did you feel, based on the information provided, that the placement/training course you were offered was suitable for you?

1. Yes

2. No

Don't know

IF QSUITABLE1 = NO (did not feel placement was suitable)

QSUITABLE2

Why did you feel the placement/training course was not suitable?

OPEN-ENDED. PROBE FULLY.

Don't know

9 PERCEPTIONS OF WORK EXPERIENCE PLACEMENT

ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE PLACEMENT (sbelement = 1)

I would now like to ask you a bit more about what you were doing while you were on the work placement.

QDO1

Where did you work during your placement?

READ OUT. CODE ALL THAT APPLY.

1. in a shop

2. in a warehouse

3. outdoors

4. in an office

5. In a care home/residential home

6. In a school/college/nursery

7. Other (specify)

Don't know

Customers' experiences of the Youth Contract

ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE PLACEMENT (sbelement = 1)

WORK8

What did the organisation you worked for mainly make or do (at the place where you worked)?

DESCRIBE BRIEFLY – PROBE IF NOT CLEAR FROM JOB TITLE (IEMANUFACTURING OR PROCESSING OR DISTRIBUTING ETC. AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC).

ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE PLACEMENT (sbelement = 1)

JOBTITLE

What was your job title when you were on the placement?

TYPE IN

ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE PLACEMENT (sbelement = 1)

QDO2

And what did your role involve...

PROMPT TO PRECODES. CODE ALL THAT APPLY

PROMPT IF NECESSARY: 'What did you mainly do there?'

1. Organising stock or goods
 2. Dealing with members of the public or serving customers
 3. Dealing with money and credit/debit cards or using a till
 4. Administrative or clerical work such as filing, photocopying, and dealing with paperwork
 5. Responding to telephone calls, emails or letters
 6. Undertaking physical tasks outdoors such as digging and planting
 7. Undertaking other manual work such as building or decorating
 8. Looking after others e.g youth work or caring for elderly
 9. Cleaning
 10. Anything else (specify)
 11. Don't know
-

**ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE
PLACEMENT (sbelement = 1)**

WORK12

**How many people worked at the place where you did your placement. Were there ...
READ OUT...**

1. 1 to 24,
 2. 25 to 49,
 3. 50 to 249
 4. or 250 or more employees?
-

**ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE
PLACEMENT (sbelement = 1)**

QPROGRESS1

During your placement, were you given the opportunity to learn any new skills?

PROMPT T O PRECODES

1. Yes – lots
 2. Yes – some
 3. No
- Don't know
-

IF QPROGRESS1=1 or 2 (has had opportunity to learn new skills)

QPROGRESS2

**What would you say were the most useful things you have learnt to do during your
placement?**

OPEN-ENDED. PROBE FULLY.

Don't know

Customers' experiences of the Youth Contract

ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE PLACEMENT (sbelement = 1)

QSUPERVISE1

How would you describe the amount of supervision you received on your placement. Did you feel it was... READ OUT

1. Too little
2. About right
3. Too much
4. [DO NOT READ OUT: It varies/varied]

Don't know

ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE PLACEMENT (sbelement = 1)

QVIEWS

To what extent do you agree with the following statements about your placement and the organisation for which you worked? READ OUT

- A. I was treated like a valuable member of staff
- B. Staff were willing to teach me new skills
- C. I didn't like working for free
- D. The placement was well organised

READ OUT:

1. Agree
2. Disagree
3. Neither agree nor disagree
4. Not applicable

Don't know

FOR EACH AT QVIEWS = AGREE or DISAGREE

Is that strongly or slightly?

1. Slightly
 2. Strongly
-

**ASK ALL IN WE SAMPLE, AND SBWA SAMPLE WHO DID WORK EXPERIENCE
PLACEMENT (sbelement = 1)**

QSATISFACTION

And how satisfied were you with... READ OUT

- A. The amount of work you were given
- B. The variety of tasks you were given

READ OUT:

- 1. Satisfied
- 2. Dissatisfied
- 3. Neither satisfied nor dissatisfied
- Don't know

FOR EACH AT QSATISFACTION = Satisfied or Dissatisfied

Is that strongly or slightly?

