



Department
for Work &
Pensions



Government
Social Research

Universal Credit (UC) Full Service 12 months plus

**Findings from research with long-term UC claimants on
behalf of the Department for Work and Pensions**

Research report (Volume 2 of 2)

Trinh Tu, Amrita Sood, Andrew Shaw, Tess Titmuss & Nikki Soo

Ipsos

October 2024

The date above is the publication date and therefore does not reflect the date the research was completed

Contents

1

Research aims and
methodology

2

In-work segments

3

Out of work
segments

4

Conclusions

5

Appendix

Research aims and methodology

Research objectives

To assess the longer-term impact of UC Full Service (UCFS) on claimants' attitudes and behaviours in relation to work, with a view to identifying further improvements to UCFS to enhance the employment outcomes for claimants. Specifically:

The **longer-term attitudes, behaviours and knowledge** of UCFS claimants at least twelve months after their initial claim (including those no longer claiming UC)

The factors **shaping** these claimants' labour market attitudes and behaviours including the interaction of different types of enablers and constraints

The factors affecting **employment progression** for claimants who have moved into work including the contribution of different work incentive features of UC and interactions with DWP

Methodology

The research comprised three distinct strands

This report presents findings from the segmentation analysis. For more insight into the characteristics of current and former UC claimants, their attitudes and behaviours towards work, their understanding of UC, and their experiences of Jobcentre Plus support, please refer to Volume 1 report.

Online/telephone survey of 5,040 UC claimants who had made a UC claim in August/September 2019

Claimants were both in-work and out-of-work. For those in-work, there was no threshold for minimum amount of hours worked to be considered in-work. Those solely self-employed were excluded.

Fieldwork took place during the 2nd lockdown in England: November to December 2020; c.15-17 months after the initial UC claim date.

A segmentation analysis was conducted using a statistical technique known as Latent Class Analysis.

This identified groups of claimants, each sharing similar attitudes and behaviours with claimants within their segment but being distinctly different to claimants outside their segment.

The segmentation analysis resulted in five in-work segments and five out-of-work segments.

60 follow-up depth interviews to bring the segments to life

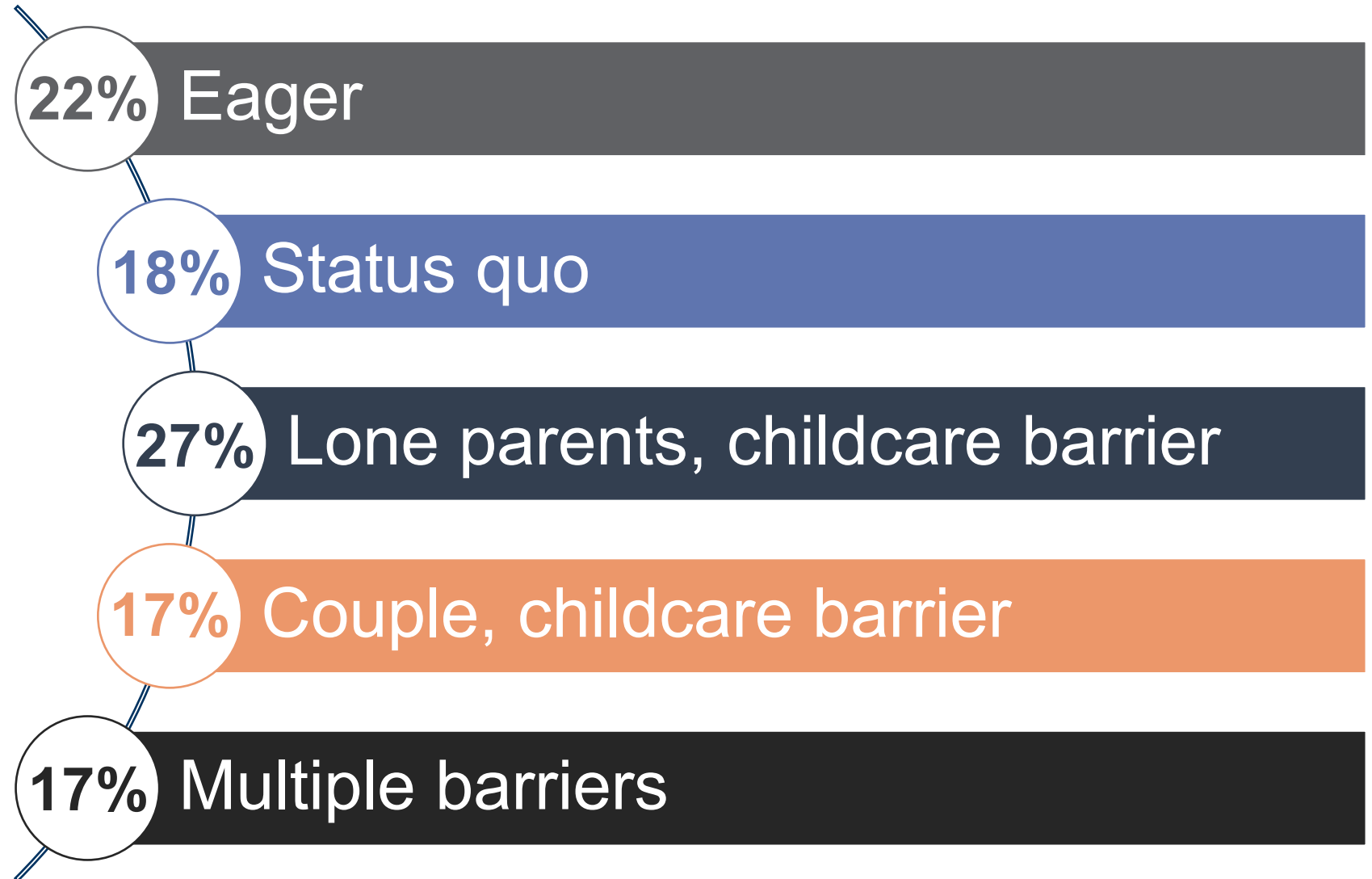
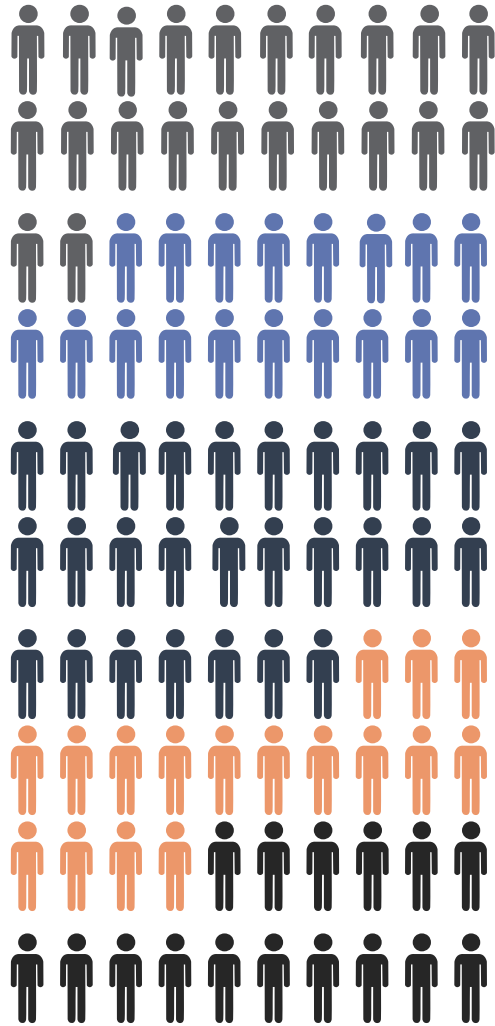
- 30 currently in-work
- 30 currently out-of-work

Fieldwork took place in March 2021.

A detailed breakdown of the sample is included in the Appendix.

