

Department for Work and Pensions

Research Report No 824

Evaluation of Support for the Very Long-Term Unemployed Trialblazer

Technical appendices

Nilufer Rahim, Mehul Kotecha, Jenny Chanfreau, Sue Arthur, Martin Mitchell, Colin Payne
and Sarah Haywood

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Any enquiries regarding this document/publication should be sent to us at:
Central Analysis Division, Department for Work and Pensions, Upper Ground Floor, Steel City House,
West Street, Sheffield, S1 2GQ

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Summary

This report contains the survey results tables and qualitative and quantitative technical appendices to the report on an evaluation of the Support for the Very Long-Term Unemployed (SVLTU) trailblazer scheme, a Department for Work and Pensions (DWP) programme which ran from November 2011 to July 2012. This small-scale trailblazer was designed to test potential support strands for long-term claimants who remain on Jobseekers Allowance (JSA) after completion of the Work Programme. DWP commissioned NatCen Social Research to carry out an evaluation of the SVLTU trailblazer to help develop a better understanding of how best to support very long-term JSA claimants and inform decision-making ahead of potential national delivery of SVLTU in 2013.

These appendices complement the findings from the evaluation, based on a) a quantitative survey and qualitative interviews among claimants taking part in the programme, and b) a programme of qualitative research among Jobcentre Plus staff, external CAP Providers, and CAP placement hosts, and should be read in conjunction with the full Evaluation of Support for the Very Long-Term Unemployed report available on the DWP website¹.

¹ http://research.dwp.gov.uk/asd/index.php?page=adhoc_analysis

Appendix A

Tables of analysis of SVLTU survey

Guidance on reading results tables

Unless otherwise stated, the tables in this appendix show weighted column percentages and display the total number of unweighted and weighted cases for the relevant group analysed in the different columns (e.g. programme strand). Due to rounding, percentages may not add up to exactly 100 per cent.

The bases for the tables include all eligible survey respondents (i.e. all respondents or all respondents who were asked a particular question), minus missing cases. As a result of missing cases, i.e. respondents who have not given a valid answer to individual questions, base sizes for the same group of respondents may vary slightly between tables. Therefore, while the base description might be the same across several tables (e.g. CAP participants), the base sizes might differ slightly due to the exclusion of missing cases.

Statistically significant differences at the five per cent level are highlighted in the tables.

The following symbols have been used in tables:

[] indicate a percentage based on fewer than 50 unweighted cases.

* percentages based on fewer than 25 unweighted cases are not shown.

- indicate that no respondents gave that answer.

0 indicate a percentage value of less than 0.5 per cent.

Chapter 2 tables

Table A.2.1 SVLTU Trailblazer participant profile

<i>Base: All Trailblazer participants</i>		<i>SVLTU survey</i>			
Participant characteristics		OCM	CAP	JCPO	Total
		%	%	%	%
Sex	Male	76	76	76	76
	Female	24	24	24	24
Age	Under 24	16	16	16	16
	25 - 39	33	35	35	35
	40 - 49	29	25	26	25
	50 - 59	19	21	21	21
	60 and over	3	3	3	3
Time since last had paid work	Less than 6 months	5	6	5	6
	6 months or more but less than 12 months	7	7	8	7
	12 months or more but less than 2 years	15	16	12	16
	2 years or more but less than 5 years	40	42	44	42
	5 years or more	25	23	22	23
	Never had a job	8	7	9	7
Ethnic group	White	88	88	88	88
	Black	5	5	4	5
	Asian	4	4	4	4
	Other	3	3	4	3
Disabled	Yes	34	35	33	35
	No	66	65	67	65
Dependent children	Yes	24	23	31	23
	No	76	77	69	77
Highest level of qualification	Degree or higher degree	7	9	7	9
	Higher qualification below degree level	4	5	4	5
	A levels or Highers	11	11	11	11
	GCSE grades A-C	29	23	26	23
	GCSE grades D-G	16	17	19	17
	Other qualifications including vocational	6	6	6	6
	No formal qualifications	27	29	27	29
Housing tenure	Own it outright	6	4	4	4
	Buying with mortgage (including shared ownership)	5	5	7	5
	Rent it	70	72	68	72
	Live there rent-free (including living with parents and squatting)	20	18	21	18

Continued

<i>Base: All Trailblazer participants</i>		<i>SVLTU survey</i>			
Participant characteristics	OCM %	CAP %	JCPO %	Total %	
Barrier at start of programme (multiple responses)					
Barrier type					
Lack of vacancies or too much competition for jobs	80	82	81	82	
Not having the right skills for the jobs available	56	60	55	60	
Transport or travel difficulties	53	50	50	50	
Lack of work experience	47	41	40	41	
Health issues or disabilities that limited the kind of work of work could do	27	28	30	28	
Knowing would be worse off financially in work	19	20	22	20	
Family or caring commitments	20	18	20	18	
Criminal record	13	11	15	11	
Drug or alcohol problems	5	5	3	5	
Housing problems	6	5	6	5	
Other specific answer	2	4	1	4	
Didn't want to leave benefit and get a job	3	3	4	3	
None of these	2	3	3	3	
Age	2	3	2	3	
Lack of motivation/ confidence	1	2	-	2	
Lack of jobs in local area	1	1	-	1	
Lack of licences/certificates	1	1	1	1	
Lack of jobs for people with respondent's health	0	0	-	0	
The time involved in getting to interviews or to work	0	0	-	0	
Overqualified	0	0	1	0	
Gaps in work record	1	0	0	0	
Lack of jobs for people with caring responsibilities	-	-	0	-	
The cost involved in getting to interviews or to work	0	-	0	-	
Lack of suitable part-time work	0	-	-	-	
Poor job-seeking skills/lack of feedback on applications	-	-	0	-	
Discrimination	0	-	-	-	
<i>Unweighted bases</i>	<i>502</i>	<i>501</i>	<i>536</i>	<i>1,539</i>	
<i>Weighted bases</i>	<i>501</i>	<i>500</i>	<i>536</i>	<i>1,537</i>	

Note: Bases vary due to missing values on individual questions; smallest unweighted bases shown.

Table A.2.2 Frequency of appointments with Jobcentre Plus adviser

	<i>SVLTU survey</i>			
	How often offered appointments with adviser		How often actually met with adviser	
	OCM %	JCPO %	OCM %	JCPO %
More than once a week	10	3	10	2
About once a week	36	5	33	4
About once a fortnight	37	29	40	30
Less than once a fortnight	17	63	17	64
<i>Unweighted bases</i>	<i>500</i>	<i>529</i>	<i>495</i>	<i>531</i>
<i>Weighted bases</i>	<i>500</i>	<i>528</i>	<i>496</i>	<i>530</i>

Table A.2.3 Changes to support since start of OCM

	<i>SVLTU survey</i>
	OCM %
More frequent meetings with adviser	33
Requirement to sign-on more frequently than once a fortnight	11
More personalised support to your individual needs	25
More pressure to look for work and apply for jobs	16
Longer meetings with adviser	11
More help with jobsearch support	21
More help with careers guidance	6
More help with access to training	6
A work experience placement	6
More help with getting a work experience placement	5
No difference	35
None	5
<i>Unweighted bases</i>	<i>507</i>
<i>Weighted bases</i>	<i>507</i>

Note: Multiple answers.

Table A.2.4 Duration of appointments with Jobcentre Plus adviser

<i>Base: Participants in OCM or JCPO</i>	<i>SVLTU survey</i>	
	OCM	JCPO
	%	%
Varied	14	11
Less than 15 minutes	8	11
15 to 20 minutes	22	24
21 to 29 minutes	5	6
30 to 44 minutes	33	31
45 to 59 minutes	9	11
More than an hour	11	6
Mean duration ¹	31.2	28.5
Standard error	0.78	0.68
<i>Unweighted bases</i>	506	529
<i>Weighted bases</i>	506	529

¹ Mean duration excludes participants whose appointments varied in duration (Unweighted bases: 435 OCM; 472 JCPO).

Table A.2.5 Types of support received

<i>Base: Participants in OCM or JCPO</i>	<i>SVLTU survey</i>	
	OCM	JCPO
	%	%
Signed on weekly	37	10
Signed on daily	10	1
Attended more frequent appointments with a Job Centre adviser	66	26
Had your benefit eligibility checked by a special team	39	17
Completed or started a work experience placement	26	17
Completed or started some volunteer work with a charity	28	18
Completed or started compulsory 4 week work placement	25	14
Completed a skills assessment to help decide sort of work could do	34	25
Had an appointment with a Careers Adviser	28	24
Completed or started a training course to get work related skills	35	29
Completed or started a course in jobsearch skills	33	25
Received help with tackling personal issues such as debt problems or health problems	10	8
None of these	7	24
<i>Unweighted bases</i>	507	544
<i>Weighted bases</i>	507	544

Note: Multiple answers.

Table A.2.6 Whether on CAP placement, and activity if not

<i>Base: CAP participants</i>		<i>SVLTU survey</i>
		%
On CAP placement		50
Attended placement		13
Signed off sick		2
Looking for work		29
Other		6
Nothing/Don't know		1
<i>Unweighted bases</i>		514
<i>Weighted bases</i>		514

Table A.2.7 Description of Placement

<i>Base: Participants on CAP placement</i>			<i>SVLTU survey</i>
			%
Had work experience arranged by JCP1	Yes		50
Duration of work experience		Less than 10 weeks	21
		10 - 25 weeks	27
		26 weeks or more	52
Hours per week spent on work placement		Less than 20	16
		20 - 29	10
		30 - 39	67
		40 or more	6
Whether wanted to go on work placement scheme		Wanted to go on it	35
		Made to go on it	55
		Other	10
<i>Unweighted bases</i>			251
<i>Weighted bases</i>			257

Note: 1 Base: All CAP participants (Unweighted bases: 511).

Table A.2.8 Multiple placements

<i>Base: Participants on CAP with more than one placement</i>		<i>SVLTU survey</i>
		%
Had more than one work placement ¹	Yes	13
Number of different work placements	1	[2]
	2	[90]
	3	[7]
Reason for more than one placement	No longer needed at first placement	[31]
	Didn't like the first placement	[44]
	Left JSA, then returned to JSA and was re-referred to scheme	[6]
	Other	[27]
<i>Unweighted bases</i>		32
<i>Weighted bases</i>		33

¹ Base is participants on CAP placement (Unweighted bases 251).

Table A.2.9 Placement characteristics

<i>Base: Participants on CAP placement</i>		<i>SVLTU survey</i>
		%
Placement sector	Charity shop	41
	Charity warehouse or distribution	3
	Charity other or unspecified	9
	Waste and recycling service	5
	Community work	12
	Maintenance, groundwork, cleaning of public spaces	11
	LA unspecified, incl. schools and libraries	3
	Sector unspecified	16
Job role	Associate professional and technical occupations	0
	Administrative and secretarial occupations	9
	Skilled trades occupations	1
	Caring, leisure and other service occupations	4
	Sales and customer service occupations	35
	Process, plant and machine operatives	2
	Elementary occupations	49
<i>Unweighted bases</i>		244
<i>Weighted bases</i>		250

Note: Bases vary due to missing values on individual questions; smallest unweighted bases shown.

Table A.2.10 Activities performed on placement

<i>Base: Participants on CAP placement</i>	<i>SVLTU survey</i>
	%
Dealing with members of the public or serving participants	65
Organising stock in a shop	45
Dealing with money, credit cards/using a till	36
Responding to telephone calls, emails or letters	31
Administrative/clerical work for example, filing, photocopying	27
Doing other manual work such as building work or decorating	25
Doing physical tasks outdoors such as digging and planting	22
Organising stock in a warehouse	19
Looking after others, for example youth work or working with older people	15
None of these	4
Other specific answer	3
Cleaning (indoor)	2
No answer given	1
<i>Unweighted bases</i>	251
<i>Weighted bases</i>	257

Note: Multiple answers.

Table A.2.11 Not placed CAP participants' main activity on programme

<i>Base: CAP participants not on placements</i>	<i>SVLTU survey</i>
	%
Applying for jobs/looking for work	77
Other specific answer	22
Un-well/signed off sick	4
Don't know/can't remember	1
Vague/irrelevant answer	1
Nothing	0
<i>Unweighted bases</i>	180
<i>Weighted bases</i>	174

Table A.2.12 CAP Participant profile

<i>Base: All CAP participants</i>		<i>SVLTU survey</i>		
Participant characteristics		Not placed	Attended placement	Total
		%	%	%
Sex	Male	81	74	76
	Female	19	26	24
Age	Under 24	15	16	16
	25 - 39	35	35	35
	40 - 49	26	25	25
	50 - 59	20	21	21
	60 and over	4	3	3
Time since last had paid work	Less than 6 months	4	6	5
	6 months or more but less than 12 months	6	7	7
	12 months or more but less than 2 years	12	19	16
	2 years or more but less than 5 years	46	40	42
	5 years or more	24	22	23
Ethnic group	Never had a job	8	6	7
	White	87	89	88
	Black	7	4	5
	Asian	2	5	4
Disabled	Other	3	3	3
	Yes	36	34	35
Dependent children	No	64	66	65
	Yes	21	23	23
Highest level of qualification	No	79	77	77
	Degree or higher degree	5	11	9
	Higher qualification below degree level	4	5	5
	A levels or Highers	13	10	11
	GCSE grades A-C	25	22	23
	GCSE grades D-G	15	18	17
	Other qualifications including vocational	8	5	6
Housing tenure	No formal qualifications	30	29	29
	Own it outright	5	4	4
	Buying with mortgage (including shared ownership)	4	6	5
	Rent it	75	71	72
	Live there rent-free (including living with parents and squatting)	16	19	18

Continued

10 Technical appendices – Tables of analysis of SVLTU survey

<i>Base: All CAP participants</i>		<i>SVLTU survey</i>		
Participant characteristics		Not placed	Attended placement	Total
		%	%	%
Barrier at start of programme (multiple responses)				
Barrier type	Lack of vacancies or too much competition for jobs	83	82	82
	Not having the right skills for the jobs available	55	63	61
	Transport or travel difficulties	50	50	50
	Lack of work experience	42	40	41
	Health issues or disabilities that limited the kind of work of work could do	27	27	27
	Knowing would be worse off financially in work	21	19	20
	Family or caring commitments	18	17	17
	Criminal record	16	9	11
	Drug or alcohol problems	5	5	5
	Housing problems	8	4	5
	Other specific answer	4	4	4
	Didn't want to leave benefit and get a job	3	3	3
	None of these	3	3	3
	Age	3	3	3
	Lack of motivation/ confidence	-	2	2
	Lack of jobs in local area	1	1	1
	Lack of licences/certificates	1	0	1
	Lack of jobs for people with respondent's health	1	-	0
	The time involved in getting to interviews or to work	-	0	0
	Overqualified	-	0	0
	Gaps in work record	1	0	0
Unweighted bases		174	325	499
Weighted bases		167	331	498

Note: Bases vary due to missing values on individual questions; smallest unweighted bases shown.

Table A.2.13 Help received from placement organiser or provider

<i>Base: Participants on CAP who received help from placement organiser</i>		<i>SVLTU survey</i>
		%
Help with jobsearch from placement organisation ¹	Yes	61
Asked to come into the providers or placement organisers' offices to do jobsearch	Yes	93
Frequency of help with looking for work		
	More often than once a week,	14
	Once a week,	65
	Less often than once a week but more than once a month,	17
Duration of job seeking help sessions		
	Less than an hour	15
	1-2 hours	50
	3-4 hours	24
	More than 4 hours	8
	Length of session varied	4
<i>Unweighted bases</i>		308
<i>Weighted bases</i>		309

¹ Base all CAP participants (Unweighted bases=513).

Table A.2.14 Types of help received in placement support sessions

<i>Base: Participants in CAP</i>	<i>SVLTU survey</i>
	%
Access to computers	86
Help with finding vacancies	64
Help with completing applications/writing a CV	58
Help with preparing for interviews	30
Help with travel expenses	29
Access to newspapers/telephone	11
Other specific answer	10
Help with childcare expenses	1
Training in use of computers	1
None	1
<i>Unweighted bases</i>	312
<i>Weighted bases</i>	313

Note: Multiple answers.