- 1. Slightly
 - 2. Strongly
-

10 TRAINING ELEMENT OF SBWA

ASK ALL IN SBWA SAMPLE

Thinking about the work-related training course that you did,

TRAINING

What type of training did you do?

PROBE FULLY. DO NOT PROMPT

- 1. Retail-based training
- 2. Care work training
- 3. Security training
- 4. Fork lift truck licence
- 5. Administrative training – e.g it skills, typing
- 6. Construction/building trade training
- 7. Customer service e. g telesales training
- 8. Catering based training
- 9. Other (TYPE IN)

Customers' experiences of the Youth Contract

ASK ALL IN SBWA SAMPLE

QSKILLS1

During your training, did you learn any new skills?

PROMPT TO PRECODES

1. Yes – lots
 2. Yes – some
 3. No
- Don't know
-

IF QSKILLS1=1 or 2 (has learned new skills)

QPROGRESS2

What would you say were the most useful things you learnt during your training?

OPEN-ENDED. PROBE FULLY.

Don't know

ASK ALL IN SBWA SAMPLE

SATTRAIN

Were you satisfied or dissatisfied with the overall quality of the training? IF SATISFIED/DISSATISFIED: Is that very or fairly satisfied/dissatisfied?

1. Very satisfied
 2. Fairly satisfied
 3. Fairly dissatisfied
 4. Very dissatisfied
- (No opinion)
-

IF SATTRAIN=3 or 4 (dissatisfied with training)

WHYDISTRAIN

Why were you dissatisfied with the training?

OPEN-ENDED. PROBE FULLY.

Don't know

11 OVERALL ATTITUDES TO WORK EXPERIENCE/SBWA

ASK ALL IN WE SAMPLE AND SBWA SAMPLE

QHAPP2

Based on everything you experienced, did you feel positive or negative about your time on the [placement/training course/training course and placement]?¹³

PROMPT – is that 'very' positive/negative ...

1. Very positive
 2. Positive
 3. Neither positive nor negative
 4. Negative
 5. Very negative
- Don't know
-

ASK ALL IN SBWA SAMPLE WHO DID PLACEMENT (sbelement = 1)

WORKWELL

How well did you think the different parts worked together – that is, the training course and the work placement? READ OUT

1. Very well
 2. Fairly well
 3. Not very well
 4. Not at all well
-

IF NOT VERY/NOT AT ALL WELL AT WORKWELL

WHYNWELL

Why did they not work well together?

OPEN-ENDED. PROBE FULLY.

Don't know

¹³ If Work experience sample: 'placement'. If SBWA sample who did not do work placement at sbelement: 'training course'. If SBWA sample who did work placement at sbelement: 'training course and placement'. Same convention throughout this section.

Customers' experiences of the Youth Contract

ASK ALL IN WE SAMPLE AND SBWA SAMPLE

BENEFIT

What benefits, if any, have you gained from the [placement/training course/training course and placement]?

DO NOT PROMPT

1. Got me a job
 2. Increased my chances of getting paid work
 3. Good experience
 4. Job interview skills/experience
 5. Useful training
 6. Increased my skills/allowed me to keep using existing skills
 7. Improved CV
 8. Increased my confidence/self-belief
 9. Develop team-working skills/working in a team
 10. Chance to try something new/different
 11. Increased my knowledge/experience about this industry/type of work
 12. Gave me a work reference
 13. Other (TYPE IN)
 14. None
- Don't know
-

ASK ALL IN WE SAMPLE AND SBWA SAMPLE

QSUGIMP

What, if anything, could have been done better to make the [placement/training course/training course or placement] more worthwhile?

OPEN-ENDED

CODE NULL IF NOTHING COULD BE DONE BETTER

Don't know

ASK ALL IN WE SAMPLE AND SBWA SAMPLE, IF NOT CURRENTLY IN WORK

(qwork = 2)

QAGAIN

Would you take up a [work experience placement/training course/training course and placement] again, if it was offered to you in the future?