In-work segments

The segmentation analysis produced five discrete groups of claimants who were in-work, based on their attitudes, behaviours and capabilities



Summary of in-work segments

This section summarises the key differences between the five in-work segments. This is followed by a more in-depth look at each segment, including their demographic characteristics drawing on both the survey and qualitative data.

Universal Credit claim status approximately 18 months after their initial claim for UC

The in-work segments included current UC claimants and those who have moved off UC.

Respondents in the 'Lone parents, childcare barrier' segment were most likely to be current UC claimants (87%), while those in the 'Status quo' segment were least likely to be claiming UC (36%).

Household composition

One of the main distinguishing features of the segments was their household composition. Two of the segments were defined in terms of whether they were living with a partner and whether they had dependent children:

- Within the 'Lone parents, childcare barrier' segment, 100% of claimants were lone parents living with children
- Within the 'Couple, childcare barrier' segment, 94% of claimants were couples living with children

In each of the other segments, around a quarter were living with a partner and less than one in ten lived with dependent children. Around a third of claimants in these three segments lived alone and another third have some other living arrangement (e.g. living with family or friends).

Summary of in-work segments

Attitudes to work

The segments varied in their attitudes to work:

- Respondents in the 'Multiple barriers' segment were the most likely to agree with several statements, such as "I don't have the right skills to move to a job with better opportunities or pay" and "I feel under pressure from my family and friends to increase my hours and pay".
- By contrast, those in the 'Status quo' segment were least likely to agree with most statements, such as "There isn't enough advice and support available to help me increase my hours", "I don't have the right skills to move to a job with better opportunities or pay" and "Jobs on offer do not pay enough to make working more hours financially worthwhile". This indicates individuals in this segment are less likely to see difficulties or challenges in being able to progress in work.
- Respondents with children, specifically those in the 'Lone parents, childcare barrier' and 'Couple, childcare barrier' segments were most likely to agree that "it would be difficult for me to increase my hours of work now, even if I was offered it".

Prospects of increasing hours or earnings

There was some variation between the segments in how they perceived their prospects of increasing their hours or earnings.

- Those in the 'Eager' segment were most likely to say that 'even without support, increasing my hours or work or earnings so I don't need to claim Universal Credit is a realistic goal for me'.
- By contrast, claimants with dependent children, specifically those in the 'Lone parents, childcare barrier' and 'Couple, childcare barrier' segments, were most likely to say that "even with the right support, increasing my hours or work or earnings is not a realistic goal for me."

Summary of in-work segments

Barriers to work

- By definition, the majority of claimants in the 'Lone parents, childcare barrier' and 'Couple, childcare barrier' segments said that childcare barriers make it difficult for them to increase their earnings.
- Claimants in the 'Multiple barriers' segment were most likely to say that increasing their earnings was difficult because of their physical or mental health or learning difficulty, their age or a lack of relevant skills, qualifications or experience.
- Those in the 'Eager' group also cited a lack of relevant skills, qualifications or experience as a barrier, while those in the 'Status quo' group were less likely to report many of the barriers and were the most likely to say they don't want to change and are happy with their current situation.

Support needs

There was some variation between the segments in the unmet support needs that would help them, or would have helped them, to increase their earnings.

- Claimants in the 'Eager' segment and in the 'Multiple barriers' segment cited numerous support needs, such as support and training to find or get a new job, support to pursue further or higher education, help with financial management and support to manage a physical or mental health condition.
- In the 'Lone parents, childcare barrier' and 'Couple, childcare barrier' segments, the highest unmet support need was for access to affordable/ good quality childcare.
- Those in the 'Status quo' group were most likely to say that they did not want any support.

Summary of in-work segments

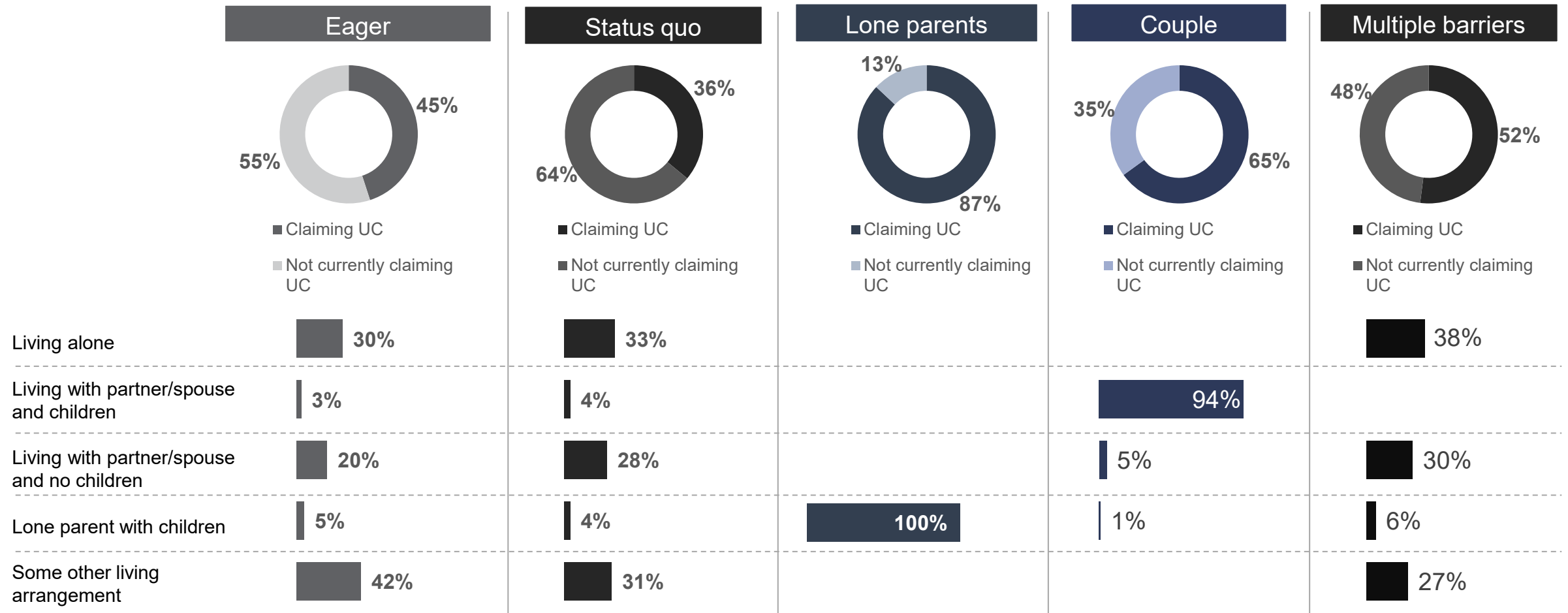
Work-related actions

- All claimants in the 'Eager' segment had taken some form of action since they started claiming UC, most commonly applying for a job or attending a job interview.
- By contrast, only around half of those in the 'Status quo' and 'Multiple barriers' segments had taken any of these actions.

Work-related outcomes

- More than half of those in the 'Eager' segment had started a new job since they started claiming UC, and they were also the most likely to have had other positive work outcomes.
- Claimants in the 'Status quo' and 'Multiple barriers' segments were least likely to have had positive work outcomes.