Chapter 3 tables

Table A.3.1 Employment outcomes

<i>Base: All participants</i>		<i>SVLTU survey</i>		
Current activity status	OCM	CAP	JCPO	
	%	%	%	
Employee	11	10	9	
Self-employed	2	2	3	
About to start paid work	5	3	5	
Unemployed and actively looking for work	63	63	68	
Education or training	3	1	3	
Not working because of sickness or disability	3	3	5	
Doing voluntary or other unpaid work (full-time or part-time)	8	12	4	
Something else	5	5	4	
<i>Unweighted bases</i>	485	488	520	
<i>Weighted bases</i>	485	488	519	

Table A.3.2 Advice and support received helped get job

<i>Base: Participants in work or about to start work</i>		<i>SVLTU survey</i>		
Advice and support helped	OCM	CAP	JCPO	
	%	%	%	
Yes - a lot of help	43	28	18	
Yes - a little help	9	10	10	
No	48	62	72	
<i>Unweighted bases</i>	83	72	88	
<i>Weighted bases</i>	88	70	90	

Table A.3.3 Types of jobs gained

<i>Base: Participants in work</i>		<i>SVLTU survey</i>		
	OCM	CAP	JCPO	
	%	%	%	
Managers, directors and senior officials	[–]	[6]	[5]	
Professional occupations	[1]	[2]	[5]	
Associate professional and technical occupations	[–]	[4]	[–]	
Administrative and secretarial occupations	[7]	[10]	[6]	
Skilled trades occupations	[4]	[2]	[9]	
Caring, leisure and other service occupations	[13]	[10]	[12]	
Sales and participant service occupations	[21]	[16]	[12]	
Process, plant and machine operatives	[14]	[5]	[9]	
Elementary occupations	[40]	[45]	[42]	
<i>Unweighted bases</i>	59	55	63	
<i>Weighted bases</i>	63	53	64	

Table A.3.4 Hours worked

<i>Base: Participants in work</i>	<i>SVLTU survey</i>		
	OCM	CAP	JCPO
	%	%	%
Full-time - over 30 hours a week	[42]	[45]	[38]
Part-time - 30 hours a week or less	[58]	[55]	[62]
<i>Unweighted bases</i>	59	56	62
<i>Weighted bases</i>	63	54	63

Table A.3.5 Earnings

<i>Base: Participants in work</i>	<i>SVLTU survey</i>		
Weekly take home pay	OCM	CAP	JCPO
	%	%	%
Less than £50	[15]	[12]	[12]
£50 - £99	[18]	[25]	[26]
£100 - £199	[45]	[34]	[35]
£200 - £299	[17]	[19]	[23]
£300 - £399	[4]	[10]	[4]
Mean	[£140.9]	[£150.5]	[£133.8]
Standard error	[£12.2]	[£15.6]	[£11.6]
<i>Unweighted bases</i>	46	39	47
<i>Weighted bases</i>	50	36	48

Table A.3.6 Timing job start

<i>Base: Participants in work</i>	<i>SVLTU survey</i>		
When started job	OCM	CAP	JCPO
	%	%	%
More than 3 months before start of programme	[11]	[16]	[16]
During 3-month notice period	[12]	[15]	[9]
Month 1/2 of programme	[23]	[15]	[12]
Month 3/4 of programme	[21]	[32]	[37]
Month 5/6 of programme	[33]	[22]	[26]
<i>Unweighted bases</i>	58	56	62
<i>Weighted bases</i>	62	54	63

Table A.3.7 Off-flow: Self-reported benefit receipt at time of survey

<i>Base: All participants</i>		<i>SVLTU survey</i>		
Current benefit status	OCM	CAP	JCPO	
	%	%	%	
Jobseekers Allowance	73	80	76	
Working and claiming JSA	3	3	3	
Income Support	2	1	2	
Employment Support Allowance	5	4	4	
None of the above	8	5	6	
None of the above, working	10	8	9	
<i>Unweighted bases</i>	502	504	528	
<i>Weighted bases</i>	502	505	527	

Table A.3.8 Job applications since start of programme

<i>Base: All participants</i>		<i>SVLTU survey</i>				
Whether applied for jobs since start of programme	OCM	CAP	CAP placed	CAP not placed	JCPO	
	%	%	%	%	%	
Yes	95	92	94	88	92	
No	5	8	6	12	8	
<i>Unweighted bases</i>	507	514	334	180	544	
<i>Weighted bases</i>	507	514	340	174	544	

Table A.3.9 Number of jobs applied for jobs since start of programme

<i>Base: Participants who have applied for work</i>		<i>SVLTU survey</i>				
Number of jobs applied for	OCM	CAP	CAP placed	CAP not placed	JCPO	
	%	%	%	%	%	
Fewer than 10	12	12	12	12	15	
10 - 19	9	11	9	16	8	
20 - 49	29	21	21	20	28	
50 - 99	27	23	26	18	27	
100 - 149	13	20	18	24	13	
150 - 199	5	7	7	7	4	
Over 200	5	5	7	2	5	
<i>Unweighted bases</i>	440	66	290	144	459	
<i>Weighted bases</i>	439	434	293	140	457	

Table A.3.10 Job interview attendance since start of programme

<i>Base: Participants who have applied for work</i>		<i>SVLTU survey</i>		
Whether attended any job interviews since start of programme	OCM	CAP	JCPO	
	%	%	%	
Yes	55	50	50	
No	45	50	50	
<i>Unweighted bases</i>	480	472	498	
<i>Weighted bases</i>	482	471	498	

Table A.3.11 Number of job interview attended since start of programme

<i>Base: Participants who have attended job interviews</i>		<i>SVLTU survey</i>		
Number of job interviews attended	OCM	CAP	JCPO	
	%	%	%	
Less than 5	83	86	80	
0 - 19	10	9	13	
20 - 29	4	3	4	
30 - 49	2	1	2	
50 or more	1	2	2	
<i>Unweighted bases</i>	252	230	240	
<i>Weighted bases</i>	257	230	242	

Table A.3.12 Whether programme has helped get closer to work

<i>Base: All participants</i>					<i>SVLTU survey</i>
Whether programme has helped	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
Yes - a lot of help	25	20	24	14	21
Yes - a little help	29	23	25	18	23
No	46	57	52	68	56
<i>Unweighted bases</i>	499	508	329	179	538
<i>Weighted bases</i>	499	508	335	173	539

Table A.3.13 How programme has helped get closer to work

<i>Base: Participants for whom the programme has helped a lot or a little</i>		<i>SVLTU survey</i>		
How helped	OCM	CAP	JCPO	
	%	%	%	
Gained work related skills	18	26	21	
Work placement boost to CV	12	14	14	
Reference from work placement	5	7	6	
Gained jobsearch skills	33	37	36	
Financial support	3	2	5	
Advice/encouragement from adviser	36	25	39	
Increased confidence	34	43	30	
Training course	2	-	5	
Certificates/licences	3	-	3	
Advice/encouragement from provider/placement	0	3	1	
Placement experience	4	2	1	
Other specific answer	11	8	4	
Don't Know	2	2	3	
None of the above	2	1	5	
<i>Unweighted bases</i>	263	217	233	
<i>Weighted bases</i>	269	218	239	

Note: Multiple answers.

Table A.3.14 Impact on motivation to work

<i>Base: All participants</i>					<i>SVLTU survey</i>
	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
Increased a lot	36	35	41	21	30
Increased a little	23	21	21	22	21
Decreased a little	4	4	1	8	5
Decreased a lot	5	4	4	5	7
No effect on motivation	32	36	32	44	38
<i>Unweighted bases</i>	504	510	332	178	536
<i>Weighted bases</i>	504	510	337	172	536

Table A.3.15 Reasons for increased motivation to work

	<i>SVLTU survey</i>		
	OCM	CAP	JCPO
	%	%	%
Increased confidence	30	40	26
Work placement boost to CV	8	8	9
Reference from work placement	4	4	5
Gained new work related skills	12	13	15
Support/encouragement from adviser	33	19	33
Didn't want to stay on placement	0	1	1
Didn't want to go another scheme	1	3	1
Didn't want to go to the jobsearch sessions	1	3	2
Don't want to have to keep going to the Jobcentre	19	21	14
Want to work/get a job	49	51	48
Provide for family/set an example for children	2	2	3
Financially better off in work	7	5	6
Don't want to be on benefits	1	2	4
Feel better in work/on work placement, self-improvement	3	10	2
Gained new certificates/licences	1	-	1
Other specific answer	8	4	2
Don't know	1	1	2
None	0	2	4
<i>Unweighted bases</i>	294	284	267
<i>Weighted bases</i>	298	286	270

Note: Multiple answers.

Table A.3.16 Reasons for decreased motivation to work

	<i>SVLTU survey</i>		
	OCM	CAP	JCPO
	%	%	%
Lack of support from adviser	[44]	[32]	54
Being on the placement put me off work	[4]	[8]	3
Negative attitude of staff/adviser	[35]	[28]	30
Lack of opportunities/jobs	[34]	[32]	36
Reduced confidence	[19]	[20]	20
Personal problems	[11]	[6]	3
Lack of skills/relevant experience	[5]	[2]	9
Other specific answer	[25]	[21]	8
Vague/irrelevant answer	[2]	[-]	1
None	[-]	[2]	-
<i>Unweighted bases</i>	43	41	61
<i>Weighted bases</i>	43	39	63

Note: Multiple answers.

Table A.3.17 Impact on motivation to stop claiming JSA

<i>Base: All participants</i>					<i>SVLTU survey</i>
	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
Increased a lot	41	38	46	23	33
Increased a little	19	17	17	16	17
Decreased a little	3	2	1	4	7
Decreased a lot	4	5	2	11	6
No effect on motivation	32	38	33	47	37
<i>Unweighted bases</i>	500	508	330	178	534
<i>Weighted bases</i>	499	507	335	172	534

Table A.3.18 Reasons for increased motivation to stop claiming JSA

<i>Base: Participants whose motivation increased a lot or a little</i>				<i>SVLTU survey</i>
	OCM	CAP	JCPO	
	%	%	%	
Increased confidence	29	36	26	
Work placement on CV	5	8	6	
Reference from work placement	2	5	4	
New skills from work placement	12	15	13	
Support/encouragement from adviser	28	11	34	
Didn't want to stay on the placement	-	2	1	
Didn't want to go another scheme	0	2	1	
Didn't want to go the jobsearch sessions	0	2	2	
Don't want to have to keep going to the Jobcentre	20	21	22	
Want to work/get a job	48	60	53	
To get out of the house/do something	3	9	3	
Better off in work/need money	11	7	8	
To support family/be a better parent	2	0	2	
Starting own business	1	0	1	
Advised to claim different benefit	1	-	1	
Other specific answer	8	3	3	
None	2	4	4	
<i>Unweighted bases</i>	301	276	263	
<i>Weighted bases</i>	301	278	266	

Note: Multiple answers.

Table A.3.19 What more done to find work

<i>Base: Participants whose motivation increased a lot or a little</i>	<i>SVLTU survey</i>		
	OCM	CAP	JCPO
	%	%	%
Continuing on with placement on voluntary basis	3	9	6
Doing/considering other voluntary work	11	8	11
Doing/considering training courses	21	10	18
Doing/considering getting qualifications/or certificates	12	5	9
Applying for more jobs	58	58	58
Applying for different types of jobs	41	37	37
Revising CV	21	24	23
No change - not done anything more	7	10	9
Looking for vacancies through different media	24	26	29
Widened search area	2	2	2
Speculative applications/advertising own services	5	10	8
Starting own business	2	-	1
Other specific answer	8	9	7
None of the above	-	1	2
<i>Unweighted bases</i>	294	284	267
<i>Weighted bases</i>	298	286	270

Note: Multiple answers.

Table A.3.20 Whether programme has helped overcome barriers to work

<i>Base: Participants with barriers to work</i>	<i>SVLTU survey</i>		
Whether programme has helped	OCM	CAP	JCPO
	%	%	%
Yes - a lot of help	27	21	22
Yes - a little help	28	25	27
No	45	54	51
<i>Unweighted bases</i>	493	496	524
<i>Weighted bases</i>	493	496	523

Table A.3.21 Effect on work-related ambitions

<i>Base: All participants</i>					<i>SVLTU survey</i>
Programme affected work-related ambitions	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
Yes - raised work related ambitions	46	48	56	32	39
Yes - lowered work related ambitions	12	9	6	15	13
No effect	42	43	38	53	49
<i>Unweighted bases</i>	<i>500</i>	<i>504</i>	<i>329</i>	<i>175</i>	<i>532</i>
<i>Weighted bases</i>	<i>500</i>	<i>503</i>	<i>335</i>	<i>169</i>	<i>532</i>

Table A.3.22 Whether programme has impacted on way participants think about work

<i>Base: All participants</i>				<i>SVLTU survey</i>
	OCM	CAP	JCPO	
	%	%	%	
Yes	52	50	48	
No	48	50	52	
<i>Unweighted bases</i>	<i>501</i>	<i>507</i>	<i>535</i>	
<i>Weighted bases</i>	<i>500</i>	<i>507</i>	<i>535</i>	

Table A.3.23 How work is now viewed

<i>Base: Participants who think about work differently now</i>					<i>SVLTU survey</i>
	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
View work more positively	84	81	84	71	76
View work more negatively	8	8	4	17	13
Neither more positively nor more negatively?	9	12	11	12	10
<i>Unweighted bases</i>	<i>251</i>	<i>251</i>	<i>183</i>	<i>68</i>	<i>252</i>
<i>Weighted bases</i>	<i>256</i>	<i>252</i>	<i>184</i>	<i>68</i>	<i>256</i>

Table A.3.24 Effect on confidence about finding work

<i>Base: All participants</i>		<i>SVLTU survey</i>			
Programme helped feel more confident about getting a job	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
Yes - a lot of help	32	35	41	22	27
Yes - a little help	25	21	21	21	25
No	43	45	38	58	48
<i>Unweighted bases</i>	503	511	332	179	538
<i>Weighted bases</i>	503	510	337	173	539

Table A.3.25 Mean wellbeing

<i>Base: All participants</i>		<i>SVLTU survey</i>				
		OCM	CAP	CAP placed	CAP not placed	JCPO
		%	%	%	%	%
Overall to what extent do you feel the things you do in your life are worthwhile?	Mean	7.2	7.2	7.3	6.9	7.1
	Standard Error	0.11	0.11	0.13	0.21	0.10
Overall how satisfied are you with your life nowadays?	Mean	6.4	6.3	6.5	6	6.4
	Standard Error	0.12	0.12	0.14	0.22	0.11
Overall how happy did you feel yesterday?	Mean	6.7	6.7	6.8	6.6	6.6
	Standard Error	0.12	0.13	0.16	0.21	0.11
Overall how anxious did you feel yesterday?	Mean	3.7	3.5	3.2	4	3.7
	Standard Error	0.15	0.15	0.18	0.26	0.13
<i>Unweighted bases</i>		504	510	330	179	539
<i>Weighted bases</i>		504	510	336	173	539

Note: Bases vary due to missing values on individual questions; smallest bases shown.

Table A.3.26 Attitude to work for those who are working or about to start work

		<i>Base: Participants in work or about to start work</i>					<i>SVLTU survey</i>	
		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	<i>Weighted bases</i>	<i>Weighted bases</i>
		%	%	%	%	%		
I am a happier person now	OCM	52	42	5	1	-	83	88
	CAP	46	44	8	-	3	72	70
	JCPO	50	45	4	-	1	88	90

Note: Row per cent.

Table A.3.27 Attitudes to work for those not in work

		<i>Base: Participants not in work</i>					<i>SVLTU survey</i>	
		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	<i>Weighted bases</i>	<i>Weighted bases</i>
		%	%	%	%	%		
I would be a happier person if I was in work	OCM	53	41	4	1	0	420	414
	CAP	53	41	4	1	1	441	443
	JCPO	59	33	6	1	-	452	451
The thought of being in paid work makes me nervous	OCM	4	16	6	54	20	424	419
	CAP	2	18	9	47	24	441	443
	JCPO	1	16	6	55	21	453	452

Note: Row per cent.

Table A.3.28 Attitudes to work

<i>Base: All participants</i>		<i>SVLTU survey</i>						
		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	<i>Weighted bases</i>	<i>Weighted bases</i>
		%	%	%	%	%		
Having almost any type of paid work is better than not working	OCM	24	52	10	12	2	507	507
	CAP	27	52	9	10	1	512	512
	CAP placed	30	51	8	10	1	332	338
	CAP not placed	23	54	11	11	2	180	174
	JCPO	26	50	10	12	2	540	540
People are put under too much pressure to find work	OCM	14	39	15	29	4	505	505
	CAP	12	40	12	30	6	511	511
	CAP placed	10	41	13	30	6	332	338
	CAP not placed	16	39	10	29	6	179	173
	JCPO	12	37	16	32	3	537	538
Once you've got a job it's very important to hang onto it even if you don't like it	OCM	23	57	8	10	1	506	506
	CAP	30	50	10	10	1	512	512
	CAP placed	32	49	9	10	1	333	339
	CAP not placed	25	53	12	10	1	179	173
	JCPO	26	53	8	11	2	540	539
I am willing to change career or retrain to find a job	OCM	23	57	8	10	1	506	506
	CAP	30	50	10	10	1	512	512
	CAP placed	32	49	9	10	1	333	339
	CAP not placed	25	53	12	10	1	179	173
	JCPO	26	53	8	11	2	540	539
I am motivated to find a job	OCM	43	52	2	3	1	507	507
	CAP	40	52	5	2	1	514	514
	CAP placed	42	54	3	1	3	180	174
	CAP not placed	36	50	8	3	3	180	174
	JCPO	42	52	4	2	1	540	540

Note: Row per cent.

Note: Significance tested on programme strand distinguishing CAP group by whether placed; total CAP group shown for information.

Chapter 4 tables

Table A.4.1 Notice and understanding of programme

<i>Base: Participants on OCM or CAP</i>		<i>SVLTU survey</i>	
		OCM	CAP
		%	%
How long before start of programme aware that this was going to happen	Was not aware	15	7
	Less than a month	30	37
	1	19	21
	2	12	13
	3	7	12
	4	1	1
	5	0	0
	6 months or more	3	2
	Don't know	13	5
Perceived consequences of not taking part in programme	Benefit stopped temporarily	67	71
	Benefit stopped permanently	16	15
	Benefit reduced temporarily	3	3
	Benefit reduced permanently	0	0
	Something else	8	8
	Nothing	5	3
<i>Unweighted bases</i>		483	475
<i>Weighted bases</i>		483	474

Note: Bases vary due to missing values on individual questions; smallest unweighted bases shown.

Table A.4.2 Expectations of programme

	<i>SVLTU survey</i>	
	OCM	CAP
	%	%
Be sent on a work experience placement	48	71
Get help to look and apply for jobs	66	71
Be asked to come in more frequently for appointments at the Jobcentre	66	28
Be asked to sign-on more frequently	36	11
Be asked to do more to find a job	54	47
Receive a more personalised service from Jobcentre Plus	55	42
Get some training in work related skills	52	63
Get a job	46	47
Nothing	6	6
Not been on work placement	0	2
Get qualifications/certificates	2	2
Help with expenses	1	0
Help with CV	0	1
General training/attending courses	2	1
Help finding/getting a job	1	1
Didn't have any expectations	0	1
Other	3	4
Don't Know	0	0
None mentioned	-	0
<i>Unweighted bases</i>	507	514
<i>Weighted bases</i>	507	514

Note: Multiple answers.

Table A.4.3 Overall rating of programme experience

	<i>SVLTU survey</i>		
	OCM	CAP	JCPO
	%	%	%
Very good	20	18	18
Good	39	32	35
Fair	24	22	24
Poor	10	13	14
Very poor	8	16	8
<i>Unweighted bases</i>	506	509	540
<i>Weighted bases</i>	506	509	539

Table A.4.4 Overall rating of programme experience

<i>Base: All participants</i>					<i>SVLTU survey</i>
	OCM	CAP	CAP placed	CAP not placed	JCPO
	%	%	%	%	%
Very good	20	18	20	13	18
Good	39	32	37	22	35
Fair	24	22	21	22	24
Poor	10	13	12	16	14
Very poor	8	16	10	27	8
<i>Unweighted bases</i>	506	509	331	178	540
<i>Weighted bases</i>	506	509	337	172	539

Table A.4.5 Any negative aspects of OCM

<i>Base: Participants on OCM/Participants on OCM reporting negative aspects of programme</i>		<i>SVLTU survey</i>
		OCM %
Anything participant disliked about period of intensive support from Jobcentre Plus ¹	Yes	34
What disliked ²	Appointments too short	3
	Having to sign on every week/day/too frequently	21
	Negative experience from Jobcentre Plus adviser/not understanding	29
	Sanctions/stopped benefit	5
	No personalised support	8
	No support (general)	8
	Other	39
	Nothing mentioned	4
<i>Unweighted bases</i>		172
<i>Weighted bases</i>		171

¹ Base: All participants on OCM (Unweighted bases: 504).