1. Yes

2. No

Don't know

ASK ALL IN WE SAMPLE AND SBWA SAMPLE (EXCEPT IF TAKEN ON AT END OF PLACEMENT: qstay = 1]

QAPP1

Since your [placement/training course/training course and placement], have you submitted any job applications for paid work?

1. Yes

2. No

Don't know

IF QAPP1 = Yes (has submitted applications since placement)

QAPP2

Did you mention your experience of the [placement/training course/training course or placement] on any of these applications, either on the application itself or on your CV?

1. Yes

2. No

Don't know

IF QAPP1 = Yes (has submitted applications since placement)

QAPP3

On average, are you sending out more job applications per week now than you had been before the [placement/training course/training course and placement]?

1. Yes

2. No

Don't know

Customers' experiences of the Youth Contract

IF CURRENTLY IN WORK, EXCEPT IF TAKEN ON AT END OF PLACEMENT (qwork = 1)

QIMPJOB1

You mentioned earlier that you have a paid job. Do you feel the work [placement/training course/training course or placement] helped you to get this?

1. Yes

2. No

Don't know

ASK ALL IN WE SAMPLE AND SBWA SAMPLE

QIMPJOB2

Would you say that the experience you have gained during your [placement/training course/training course and placement] has improved your chances of getting [IF QWORK = 2 (not currently in paid work): a paid job/IF QWORK = 1 or QSTILL = 1 (currently in paid work): other paid jobs in the future]?

PROMPT: **Is that**

1. Improved a lot

2. Improved at little

3. Not improved at all

Don't know

ASK ALL IN WE SAMPLE AND SBWA SAMPLE

QIMP1

Please tell me whether you agree or disagree with each of the following statements. As a result of the [placement/training course/training course and placement]...

IF NECESSARY REPEAT: Do you agree or disagree that, as a result of your [placement/training course/training course and placement]...

READ OUT.

A. My personal confidence has increased

B. I have developed new skills that could help me to find a paid job

C. I feel more able to work as part of a team

D. I will look more attractive to potential employers on job applications

~~E. [This item deleted]~~

F. I feel more motivated to find work than I did before the [placement/training course/training course and placement]

READ OUT:

1. Agree
2. Disagree
3. Neither agree nor disagree
4. Not applicable

Don't know

FOR EACH = AGREE or DISAGREE

Is that strongly or slightly?

1. Slightly
 2. Strongly
-

ASK ALL IN WE SAMPLE AND SBWA SAMPLE WHO ARE CURRENTLY CLAIMING JSA/ESA (benefitnow = 1)

OPENSUPPORT

In general, is there any additional support you could receive from Jobcentre Plus which you would find helpful?

OPEN ENDED. PROBE. RECORD VERBATIM

None

Don't know

12 CLAIMANT CHARACTERISTICS

ASK ALL

This is the final section and I'd just like to ask you a few details about yourself for classification purposes.

ASK ALL

GENDER

ASK OR RECORD.

1. Male
 2. Female
-

Customers' experiences of the Youth Contract

ASK ALL

AGE1

What was your age last birthday?

NUMERIC (RANGE 16-99)

Refused

IF AGE1 = Refused, ASK AGE2

AGE2

INTERVIEWER: ASK FOR AGE BAND IF NECESSARY

1. 16-17
2. 18-19
3. 20-24
4. 25-29
5. 30-34
6. 35-39
7. 40-44
8. 45-49
9. 50-54
10. 55-59
11. 60-64
12. 65 or over

Refused

ASK ALL

WORK4

[IF QWORK = 2 or WORK2 = 2 (not currently in work)] How long have you been out of work?

[IF QWORK = 1 or QSTILL = 1 or WORK2 = 1 (currently in work)]: How long were you out of work before you started your current job?