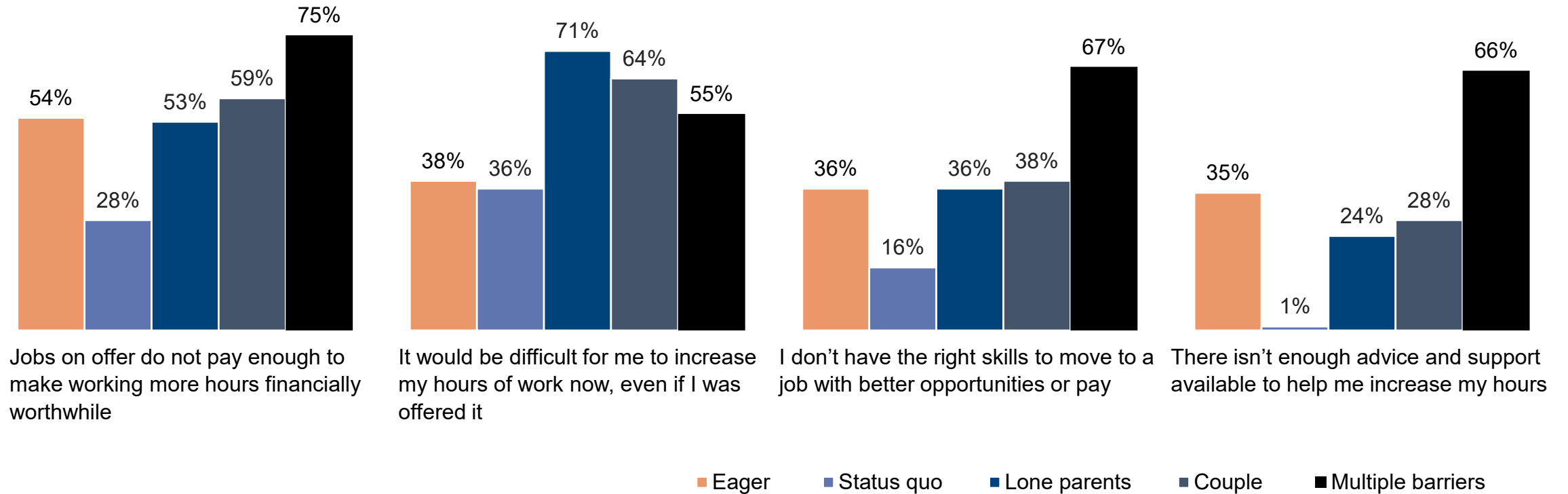
Lone parents, childcare barrier segment are most likely to be current UC claimants, while those in the 'Status quo' segment are least likely to be claiming UC



Base: Eager (529); Status quo (508); Lone parents (871); Couple (442); Multiple barriers (461)

Status quo segment are less likely to report difficulties or challenges in being able to progress in work, while 'Multiple barriers' see the most challenges

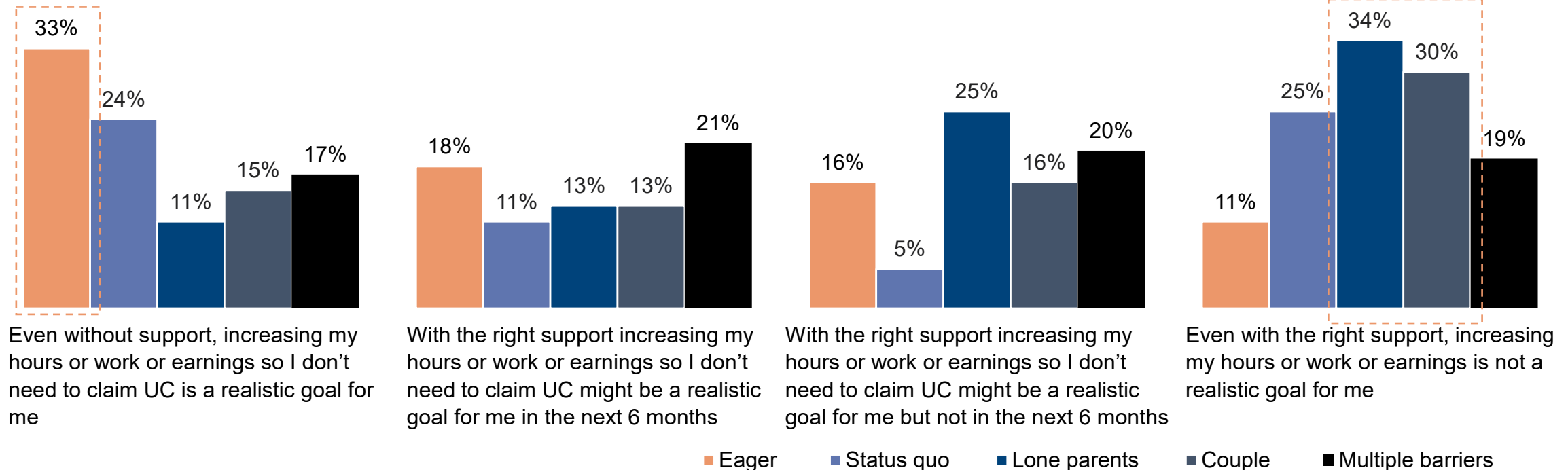
And, to what extent do you agree or disagree with these statements? (% agree)



Base: Eager (529); Status quo (508); Lone parents (871); Couple (442); Multiple barriers (461)

'Eager' segment are most likely to feel they can increase hours or earnings without support, while claimants with children feel least able

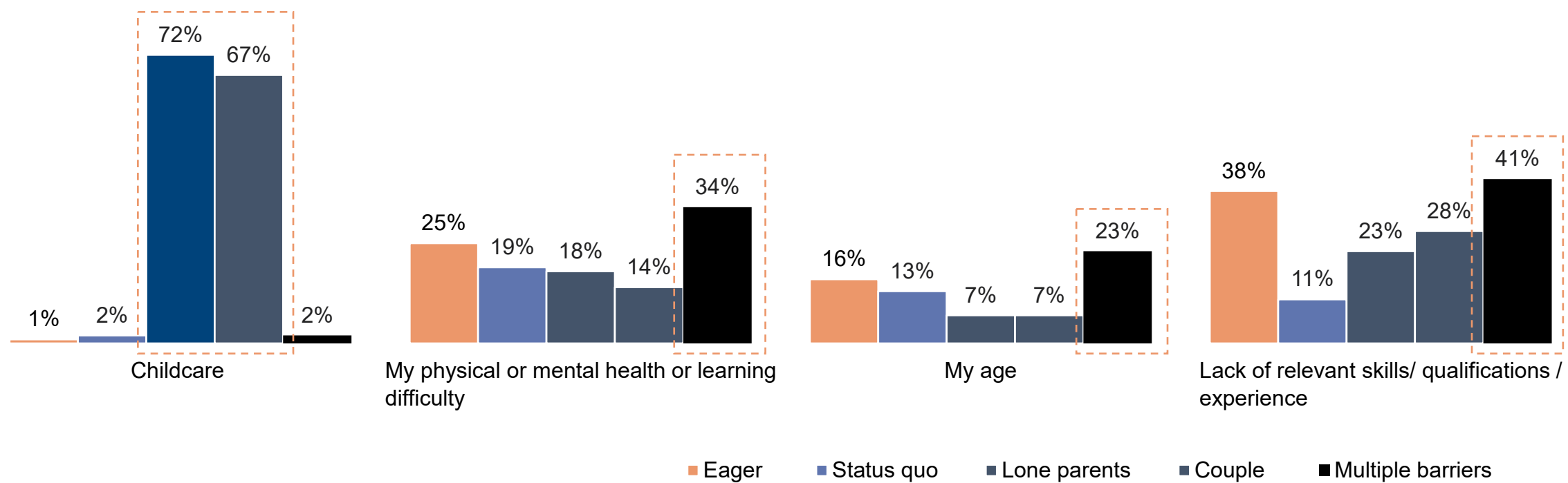
Regardless of whether you want to increase your earnings or hours of work or not, which of the following statements best describes your situation?



Base: Eager (529); Status quo (508); Lone parents (871); Couple (442); Multiple barriers (461)

For those with children, childcare barriers make it difficult for them to increase their earnings, while 'Multiple barriers' are most likely to cite numerous challenges.