² Multiple answers.

Table A.4.6 Most effective help received from Jobcentre Plus

<i>Base: Participants on OCM or JCPO</i>		<i>SVLTU survey</i>
Help most effective in moving participant towards work	OCM	JCPO
	%	%
Signing on weekly	3	1
Signing on daily	1	-
Attending more frequent appointments with a Jobcentre adviser	19	8
Having benefit eligibility checking by a special team	2	0
Completing or starting a work experience placement	6	4
Completing or starting some volunteer work with a charity	6	5
Completing or starting compulsory 4 week work placement	6	4
Completing a skills assessment to help decide what sort of work could do	3	5
Having an appointment with a Careers Adviser	5	5
Completing or starting a training course to get work related skills	14	15
Completing or starting a course in jobsearch skills	9	9
Receiving help with tackling personal issues such as debt or health problems	2	3
None of these	37	43
Can't say which was most effective	7	12
<i>Unweighted bases</i>	479	452
<i>Weighted bases</i>	481	451

Note: Multiple answers.

Table A.4.7 Helpfulness of going on work placement

<i>Base: Participants on CAP</i>		<i>SVLTU survey</i>
		CAP
		%
Very helpful		37
Fairly helpful		30
Made no difference		22
Fairly unhelpful		2
Very unhelpful		10
<i>Unweighted bases</i>		248
<i>Weighted bases</i>		254

Table A.4.8 What gained from placement

<i>Base: Participants on CAP</i>	<i>SVLTU survey</i>
	CAP
	%
Satisfaction from being in a routine	76
Job satisfaction or sense of achievement	69
Increased motivation to get a job	68
Ability to work as part of a team	67
Increased self-confidence	67
General work-related skills	55
Skills related to a specific job	45
None of these	8
Other specific answer	4
None	0
<i>Unweighted bases</i>	251
<i>Weighted bases</i>	257

Note: Multiple answers.

Table A.4.9 Any other positive outcomes gained from placement

<i>Base: Participants on CAP</i>	<i>SVLTU survey</i>
	CAP
	%
Nothing else	48
Got a job	3
Possible future job offer	2
Inter-personal skills	19
Increased confidence	13
Something to do/get out of the house	14
Reference	3
Experience/recent entry on CV	7
Other	7
<i>Unweighted bases</i>	249
<i>Weighted bases</i>	256

Note: Multiple answers.

Table A.4.10 Consider staying on placement

<i>Base: Participants on CAP</i>		<i>SVLTU survey</i>
		CAP
		%
Yes, would consider staying on a voluntary basis		32
Already decided to stay on a voluntary basis		26
No		42
<i>Unweighted bases</i>		245
<i>Weighted bases</i>		252

Table A.4.11 Any negative aspects of CAP

<i>Base: Participants on CAP/ Participants on CAP reporting negative aspects of programme</i>		<i>SVLTU survey</i>
		CAP
		%
Anything disliked about attending work placement ¹	Yes	40
What disliked ²	Working for free	18
	No job at the end of placement	5
	Not enough time to do jobsearch/no jobsearch support	12
	Travel expenses not paid	4
	Other	67
	None mentioned	2
<i>Unweighted bases</i>		100
<i>Weighted bases</i>		103

Note: 1 Base: All participants on CAP (Unweighted bases: 250); 2 Multiple answers.

Table A.4.12 Amount of supervision received on work placement

<i>Base: Participants on CAP</i>		<i>SVLTU survey</i>
		CAP
		%
Too little		10
About right		86
Too much		4
<i>Unweighted bases</i>		243
<i>Weighted bases</i>		249

Table A.4.13 Quality of supervision received on work placement

<i>Base: Participants on CAP</i>		<i>SVLTU survey</i>
		CAP
		%
Very good		42
Good		28
Fair		19
Poor		7
Very poor		4
<i>Unweighted bases</i>		248
<i>Weighted bases</i>		254

Table A.4.14 Helpfulness of jobsearch sessions with placement provider

<i>Base: Participants on CAP</i>		<i>SVLTU survey</i>
		CAP
		%
Yes - a lot of help		33
Yes - a little help		32
No		35
<i>Unweighted bases</i>		309
<i>Weighted bases</i>		310

Table A.4.15 Improvements to support

<i>Base: Participants on OCM or JCPO</i>		<i>SVLTU survey</i>	
Other help would have liked to have received	OCM	JCPO	
	%	%	
Nothing	31	32	
More help finding a job/with jobsearch	16	19	
Courses/training	13	17	
Work experience/placement	8	7	
More tailored support	8	10	
Help getting certificates/licences/ qualifications	7	7	
Funding for training	3	2	
Help with transport/travel expenses	3	2	
More money/support with benefits	3	2	
More time with adviser/provider	3	5	
Other	14	4	
None	8	11	
<i>Unweighted bases</i>	507	544	
<i>Weighted bases</i>	507	544	

Note: Multiple answers.

Table A.4.16 Improvements to jobsearch sessions

<i>Base: Participants on CAP</i>	<i>SVLTU survey</i>
What would have made sessions more helpful	CAP %
More help with finding vacancies	18
More help with completion applications/writing a CV	8
More help with preparing for interviews	5
More help with expenses	1
More one-to-one guidance	25
More help with getting training or qualifications	10
More help with getting work experience	10
More help with using or accessing computers	6
More help with other problems at home (for example, alcohol, debt, housing, health or caring responsibilities)	2
Nothing	24
More suitable placement	3
Other	13
Don't Know	6
Nothing mentioned	1
<i>Unweighted bases</i>	206
<i>Weighted bases</i>	206

Note: Multiple answers.

Table A.4.17 Sanctions received by programme strand

<i>Base: All participants</i>	<i>SVLTU survey</i>		
	OCM %	CAP %	JCPO %
Benefits stopped	27	22	20
Benefits reduced	9	6	9
No sanctions	66	72	70
<i>Unweighted bases</i>	503	512	538
<i>Weighted bases</i>	502	512	538

Note: Multiple answers.

Table A.4.18 Reasons for sanctions by programme strand

<i>Base: Participants whose benefits had been stopped or reduced</i>		<i>SVLTU survey</i>		
		OCM	CAP	JCPO
		%	%	%
Missed a signing on appointment (including was away/ on holiday)		18	19	14
Missed another appointment at Jobcentre Plus		10	9	14
Missed an appointment with an outside organisation		6	10	3
Stopped attending the compulsory work placement		3	5	3
Did not undertake mandatory activities		11	10	11
Told that not actively seeking work		14	3	12
Got a job		9	15	9
Reported a change in circumstances		8	10	7
Jobcentre Plus/Administrative error		6	6	5
Only eligible for fixed period/partner's earnings/other income		7	12	16
Family commitments interfered with placement/ appointments		1	1	-
Did not provide paper work on time		2	3	4
None		12	7	8
<i>Unweighted bases</i>		<i>167</i>	<i>140</i>	<i>155</i>
<i>Weighted bases</i>		<i>172</i>	<i>142</i>	<i>159</i>

Note: Multiple answers.

Table A.4.19 Understanding and effect on behaviour by programme strand

<i>Base: Participants whose benefits had been stopped or reduced</i>		<i>SVLTU survey</i>			
		OCM	CAP	JCPO	Total
		%	%	%	%
Participant's understanding of sanctions at the time	Fully understood	53	55	54	54
	Partly understood	19	18	19	19
	Not understood very much	10	4	10	8
	Not understood it at all	19	23	17	19
Effect of sanctions on participant's behaviour	More likely to follow what asked by Jobcentre	38	32	35	35
	Less likely to follow what asked by Jobcentre	14	16	11	14
	No difference	47	52	54	51
<i>Unweighted bases</i>		<i>162</i>	<i>137</i>	<i>149</i>	<i>448</i>
<i>Weighted bases</i>		<i>167</i>	<i>139</i>	<i>153</i>	<i>459</i>

Note: Bases vary due to missing values on individual questions; smallest unweighted bases shown.

Table A.4.20 Impact of sanctions by programme strand

	<i>Base: Participants whose benefits had been stopped or reduced</i>			<i>SVLTU survey</i>
	OCM	CAP	JCPO	Total
	%	%	%	%
Had to borrow money or use credit cards or go into debt	61	56	52	56
Had to go without food or reduced the amount spent on food	71	58	61	64
Delayed buying things wanted (non food items)	48	46	54	49
Got behind on paying bills or rent	56	55	49	53
Couldn't afford to go out	51	48	44	48
Had no impact	9	18	16	14
Used up savings	2	-	1	1
Applied for hardship loan/payments	1	-	-	0
Had to give up the car	-	1	0	0
Child had to go without school trips/ activities	2	2	1	2
Stress, depression	6	9	7	7
Family/relationship problems	1	2	2	2
Had to move house/might lose home/ affected housing benefit	4	1	0	2
Homeless	1	-	1	1
Other	8	5	4	6
None of the above	-	-	1	0
<i>Unweighted bases</i>	167	140	155	462
<i>Weighted bases</i>	172	142	159	473

Note: Multiple answers.

Appendix B

Logistic regression analysis results

B.1 Interpretation of odds ratios

The tables in this appendix show the odds ratios from the binary logistic and ordinal logistic models. To understand an odds ratio we first need to describe the meaning of odds. The odds of experiencing an event, for example entering paid work, are calculated as the quotient of the probability of an event occurring over the probability of the event not occurring. An odds ratio is the comparison of the odds of an event occurring for one category (e.g. participants on OCM) with the odds of that event occurring for another category – the reference category (e.g. participants on JCPO). Odds ratios higher than 1 indicate that the odds of the event occurring for the category of interest are higher than the odds of the event occurring for the reference category; odds ratios below 1 indicate lower odds than for the reference category. Statistically significant (at the five per cent level) odds ratios are highlighted in the tables and the reference category for each categorical variable is stated in brackets.

Table B.3.1 Odds ratios from the binary logistic regression modelling job outcome

<i>Base: All Trailblazer participants</i>	<i>SVLTU survey</i>
	Odds ratio
Programme strand (ref: JCPO)	
OCM	0.72
CAP	0.91
Sex (ref: Female)	
Male	0.65
Age group (ref: 24 and under)	
25 - 39	0.90
40 - 49	0.83
50 and over	0.67
Marital status (ref: Single)	
Couple	0.94
Widowed, divorced or separated	1.05
Parental status (ref: no children)	
Has dependent children	1.69
Ethnic group (ref: White)	
Other	0.92
Long-term illness or disability (ref: No)	
Yes	0.82

Continued

<i>Base: All Trailblazer participants</i>	<i>SVLTU survey</i>
	Odds ratio
In receipt of disability benefits (ref: No)	
Yes	0.81
Housing tenure (ref: Renting)	
Owner-occupier	1.20
Living rent-free	1.18
Highest level of qualifications (ref: No formal qualifications)	
GCSEs D-G	1.20
GCSEs A-C (incl. other and vocational)	1.47
A-levels or higher qualifications, incl. degree	1.39
Gap in work record (ref: Less than 2 years)	
2-5 years	0.66
5 years or more	0.38
Never worked	0.63
District (ref: District 1)	
District 2	0.83
District 3	0.82
District 4	0.54
Time lapsed since start of programme	
Weeks	1.06
Barriers to work	
Health issues or disabilities that limit the kind of work can do (Ref: Not mentioned)	0.61
Knowing would be worse off financially in work (Ref: Not mentioned)	1.75
Criminal record (Ref: Not mentioned)	0.50
Multiple barriers	
Count of number of barriers	0.90
Disability type	
Learning or understanding or concentration (Ref: Not mentioned)	1.57
Mental health (Ref: Not mentioned)	0.76

Unweighted base: 1,501; Weighted base: 1,498.

Table B.3.2 Odds ratios from the binary logistic regression modelling job outcome for OCM participants

<i>Base: OCM participants</i>	<i>SVLTU survey</i>
	Odds ratio
Ways support from Jobcentre Plus has changed since start of programme	
More frequent meetings with advisor (Ref: Not mentioned)	0.59
More personalised support to participant's individual needs (Ref: Not mentioned)	2.60
Controlling for all personal characteristics listed in Table B.3.1.	

Unweighted base: 491; Weighted base: 489.

Table B.3.3 Odds ratios from the binary logistic regression modelling job outcome for CAP participants

Programme characteristic	Odds ratio
Job placement (Ref: Not placed)	1.03
Jobsearch support (Ref: No support received)	1.629
Controlling for all personal characteristics listed in Table B.3.1.	

Unweighted base: 482; Weighted base: 481.

Table B.3.4 Odds ratios from the ordinal logistic regression modelling perceived programme helpfulness in overcoming barriers

<i>Base: All Trailblazer participants</i>	<i>SVLTU survey</i>
	Odds ratio
Programme strand (ref: JCPO)	
OCM	1.33
CAP placed	1.11
CAP not placed	0.52
Sex (ref: Female)	
Male	0.77
Age group (ref: 24 and under)	
25 - 39	0.87
40 - 49	0.77
50 and over	0.93
Marital status (ref: Single)	
Couple	0.97
Widowed, divorced or separated	0.87
Parental status (ref: no children)	
Has dependent children	1.09
Ethnic group (ref: White)	
Other	1.26
Long-term illness or disability (ref: No)	
Yes	0.94
In receipt of disability benefits (ref: No)	
Yes	0.74
Housing tenure (ref: Renting)	
Owner-occupier	0.62
Living rent-free	1.19
Highest level of qualifications (ref: No formal qualifications)	
GCSEs D-G	1.15
GCSEs A-C (incl. other and vocational)	1.04
A-levels or higher qualifications, incl. degree	0.88
Gap in work record (ref: Less than 2 years)	
2-5 years	0.94
5 years or more	1.32
Never worked	1.26
District (ref: District 1)	
District 2	0.55
District 3	0.69
District 4	0.67
Barriers to work (ref: None)	
Lack of vacancies or too much competition for jobs	0.68
Not having the right skills for the jobs available	1.22
Disability type (ref: None)	
Mental health	0.46

Unweighted base: 1,453; Weighted base: 1,450.

Appendix C

Qualitative technical report

This technical report describes the sample design, selection and recruitment of participants, and the conduct of fieldwork and analysis for the qualitative strands of the evaluation.

C.1 Research design and methods

The qualitative strands of the evaluation comprised two waves of fieldwork in the four participating districts:

- Nottinghamshire, Lincolnshire and Rutland.
- Leicestershire and Northamptonshire.
- Derbyshire.
- East Anglia.

The respondent groups interviewed as part of the evaluation include:

- Participants on or assigned to OCM, CAP and JCPO.
- Jobcentre Plus staff involved in the delivery of OCM and JCPO.
- Staff involved in the joint delivery model in Nottingham.
- Jobcentre Plus, Department for Work and Pensions (DWP) and provider staff involved in the management and delivery of CAP.
- CAP placement hosts.

C.2 Wave 1 participant interviews

The aim of the first wave of fieldwork was to explore early experiences and responses of staff and Participants in the four participating trailblazer districts. The first wave of the research involved telephone interviews with participants and staff.

C.2.1 Sampling and recruitment

It was originally proposed that the Wave 1 Participant methodology would consist of interviews with 30 Participant ‘leavers’ and 20 programme ‘starters’ with an equal split of OCM and CAP Participants in each.

- **Leavers:** were defined as participants for whom all or part of the reason for signing off JSA related to not wanting to take part in the programme. These interviews were intended to understand the deterrent effect of the programme.
- **Starters:** must have completed a minimum of two weeks on the programme. These interviews aimed to explore participant responses to being allocated to the Trailblazer and early views and experiences of the programme.

A sample frame of 541 Participants was drawn by DWP and sent to NatCen. An opt-out process was then conducted with 496 Participants from this sample frame. These Participants received a letter, drafted by NatCen on behalf of DWP and an information leaflet. These materials provided details about the study, what participation would involve, and provided Participants with the opportunity to opt out by posting a reply slip in a pre-paid envelope or by leaving their details using a Freephone number or email address.

Participants who did not opt out were then contacted by the research team and were invited to hear more about the study and to take part in a short screening exercise which was based on the key sampling criteria. The screening questionnaire sought to establish whether Participants recalled being notified about the programme, whether they remembered receiving letters about the programme, whether they were currently still on the programme and how long they had been on it for. It also collected information relating to the length of time they had been unemployed and their current employment and benefits status.

Participant starters were screened out if they did not recall the programme at all or had been on the programme for less than two weeks. Participant leavers were screened out if their reasons for leaving JSA were completely unrelated to the Trailblazer programme. Participants who met the sampling criteria were invited to take part in a 30 or 15 minute interview depending respectively on whether they were ‘starters’ or ‘leavers’. Interviews were conducted directly after the screening exercise or at a later more suitable time.

Attempts were made to contact all participants in this original sample frame of Participants and 21 interviews with starters and 12 interviews with leavers were conducted. Participants who were screened out for leaver interviews were unwilling to participate, ineligible, identified as starters or were not contactable for some reason. Following this recruitment exercise, it was necessary to draw a further sample of Participants in order to reach the target of 30 completed interviews with programme leavers. A further sample of 724 Participants was provided by DWP. The opt-out process and recruitment exercise described above was conducted again. A further 18 Participants were recruited at this stage and this completed the Wave 1 Participant sample.

Of the 103 Participants who were screened out as ineligible, 50 had entered work by the time of the screening call, 32 had migrated to another benefit, 61 could not recall the programme at all and 16 could not recall the letters.

The achieved Participant sample included Participants from each of the four districts and each of the two programme strands: OCM and CAP. It also included diversity in terms of Participants’ age, gender and length of unemployment. A breakdown of the achieved Wave 1 Participant sample is provided in Table C.1.

Table C.1 Achieved wave 1 Participant sample

	Starters	Leavers
Intervention group		
CAP	10	15
OCM	11	15
District		
A	5	9
B	1	4
C	9	7
D	6	10
Age		
Under 25	5	6
25+	16	24
Gender		
Male	15	21
Female	6	9

C.2.2 Data collection

Interviews with programme leavers lasted around 15 minutes and with programme starters around 30 minutes. A topic guide for each Participant group was developed by NatCen, in collaboration with DWP, for use in the Participant interviews. These topic guides (and all of the topic guides used in qualitative interactions in this evaluation) detailed key themes and lines of questioning for coverage in interviews, whilst allowing researchers the ability to use guides in a flexible and responsive way to properly elicit meaning and explanation.