PROMPT TO PRECODES

1. Less than 1 month
2. 1 – up to 3 months
3. 3 – up to 6 months

4. 6- up to 12 months
 5. 1 year – up to 2 years
 6. 2 years – up to 3 years
 7. 3 years – up to 5 years
 8. 5 years or more
 9. Never worked
- Refused
-

IF CURRENTLY IN WORK [QWORK = 1 or QSTILL = 1 or WORK2 = 1]

Now thinking about the job you are in at the moment...

WORK5

How long have you been in this job?

PROMPT TO PRECODES

1. Less than 1 month
2. 1 – up to 2 months
3. 2 – up to 3 months
3. 3 – up to 6 months
4. 6- up to 12 months
5. 1 year or more

Refused

IF CURRENTLY IN WORK [QWORK = 1 or QSTILL = 1 or WORK2 = 1] OR HAVE WORKED SINCE END OF JSA CLAIM/SINCE END OF WE/SBWA [JOBOUTCOME = 1 or WORKANY = 1]

[IF CURRENTLY IN WORK – QWORK = 1 or QSTILL = 1 or WORK2 = 1]: Thinking about your current job...

[IF NOT CURRENTLY IN WORK BUT HAVE WORKED SINCE END OF JSA CLAIM/SINCE END OF WE/SBWA – JOBOUTCOME = 1 or WORKANY = 1]: Thinking about your most recent job...

WORK9

What [is/was¹⁴] your job? IF MORE THAN 1 JOB: your main job.

OPEN_ENDED

¹⁴ For all questions from work9 to work8: Textfill depends on whether currently in work [QWORK = 1 or QSTILL = 1 or WORK2 = 1] or previously in work [JOBOUTCOME = 1 or WORKANY = 1]

Customers' experiences of the Youth Contract

WORK10

(If not clear from answer to main job) **What [do/did] you mainly do in your job?**

CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

OPEN-ENDED

WORKTIME

And [are/were] you working.....?

1. 16 hours or more per week
2. Or less than 16 hours per week

Refused

IF CURRENTLY IN WORK, except if still in work after placement [QWORK = 1 WORK2 = 1] **OR HAVE WORKED SINCE END OF JSA CLAIM/SINCE END OF WE/SBWA** [JOBOUTCOME = 1 or WORKANY = 1]

WORK8

What [does/did] the organisation you work[ed] for mainly make or do (at the place where you worked)?

DESCRIBE BRIEFLY – PROBE IF NOT CLEAR FROM JOB TITLE (IEMANUFACTURING OR PROCESSING OR DISTRIBUTING ETC. AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC).

JOBJCP

Did you get this job through Jobcentre Plus?

1. Yes
2. No

Don't know

IF NOT CURRENTLY WORKING [QWORK = 2 or WORK2 = 2]

BwKnd

Have you thought about the kind of work that you might do?

1. Yes
2. No

If BwKnd=Yes

BwWrk

What kind of work have you thought about?

INTERVIEWER PROBE FOR DETAILS OF TYPE OF WORK THOUGHT ABOUT:

OPEN

ASK ALL

HIGHQUAL

What is the highest level qualification you have completed?

CODE HIGHEST QUALIFICATION USING QUALIFICATIONS CARD.

Numeric 1-7

Don't know

DISABLE4

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
2. No

Don't know

IF DISABLE4 = YES (has health problem or disability), **ASK DISABLE5**

DISABLE5

Do any of these conditions or illnesses affect you in any of the following areas?

READ OUT. CODE ALL THAT APPLY.

1. Vision – for example blindness or partial sight
2. Hearing – for example deafness or partial hearing
3. Mobility – for example walking short distances or climbing stairs
4. Dexterity – for example lifting and carrying objects, using a keyboard

Customers' experiences of the Youth Contract

5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing or fatigue
9. Socially or behaviourally – for example associated with autism, attention deficit disorder or Asperger's syndrome
10. Anything else (specify)

Refused

IF DISABLE4 = YES (has health problem or disability), **ASK DISABLE6**

DISABLE6

Does your condition or illness\do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

1. Yes, a lot
2. Yes, a little
3. No, not at all

Don't know

IF DISABLE4 = YES (has health problem or disability), **ASK DISABLE7**

DISABLE7

Does your condition or illness/do any of your conditions or illnesses make it difficult for you to find work?