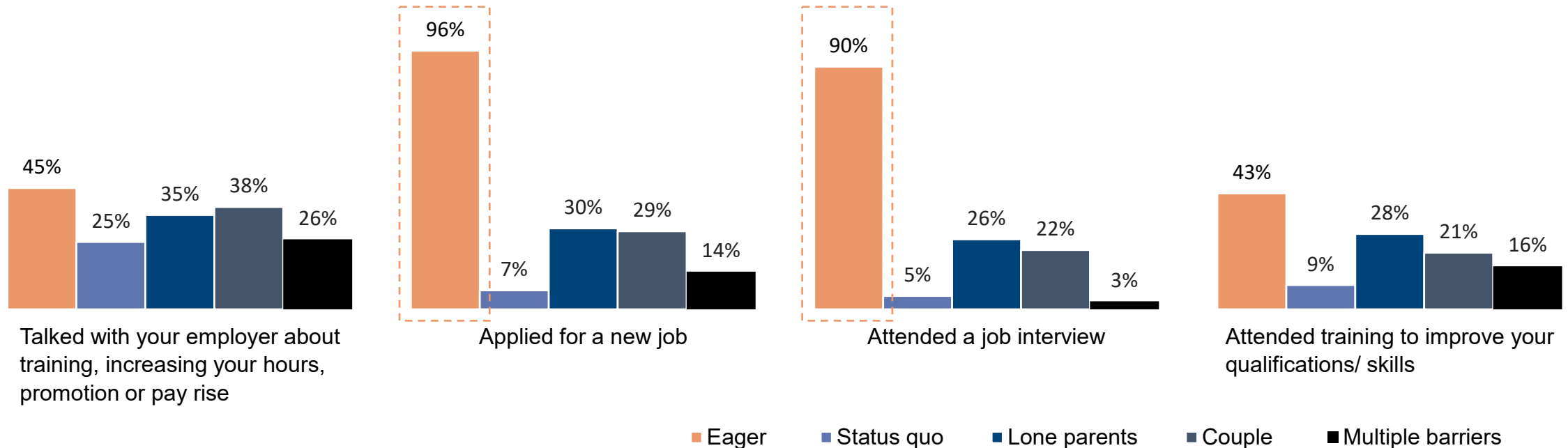
Which, if any, of the following make it more difficult for you increase your earnings?



Base: Eager (529); Status quo (508); Lone parents (871); Couple (442); Multiple barriers (461)

All claimants in the 'Eager' segment have taken some form of action since they started claiming UC, most commonly applying for a job or attending a job interview

Since you first started claiming Universal Credit, have you done any of the following ...?

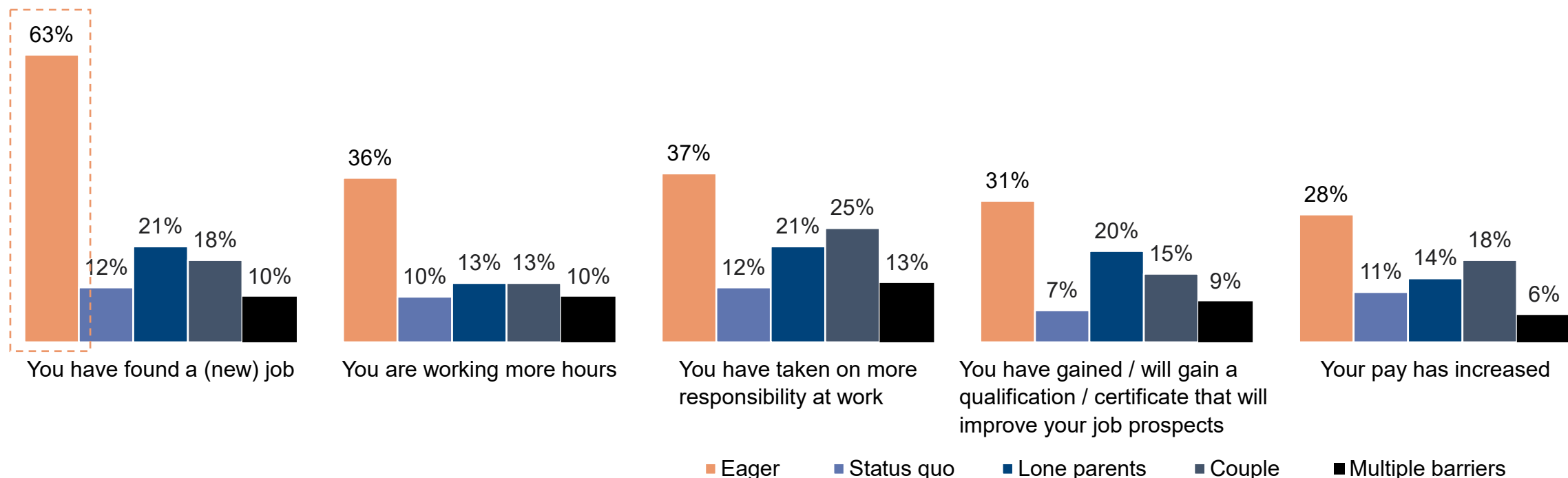


Base: Eager (529); Status quo (508); Lone parents (871); Couple (442); Multiple barriers (461)

	Eager	Status quo	Lone parents	Couple	Multiple barriers
None	0%	53%	33%	37%	45%

Eager segment are also the most likely to have had positive work outcomes, while 'Status quo' and 'Multiple barriers' are least likely

And have any of the following happened as a result of the actions you have taken since you started claiming Universal Credit?



Base: Eager (529); Status quo (508); Lone parents (871); Couple (442); Multiple barriers (461)

	Eager	Status quo	Lone parents	Couple	Multiple barriers
None	17%	72%	53%	54%	71%

In-work segment 1:
Eager

Key characteristics

- Young, single adults currently in work who are well-supported by their families
- Whilst on UC almost all have applied for jobs (96%) and attended interviews (90%)
- About half (43%) have attended training to improve their skills and qualifications

Key motivations

- Career-oriented: Seeking to develop a long-term career and not just after any job
- Desire to be financially independent
- Long-term vision of what they hoped for in their future, including being able to afford a home

“You want to have a sense of purpose. Definitely to try and do something with myself”

Male, 25-34

“When things didn’t go well at what I thought was the job of my dreams and I had to move back to live with my parents, my confidence was shot to bits.”

Male, 25-34

UC was a stepping stone in their path towards a career. Found work coaches helpful but did not rely on them.

Minimal support from UC work coaches, but experiences were generally positive.

Claimants in this segment are career minded and seek financial independence. They are proactive in looking for jobs and are motivated by their long-term goals.

Key barriers:

- Crisis of confidence: Lack confidence in their ability to seek and get jobs e.g. CV / interview skills
- Low self-esteem can also deter claimants from progressing in work
- Claimants have clear ideas of a career and felt help from work coaches was not relevant to them
- Recent claimants found Covid-19 a barrier as there are fewer roles on offer. One had a job offer rescinded due to the pandemic

Support needs highlighted in the quantitative survey*:

- Support and training to find / get a job / new job: **32%**
- Help with the cost of travel to and from work: **33%**
- Support to pursue further or higher education: **33%**
- Help with financial management: **25%**
- Support to manage a physical or mental health condition: **27%**

DWP can support those in this segment better by increasing mental health support and confidence boosting, and offer more tailored support for different career paths claimants might want to seek.



Profile

Mike previously worked in retail for 10 years since leaving school at 16. He was on UC for about 5 months from August to November 2019 after leaving employment at a music venue.

Whilst unemployed he moved back home to live with his parents, who told him about UC. He suffered from low confidence but had strong family and partner support; which he attributes to his success in finding a new career and job.