Interviews with programme leavers focused on attitudes to the programmes, motivations to leave and destinations upon leaving. Interviews with programme starters explored attitudes towards the programmes and early experiences and views of them. Participants received £10 in cash as a thank you for their time. Fieldwork with Participants took place in February and March 2012.

C.3 Wave 1 staff interviews

C.3.1 Sampling and recruitment

The study aimed to speak to managers and Personal Advisers in Jobcentre Plus offices to offer different perspectives of the implementation and delivery of the programme strands. The managers included in the staff sample included the District Manager and Single Point of Contact (SPOC) from each district. Nineteen Jobcentre Plus Personal Advisers (four in three districts and three in one district) took part.

DWP provided NatCen with contact details for key personnel - District Managers, SPOCs and Jobcentre Plus advisers in the relevant districts. The research team at NatCen made direct contact with each member of Jobcentre Plus staff in an email explaining the research and inviting participation. An information leaflet providing further detail about the research was attached to each email.

C.3.2 Data collection

Individual in-depth telephone interviews were conducted with Personal Advisers, District Managers and SPOCs. These interviews ranged from 40 minutes to one hour in duration. A topic guide was designed by NatCen for each respondent group in conjunction with DWP. Interviews explored staff accounts of the notification, referral and beginning of the programmes including perceptions of Participants' initial response to being assigned to a programme strand and early experiences of delivering OCM.

Fieldwork took place in February and March 2012.

C.4 Wave 2 participant interviews

C.4.1 Sampling and recruitment

Wave 2 Participant interviews aimed to explore participants' experiences of their programme strand and views of any impact that it may have had. The interviews also explored their experiences and views of sanctions.

A sample of 1,038 participants was drawn by the DWP and sent to NatCen. An opt-out process was conducted with 423 Participants from the sample frame. As before, this involved letters being sent to Participants on behalf of DWP which provided details about the study, what participation would entail and an opportunity to opt-out by freepost, telephone or email.

Participants who did not opt-out were contacted by NatCen's Multi Mode Unit, who answered queries and conducted a short screening exercise with those who indicated they would be interested in taking part. The screening exercise sought to confirm the type of support received (OCM, JCPO or CAP), how long they had received the support, basic information about what it involved, as well as demographic details (age and ethnicity). Participants were screened out if they:

- were yet to receive intensive adviser support for OCM
- had been on the programme for less than a week
- had been on work placement for less than a week on CAP, and
- had been referred to the Work Programme.

The Telephone Unit attempted to contact all Participants on the sample multiple times. Seventy participants in total were interviewed. The table below provides details of the achieved sample in relation to the key sampling criteria.

Table C.2 Achieved wave 2 Participant sample

Intervention group	
CAP	30
OCM	25
Jobcentre Plus	15
District	
A	14
B	13
C	22
D	21
Age	
Under 25	10
25+	60
Gender	
Male	56
Female	14
Participation in programme	
Still in programme/completed programme	55
Left the programme having started it	15

C.4.2 Data collection

The interviews were conducted either face-to-face or by telephone using a topic guide that was developed in collaboration with the DWP. The areas covered included participant's background information (feelings about being unemployed, recent employment history and barriers to work); experiences of and views on support (including advisor support, placements and training); perceived impact of support in getting them closer to work and other impacts; and experiences of sanctions.

Interviews lasted no longer than an hour and face-to-face interviews were usually conducted in participants' homes. Assurances of confidentiality were given at the start and end of each interview. Participants were given a thank you payment of £20 at the end of the interview. All of the interviews were digitally recorded with respondents' consent.

C.5 Wave 2 staff interviews

C.5.1 Staff involved in the delivery of OCM and Jobcentre Plus Offer

Sampling and recruitment

The OCM and JCPO component of the qualitative wave 2 interviews aimed to explore the perspectives of staff involved in the delivery of the programmes on the following issues: a) experiences of implementation; b) perceptions of participant response, and c) perceptions of impacts on participants. These staff types included:

- Personal Advisers.
- Jobcentre Plus Managers.
- District level SPOCs.
- Compliance Officers.

The achieved sample of staff is shown in Table C.3. There were a number of variations to the original research design for this Wave. Firstly, an additional Adviser interview was conducted due to one less being completed in the Wave 1 complement of PA interviews. This made a total of 17 rather than 16 PA interviews. It was intended that twelve mini-group discussions with Jobcentre Plus managers based in twelve different Jobcentre Plus offices would be conducted. Due to insufficient staff availability on the day or because only one person with managerial responsibility for the programme was identified (for example, in particularly small Jobcentre Plus offices) two one-to-one depth interviews and ten mini-group discussions were held.

The process for identifying the relevant staff for the interviews was similar to that of Wave 1. DWP provided NatCen with contact details for key personnel in each district. The research team at NatCen made direct contact by email and provided an information leaflet with more information about the study.

Table C.3 OCM staff sample

Staff district	PAs	JCPMs	SPOC	Compliance Officer (COs)
District A (Derbyshire)	4 PA interviews	1 group discussion (PTL, SPOC and JCPM) 1 group discussion (PTL, CSOM and ATM) 1 group discussion (JCPM, SPOC and member of district change team)	1 SPOC interview	2 CO interviews
District B (East Anglia)	4 PA interviews	1 group discussion (CSOM, 2 PTLs, JCPM) 1 group discussion (Adviser manager, CSOM, Advisory Services Manager) 1 group discussion (ATM and PTL)	1 SPOC interview	2 CO interviews
District C (Leicestershire and Northants)	4 PA interviews	1 group discussion (DEA responsible for managing TB advisers and ATM) 1 interview (Advisor who line manages TB advisers) 1 interview (PTL – who rolled out TB in office and manages 3 TB advisers)	1 SPOC interview	2 CO interviews
District D (Nottinghamshire, Lincolnshire and Rutland)	5 PA interviews	1 group discussion (Acting Business Manager, PTL and TB SPOC) 1 group discussion (SPOC, PTL and adviser manager) 1 group discussion (JCM, ATM and PTL)	1 SPOC interview	2 CO interviews

C.5.2 Data collection

Group discussions with Jobcentre Plus managers were held in Jobcentre Plus offices. Two discussions were conducted using teleconferencing. Interviews with PAs were conducted either by telephone or in person. Face-to-face PA interviews were conducted at Jobcentre Plus offices in which group discussions with Jobcentre Plus managers were taking place.

The topics covered in these interactions were broadly similar and explored descriptions of the support provided to OCM Participants (as compared to JCPO), Participant response and impacts. Compared to interviews with PAs, interactions with managers were less focused on the support provided to individual Participants and also explored managers' experiences of organising staff resources, capacity and training and challenges and issues arising from the implementation of the OCM strand.

These interviews and group discussions lasted between 60 and 90 minutes.

Interviews with compliance officers were conducted by telephone and lasted approximately 30 minutes due to less extensive topic coverage. The topic guide for these interviews was broadly structured around the following topics: the nature of compliance interviews conducted with OCM Participants; implementation experiences and issues; interview outcomes; and response of Participants.

The follow-up interviews with SPOCs (each of whom had been interviewed in the recent Wave 1 fieldwork) were also shorter in duration, lasting 30 and 40 minutes. These interviews sought updates on the design delivery and perceived impacts of the OCM strand in each district including variations between offices within each district.

Topic guides were designed by NatCen for each respondent group in conjunction with DWP. Fieldwork took place in April, May and June 2012.

C.6 Staff involved in the delivery of CAP

C.6.1 Sampling and recruitment

The CAP component of Wave 2 interviews comprised in-depth interviews with the overall CAP contract manager, the performance managers for each CPA, the TPPMs for each district, the prime and subcontractors for each CPA and CAP Placement Hosts. The achieved sample for the CAP component of Wave 2 staff interviews is shown in Table C.4.

As with Wave 1 staff interviews, DWP provided NatCen with names of key staff members from DWP, Jobcentre Plus and Provider organisations to be invited to interview. An email and information leaflet was sent to each staff member.

Table C.4 CAP staff sample

CPA	Prime contractor	Subcontractor	TPPM	Performance Manager	Contract Manager
CPA 1	1	1	1	1	
CPA 2	1	3	3	1	1

A total of 16 in-depth interviews were conducted with CAP placement hosts. Four interviews were conducted in each district. Table C.5 provides a breakdown of hosts per CPA and District, the types of organisations included, the number of participants on placement and the type of work carried out by participants in each.

The process for identifying and selecting placement hosts involved provider organisations sharing with NatCen the details of around eight placement hosts from which NatCen could select four to invite to participate in an interview. Providers were asked to select hosts based in both urban and rural settings, with a range of Participant numbers on placement and to provide a mixture of different sectors or types organisation to ensure a diversity of experiences in the final sample.

Emails (or letters where email addresses were not provided) and information leaflets were sent to nominated placement hosts explaining the research and what involvement would entail. Follow up phone calls were then made to explain the research further and confirm participation. There were a total of seven refusals and six organisations with whom contact with the relevant individuals could not be made. Two organisations who agreed to be interviewed were not available at the agreed time of interview. Due to a high number of refusals in one district the details of a further two organisations were sought.

Table C. 5 CAP placement host sample

CPA	District	Organisation type	No participants	Type of work carried out by participants
CPA 1	District A	Charity shop distribution centre	3	Sorting and distributing stock
		Charity shop	1	Serving participants Dealing with stock
		Local Authority	1	Basic administration
		Social housing organisation	2	Painting and decorating Gardening
CPA2	District B	Spiritual retreat	5	Ground work General labouring
		Sports club	3	Ground and forest work
		Community farm	4	Animal care Site maintenance Visitor tours
	District C	Animal charity	2	Animal care and admin
		LA housing service	8	Site maintenance work
		LA HR and Waste departments	2	HR administration Waste disposal
		Recycling service	5	Warehouse work
	District D	Social housing group	1	Property surveying Property design work
		Community centre	2	Hospitality and Basic administration
		City farm	2	Gardening Animal care Catering Office work, cleaning
		Voluntary sector infrastructure organisation	2	Sourcing materials Painting and decorating
		Community and voluntary sector umbrella organisation	3	Building maintenance

C.6.2 Data collection

Interviews with DWP, Jobcentre Plus and Provider staff were conducted by telephone and lasted approximately one hour. These interviews explored experiences of managing and delivering the CAP contract, the implications of the funding model, experiences of setting up placements and referral processes and feedback about participant progress and outcomes on CAP.

Interviews with placement hosts lasted between 30 and 90 minutes, depending on availability. Only two placement hosts agreed to be interviewed face-to-face, the rest were conducted by telephone. These interviews explored motivations to become CAP placement hosts, experiences of hosting CAP Participant placements and perceptions of Participant response and impacts.

Topic guides were designed by NatCen for each respondent group in conjunction with DWP. Fieldwork took place in April, May and June 2012.

C.7 Analysis

All interviews and the group discussions were digitally recorded with participants' permission and later transcribed verbatim. Interview transcripts were analysed using 'Framework', a method developed by the Qualitative Research Unit at NatCen. The first stage of analysis involves familiarisation with the transcribed data and identification of emerging issues to inform the development of a thematic framework.

This is a series of thematic matrices or charts, each chart representing one key theme. The column headings on each theme chart relate to key sub-topics, and the rows relate to individual respondents. Data from each case is then summarised in the relevant cell. The context of the information is retained and the page of the transcript from which it comes is noted, so that it is possible to return to a transcript to explore a point in more detail or extract text for verbatim quotation.

This approach ensures that the analysis is comprehensive and consistent and that links with the verbatim data are retained. Organising the data in this way enables the views, circumstances and experiences of all respondents to be explored within an analytical framework that is both grounded in, and driven by, their own accounts. The thematic charts allow for the full range of views and experiences to be compared and contrasted both across and within cases, and for patterns and themes to be identified and explored.

Appendix D

Quantitative technical report

This section focuses on the CATI development process, fieldwork and data processing procedures. Section 1 describes the sample design. Developmental work on the survey and the conducting of fieldwork are described in Sections 2 and 3. Response rates are documented in Section 4, and Section 5 describes the derivation of weights. Section 6 describes the procedures for the editing, coding and checking of data.

D.1 Sample and selection

The sample was selected by the Department for Work and Pensions (DWP) from those people who had been referred to the Trailblazer program between 1 November 2011 and 14 February 2012. If a person had since started the work programme, they were removed from the sample. The total number of cases selected for the mainstage study was 5,836. The numbers in the different programmes are as follows; Ongoing Case Management 2,009 (34 per cent), Community Action Programme (31 per cent) and Jobcentre Plus (35 per cent).

D.2 Development work

D.2.1 Pilot

The initial draft questionnaire was developed by NatCen and DWP. A pilot survey was then conducted to test the questions, the flow of the questionnaire and the length of the questionnaire.

As with the mainstage, the pilot sample of 203 cases were sent an opt-out letter which introduced the study and explained that we would like to make contact to ask them to participate. The letter gave recipients the option of informing NatCen that they did not wish to participate by a given date (ten days after the letter was posted).

The pilot fieldwork was conducted between 14 June 2012 and 19 June 2012. Prior to the fieldwork the four interviewers attended a face-to-face briefing lead by the research team. The following table shows the number of interviews achieved.

Table D.1 Response rates

	OCM	CAP	Jobcentre Plus	Total
Sample selected	77	58	68	203
Opted out	10	9	9	28
Issued to telephone unit	67	49	59	175
Fully productive interviews	15	9	16	40
Response rate (% of total issued)	22%	18%	27%	23%

The pilot interviews lasted between 20 minutes and 70 minutes in length, with a mean length of 41 minutes and a median length of 34 minutes.

At the end of the pilot fieldwork, interviewers attended a debriefing where they fed back on their experiences and thoughts for refinements and improvements. Following the debrief, a number of questions were refined and some questions deleted to reduce the length of the questionnaire.

D.3 CATI testing

The mainstage questionnaire was thoroughly tested using Blaise, the programming language used for computer assisted interviewing, to ensure that it performed well. In particular, the following aspects of the questionnaire were tested:

- The accuracy and sense of questionnaire wording and response options.
- Appropriate instructions to interviewers were included, where required, in the standard format (i.e. in block capitals) or in help screens.
- The accuracy of range and consistency checks and the identification of additional checks to be programmed.
- That the questionnaire coped with different scenarios correctly, that is to say that any routing, range or consistency checks were appropriate for all foreseeable circumstances.

D.4 Fieldwork

D.4.1 Briefing and interviewer numbers

All interviewers working on the study received a face-to-face briefing from a member of the research team. This included an introduction and background to the study, the purpose of the study and some information about the sample. Interviewers were also taken through two practice versions of the CATI to show the different types of questions for different types of respondents. In total 16 interviewers were briefed and trained to work on this study.

D.4.2 Fieldwork period

The mainstage fieldwork period took place between 3 July 2012 and 16 August 2012. The sample was issued in two waves according to the date they started on the programme with the aim of conducting the interview around six months after starting on the programme.

D.4.3 Fieldwork quality control procedures

Throughout fieldwork, progress and interviewer performance were closely monitored.

Silent monitoring of interviews was undertaken to monitor interviews while they are in progress and ensure that the interviewers are following the agreed approach for making contact, securing participation and conducting the interview. Furthermore at least one senior member of our telephone was present when interviewing was in progress, which meant that there was an on-going process of reinforcement of the basic principles of good interviewing practice.

D.5 Response

Table 4.1 shows a summary of the response overall and by the different sample types. The overall response rate was 40 per cent but this includes partial interviewers which were not used in the analyses. After removing these cases from the productive cases the overall response was 38 per cent (Table 4.2).

The aim was to achieve a minimum of 500 interviews in each of the three sample type groups not all cases that were issued to the telephone unit were contacted. Table 4.2 shows the response rate with telephone numbers which were not covered removed from the base. The overall response excluding these cases was 66 per cent.

The selected respondents were sent a letter two weeks prior to being contacted by the telephone unit to inform them that they had been selected for the study and also to give them the opportunity to opt-out. Fifteen per cent of the selected respondents opted-out (Table 4.1).

Table D.2 Summary of response

Sample type	Total		OCM		CAP		Jobcentre Plus	
	n	%	n	%	n	%	n	%
Selected sample	5,836		2,009		1,781		2,046	
Opt outs	905	16%	306	15%	290	16%	309	15%
Total issued to telephone unit	4,931	84%	1,703	85%	1,491	84%	1,737	85%
Ineligible and unobtainable numbers								
Unobtainable numbers	835		187		323		325	
Moved and not traced	24		6		10		8	
Deceased	1		0		0		1	
Total ineligible and unobtainable numbers	860	17%	193	11%	333	22%	334	19%
Eligible cases	4,071		1,510		1,158		1,403	
Unproductive cases								
Refusal to Head Office	76		25		27		24	
Refusal to interviewer	251		66		103		82	
Non-contact	371		44		284		43	
Other unproductive	56		17		18		21	
Not covered during fieldwork period	1,692		818		185		689	
Total unproductive cases	2,446	60%	970	64%	617	53%	859	61%
Productive cases								
Full interview	1,565		507		514		544	
Partial	60		33		27		0	
Total productive cases	1,625	40%	540	36%	541	47%	544	39%

Table D.3 Summary of response excluding partials and excluding cases not covered

Response – (fully productive interviews only)	Total	OCM	CAP	Jobcentre Plus
Of eligible cases	38%	34%	44%	39%
Base	4,071	1,510	1,158	1,403
Of eligible cases covered	66%	73%	53%	76%
Base	2,379	692	973	714

D.6 Weighting

The three groups (OCM, CAP and Jobcentre Plus) were separately calibrated to the same population (control) totals. This means that when comparing the three groups in analyses, the measures used to generate the weights have been 'controlled' for. The population (control) totals were estimated from the total sample eligible for Trailblazers from the DWP administrative database. The three samples were adjusted for: age group, sex, ethnicity (white vs non-white), time on benefit (less than two years vs more than two years), disability (disabled vs not disabled), number of sanctions (0, 1, 2 or more) and district.

D.7 Coding and editing

Checks on the Trailblazer data were conducted at two separate stages in the collection and production of the data. Some data validation was carried out in the first stage by interviewers using the CATI program. Secondly, more complex checks, which may have proved time consuming and detrimental to the successful completion of the interview, were carried out 'in-office'.