1. Yes
2. No

Don't know

ASK ALL

CHILD

Can I just check, do you have any children of your own currently living with you in your household? Please only include children who live with you AND who you are responsible for

1. Yes
2. No

Refused

ASK ALL

ETHNIC

To which of these groups do you consider you belong?

READ OUT

1. White
2. Mixed
3. Asian
4. Black
5. Other...

Don't Know

Refused

IF ETHNIC = WHITE, ASK ETHWHITE

ETHWHITE

PROMPT TO PRECODES

1. White – English/Welsh/Scottish/Northern Irish/British
2. White – Irish
3. White – Gypsy or Irish Traveller
4. White – Any other white background (please specify)

Don't Know

Refused

IF ETHNIC = MIXED, ASK ETHMIX

ETHMIX

PROMPT TO PRECODES

1. Mixed – White and Black Caribbean
2. Mixed – White and Black African
3. Mixed – White and Asian
4. Mixed – Any other mixed/multiple background (please specify)

Don't Know

Refused

Customers' experiences of the Youth Contract

IF ETHNIC = ASIAN, ASK ETHASIAN

ETHASIAN

PROMPT TO PRECODES

1. Asian or Asian British – Indian
 2. Asian or Asian British – Pakistani
 3. Asian or Asian British – Bangladeshi
 4. Asian or Asian British – Chinese
 5. Asian or Asian British – Any other Asian background (please specify)
-

IF ETHNIC = BLACK, ASK ETHBLACK

ETHBLACK

PROMPT TO PRECODES

1. Black or Black British – Caribbean
 2. Black or Black British – African
 3. Black or Black British – Any other Black background (please specify)
-

IF ETHNIC = OTHER, ASK ETHOTHER

ETHOTHER

PROMPT TO PRECODES

1. Other ethnic groups – Chinese
 2. Other ethnic groups – Arab
 3. Other ethnic groups – other (please specify)
-

ASK ALL

LANG

Is English your first language?

1. Yes
 2. No
- Don't know
- Refused
-

ASK ALL

DRIVING

(May I check) do you hold a current driving licence for a car, motorbike or other vehicle?

1. Yes

2. No

Don't know

Refused

IF DRIVING=YES, ASK CAR

CAR

And do you currently have access to a car?

1. Yes

2. No

Don't know

Refused

ASK ALL

LINK

We would like to get a fuller picture of Jobcentre Plus customers by linking records held by the Department for Work and Pensions to your answers from these questions. This information and everything you have told us today will only be **used for research purposes and will** be treated in strict confidence.

Would you be willing for us to add information held by the Department for Work and Pensions to the answers you have given us today?

IF NECESSARY: This will be for analysis purposes only and will NOT affect your benefits or any dealings, with any Government department, either now or in the future.

1. Yes

2. No

3. Not sure, need further information

Customers' experiences of the Youth Contract

IF LINK = 3 (not sure and needs further information), **ASK LINK2**

LINK2

The Department for Work and Pensions holds information about benefits, tax credits and employment. We would like to add this information to your answers from the questions we have just asked you, to...

- * Create a fuller picture of people's work history, benefits and needs
- * Help researchers and policymakers to be better informed in their work to improve the services Jobcentre Plus provides

In order to do this we need your permission to link the information DWP already hold about you to the answers you have given in the survey today.

- * The information will only be used for research and statistics.
- * The information will be kept confidential.
- * Names and addresses are never included and no individual can be identified from the research
- * Your personal details will not be passed to anyone else outside the research team and the Department for Work and Pensions.
- * The information will not be used to work out whether anyone is claiming benefits or tax credits they should not be.
- * Any current or future claims for benefits or tax credits will not be affected.

Would you be willing for us to link administrative data held by the Department for Work and Pensions to the answers you have given?

1. Yes
2. No

References

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