*renamed for anonymity

Motivations

Mike was very determined to find and develop a new career, and not just a job. He emphasised his need for a sense of purpose. His willingness to try new roles helped him discover his passion for teaching children with special needs.

Barriers

Mike suffered from a lack of confidence when he was first unemployed and on UC. He worried that he did not have the education necessary to be a teacher.

“[The work diary] helps you see how hard you have been working. It helps you see you haven’t been sitting [around] doing nothing. You have a list of places you have applied to, where you got to, how it went. I think that was useful but it would really depend on how much time you had with your work coach...The big help I had was I could see how hard I have been working.”

Key Takeaway

Claimant found financial support from UC very helpful in getting back on his feet, but was self motivated and did not use work coach very much.



Profile

Anna has been on UC since August 2019. She struggled mentally when her mother passed away. During this time she turned to alcohol and was made homeless.

She applied for UC upon the recommendation of her friends and since then has been able to rent her own place. She has also found herself a job in construction. Anna also helps care for her younger siblings and her father.

*renamed for anonymity

Motivations

Anna was motivated as she wanted to afford a roof over her head and reduce her debts. She wanted to save up so she could run a food truck eventually.

Barriers

Anna suffered from mental health issues and alcoholism, which was a barrier to her going back to work. In addition, her debts resulted in her having a poor credit score which prevents her from achieving some of her goals.

“UC has helped [me] with the most and did get me back on my feet. It helped with my rent and getting a good night's sleep, and motivated me to get up in the morning and find a job.”

Key Takeaway

Claimant had a positive experience with UC and work coach, crediting them with helping her get back on her feet. However she felt there should be more mental health support.

In-work segment 2: Status quo

Key characteristics

- Older, single adults, mostly no longer on UC
- Most have not applied for jobs or attended job interviews
- Almost half (42%) think that there are currently not enough full-time vacancies for everyone. Almost a third (28%) also believe jobs on offer do not pay enough to make working more hours financially worthwhile

Key motivations

- Generally have lower levels of motivation driven by a preference to maintain current behaviours. Fuelled by either a lack of perceived need or a lack of perceived value in change
- Some evidence of more 'niche' industries of which UC/JCP are perceived to possess little knowledge or expertise (e.g. acting)

“Most months I'm happy with it...I'm not that worried about money I just want enough to pay my rent, nothing else. Occasionally I'll get an email from a work coach to say, 'How are you doing?'. I've never had any problems.”

Male, 55-64

UC fulfilling a short term need/temporary income shortfall for some, but more stagnated/longer term claiming behaviours among others

- 'Status quo' segment are less likely to see difficulties or challenges in being able to progress in work
- UC claiming may have been for an isolated/short term circumstantial need – e.g. as a means of income support in place of furlough or as a stop gap between roles – a temporary short term fix with little perceived need to engage with work coaches or wider UC support offering
- For others, UC claiming more of a longer term and ingrained behaviour (as a form of wage top-up) – little impetus or motivation for change and/or a lack of value perceived in working additional hours
- Often a lack of urgency perceived and either a lack of perceived need or desire for change – *'If it isn't broke...'* mentality, or a change of circumstances (i.e. return to full time work) already on the horizon

"My wife used to be cabin crew so she got made redundant. It's just been the perfect storm of everything going wrong really...It's income support rather than jobseekers allowance but I'm seen as a 'jobseeker' and I'm not...I'm not against temporary work so long as it's worth doing...I've had virtually zilch [contact with UC/JC+]. I've basically been left to try and survive...it's felt very 'fend for myself'."

Male, 35-44

Support needs highlighted in the quantitative survey*:

- None of these / I do not want support: **43%**

See little need to engage with UC support offering. DWP support should persuade them about the benefits of engaging and highlight choice and options for training / re-skilling to increase income and enhance prospects.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All in-work (2,811)



Profile

Mike runs his own company providing audio and video for conferences and events but made a UC claim in March 2020 as result of not qualifying for furlough during the pandemic. His wife had also recently been made redundant and they needed an income in order to keep up with the rental costs for their home.

Mike saw UC as temporary form of income support.

*renamed for anonymity

Motivations

Because Mike expected to return to his own company when lockdown restrictions ease, his levels of motivation to seek other employment was low.

Barriers

He perceived working while receiving UC not to be financially worthwhile (few jobs available during the height of the pandemic and typically low income). He had done some Amazon delivery work to top up his income shortfall which he did not declare.

“It was more panic because all my work had disappeared, I had no work coming in and this seemed to be the only option I had. I had no support from the Government as such. Furlough money wasn't going to cover anything so turning to UC was the only option I had. It was survival.”

Key Takeaway

UC viewed as a ‘means to an end’. Little/no engagement with UC support, does not identify as a ‘jobcentre jobseeker’



Profile

Rob lives on his own in a rented property. He works as an actor, performer and role player for local castle murder mystery tours (since 1991) as well as for a local university.

He uses UC as a means of wage top-up as his acting hours are variable and typically low pay.

*renamed for anonymity

Motivations

Rob's levels of motivation are low – he enjoys what he does and has UC to support his fluctuating income.

Barriers

Rob is committed to continuing his acting/role playing career (despite the low and unpredictable income) – he does not perceive a need for change.

He sometimes felt that work coaches did not understand his situation/preferences.

“Work coaches don't always understand how I work. Years ago someone at the job centre said, ‘Don't you want a ‘proper’ job?’”

Key Takeaway

Little engagement with UC support offering. Offers from work coach dismissed as ‘not for me’

In-work segment 3: Lone parents, childcare barrier

Key characteristics

- All single parents, mostly female, with childcare as a barrier for progressing in work or increasing hours / pay
- Almost a quarter work in caring, leisure and other service occupations
- Most are currently receiving UC

Key motivations

- For the majority, the priority at present is keeping their current job, rather than increasing their hours or pay
- This group feel unable to increase their hours of work or pay, even if it was offered, or the right support was provided

“I have done some extra shifts at work before, and at the end of the day only about £20 better off for a 12 hour day... now is that really worth it for the time away from daughter and the emotional stress of working in a prison?”
Female, 25-34

Priority is to maintain a job that enables them to have the flexibility to fulfil caring responsibilities, lack motivation to look further until children are older and more independent

- Work and caring responsibilities have been finely balanced. Lone parents are making the most of flexible work situations to enable them to fulfil caring responsibilities and maintain a routine
- Often have other caring responsibilities, and support with childcare from other family members as well as professional childcare
- One or two had very difficult and traumatic experiences in recent years, thus important to have support for mental health impact
- Often self-motivated, don't need support from UC/JCP, or don't expect JCP to be motivated to help them to find the right sort of work to enable them to work around caring responsibilities
- Concerned about potential financial losses of increasing their number of hours of work, especially when sacrificing time with their children

"I think I would be better off working / changing my career, but as a mum I have always looked after my kids. I only work for a few hours, I don't stay the whole day. I cook, clean, do my motherly job. If I'm stuck working and working, I would lose that motherly role, I'm the only parent they've got. I've got to think about the kids, they need to know their mum is there for them."

Female, 25-34

Support needs highlighted in the quantitative survey*:

- Support to pursue further or higher education: **26%**
- Access to affordable/ good quality childcare: **30%**
- None of these / I do not want support: **33%**

Lack of knowledge and understanding of UC childcare offer. Future support could highlight the support that could be available including childcare support, mental health support and improving skills.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All in-work (2,811)



Profile

Saira has a daughter and was furloughed from her job as retail assistant in a high street store. She received support from Mind as a result of anxiety about her finances during the pandemic. She was transferred from Tax Credits to UC but was unaware of the childcare support offer available on UC.

*renamed for anonymity

Motivations

Saira is keen to progress to store manager. She's interested in doing a business degree one day.