Interviewer checks in the CATI program allowed interviewers to clarify and query any data discrepancies directly with the respondent. Where a check was triggered the interviewer often opened and recorded a note explaining the respondent's situation.

For each productive interview a 'fact sheet' was produced for editors and the research team to use. This provided a concise summary of the respondent and key data from the interview to alert editors to possible errors or inconsistencies that needed to be dealt with at a later stage. A typical fact sheet contained a listing of the respondent's details, key data items, open and 'other specify' responses and interviewer comments.

An experienced data processing team carried out coding of the questionnaires at NatCen's Brentwood offices. Researchers at NatCen were continuously involved in all complex coding decisions. The coding exercise involved reviewing the answers given to an open response and coding this back into an existing code frame where possible or creating a new code frame.

Appendix E

Advance letter

DWP Department for
Work and Pensions

NatCen
Social Research that works for society

Dear [Respondents name]

Research about your experiences of help and support with looking for work

I am writing to you to ask for your help in an important research study that is being carried out for the Department for Work and Pensions (DWP). We would like to find out about the help and support received by people looking for work. Your name has been selected from our records of people who have been claiming Jobseekers Allowance.

The research is being carried out on DWP's behalf by NatCen Social Research (NatCen), an independent research organisation.

Within in the next few weeks an interviewer from NatCen will contact you by telephone to ask you to take part and answer some questions about your experiences. The interview should take about 20 minutes. Taking part is voluntary and the interview would be scheduled as a time that is convenient to you.

We would also like to reassure you that your decision whether or not to take part in this study will not affect any benefits or tax credits claims, or any other dealings with any government department or agency. All your answers will be treated in strict confidence in accordance with the Data Protection Act and you will not be identified in the findings of this study. The identity of those who take part in the study will not be passed to anyone outside of NatCen or the DWP research team without their permission.

I hope you feel able to take part in this important research. However, if you do not want to take part please let NatCen know by [date]. You can do this by calling FREE on [freephone number], stating your name and the reference number (found at the top right hand corner of this letter). Alternatively, you can complete the enclosed form and return it to NatCen in the pre-paid envelope provided.

If you have any questions about the research, please do not hesitate to contact NatCen on [Contact number].

Yours sincerely

Janet Allaker

Jobseekers Evaluation Team | Labour Market Interventions Strategy Division | Department for Work and Pensions | Level 4, Steel City House, West Street, Sheffield S1 2GQ

Appendix F

Survey questionnaire

Trailblazers Survey

Questionnaire – Version 14 (mainstage as of 17 July 2012)

SAMPLE FILE VARIABLES

Startdate

Start date on programme

Group

Programme type

1. OCM
2. CAP
3. Jobcentre Plus

Month (derived variable)

Month from start date

NOTE: At all question the interview can record Don't know or Refusal to answer unless is states NODK/NOREF

SECTION A: Introduction

IntroQ

INTERVIEWER - INTRODUCE SURVEY

Good morning/afternoon/evening, my name is.... I'm calling from NatCen Social Research,. We have been asked to carry out a survey about the services and support provided via Jobcentre Plus. You should have recently received a letter about this. The survey is about help that people may have received relating to getting into work and the results will help DWP and Jobcentres improve the services they provide.

IF SAY NO LONGER RECEIVING SUPPORT: Even though you are no longer receiving support from Jobcentre Plus would still like to speak to you about your experience.

ADD IF NECESSARY

Just to be clear, nothing that we ask you about will affect your benefits in any way, now or in the future. Your answers will be used for statistical purposes only and will be treated in strict confidence by the evaluation team.

ADD IF NECESSARY

Although the Department for Work and Pensions have asked us to carry out this research, I am working for a research institute that is completely separate from the Government.

INTERVIEWER: CODE WHETHER CONSENT GAINED:

1. Yes
2. Make an appointment to call back
3. No – THANK AND END

SECTION B: Understanding of support option when started CAP/OCM

SECTION C: Details of support received under OCM or Jobcentre Plus Offer and potential gaps

SECTION D: Details of CAP placement and activities undertaken

SECTION E: Overall rating of provision [Ask all three groups]

SECTION F: Current benefit/employment status [Ask all three groups]

SECTION G: Background info [Ask all three groups]

SECTION B: Understanding of support option when started

CAP/OCM only

{ASK IF OCM or CAP}

BIntro

We understand that [CAP: you were referred onto a compulsory six month work placement scheme/
OCM: started a period of intensive support from Jobcentre Plus] in [MONTH].

INTERVIEW NOTE: intensive adviser support – more intense support from Jobcentre e.g. going to the
jobcentre more frequently

{ASK IF OCM or CAP}

BNotice

How long before you started [CAP: on the work placement/OCM: the period of intensive support from
the Jobcentre] were you aware that this was going to happen?

INTERVIEWER: PLEASE RECORD NUMBER OF MONTHS OR 'NOT AWARE'

BExp

Before [CAP: you started on this placement scheme/OCM: MONTH] what did you think would happen,
did you think you would....READ OUT....

CODE ALL THAT APPLY.

1. be sent on a work experience placement?
2. get help to look and apply for jobs?
3. be asked to come in more frequently for appointments at the Jobcentre?
4. be asked to sign-on more frequently?
5. be asked to do more to find a job?

DID YOU EXPECT YOU WOULD....

6. receive a more personalised service from Jobcentre Plus?

7. get some training in work-related skills?
8. get a job?
9. or something else – (RECORD VERBATIM)?
10. SPONTEANOUS: Nothing
11. SPONTANEOUS: Not been on work placement

{If BExp=Something else}

BExpO

INTERVIEWER: RECORD WHAT ELSE SAID BY RESPONDENT

BCheck

Can I check, when you [CAP: started the work placement scheme/OCM: started to receive more intensive support from Jobcentre Plus], what did you think would happen to your benefits if you did not do what was asked of you [CAP: or failed to turn up to the work placement]?

DO NOT READ OUT.

IF STOPPED: Is that stopped temporarily or permanently?

IF REDUCED: Is that reduced temporarily or permanently?

1. Benefit stopped temporarily
2. Benefit stopped permanently
3. Benefit reduced temporarily
4. Benefit reduced permanently
5. Something else
6. Nothing

SECTION C: Details of support received under OCM or Jobcentre Plus Offer and potential gaps

{ASK IF OCM or Jobcentre Plus}

IntroC

I'd like to talk about your meetings with Jobcentre Plus staff.

CAppReg

Since [MONTH] how often were you offered appointments at the Job Centre with an advisor, not including signing on ... READ OUT ...

1. more than once a week,
2. about once a week,
3. about once a fortnight,
4. or less than once a fortnight?

CReg

And during the period since [MONTH], how often did you actually meet with an advisor (not including signing on)...

READ OUT:

1. more than once a week,
2. about once a week,
3. about once a fortnight,
4. or less than once a fortnight?

CLong

Thinking about the meetings you have had with advisors in the period since [MONTH], how long did the meetings usually last?

INTERVIEWER CODE IN MINUTES. CODE 888 IF VARIES

[SOFT CHECK IF INTERVIEWER ENTERS >240 MINUTES]

{ASK IF OCM or Jobcentre Plus}

CDo

I am now going to read out some of the types of advice and support that Jobcentre Plus offer to customer. Which of the following have you done or received since [MONTH]?

READ OUT AND CODE EACH IN TURN BEFORE READING THE NEXT.

CODE ALL THAT APPLY

SINCE [MONTH], HAVE YOU....

1. Signed on weekly
2. Signed on daily
3. Attended more frequent appointments with a Jobcentre advisor
4. Had your benefit eligibility checked by a special team
5. Completed or started a work experience placement
6. Completed or started some volunteer work with a charity
7. Completed or started compulsory 4 week work placement
8. Completed a skills assessment to help decide what sort of work you could do
9. Had an appointment with a Careers Advisor
10. Completed or started a training course to get work related skills
11. Completed or started a course in jobsearch skills
12. Received help with tackling personal issues such as debt problems or health problems
13. DO NOT READ OUT: None of these

{If CDo=Help tackling personal issues}

COffPer

Please can you tell which personal issues you got help with?

INTERVIEWER: RECORD VERBATIM

{ASK IF OCM or Jobcentre Plus AND IF CDo=None of these}

CDoOth

And can I just check did you receive any other help from or a referral to another organisation that you have not already mentioned?

1. Yes
2. No

{ASK IF OCM or Jobcentre Plus AND IF CDo=None of these}

CDoAny

Can I just check have you received any help, training or support through Jobcentre Plus since [MONTH]?

1. Yes
2. No

{ASK IF CDoOth=yes or CDoAny=Yes}

COffOth

What (if CDo=something else =else) have you done or had help with since [MONTH]?

INTERVIEWER: TYPE VERBATIM

{ASK IF OCM or Jobcentre Plus but NOT IF CDoAny = no}

CMstHlp

Thinking about the period since [MONTH], of all the help that you have received Jobcentre Plus which do think has been the most effective in helping you move towards work?

INTERVIEWER PROBE FULLY: What else?

CODE UP TO 4 OPTIONS. IF MORE THAN 4, CODE THE FIRST 4 TO APPLY.

[Response list: include any coded at CDo plus any other support mentioned in verbatim response at COffOth

14. Can't say which is most effective
15. None of these

{ASK IF OCM}

COCM

Since [MONTH] in what ways has the support you have received from Jobcentre Plus been different?

DO NOT READ OUT.

CODE ALL THAT APPLY OR RECORD VERBATIM IF UNABLE TO CODE.

PROBE: What other things?

1. More frequent meetings with advisor
2. Requirement to sign-on more frequently than once a fortnight
3. More personalised support to your individual needs
4. More pressure to look for work and apply for jobs
5. Longer meetings with advisor

6. More help with jobsearch support
7. More help with careers guidance
8. More help with access to training
9. More help with getting a work experience placement
10. Other – RECORD VERBATIM
11. No difference

{ASK IF COCM=other}

COCMOth

INTERVIEWER: ENTER OTHER DIFFERENCES.

{Ask if OCM or Jobcentre Plus}

CWishOth

What other help or support would you have liked to receive?

INTERVIEWER: PROBE FULLY AND RECORD VERBATIM: OPEN

{ASK IF OCM}

CNeg

Has there been anything you didn't like about this period of intensive support from Jobcentre Plus?

1. Yes
2. No

{Ask if CNeg= yes}

CNegO

Please specify

INTERVIEWER: RECORD VERBATIM

SECTION D: Details of CAP placement and activities undertaken

{Ask If CAP}

Intro D

The following questions are about the work placement scheme that Jobcentre Plus arranged for you. Please think about the period since [MONTH] when answering these questions.

{Ask If CAP}

DWExp

First, can I check have you had any work experience or a work placement since [MONTH] that was arranged by Jobcentre Plus?

INTERVIEWER: THIS INCLUDES ANY WORK EXPERIENCE OR PLACEMENT REGARDLESS OF THE LENGTH.

1. Yes
2. No

{Ask if DWExp = No}

DOth

Can you tell me what have you been doing since [MONTH]?

INTERVIEWER: PLEASE RECORD VERBATIM

{ASK IF DWExp = Yes}

DPl

Have you had more than one work placement since [MONTH]?

1. Yes
2. No

{ASK IF DPl = Yes}

Dplno

How many different work placements have you been on since [MONTH]?

{ASK IF Dpl = yes}

Dplno2

Why did you have more than one placement in this period?

DO NOT READ OUT

PROBE FOR REASONS AND RECORD. IF CODE NOT SHOWN, PLEASE RECORD VERBATIM

1. No longer needed at first placement, new placement arranged
2. Didn't like the first placement, asked for new placement
3. Returned to JSA after period off JSA, Jobcentre Plus referred me to the scheme again
4. Other reasons RECORD VERBATIM. PLEASE PROBE

DplOth

Can you tell me other reasons?

INTERVIEWER PLEASE RECORD VERBATIM"

{IF DPl = Yes}

DPreable

Please can you think about your longest work placement for the next set of questions.

IF RESPONDENT SAYS THAT WORK PLACEMENTS WERE THE SAME LENGTH: In that case, please think about your most recent work placement for the next set of questions.

{ASK IF DWExp=Yes}

DLong

And how long did you work placement last?

INTERVIEWER: ENTER NUMBER OF DAYS, WEEKS OR MONTHS.

INTERVIEWER: IF HAD MORE THAN ONE WORK PLACEMENT: Please can you think about the longest placement.

1...100

{IF DLong<>DK/Ref}

DLongU

INTERVIEWER: CODE UNITS

1. Days
2. Weeks
3. Months

{IF DWExp=Yes}

DHours

And how many hours per week did you spend on your placement?

INTERVIEWER: IF HAD MORE THAN ONE WORK PLACEMENT: Please can you think about the longest placement.

INTERVIEWER: IF VARIED: Please can you give me an average?

1..50

DInd

What did the organisation you worked for make or do?

INTERVIEWER: IF HAD MORE THAN ONE WORK PLACEMENT: Please can you think about the longest placement.

RECORD VERBATIM

[To be coded to SIC top level]

DJob

I would now like to find out a bit more about what you did on your placement. What was your role at the organisation?

INTERVIEWER: IF HAD MORE THAN ONE WORK PLACEMENT: Please can you think about the longest placement.

RECORD VERBATIM

DAct

I would also like to know about the types of things you did in this role. Did you do any of the following?

INTERVIEWER: IF HAD MORE THAN ONE WORK PLACEMENT: Please can you think about the longest placement.

READ OUT AND CODE EACH IN TURN BEFORE READING THE NEXT.

CODE ALL THAT APPLY.

DID YOUR ROLE INCLUDE...

1. Organising stock in a shop?
2. Organising stock in a warehouse?
3. Dealing with members of the public or serving customers?
4. Dealing with money, credit cards/using a till?
5. Administrative/clerical work, for example filing, photocopying, dealing with paperwork?
6. Responding to telephone calls, emails or letters?
7. Doing physical tasks outdoors such as digging and planting
8. Doing other manual work such as building work or decorating?
9. Looking after others, for example youth work or working with older people?
10. Something else? (RECORD VERBATIM)
11. DO NOT READ OUT None of these

{IF DAct=Something else}

DActOth

INTERVIEWER: RECORD ENTER WHAT ELSE DONE

{IF DWExp=Yes}

DSup

And how would you describe the amount of supervision you received on your placement. Would you describe it as.... READ OUT

1. ...too little,
2. about right,
3. or too much?

DSupQ

And how would you describe the quality of the supervision you received on your placement. Would you describe it as.... READ OUT...

1. very good,
2. good,
3. fair,
4. poor,
5. or very poor?

{IF DSupQ=Poor or Very poor}

DSupWhy

Why do you say that?

INTERVIEWER RECORD VERBATIM

{IF DWExp=Yes}

DWorkE

Thinking of the work experience that you have gained since [MONTH], how helpful or unhelpful have you found going on [this placement/these placements]? Was it..... READ OUT

PROBE TO CODE

1. ...very helpful,
2. fairly helpful,
3. made no difference,
4. fairly unhelpful,
5. or very unhelpful?

{If CAP and DWExp=Yes}

DJobs1

When you were on the work placement scheme, did you receive any help or support looking for work from the organisation that arranged your placement?

INTERVIEWER: This about help from the work placement organisers, not Jobcentre Plus.

1. Yes
2. No

{ASK IF CAP AND DWExp=No}

Djobs1a

Since [MONTH] have you had any help with looking for work from the placement organisation that Jobcentre Plus referred you to?

1. Yes
2. No

{ASK IF DJobs1a = Yes}

Djobs2

Were you asked to come into the providers' or placement organisers' offices to do your jobsearch?

1. Yes
2. No

{ASK IF CAP AND DJobs1=Yes or DJobs1a = Yes}

DJobs3

How often did you receive this help with looking for work?

READ OUT Was it...

1. More often than once a week
2. Once a week
3. Less often than once a week but more than once a month

4. Once a month
5. Less often than once a month

{ASK IF CAP AND DJobs1=Yes or DJobs1a = Yes}

DJobs4

How long did these sessions usually last?

INTERVIEWER: PROBE AS NECESSARY

1. Less than an hour
2. 1-2 hours
3. 3-4 hours
4. More than 4 hours
5. Length of session varied

{ASK IF CAP AND DJobs1=Yes or DJobs1a = Yes}

DJobs5

What was included in these sessions?

DO NOT READ OUT. CODE ALL THAT APPLY OR RECORD VERBATIM IF UNABLE TO CODE.

PROBE: Anything else?

1. Access to computers
2. Help with finding vacancies
3. Help with completing applications/writing a CV
4. Help with preparing for interviews
5. Help with travel expenses
6. Help with childcare expenses
7. Other – RECORD VERBATIM

{If DJobs4=other}

DJobO

INTERVIEWER: RECORD VERBATIM OTHER THINGS INCLUDED IN SESSIONS

{ASK if DJobs1 =Yes or DJobs1a =Yes}

DJobs6

Did you find these sessions helpful in getting you closer to finding a job?

INTERVIEWER: IF YES PROBE: Did they help a little or a lot?

1. Yes – a lot of help
2. Yes - a little help
3. No

{IF Djobs5 = A little help or No}

DJobs7

What would have made it more helpful?

DO NOT READ OUT. CODE ALL THAT APPLY OR RECORD VERBATIM IF UNABLE TO CODE.

PROBE: Anything else?

1. More help with finding vacancies
2. More help with completion applications/writing a CV
3. More help with preparing for interviews
4. More help with expenses
5. More one-to-one guidance
6. More help with getting training or qualifications
7. More help with getting work experience
8. more help with using or accessing computers
9. More help with other problems at home (for example alcohol, debt, housing, health or caring responsibilities)
10. Other – RECORD VERBATIM
11. Nothing (EXCLUSIVE CODE)

{If DJob7=other}

DJobO2

INTERVIEWER RECORD OTHER THINGS THAT WOULD HAVE MADE IT BETTER

{ASK IF CAP}

DManD

Thinking about the work placement scheme, did you want to go on it or were you made to go on it?

1. Wanted to go it
2. Made to go on it
3. Other

{ASK IF CAP}

DGain

Have you gained any of the following from your work experience placement?

READ OUT AND CODE EACH IN TURN BEFORE READING THE NEXT.

CODE ALL THAT APPLY.

HAS THE WORK PLACEMENT GIVEN YOU...