Barriers

She finds it hard to imagine stopping claiming, as she is very fearful of losing her UC top-up. She would only work more hours if she progressed to manager.

“Everything at the moment is clear, my wages cover the rent then UC covers the bills and anything left over is for living. I'm not sure what would happen (if I took on more hours).”

Key Takeaway

Claimant would like to re-skill, keen to learn and receive training, but fearful of losing out on benefits by engaging with work coach



Profile

Sharon lives with two children in a privately rented flat. She worked as a home care support worker pre-pandemic, topping up with Tax Credits/UC.

The in-home care work she does is well paid, and she knows the agency well so she is waiting for this to re-start. She is afraid of overpayment as this has happened once before and her benefits were reduced.

*renamed for anonymity

Motivations

Sharon is keen to re-start her work providing in-home care whenever possible, she is focused on this as her career.

Barriers

She doesn't want to increase her working hours as she feels this is too much of a sacrifice in time away from children.

"If I'd known I was paying from my own money (whilst working), I would have taken them back to the childminder, I would have used that...I've never looked into it, nobody has talked to me about it."

Key Takeaway

Claimant had to give up her childminder when her earnings stopped. Was unaware of UC childcare offer

In-work segment 4:
Childcare barrier, progression in the near future

Segment 4: Childcare barrier, progression in the near future

27% Couple, childcare

Key characteristics

- Mostly females, in-work, in a couple and live with their partner (94%), who also works
- Between the ages of 25 and 44
- Awareness and understanding of UC offer is low

Key motivations

- Biggest priority is having enough to provide for their family
- Highly motivated to develop their career and many kept looking for new roles whilst in current positions
- Job flexibility, so that they can work hours they want and still take care of their children

“We need more money in the household”
Female, 25-34

Strong desire to provide for their families drives them to seek new or better work opportunities

Poor understanding of UC offers and how it can benefit them apart from financially

Claimants in this segment are motivated to work and develop their career but prefer flexible hours so that they can still take care of their children.

- Affordability of childcare is a barrier, but some claimants have help from their partner or families. However, claimants want to be able to spend time with their children
- Frustration at poorly paid jobs and mismatched opportunities (over- and under-qualified)
- Feel unable to compete in current job market with workers who might be able to work on a lower salary
- Some claimants also suffer from mental health barriers after traumatic relationships

“I will progress in the role, but it may take a while. Universal Credit will help me get to that stage in maybe 2 or 3 years, where I am earning enough to come off it.”

Female, 21-24

Support needs highlighted in the quantitative survey*:

- Support to pursue further or higher education: **26%**
- Access to affordable/ good quality childcare: **33%**
- None of these / I do not want support: **34%**

DWP can support claimants in this segment better by matching them with roles that have flexible working hours, and help them to see how this can work for them. DWP can also provide additional mental health resources to help claimants experiencing mental health issues.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All in-work (2,811)



Profile

Angie lives with her husband and 2 young children, aged 5 and 8, at her in-laws' house. Her children are both in school full time. She was previously a deputy headteacher at a private school in Europe, where they lived in for 10 years.

Angie was on a joint UC claim with her husband till June 2020, when she found a full time role in a different industry.

Motivations

Angie wanted to continue her career or change her career (which she ended up doing). She was motivated as she wanted to be able to move out of their in-laws house and afford their own place.

Barriers

Angie found there was a lack of suitable jobs in schools to match her experience and skillset. She felt overqualified.

"I just feel that I have too much experience and was very qualified for the jobs I was applying for in teaching. I remember going for interviews and being surrounded by NQTs (newly qualified teachers) They just want an NQT for that job, not me.. It was a such a waste of time"

Key Takeaway

Claimant's experience were a hurdle in finding a suitable role as they were aimed at less experienced teachers. However, she felt her work coach was brilliant at helping her identify transferrable skills, which helped her secure her current role.

*renamed for anonymity



Profile

Margot lives with her husband and 3 children. Her husband works as a builder and his wage only covers their rent. When she was previously working full-time, Margot found balancing work and childcare difficult.

Margot currently works part-time in a housing agency and started UC in March 2020 when her contract ended during the pandemic.

*renamed for anonymity

Motivations

Margot is motivated to work as they need to cover their daily necessities and expenses. In the long term she wants to afford a home and to provide for her children's future.

Barriers

Margot found it difficult to juggle looking after her children and hold a full time job (which she had tried to do before). She also struggled to find the right support to find her a suitable role. Affordability of childcare is also a barrier.

"I got one phone call and they looked at my CV and said that it was fine... I didn't need any help with my CV. This might be useful for someone who was out of work for a long time or struggling or have difficulties keeping a job. Someone on a lower income. It was more aimed at them, and less at a professional (like me)."

Key Takeaway

Motivated by her long-term financial goals such as house and children, but currently focused on short term needs.

In-work segment 5: Multiple barriers

Key characteristics

- Older adults, predominantly single and live alone. If they do have a partner, their partner tends to not be working
- Their priority is focused on keeping their current job rather than increasing hours or pay
- They feel like don't have the right skills to move into a job with better opportunity or pay and tend to not have qualifications. Also, some have physical / mental barriers

Key motivations

- Keeping safe, keeping control, not 'rocking the boat'
- Value the social aspect of work

"What motivates me is that I am fortunate enough to have a full time job and that I can survive on it, I can live on it. To me, that is everything. Nothing besides that motivates me. I know that without the job I'm dead. Not literally dead, finished."

Male, 55-64

Priority is on maintaining rather than progressing or changing roles. Tend to be more emotionally invested in work and to find a sense of enjoyment and comfort in the social aspect

- See the most challenges in being able to progress in work
- Many facing wider difficulties/challenging circumstances – financial crisis, dependency on food banks, health/mental health conditions (e.g. multiple breakdowns), domestic abuse, homelessness etc
- Physical and mental health unpredictable/fluctuating
- Lack of confidence, unwilling to rock the boat, afraid of change, fear of consequences. Experience of living 'on the edge' drives a need to maintain control and hold on to what they have
- Lack of self-belief, scared of not being able to cope, don't want to go back to vulnerability
- Age perceived to be a barrier for some

"Money doesn't really matter to me really, it's more the job role, making sure I'm satisfied and everybody is happy."

Female, 35-44

Support needs highlighted in the quantitative survey*:

- Support and training to find / get a job / new job: **30%**
- Help with the cost of travel to and from work: **29%**
- Support to pursue further or higher education: **27%**
- Help with financial management: **23%**
- Support to manage a physical or mental health condition: **24%**

Significant challenges perceived in ability to progress in work driven by the presence of multiple barriers as well as a general lack of confidence and fear of change. Support with confidence-building and signposting to other resources is highly valued by this group in addition to a range of practical measures.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All in-work (2,811)



Profile

Rebecca split up with her partner and started her UC claim as she needed help financially (she was only working part time at nursery so needed UC to top up her wages).

She is affected by both depression and tendonitis.

Rebecca had to quit her nursery role to provide care to her mother after she suffered a stroke but has since begun a new role in August 2020.

Motivations

Rebecca was highly motivated to find work once she no longer needed to provide care for her mother.

Barriers

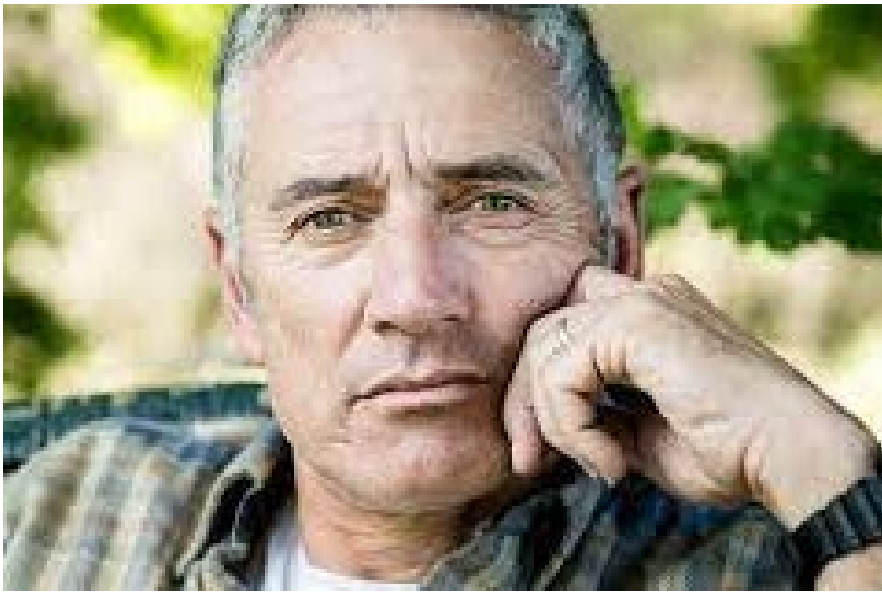
Rebecca's personal health barriers and her need to act as a carer for her mother temporarily acted as short term barriers to her return to work.

"I couldn't fault my work coach, he was brilliant. When I told him about the family issues we were having, he spoke to me about it, had a conversation, like he was genuinely interested and cared."

Key Takeaway

Good understanding and positive experience of work coach support and the "sympathetic" service received

*renamed for anonymity



Profile

Henry has recently turned 60 and has lived alone for the last 30 years, he works full time for a vehicle rental company just up the road from where he lives, prior to which he mainly worked as a driver. Henry made his UC claim in August 2019 after being made redundant from his previous job as a truck driver at the end of July, before starting his current job in November.

*renamed for anonymity

Motivations

In his period of unemployment Henry was highly self-motivated to change his situation, driven by a need to survive financially and having no one else to depend on.

Barriers

Henry struggled to get acknowledgement from many of the jobs he applied to (despite considering himself easily able to do these) which he attributed to both his age (60) and lack of qualifications.

He has physical health barriers due to a car accident 45 years ago which have resulted in some previous roles proving to be too physically demanding and his options perceived to be limited.

He is also impacted by non-physical health barriers - Henry is affected by anxiety and has previously experienced a nervous breakdown.

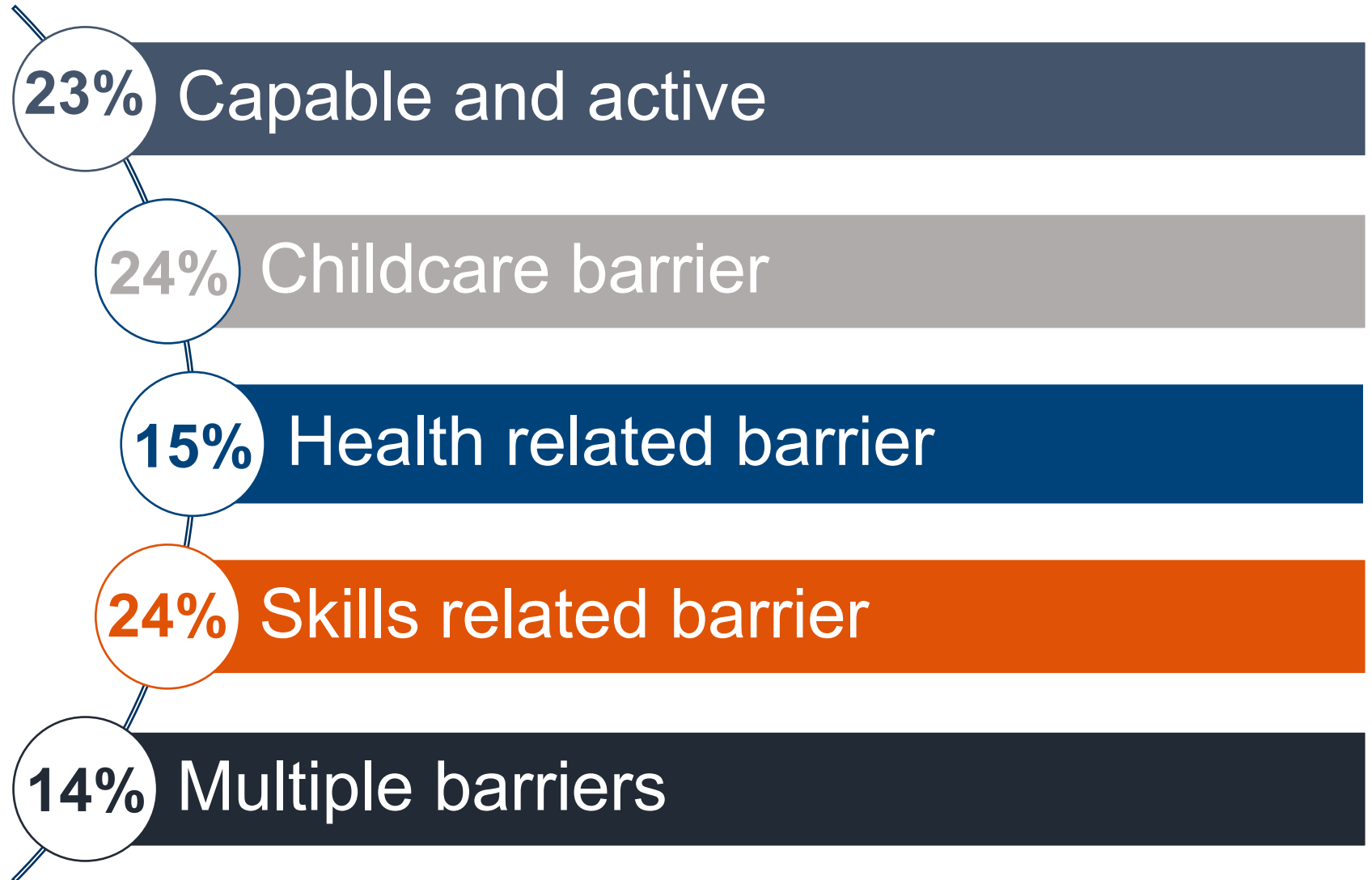
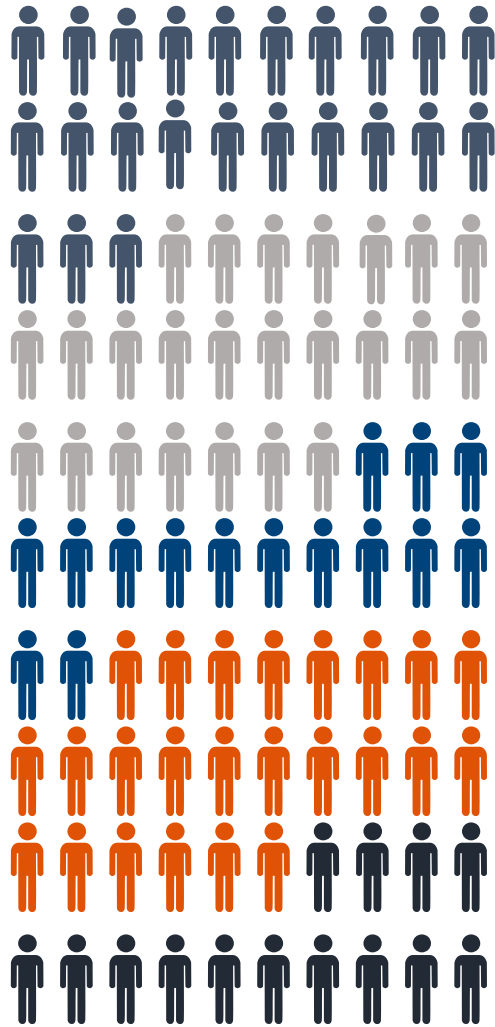
“They [work coaches] are there to increase your skills in trying to get a job, whereas my skills of getting a job are perfectly adequate, I just struggle these days with my age and my injuries...they can't do anything about that.”