1. Skills related to a specific job
2. General work-related skills
3. Ability to work as part of a team

4. Increased self-confidence
5. Increased motivation to get job
6. Job satisfaction or sense of achievement
7. Satisfaction from being in a routine
8. Something else – RECORD VERBATIM
9. DO NOT READ OUT – None of these

{ASK IF DGain=something else}

DGOth

RECORD VERBATIM OTHER THINGS GAINED

Dpos

Can you think of any other positive things you have gained from going on the work placement?

RECORD VERBATIM

DExt

Would you consider staying on at the placement on a voluntary basis?

1. Yes would consider staying on a voluntary basis
2. Already decided to stay on a voluntary basis
3. No

{ASK IF CAP}

DNeg

Has there been anything you haven't liked about attending the work placement?

1. Yes
2. No

{ASK IF DNeg=Yes}

DNegO

What haven't you liked about attending the work placement?

INTERVIEWER: PLEASE RECORD VERBATIM. WHAT ELSE?

SECTION E: Overall rating of provision

{ASK ALL}

ERate

Thinking about the support that you have received [OCM/Jobcentre Plus: from Jobcentre Plus/ CAP: through the work placement scheme you've been on, including any jobsearch support] since [MONTH], how would you rate your experience overall? Would you describe it as.....READ OUT

1. ...very good,
2. good,
3. fair,

4. poor,
5. or very poor?

{ASK ALL}

ESoft1

Has [CAP: your work placement scheme including any jobsearch support received/OCM/Jobcentre Plus: the support you have received from Jobcentre Plus] since [MONTH] increased or decreased your motivation to come off Job Seekers Allowance?

IF INCREASED PROBE FOR: increased a lot/a little?

IF DECREASED PROBE FOR: decreased a lot/a little?

1. Increased a lot
2. Increased a little
3. Decreased a little
4. Decreased a lot
5. No effect on motivation

{Ask if ESoft1 = increased a lot or increased a little}

Esoft1In

Why has it increased your motivation to come off Jobseekers Allowance?

DO NOT READ OUT. PROBE TO CODE.

CODE ALL THAT APPLY

1. Increased confidence
2. work placement on CV
3. reference from work placement
4. new skills from work placement
5. Support/encouragement from advisor
6. didn't want to stay on the placement
7. didn't want to go on another scheme
8. didn't want to go to the jobsearch sessions
9. Don't want to have to keep going to the Jobcentre
10. Want to work/get a job
11. Other (RECORD VERBATIM)

{ASK IF ESoft1In = Other}

Esoft1InO

What else increased your motivation to come off Job Seekers Allowance?

{ASK ALL}

EBarr

Now thinking back to [MONTH, YEAR] did any of the following make it difficult for you to get back to work at that point?

READ OUT AND CODE EACH IN TURN BEFORE READING THE NEXT.

CODE ALL THAT APPLY.

AND DID ANY OF THE FOLLOWING MAKE IT DIFFICULT FOR YOU TO GET A JOB...

1. Family or caring commitments
2. Health issues or disabilities that limited the kind of work you could do
3. Lack of vacancies or too much competition for jobs
4. Not having the right skills for the jobs available
5. Didn't want to leave benefit and get a job
6. Knowing you would be worse off financially in work
7. Lack of work experience
8. Drug or alcohol problems
9. Criminal record
10. Housing problems
11. Transport or travel difficulties
12. Something else – RECORD VERBATIM
13. DO NOT READ: None of these

{ASK IF EBarr = Something else}

EBarrO

What else?

{Ask if EBarr NOT = none of these}

EBAwar1

Have you made Jobcentre Plus or your work placement organisers aware of this issue/these issues?

1. YES
2. NO

{Ask if EBAwar1 = Yes}

EBAwar2

And were Jobcentre Plus aware of these barriers before [MONTH]?

{Ask if EBarr NOT = none of these}

EBHlp

Has [CAP: the work placement scheme including any jobsearch support received/OCM/Jobcentre Plus: the support you have received from Jobcentre Plus] since [MONTH] helped you towards overcoming the barriers to getting back to work that you have mentioned?

INTERVIEWER IF YES PROBE: Has it helped a little or a lot?

1. Yes – a lot of help
2. Yes - a little help
3. No

{ASK ALL}

ESrch

Since [MONTH], have you applied for any jobs?

1. Yes
2. No

{If ESrch= Yes}

ESchN

How many jobs have you applied for?

1..996

[Soft check if >300]

{If ESrch= yes}

EInt

And have you attended any job interviews since [MONTH]?

1. Yes
2. No

{If EInt= yes}

EIntN

How many job interviews have you been to?:

1..96

[Soft check if >50]

[Soft check if >ESchN]

{If ESrch= yes}

ESugg

And can I just check, did anyone at Jobcentre Plus or your work placement organiser suggest that you apply for any of these jobs?

1. Yes
2. No

{Ask all}

ESoft2

Has [CAP: the work placement scheme including any jobsearch support received/OCM/Jobcentre Plus: the help you have received from Jobcentre Plus] since [MONTH] increased or decreased your motivation to find work? ...

INTERVIEWER : IF INCREASED: Has it increased a lot or a little?

IF DECREASED: Has it decreased a lot or a little?

1. Yes – increased a lot
2. Yes – increased a little
3. Yes – decreased a lot
4. Yes – decreased a little
5. No

{Ask If ESoft2= increased a lot OR increased a little}

Esoft2In

Why has it increased your motivation to find work?

DO NOT READ OUT. PROBE TO CODE.

CODE ALL THAT APPLY

1. Increased confidence
2. Work placement has been a boost to CV
3. Reference from work placement
4. Gained new work related skills
5. Support or encouragement from advisor
6. Didn't want to stay on the placement
7. Didn't want to go on another scheme
8. Didn't want to go to the jobsearch sessions
9. Don't want to have to keep going to the Jobcentre
10. Want to work/get a job
11. Other reason

{ASK IF ESoft2In = other reason}

Esoft2InO

What other reason?

RECORD VERBATIM

{Ask If ESoft2= increased a lot OR increased a little}

Esoft2do

What more have you done to find work since this you started on this scheme?

DO NOT READ OUT. PROBE TO CODE.

CODE ALL THAT APPLY.

1. Continued with placement on voluntary basis
2. Doing/considering other voluntary work
3. Doing/considering training courses
4. Doing/considering getting qualifications or certificates
5. Applying for more jobs

6. Applying for different types of jobs
7. Revising CV
8. No change - not done anything more
9. Other [Please Record Verbatim]

{ASKI IF ESoft2Do = Other}

ESoftDoo

What other reason?

RECORD VERBATIM

{Ask If ESoft1=Decreased a little OR Decreased a lot}

ESoft2De

Why has it decreased your motivation to find work?

DO NOT READ OUT. PROBE TO CODE.

CODE ALL THAT APPLY.

1. Lack of support from advisor
2. Being on the placement put me off work
3. Negative attitude of staff/advisor
4. Lack of opportunities/jobs
5. Reduced confidence
6. Other reason

{ASK IF ESoft2De = Other}

ESoft2DeO

What other reason?

RECORD VERBATIM

{ASK ALL}

ESoft3

Has [CAP: your work placement scheme including any jobsearch support received/OCM/Jobcentre Plus: the support you have received from Jobcentre Plus] since [MONTH] helped you get closer to finding work?

INTERVIEWER IF YES PROBE: Has it helped a little or a lot?

1. Yes – a lot of help
2. Yes - a little help
3. No

{ASK IF ESoft3=Yes a lot of help OR Yes a little help}

Esoft3a

In what way has it helped you get closer to finding work?

DO NOT READ OUT. CODE ALL THAT APPLY

PROBE: What else?

1. Gained more work related skills
2. Work placement has boosted CV
3. Have a reference from my work placement
4. Gained jobsearch skills
5. Financial support
6. Advice/encouragement from advisor
7. Increased confidence
8. Other help

{ASK IF ESoft3a = Other help}

ESoft3ao

In what other way has it helped you get closer to finding work?

RECORD VERBATIM

{ASK ALL}

ESoft4

Has [CAP: your work placement scheme including any jobsearch support received/OCM/Jobcentre Plus: the support you have received from Jobcentre Plus] since [MONTH] helped you to feel more confident about getting a job?

INTERVIEWER IF YES PROBE: Has it helped a little or a lot?

1. Yes – a lot of help
2. Yes - a little help
3. No

{ASK ALL}

ESoft5

Has [CAP: your work placement scheme including any jobsearch support received/OCM/Jobcentre Plus: the support you have received from Jobcentre Plus] since [MONTH] raised or lowered your long term WORK RELATED ambitions?

INTERVIEWER IF YES PROBE: Has it raised or lowered your long term ambitions?

1. Yes – raised WORK RELATED ambitions
2. Yes – lowered WORK RELATED ambitions
3. No effect

{ASK ALL }

EWExp

Has the [TEXTFILL CAP: work placement scheme/OCM: contact you've had from Jobcentre Plus] since [MONTH] had an impact upon how you think about work?

1. Yes
2. No

{ASK IF EWExp=Yes}

EWCh

Do you now view work more positively or more negatively?

1. View work more positively
2. View work more negatively
3. Neither more positively nor more negatively

{Ask all}

EWkAtt1

I am now going to read out some statements. Please can you tell me how much you agree or disagree with each of them.

Having almost any type of paid work is better than not working.

Do you...READ OUT...

1. Strongly agree,
2. Agree,
3. Neither agree or disagree,
4. Disagree,
5. Or strongly disagree?

EWkAtt2

People are put under too much pressure to find work

Do you... READ OUT...

1. Strongly agree,
2. Agree,
3. Neither agree or disagree,
4. Disagree,
5. Or strongly disagree?

EWkAtt3

Once you've got a job, it's very important to hang on to it, even if you don't really like it

Do you... READ OUT...

1. Strongly agree,
2. Agree,
3. Neither agree or disagree,
4. Disagree,
5. Or strongly disagree?

EWkAtt4

I am willing to change career or retrain to find a job

Do you... READ OUT...

1. Strongly agree,
2. Agree,
3. Neither agree or disagree,
4. Disagree,
5. Or strongly disagree?

EWkAtt5

I am motivated to find a job

Do you... READ OUT...

1. Strongly agree,
2. Agree,
3. Neither agree or disagree,
4. Disagree,
5. Or strongly disagree?

SECTION F: Current benefit/employment status [Ask all three groups]

{ASK ALL}

IntroF

I would now like to ask some questions about your current circumstances

{ASK ALL}

FEmp

Thinking about the present time, what are you doing at the moment? We are interested in your main activity.

INTERVIEWER: ASK AS OPEN ENDED QUESTION: USE LIST TO CODE AND PROBE IF NECESSARY

SINGLE CODE ONLY. CODE FIRST TO APPLY

1. In paid work as an employee
2. Working as self-employed
3. Unemployed and actively looking for work
4. In education or training
5. Not working because of sickness or disability
6. Looking after the home or family full-time
7. Doing voluntary or other unpaid work (full-time or part-time)
8. Something else

NO DK/NO REF

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{Ask if FEmp= Unemployed and actively looking for work}

FStJob

Although you are not currently working, do you have a job that you are about to start in the near future?

1. Yes
2. No

{Ask if FEmp=In paid work OR self employed}

FHour

Is this full time – that is over 30 hours a week – or part time?

1. Full-time – over 30 hours a week
2. Part-time – 30 hours a week or less

{Ask if FEmp=In paid work OR self employed}

FEarn

How much is your take home pay from this job, that is after tax and other deductions?

1..999997

[Soft check if FEarn > 50,000]

{ASK IF FEarn = response}

FPeriod

What period does this cover?

1. One week
2. Two weeks
3. Three weeks
4. Four weeks
5. Calendar month
7. Two Calendar months
8. Eight times a year
9. Nine times a year
10. Ten times a year
13. Three months/13 weeks
26. Six months/26 weeks
52. One Year/12 months/52 weeks
90. Less than one week
95. One off/lump sum
97. None of these

{Ask if FEmp= in paid work OR self employed}

FRole

What is your role in this job?

RECORD VERBATIM

{Ask if FEmp= in paid work OR self employed}

FStrtM

When did you start this work, please can you tell me the month?

INTERVIEWER: ENTER MONTH HERE AND YEAR AT THE NEXT QUESTION

{Ask if FEmp= in paid work OR self employed}

FStrtY

And the year?

INTERVIEWER: ENTER YEAR

[SOFT CHECK IF DATE IS BEFORE START DATE ON SCHEME]

[HARD CHECK IF DATE IS IN THE FUTURE]

{Ask if FEmp= in paid work OR self employed OR FStJob=Yes about to start new job}

FHlp

Has the advice and support you have received since [MONTH] helped you to get this job?

INTERVIEWER IF YES PROBE: Has it helped a little or a lot?

1. Yes – a lot of help
2. Yes - a little help
3. No

{Ask all}

FPrior

Prior to [STARTDATE] how long was it since you last had paid work?

(INTERVIEWER: SINGLE CODE ONLY. PROMPT IF NECESSARY.)

1. Less than 6 months
2. 6 months or more but less than 12 months
3. 12 months or more but less than 2 years
4. 2 years or more but less than 5 years
5. 5 years or more
6. Never had a job

{ASK IF (FEmp NOT = employed OR self employed) AND (FStJob NOT=Yes)}

FBarr

What would you say is preventing you from finding work?

DO NOT READ OUT.

PROBE FULLY: What else?

CODE ALL THAT APPLY

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 interested in working/don't want a paid job
11. Financially worse off in paid work
12. Lack of work experience
13. Drug or alcohol problems
14. Criminal record
15. Housing problems
16. Transport/travel difficulties
17. Something else – RECORD VERBATIM
18. None of these

{IF FBarr=Something else}

FBarrO

INTERVIEWER: RECORD VERBATIM OTHER BARRIERS

{If FEmp<> Paid work/self employed}

FEver

Do you think you will get paid work at some point in the future?

1. Yes
2. No

{Ask if FEmp<>Paid work/self-employed and FEver=yes}

FWhen

How many months do you think it will take for you to find work?

INTERVIEWER: PROBE TO CODE

1. one or two months
2. at least two months but less than six months
3. at least six months but less than a year
4. a year or more

{ASK If FWhen = Response}

FWhen2

Why do you think it will take (TEXTFILL RESPONSE FROM FWhen) to find work?

RECORD VERBATIM

{Ask all}

FWkAtta

Please could tell me how much agree or disagree with this/these statements.

{IF FEmp = 1 or 2 employed or self employed or FstJob=Yes}

FWkAttb

I am a happier person now [TEXTFILL FEmp=employed or self employed: “I am in work”/FstJb=yes: “I am about to start working”]

Do you... READ OUT...

1. strongly agree,
2. agree,
3. neither agree or disagree,
4. disagree,
5. or strongly disagree?

{IF FEmp <> 1 or 2 employed or self employed or FstJob=No}

FWkAttc

I would be a happier person if I was in work.

Do you... READ OUT...

1. strongly agree,
2. agree,
3. neither agree or disagree,
4. disagree,
5. or strongly disagree?

{IF FEmp ne 1 or 2 employed or self employed or FstJob=No}

FWkAttc

The thought of being in paid work makes me nervous

Do you... READ OUT...

1. strongly agree,
2. agree,
3. neither agree or disagree,
4. disagree,
5. or strongly disagree?

{Ask all}

FBen

Do you receive any of the following benefits or tax credits at the moment?

READ OUT AND CODE EACH IN TURN BEFORE READING THE NEXT.

CODE ALL THAT APPLY.

INTERVIEWER: CODE 'Housing or Council Tax Benefit' OR 'Child Benefit' IF EITHER RESPONDENT OR PARTNER RECEIVES THEM.

FOR OTHER BENEFITS ONLY CODE WHERE RESPONDENT IS THE RECIPIENT.

1. Do you or your partner receive Housing or Council Tax Benefit?
2. Do you or your partner receive Child Benefit?
3. Disability Living Allowance
4. Statutory Sick Pay
5. Incapacity Benefit
6. Income Support
7. Job Seekers Allowance
8. National Insurance Credits for Incapacity
9. Employment and Support Allowance or ESA
10. Carer's Allowance
11. Working Tax Credit
12. Child Tax Credit
13. Another benefit or tax credit not already mentioned [RECORD VERBATIM]
14. None (DO NOT READ OUT)

{If FBen=another benefit}

FBenO

INTERVIEWER: RECORD OTHER BENEFIT RECEIVED

{Ask all}

FSanc

Can I just check have you had your benefits stopped or reduced for any reason by Jobcentre Plus since [MONTH]?

INTERVIEWER: IF YES: Were they stopped or reduced?

CODE ALL THAT APPLY

1. Yes - stopped
2. Yes - reduced
3. No (EXCLUSIVE CODE)

{If FSanc=yes 1 or 2}

FSWhy

Why was this?

DO NOT READ OUT. CODE ALL THAT APPLY OR RECORD VERBATIM IF UNABLE TO CODE.

1. Missed a signing on appointment (including was away/on holiday)
2. Missed another appointment at Jobcentre Plus that you were told you had to attend
3. Missed an appointment with an outside organisation that you were told you had to attend
4. Stopped attending the compulsory work placement
5. Did not undertake activities that you were told you had to
6. You were told that you were not actively seeking work
7. Got a job
8. Reported a change in circumstances
9. Another reason – RECORD VERBATIM

{If FSWWhy=another reason}

FSWhyO

INTERVIEWER: ENTER OTHER REASON

{If FSanc=yes 1 or 2}

FSanUn

At the time, how well did you understand why your benefit was being stopped or reduced; did you ...
READ OUT...

1. fully understand,
2. partly understand,
3. not understand very much,
4. or did you not understand it at all?

{Ask if FSanc = yes 1 or 2}

FSanRules

What was the effect of having your benefit reduced/stopped - did it make you...READ OUT

1. ...more likely to follow what you are asked to do by JobCentre Plus,
2. less likely to follow what you are asked to do by JobCentre Plus,
3. or did it make no difference?

{Ask if FSanc = yes 1 or 2}

FImpact

How did this impact upon your everyday life, did it mean you... READ OUT...

CODE ALL THAT APPLY

1. ...had to borrow money or use credit cards or go into debt
2. ...had to go without food or reduced the amount you spent on food
3. ...delayed buying things you wanted (non food items)

4. ...got behind on paying bills or rent
5. ...couldn't afford to go out
6. ...and did it have any other impact?
7. SPONTANEOUS: Had no impact

{If FImpact=Other}

FImpOth

INTERVIEWER: ENTER OTHER IMPACT.

SECTION G: Background info

{Ask all}

IntroG

We are now very close to the end of the interview. In this final section I would like to collect some background information so that we can find out how the schemes have helped different types of people

GSex

INTERVIEWER: CODE SEX OF RESPONDENT

1. Male
2. Female

{Ask all}

GAge

First please can you tell me what was your age last birthday?

18...65

{Ask all}

GMar

And are you ...

READ OUT. CODE FIRST THAT APPLIES.

1. Married,
2. In a civil partnership
3. Living with partner
4. Single (or engaged but not living with a partner as a couple)
5. Widowed
6. Divorced
7. Separated

{Ask all}

GChild

And can I just check do you have any dependent children aged under 16?

INTERVIEWER IF YES: How many? IF NO, CODE 0.

0..19

{Ask all}

GEthnic

To which of these groups do you consider you belong...READ OUT

1. ... White,
2. ... Black,
3. ... Asian,
4. ... Or another group?
5. DO NOT READ OUT Prefer not to say

{If GEthnic=Black}

GBlk

Do you consider yourself to be...READ OUT

1. ...Black African,
2. Black Caribbean,
3. Or another group?
4. DO NOT READ OUT Prefer not to say

{If GEthnic=Asian}

GAsi

Do you consider yourself to be...READ OUT

1. ...Bangladeshi,
2. Chinese,
3. Indian,
4. Pakistani,
5. Or another group?

{Ask all}

GDisab

This question asks you about any health conditions, illnesses or impairments you may have. 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

{If GDisab=Yes}

GDisE

Do any of these conditions or illnesses affect you in any of the following areas?

READ OUT AND CODE EACH IN TURN BEFORE READING THE NEXT.

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
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. And are you affected in some other way?
11. None of these

{If GDisE= Other}

GDisO

INTERVIEWER PLEASE RECORD OTHER WAY AFFECTED.

{Ask all}

GQual

What is the highest level of education qualification that you have?

INTERVIEWER: PROBE TO CODE. PRESS F9 FOR HELP SCREEN

1. Degree or higher degree or equivalent; NVQ or SVQ levels 4 or 5
2. Higher educational qualification below degree level
3. A levels or Highers; NVQ or SVQ level 3
4. level or GCSE equiv (grades A-C); CSE grade 1; NVQ or SVQ level 2
5. GCSE grades D-G; CSE grade 2-5; NVQ or SVQ level 1
6. Other quals (inc vocational and foreign quals below degree level)
7. No formal qualifications

INTERVIEWER HELP SCREEN:

Degree or Degree equivalent, and above

- Higher degree and postgraduate qualifications
- First degree (including B.Ed.)
- Postgraduate Diplomas and Certificates (including PGCE)
- Professional qualifications at degree level e.g. graduate member of professional institute, chartered accountant or surveyor
- NVQ or SVQ level 4 or 5

Other Higher Education below degree level

- Diplomas in higher education & other higher education qualifications
- HNC, HND, Higher level BTEC
- Teaching qualifications for schools or further education (below Degree level standard)
- Nursing, or other medical qualifications not covered above (below Degree level standard)
- RSA higher diploma

A levels or equivalent

- A level or equivalent
- AS level
- SCE Higher, Scottish Certificate Sixth Year Studies or equivalent
- NVQ or SVQ level 3
- GNVQ Advanced or GSVQ level 3
- OND, ONC, BTEC National, SCOTVEC National Certificate
- City & Guilds advanced craft, Part III (& other names)
- RSA advanced diploma 122

GCSE/O Level grade A*-C, vocational level 2 and equivalents

- NVQ or SVQ level 2
- GNVQ intermediate or GSVQ level 2
- RSA Diploma
- City & Guilds Craft or Part II (& other names)
- BTEC, SCOTVEC first or general diploma et
- O level or GCSE grade A-C, SCE Standard or Ordinary grades 1-3

Qualifications at level 1 and below

- NVQ or SVQ level 1
- GNVQ Foundation level, GSVQ level 1
- GCSE or O level below grade C, SCE Standard or Ordinary below grade 3
- CSE below grade 1
- BTEC, SCOTVEC first or general certificate
- SCOTVEC modules
- RSA Stage I, II, or III
- City and Guilds part 1
- Junior certificate

{ASK ALL}

GTenure

And, thinking about where you live, do you (or your household) own or rent your accommodation?

INTERVIEWER: PROMPT TO CODE

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Part own and part rent (shared ownership)
4. Rent it
5. Live there rent-free (including living with parents)
6. Squatting

{ASK ALL}

GWell1

My last few questions relate to how you are generally feeling these days.

For each of the following for statements I would like you to give me a score on a scale of 0 to 10 with nought being 'not at all' and ten being 'completely'.

Overall, to what extent do you feel the things you do in your life are worthwhile?:0..10

{ASK ALL}

GWell2

Overall, how satisfied are you with your life nowadays? 010

(ADD IF NECESSARY: Please give me a score on a scale of 0 to 10 with nought being 'not at all' and ten being 'completely')

{ASK ALL}

GWell3

Overall, how happy did you feel yesterday?: 0..10

(ADD IF NECESSARY: Please give me a score on a scale of 0 to 10 with nought being 'not at all' and ten being 'completely')

GWell4

Overall, how anxious did you feel yesterday?: 0..10

(ADD IF NECESSARY: Please give me a score on a scale of 0 to 10 with nought being 'not at all' and ten being 'completely')

{ASK ALL}

GLink

That is the end of the survey. To help us to understand how different types of support help different people it would be very useful if we could link the answers that you have given today with the records held by DWP on your employment and benefit history. This would only be used for research purpose and would not affect your benefits or support in any way. Would you be happy for us to do this?

1. Yes
2. No

GEnd

INTERVIEWER THANK RESPONDENT AND CLOSE

Appendix G

Coding instructions

P3184

Trailblazers survey

Coding Instructions

Background

We have been commissioned by the Department for Work and Pensions (DWP) to conduct a programme of research as part of the evaluation of the Support for the Very Long-term Unemployed (SVLTU) Trailblazer. DWP is currently developing the support options for those very long-term unemployed claimants. The trailblazer programmes are running in four Jobcentre Plus (Jobcentre Plus) Districts testing two approaches:

- Community Action Programme (CAP): providing work related activity and skills complemented by provider-led supported jobsearch; and
- Ongoing Case Management (OCM): a more intensive offer of flexible and personalised adviser based support delivered by Jobcentre Plus.

A further group of claimants will continue to receive core support through the Jobcentre Plus (Jobcentre Plus) are included in the sample. This will allow the evaluation of the impact of the key elements of support against a control group.

The trailblazer programmes started in late 2011 so those people selected to take part in this study will have been on the programmes for around 6 months.

The evaluation evidence is to inform DWP decisions about the programme development ahead of the potential national delivery in 2013.

The evaluation comprises two strands: qualitative and quantitative research. This study is for the quantitative strand which will use telephone interviews to find out about participant's experiences of the programmes and impacts, such as moving into work.

The questionnaire

The first letter of the question name will help you identify where you are in the questionnaire. For example, all question names in Section D start with the letter D.

SECTION A: Introduction (no coding to be done)

SECTION B: Understanding of support option when started CAP or OCM

Asked of those on CAP or OCM.

SECTION C: Details of support received under OCM or Jobcentre Plus

Asked of those on OCM or core Jobcentre Plus support.

SECTION D: Details of CAP placement and activities undertaken

Asked of those on CAP only.

SECTION E: Overall rating of support (All)

SECTION F: Employment status and benefit receipt (All)

SECTION G: Background information (All)

Coding instructions

In the Trailblazers study the majority of answers given by respondents are coded during the interview by the interviewer into pre-specified code frames. However as these programmes new and the outcomes not clearly defined many of the questions had an ‘other specify’ option. There were also a number of questions with an ‘open’ response where interviewers typed in respondent’s answers verbatim.

‘Other specify’ questions

For ‘other-specify’ questions, it will be possible in many cases to simply back-code the responses into the existing code frame. This type of ‘back-coding’ should always be the coder’s first response.

However, in some instances this may not be possible and additional codes may be required. Researchers have looked at responses to ‘other – specify’ questions and created additional codes. Coders can use these additional codes when it is not possible to back-code the responses to the existing code frame. The additional codes are listed after the original codes and examples of possible responses to include are given. If the response does not fit into either the pre-existing or additional codes, the coder should assign codes 95, 96 or 97 as appropriate.

Opn questions

There are several open questions in the questionnaire. Coders should choose the most appropriate code from the responses in the code frame (derived from the verbatim responses). If the response does not fit any of these codes then it should be assigned 95, 96 or 97 as appropriate.

Coding Don’t Knows and Missings

If the answer is a ‘don’t know’ then <Ctrl+K> should be entered, if no response has been given/ entered then <Ctrl+R>

Dealing with interviewer memos

What are interviewer memos?

When interviewers encounter a situation that they feel cannot be accommodated by the questionnaire, they are trained to record this in a memo. The presence of a memo in Blaise is indicated by a small paper clip symbol, which appears beside the answer field where the memo was made. Interviewers are instructed to make a note at the precise question concerned, but sometimes they might be at an adjacent question instead.

How are interviewer memos accessed in the edit program?

All interviewer memos for each case get listed on the fact sheet, under the heading 'Remarks'. However, you may find that you want to read an interviewer memo in the edit programme. To do this, place the cursor at the appropriate answer field (i.e. in the field next to the paper clip symbol), press 'Alt N', then arrow down to "Show all Remarks" and press "Go to". This will open up the memo for you to read. To close an interviewer memo press 'Alt S'.

What should you do with interviewer memos?

Please be sure to read every interviewer memo.

Using these memos it may be possible to establish what the correct response to a particular question should have been and subsequently recode it. You should only do this if you feel confident that the memo shows that the wrong code was used by the interviewer. Please be sure to record any changes you make.

If you are not confident of interpreting the memo, but suspect that a change may need to be made please document this so that a researcher can have a look at the relevant memo.

As mentioned above, some questions have an 'other – please specify' code, that allows a verbatim answer to be recorded. Occasionally, however, an interviewer mistakenly opens a memo, instead of using this code. If you find this has happened, please enter an 'other – please specify' code, enter the contents of the interviewer memo in the field that this opens up and then back-code this answer as appropriate.

In addition, it is sometimes the case that the interviewer has had to open a memo in order to record the complete answer that is given by the respondent in response to an 'other-specify' or 'open' question. Interviewers are asked to do this when there is not enough space for the entire answer in the CATI questionnaire. When coding, please be sure to check whether or not the interviewer has opened a memo which has additional information relevant to coding.

If you find that recoding has affected subsequent routing, you must select 'Undo all edits' from the File menu prior to exiting the case. Please then flag this discrepancy to researchers.

Block: B: Understanding of support option when started

Question Type: Other specify

Question Name: BexpO

To be coded into: XBexpO

Multi or Single Code: Multicode

Question Text: Before [CAP: you started on this placement scheme/OCM: MONTH] what did you think would happen, did you think you would..

Codes	Categories	Examples of what to include
01	Be sent on a work experience placement?	'I expected to have to have to do some mandatory voluntary work'
02	Get help to look and apply for jobs?	
03	Be asked to come in more frequently for appointments at the Jobcentre?	
04	Be asked to sign-on more frequently?	
05	Be asked to do more to find a job?	
06	Receive a more personalised service from Jobcentre Plus?	'programme would be more tailored towards my needs'
07	Get some training in work-related skills?	
08	Get a job?	
09	(or something else – (RECORD VERBATIM)?)	
10	SPONTANEOUS: Nothing	
11	SPONTANEOUS: Not been on a work placement	
	Additional codes:	
12	Get qualifications/certificates	Get a driving licence
13	Help with expenses	Financial help with courses. Travel expenses.
14	Help with CV	
15	General training/attending courses	Go on an university course
16	Help finding/getting a job	'I thought that they would find me a job' 'I hoped they would be able to find me a job'
17	Didn't have any expectations	Don't know
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: C: Details of support received under OCM or Jobcentre Plus Offer and potential gaps

Question Type: Open

Question Name: CoffPerX

To be coded into: XCOffp

Multi or Single Code: Multicode

Question Text: Please can you tell which personal issues you got help with.

Codes	Categories	Examples of what to include
01	Debt advice, money management, budgeting	Financial issues
02	Depression	Taking antidepressants
03	Other mental health problems	Agoraphobia, anxiety, panic attacks, psychosis, schizophrenia
04	Health problems	Bronchitis, asthma, diabetes
05	Physical disability	Need a walking stick Has leukaemia
06	Learning difficulties	
07	Literacy/basic skills	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: C: Details of support received under OCM or Jobcentre Plus Offer and potential gaps

Question Type: Open

Question Name: CoffOth

To be coded into: XCOfoT

Multi or Single Code: Multicode

Question Text: What [else] have you done or had help with since [MONTH]?

Codes	Categories	Examples of what to include
01	Referred to provider/organisation	'Got a referral to another organisation to look through my CV' For example specifically mention A4E (also AforE or E4), Ingeus
02	Went on a course	'went on a fork lift course', Direct learning course
03	Received a loan	Crisis loan, budgeting loan
04	Referred to disability organisation	Papworth Trust, Pelican Trust
05	Referred to Connexions	
06	Nothing	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: C: Details of support received under OCM or Jobcentre Plus Offer and potential gaps Question Type: Other specify

Question Name: COCMoth

To be coded into: XCMoth

Multi or Single Code: Multicode

Question Text: Since [MONTH] in what ways has the support you have received from Jobcentre Plus been different?

Codes	Categories	Examples of what to include
01	More frequent meetings with advisor	More intensive support
02	Requirement to sign-on more frequently than once a fortnight	
03	More personalised support to your individual needs	‘More focussed towards me’ ‘More intimate’
04	More pressure to look for work and apply for jobs	‘Pushed you more towards getting a job’ ‘More focused in getting me back into work’
05	Longer meetings with advisor	
06	More help with jobsearch support	
07	More help with careers guidance	
08	More help with access to training	‘2 day course on interview skills’
09	A work experience placement	
10	More help with getting a work experience placement	
11	[Other – RECORD VERBATIM]	
12	No difference Additional codes:	‘Nothing I have had no support.’
13	General help from advisor	‘The advisor has been helpful with any questions that I had’ ‘My advisor put me in contact with Kickstart to hire a moped for 6 months’
14	Financial support	Help with expenses when got a job Paid for exams/course ‘Help received with paying for SIA security licence’
15	Got a job at end of programme	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can’t deal with	

Block: C: Details of support received under OCM of Jobcentre Plus Offer and potential gaps

Question Type: Open

Question Name: CWishOth

To be coded into: XCWisO

Multi or Single Code: Multicode

Question Text: What other help or support would you have liked to receive?

Codes	Categories	Examples of what to include
01	Nothing	'Help received was sufficient'
02	Don't know	
03	More help finding a job/with jobsearch	
04	Work experience/placement	Includes comments about more suitable or additional placements that lead to a job.
05	Courses/training	
06	Help getting certificates/licences/qualifications	Driving licence
07	Funding for training	
08	Help with transport/travel expenses	
09	More money/support with benefits	
10	More tailored support	Better understanding/more supportive of respondents physical or mental disability/ limitations
11	More time with advisor/provider	Longer appointments More appointments with advisor
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: C: Details of support received under OCM of Jobcentre Plus Offer and potential gaps

Question Type: Open

Question Name: CNegO

To be coded into: XCNegO

Multi or Single Code: Multicode

Question Text: Has there been anything you didn't like about this period of intensive support from Jobcentre Plus?

Codes	Categories	Examples of what to include
01	Appointments too short	Wanted more time with advisor
02	Having to sign on every week/day/too frequently	Going every week
03	Negative experience from Jobcentre Plus advisor/not understanding	Didn't understand my situation I didn't get on with the advisor Un-caring
04	Sanctions/stopped benefit	JSA stopped if did not attend
05	No personalised support	Did not understand my circumstances/ disability
06	No support (general)	No support at all
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Open

Question Name: D0th

To be coded into: XD0th

Multi or Single Code: Multicode

Question Text: Can you tell me what have you been doing since [MONTH]?

Codes	Categories	Examples of what to include
01	Un-well/signed off sick	
02	Applying for jobs/looking for work	
03	Been on work placement	Working in charity shop Community action programme Placement arranged by provider, eg Ingues
04	Nothing	
05	Don't know/can't remember	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Other specify

Question Name: DplOth

To be coded into: XDplO

Multi or Single Code: Multicode

Question Text: Why did you have more than one placement in this period?

Codes	Categories	Examples of what to include
01	No longer needed at first placement, new placement arranged	First placement only for short time
02	Didn't like the first placement, asked for new placement	
03	Returned to JSA after period off JSA, Jobcentre Plus referred me to the scheme again	
04	[Other reasons RECORD VERBATIM. PLEASE PROBE]	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Open

Question Name: DInd

Question Text: What did the organisation you worked for make or do?

Code to 2 digit SIC 2007

Block: D: Details of CAP placement and activities undertaken

Question Type: Open

Question Name: DJob

To be coded into: XDjob

Multi or Single Code: Single code

Question Text: I would now like to find out a bit more about what you did on your placement. What was your role at the organisation?

(NB these are top level SOC codes)

Codes	Categories	Examples of what to include
01	Managers, directors and senior officials	A significant amount of knowledge and experience of the production processes and service requirements associated with the efficient functioning of organisations and businesses.
02	Professional occupations	A degree or equivalent qualification, with some occupations requiring postgraduate qualifications and/or a formal period of experience-related training.
03	Associate professional and technical occupations	An associated high-level vocational qualification, often involving a substantial period of full-time training or further study. Some additional task-related training is usually provided through a formal period of induction.
04	Administrative and secretarial occupations	A good standard of general education. Certain occupations will require further additional vocational training to a well-defined standard (e.g. office skills).
05	Skilled trades occupations	A substantial period of training, often provided by means of a work based training programme.
06	Caring, leisure and other service occupations	A good standard of general education. Certain occupations will require further additional vocational training, often provided by means of a work-based training programme.
07	Sales and customer service occupations	A general education and a programme of work-based training related to Sales procedures. Some occupations require additional specific technical knowledge but are included in this major group because the primary task involves selling.
08	Process, plant and machine operatives	The knowledge and experience necessary to operate vehicles and other mobile and stationary machinery, to operate and monitor industrial plant and equipment, to assemble products from component parts according to strict rules and procedures and subject assembled parts to routine tests. Most occupations in this major group will specify a minimum standard of competence for associated tasks and will have a related period of formal training.
09	Elementary occupations	Occupations classified at this level will usually require a minimum general level of education (that is, that which is acquired by the end of the period of compulsory education). Some occupations at this level will also have short periods of work-related training in areas such as health and safety, food hygiene, and customer service requirements.
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Other specify

Question Name: DActOth

To be coded into: XDact

Multi or Single Code: Multicode

Question Text: I would also like to know about the types of things you did in this role. Did you do any of the following?

Codes	Categories	Examples of what to include
01	Organising stock in a shop?	
02	Organising stock in a warehouse?	
03	Dealing with members of the public or serving customers?	
04	Dealing with money, credit cards/using a till?	
05	Administrative/clerical work, for example filing, photocopying, dealing with paperwork?	
06	Responding to telephone calls, emails or letters?	
07	Doing physical tasks outdoors such as digging and planting?	Street cleaning/litter picking
08	Doing other manual work such as building work or decorating?	
09	Looking after others, for example youth work or working with older people?	Working with people with mental health problems/children with special needs
10	[Something else? (RECORD VERBATIM)]	
11	None of these	
	Additional codes	
12	Cleaning (indoor)	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Open

Question Name: DSupWhy

Not to be coded – insufficient responses

Block: D: Details of CAP placement and activities undertaken

Question Type: Other specify

Question Name: DJobO

To be coded into: XDJob5

Multi or Single Code: Multicode

Question Text: What was included in these sessions?

INTERVIEWER: RECORD VERBATIM OTHER THINGS INCLUDED IN SESSIONS

Codes	Categories	Examples of what to include
01	Access to computers	
02	Help with finding vacancies	Jobsearch help
03	Help with completing applications/writing a CV	
04	Help with preparing for interviews	How dress appropriately, training in interview skills
05	Help with travel expenses	
06	Help with childcare expenses	
07	[Other – RECORD VERBATIM] Additional codes	
08	Training in use of computers	Training in using computers for jobsearch
09	Access to newspapers/telephone	Use of telephone
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Other specify

Question Name: DJobO2

To be coded into: XDJob7

Multi or Single Code: Multicode

Question Text: What would have made it more helpful?

DO NOT READ OUT. CODE ALL THAT APPLY OR RECORD VERBATIM IF UNABLE TO CODE.

Codes	Categories	Examples of what to include
01	More help with finding vacancies	
02	More help with completion applications/writing a CV	
03	More help with preparing for interviews	
04	More help with expenses	
05	More one-to-one guidance	
06	More help with getting training or qualifications	Get licence/certificate
07	More help with getting work experience	
08	More help with using or accessing computers	
09	More help with other problems at home (for example alcohol, debt, housing, health or caring responsibilities)	
10	[Other – RECORD VERBATIM]	
11	Nothing (EXCLUSIVE CODE) Additional codes	
12	More suitable placement	Better work placement.
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Other specify

Question Name: DGoth

To be coded into: XDG

Multi or Single Code: Multicode

Question Text: Have you gained any of the following from your work experience placement?

RECORD VERBATIM OTHER THINGS GAINED

Codes	Categories	Examples of what to include
01	Skills related to a specific job	
02	General work-related skills	
03	Ability to work as part of a team	
04	Increased self-confidence	Realised I could do it
05	Increased motivation to get job	
06	Job satisfaction or sense of achievement	
07	Satisfaction from being in a routine	Getting up early Got into a routine
08	[Something else – RECORD VERBATIM]	
09	DO NOT READ OUT – None of these Additional codes	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Open

Question Name: Dpos

To be coded into: XDpos

Multi or Single Code: Multicode

Question Text: Can you think of any other positive things you have gained from going on the work placement?

Codes	Categories	Examples of what to include
01	Nothing else	
02	Got a job	
03	Possible future job offer	
04	Inter-personal skills	Include references to making friends, socialising, interacting with the public
05	Increased confidence	Include feeling positive, more motivated, gaining sense of direction
06	Something to do/get out of the house	
07	Reference	
08	Experience/recent entry on CV	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: D: Details of CAP placement and activities undertaken

Question Type: Open

Question Name: DNegO

To be coded into: XDNeg

Multi or Single Code: Multicode

Question Text: What haven't you liked about attending the work placement?

INTERVIEWER: PLEASE RECORD VERBATIM. WHAT ELSE?

Codes	Categories	Examples of what to include
01	Working for free	
02	No job at the end of placement	No job offer after placement
03	Not enough time to do jobsearch/no jobsearch support	Jobsearch side of placement not good Library closed by time returned from work so could not do jobsearch
04	Travel expenses not paid	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: E: Overall rating of provision [Ask all three groups]

Question Type: Open

Question Name: Esoft1Ino

To be coded into: XESO1I

Multi or Single Code: Multicode

Question Text: Why has it increased your motivation to come off JSA?

Codes	Categories	Examples of what to include
01	Increased confidence	Include feeling positive, more motivated, gaining sense of direction
02	Work placement on CV	
03	Reference from work placement	
04	New skills from work placement	Doing training/getting licence/certificate
05	Support/encouragement from advisor	Seeing the same person regularly increases your motivation The quality of the service overall was getting better. Got help with CV
06	Didn't want to stay on the placement	
07	Didn't want to go on another scheme	
08	Didn't want to go to the jobsearch sessions	
09	Don't want to have to keep going to the Jobcentre	Don't liking having to sign on
10	Want to work/get a job	
11	Other specify	
Additional codes		
12	To get out of the house/do something	
13	Better off in work/need money	
14	To support family/be a better parent	As he is a single parent and finds it hard to manage on the money his getting Wanted to be a good example to her children Girlfriend just had a baby
15	Starting own business	
16	Advised to claim different benefit	They have already advised me to come off JSA and take pension credits because of my age
17	Don't know	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: E: Overall rating of provision [Ask all three groups]

Question Type: Other specify

Question Name: EBarrO

To be coded into: XEBarr

Multi or Single Code: Multicode

Question Text: Now thinking back to [MONTH] did any of the following make it difficult for you to get back to work at that point?

Codes	Categories	Examples of what to include
01	Family or caring commitments	
02	Health issues/disabilities limit kind of work can do	
03	Lack of vacancies/too much competition for jobs interested in	
04	Not having the right skills for the jobs available	Lack of qualifications
05	Didn't want to leave benefit and get a job	
06	Knowing you would be worse off financially in work	
07	Lack of work experience	
08	Drug or alcohol problems	
09	Criminal record	
10	Housing problems	
11	Transport/travel difficulties	
12	[Something else – RECORD VERBATIM]	
13	None of these	
Additional codes		
14	Lack of jobs for people with respondent's health issues/disabilities	
15	Lack of jobs for people with caring responsibilities	
16	Lack of jobs in local area	Include references to the recession and the 'current economic climate. Not enough jobs out there'
17	The time involved in getting to interviews or to a workplace	
18	The cost involved in getting to interviews or to a workplace	
19	Age	My age is against me getting a job
20	Lack of motivation/confidence	
21	Lack of suitable part-time work	
22	Lack of licences/certificates	
23	Overqualified	
24	Gaps in work record	
25	Poor job-seeking skills/lack of feedback on applications	Include references to interviewing technique, difficulties writing CV or filling in application form
26	Discrimination	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: E: Overall rating of provision [Ask all three groups]

Question Type: Other Specify

Question Name: Esoft2In

To be coded into: XESO2I

Multi or Single Code: Multicode

Back-coding

Question Text: Why has it increased your motivation to find work?

Codes	Categories	Examples of what to include
01	Increased confidence	Include references to feeling more positive or motivated.
02	Work placement boost to CV	
03	Reference from work placement	Include any references to help and assistance
04	Gained new work related skills	
05	Support/encouragement from advisor	
06	Didn't want to stay on placement	
07	Didn't want to go another scheme	
08	Didn't want to go to the jobsearch sessions	
09	Don't want to have to keep going to the Jobcentre	
10	Want to work/get a job	
11	[Other (RECORD VERBATIM)]	
Additional codes		
12	Provide for family/set an example for children	
13	Financially better off in work	
14	Don't want to be on benefits	
15	Feel better in work/on work placement, self-improvement	Include references to increased motivation and incentive, feeling more positive, gained sense of direction
16	Gained new certificates/licences	Include getting driving licence so can extend search area/types of jobs
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: E: Overall rating of provision [Ask all three groups]

Question Type: Other Specify

Question Name: Esoft2doo

To be coded into: XESo2D

Multi or Single Code: Multicode

Question Text: What more have you done since this you started on this scheme to find work?

Codes	Categories	Examples of what to include
01	Continuing on with placement on voluntary basis	
02	Doing/considering other voluntary work	
03	Doing/considering training courses	
04	Doing/considering getting qualifications/or certificates	
05	Applying for more jobs	
06	Applying for different types of jobs	
07	Revising CV	
08	No change - not done anything more	
09	[Other please record verbatim]	
Additional codes		
10	Looking for vacancies through different media, incl. internet and agencies	
11	Widened search area	
12	Speculative applications/advertising own services	Include cards in shop windows and sending out CVs to businesses
13	Starting own business	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: E: Overall rating of provision [Ask all three groups]

Question Type: Other Specify

Question Name: ESoft2DeO

To be coded into: XESoft2

Multi or Single Code: Multicode

Question Text: Why has it decreased your motivation to find work?

What other reason?

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Codes	Categories	Examples of what to include
01	Lack of support from advisor	Advisor not interested Don't get enough time with advisor No support at all from advisors
02	Being on the placement put me off work	
03	Negative attitude of staff/advisor	
04	Lack of opportunities/jobs	Too much competition for jobs
05	Reduced confidence	Lack of confidence
06	[Other reason]	
Additional codes		
07	Personal problems	Health problems, drug problems, learning difficulties
08	Lack of skills/relevant experience	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: E: Overall rating of provision [Ask all three groups]

Question Type: Other Specify

Question Name: Esoft3ao

To be coded into: XESo3a

Multi or Single Code: Multicode

Question Text: In what way has it helped you get closer to finding work?

Codes	Categories	Examples of what to include
01	Gained work related skills	
02	Work placement boost to CV	
03	Reference from work placement	
04	Gained jobsearch skills	Include references to sending out more CVs and signing up with agencies.
05	Financial support	
06	Advice/encouragement from advisor	This relates specifically to Jobcentre Plus advisor
07	Increased confidence	Include references to increased motivation and incentive, feeling more positive, gained sense of direction
08	[Other (RECORD VERBATIM)]	
Additional codes		
09	Training course	
10	Certificates/licences	
11	Advice/encouragement from provider/placement	
12	Placement experience	They've put me on this work programme. They sent me on 4 wks work experience and I got the job.
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: F: Current benefit/employment status [Ask all three groups]

Question Type: Open

Question Name: FRole

To be coded into: XFRole

Multi or Single Code: Single code

Question Text: What is your role in this job?

(NB these are top level SOC codes)

Codes	Categories	Examples of what to include
01	Managers, directors and senior officials	A significant amount of knowledge and experience of the production processes and service requirements associated with the efficient functioning of organisations and businesses.
02	Professional occupations	A degree or equivalent qualification, with some occupations requiring postgraduate qualifications and/or a formal period of experience-related training.
03	Associate professional and technical occupations	An associated high-level vocational qualification, often involving a substantial period of full-time training or further study. Some additional task-related training is usually provided through a formal period of induction.
04	Administrative and secretarial occupations	A good standard of general education. Certain occupations will require further additional vocational training to a well-defined standard (e.g. office skills).
05	Skilled trades occupations	A substantial period of training, often provided by means of a work based training programme.
06	Caring, leisure and other service occupations	A good standard of general education. Certain occupations will require further additional vocational training, often provided by means of a work-based training programme.
07	Sales and customer service occupations	A general education and a programme of work-based training related to Sales procedures. Some occupations require additional specific technical knowledge but are included in this major group because the primary task involves selling.
08	Process, plant and machine operatives	The knowledge and experience necessary to operate vehicles and other mobile and stationary machinery, to operate and monitor industrial plant and equipment, to assemble products from component parts according to strict rules and procedures and subject assembled parts to routine tests. Most occupations in this major group will specify a minimum standard of competence for associated tasks and will have a related period of formal training.
09	Elementary occupations	Occupations classified at this level will usually require a minimum general level of education (that is, that which is acquired by the end of the period of compulsory education). Some occupations at this level will also have short periods of work-related training in areas such as health and safety, food hygiene, and customer service requirements.
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: F: Current benefit/employment status [Ask all three groups]

Question Type: Other Specify

Question Name: FBarrO

To be coded into: XFBarr

Multi or Single Code: Multicode

Question Text: Is there anything that is preventing you from finding work?

Codes	Categories	Examples of what to include
01	Family or caring commitments	
02	Health issues/disabilities limit kind of work can do	
03	The time involved in getting to interviews or to a workplace	
04	The cost involved in getting to interviews or to a workplace	
05	Lack of vacancies/too much competition for jobs interested in	Include comments regarding 'too many foreigners'
06	Lack of jobs in local area	Include references to the recession and the current economic climate. Include comments about need for job creation schemes
07	Lack of jobs for people with respondent's health issues/disabilities	
08	Lack of jobs for people with caring responsibilities	
09	Not having right skills for jobs interested in	
10	Not interested in working/don't want a paid job	
11	Financially worse get job	
12	Lack of work experience	
13	Drug or alcohol problems	
14	Criminal record	
15	Housing problems	
16	Transport/travel difficulties	
17	[Something else – RECORD VERBATIM]	
18	None of these	
Additional codes		
19	Age	
20	Lack confidence or motivation	
21	Lack of suitable part-time work	
22	Lack of qualifications	
23	Lack of licences/certificates	
24	Overqualified	
25	Gaps in work record	
26	Poor job-seeking skills/lack of feedback on applications	Include interviewing technique, difficulties writing CV or filling in application form
27	Discrimination	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: F: Current benefit/employment status [Ask all three groups]

Question Type: Open

Question Name: FWhen2

To be coded into: FWhen

Multi or Single Code: Multicode

Question Text: Why do you think it will take [n MONTHS] to find work?

Codes	Categories	Examples of what to include
01	Market is improving/feeling hopeful	
02	Applying for lots of jobs	
03	Getting help with jobsearch	
04	Completing/completed placement or course	
05	On a placement/course	
06	Depends on whether suitable jobs come up	Includes mention of skills, travel time, sufficient income
07	No suitable vacancies out there	Includes mention of skills, travel time, sufficient income
08	No jobs available	Includes references to the recession and current economic climate and fierce competition for job vacancies
09	Because of how long it has taken so far	
10	Because of disability or barriers	
11	Lack of confidence	
12	Don't know	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: F: Current benefit/employment status [Ask all three groups]

Question Type: Other Specify

Question Name: FBenO

To be coded into: XFBenO

Multi or Single Code: Multicode

Question Text: Do you receive any of the following benefits or tax credits at the moment?

Codes	Categories	Examples of what to include
01	Do you or your partner receive Housing or Council Tax Benefit?	Rent allowance
02	Do you or your partner receive Child Benefit?	Child allowance
03	Disability Living Allowance	mobility allowance
04	Statutory Sick Pay	
05	Incapacity Benefit	
06	Income Support	
07	Job Seekers Allowance	
08	National Insurance Credits for Incapacity	
09	Employment and Support Allowance or ESA	
10	Carer's Allowance	
11	Working Tax Credit	
12	Child Tax Credit	
13	[Another benefit or tax credit not already mentioned [RECORD VERBATIM]]	
14	None (DO NOT READ OUT)	
Additional codes		
15	Pension credit	
16	Mortgage interest run on (MIRO)	Mortgage support, help with mortgage payments
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: F: Current benefit/employment status [Ask all three groups]

Question Type: Other Specify

Question Name: FSWWhyO

To be coded into: XFSWhy

Multi or Single Code: Multicode

Question Text: Why was this? (benefits stopped or reduced)

Codes	Categories	Examples of what to include
01	Missed a signing on appointment (including was away/on holiday)	
02	Missed another appointment at Jobcentre Plus that you were told you had to attend	
03	Missed an appointment with an outside organisation that you were told you had to attend	
04	Stopped attending the compulsory work placement	
05	Did not undertake activities that you were told you had to	
06	Were told that you were not actively seeking work	
07	Got a job	
08	Reported a change in circumstances	
09	[Another reason – RECORD VERBATIM]	
Additional codes		
10	Jobcentre Plus/Administrative error	
11	Only eligible for fixed period/partner's earnings/other income (incl loans)	
12	Family commitments interfered with placement/appointments	
13	Did not provide paper work on time	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: F: Current benefit/employment status [Ask all three groups]

Question Type: Other Specify

Question Name: FImpOth

To be coded into: XFimp

Multi or Single Code: Multicode

Question Text: How did this impact upon your everyday life, did it mean you...

Codes	Categories	Examples of what to include
01	Had to borrow money or use credit cards or go into debt	Includes using overdraft and bank charges for exceeding overdraft
02	Had to go without food or reduced the amount you spent on food	
03	Delayed buying things you wanted (non food items)	
04	Got behind on paying bills or rent	
05	Couldn't afford to go out	
06	[another impact]	
07	SPONTANEOUS: Had no impact	
Additional codes		
08	Used up savings	
09	Applied for hardship loan/payments	
10	Had to give up the car	Includes both selling car and declaring off the road
11	Child had to go without school trips/activities	
12	Stress, depression	
13	Family/relationship problems	
14	Had to move house/might lose home/affected housing benefit	
15	Homeless	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

Block: G: Background info [Ask all three groups]

Question Type: Other Specify

Question Name: GDIsO

To be coded into: XGDisE

Multi or Single Code: Multicode

Question Text: Do any of these conditions or illnesses affect you in any of the following ways?

Codes	Categories	Examples of what to include
01	Vision - for example blindness or partial sight	
02	Hearing - for example deafness or partial hearing	
03	Mobility - for example walking short distances or climbing stairs	
04	Dexterity - for example lifting and carrying objects, using a keyboard	
05	Learning or understanding or concentrating	
06	Memory	
07	Mental health	
08	Stamina or breathing or fatigue	
09	Socially or behaviourally - for example associated with autism, attention deficit disorder or Asperger's syndrome	
10	[or are you affected in some other way]	
11	None of these	
Additional codes		
12	Musculo-skeletal problems, including bad back	
13	Long-term illness (eg Epilepsy, diabetes)	
95	Other specific answer	
96	Other vague or irrelevant	
97	Editor can't deal with	