Key Takeaway

Highly driven but self-motivated; perceived UC support offering not to be relevant to his individual needs

Out-of-work segments

The segmentation analysis produced five discrete groups of claimants who were out-of-work, based on their attitudes, behaviours and capabilities



Summary of out-of-work segments

This section summarises the key differences between the five out-of-work segments. Again, the summary is followed by a more in-depth look at each segment, including their demographic characteristics drawing on both the survey and qualitative data.

Universal Credit claim status approximately 18 months after their initial claim for UC

Most claimants in the out-of-work segments were current UC claimants – between 87% and 94% across the five segments.

Household composition

One of the main distinguishing features of the segments was their household composition.

1. Claimants in the 'Childcare barrier' segment nearly all lived with dependent children, while a third of those in the 'Health related barrier' segment had dependent children. In the other three segments, the proportion with dependent children is no more than one in ten.
2. Very few of those in the 'Skills related barrier' lived with a partner, while this applied to around three in ten in each of the other segments.
3. The majority of those in the 'Capable and active' segment' lived alone, while nearly all of those in the 'Skills related barrier' segment had another living arrangement (such as living with family or friends).

Summary of out-of-work segments

Attitudes to work

The segments vary in their attitudes to work.

- Claimants in the 'Health related barrier' were least likely to agree with the various statements, indicating that they were less likely to see specific difficulties or challenges in being able to progress in work. Overall, however, this segment was less engaged with the possibility of moving into work; less than half agreed that they would be happier and more fulfilled if they were working.
- Claimants in the 'Multiple barriers' segment were most likely to agree that they don't have the right skills to get a job and that "there isn't enough advice and support available to help me get a job".
- The most striking feature of the 'Childcare barrier' segment' was that most respondents agreed that they would be happier and more fulfilled if they were working, but the majority also agree that "jobs on offer do not pay enough to make working financially worthwhile."
- Those in the 'Skills related barrier' segment were most likely to agree that they feel under pressure from family and friends to get a job.

Summary of out-of-work segments

Prospects of increasing hours or earnings

There was a wide variation between the segments in how close they felt to moving into paid work.

- Those in the 'Capable and active' segment were most likely to say that “even without support, paid work is a realistic goal for me”, while those in the 'Skills related barrier' segment also felt work was a realistic goal with the right support.
- Claimants in the 'Health related barrier' segment and those in the 'Multiple barriers' segment were least likely to see work as a realistic goal, with the 'Multiple barriers' segment also most likely to say that “with the right support paid work might be a realistic goal for me but not in the next 6 months”.

Barriers to work

- By definition, the majority of claimants in the 'Childcare barrier' segment said that childcare barriers make it difficult for them to get work.
- As expected, most claimants in the 'Health related barrier' segment said that getting a job was difficult because of their physical or mental health or learning difficulty, while this was also a very common barrier among those in the 'Multiple barriers' segment.
- Those in the 'Capable and active' segment were most likely to say that their age is a barrier to getting work.
- Claimants in the 'Skills related barrier' segment were most likely to say that their commute to work is a barrier, as well as citing a lack of relevant skills, qualifications or experience.

Support needs

There was some variation between the segments in their unmet support needs that would help them, or would have helped them, to move into work.

- Support to manage a physical or mental health condition was prevalent across all out-of-work segments, and was particularly high for claimants in the 'Multiple barriers' segment.
- Both claimants in the 'Capable and active' segment and those in the 'Skills related barrier' segment wanted support and training to find or get a job.
- As expected, the highest unmet support need of those in the 'Childcare barrier' segment was for access to affordable/ good quality childcare.
- Those in the 'Health related barrier' group were most likely to say that they did not want any support, however, one in five did want support to manage a physical or mental health condition.

Summary of out-of-work segments

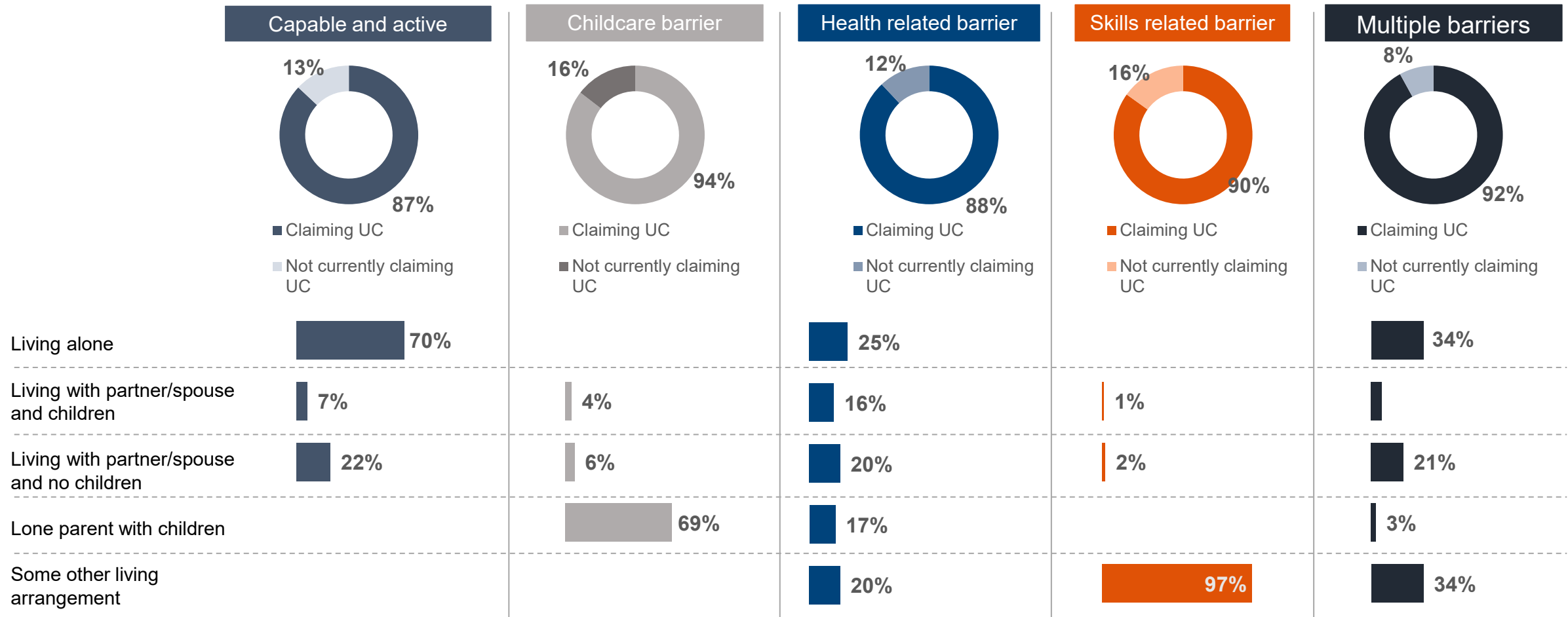
Work-related actions

- Most claimants in the 'Capable and active' and the 'Skills related barrier' segments had taken some form of action since they started claiming UC, most commonly applying for a job.
- By contrast, only a minority of those in the 'Health related barrier' and 'Multiple barriers' segments had taken any of these actions.

Work-related outcomes

- Claimants in the 'Capable and active' and 'Skills related barrier' segments were most likely to have had a positive work outcome since they started claiming UC (finding a job or gaining a work-related qualification).
- However, very few claimants in the 'Health related barrier' and 'Multiple barriers' segments have had positive work outcomes.

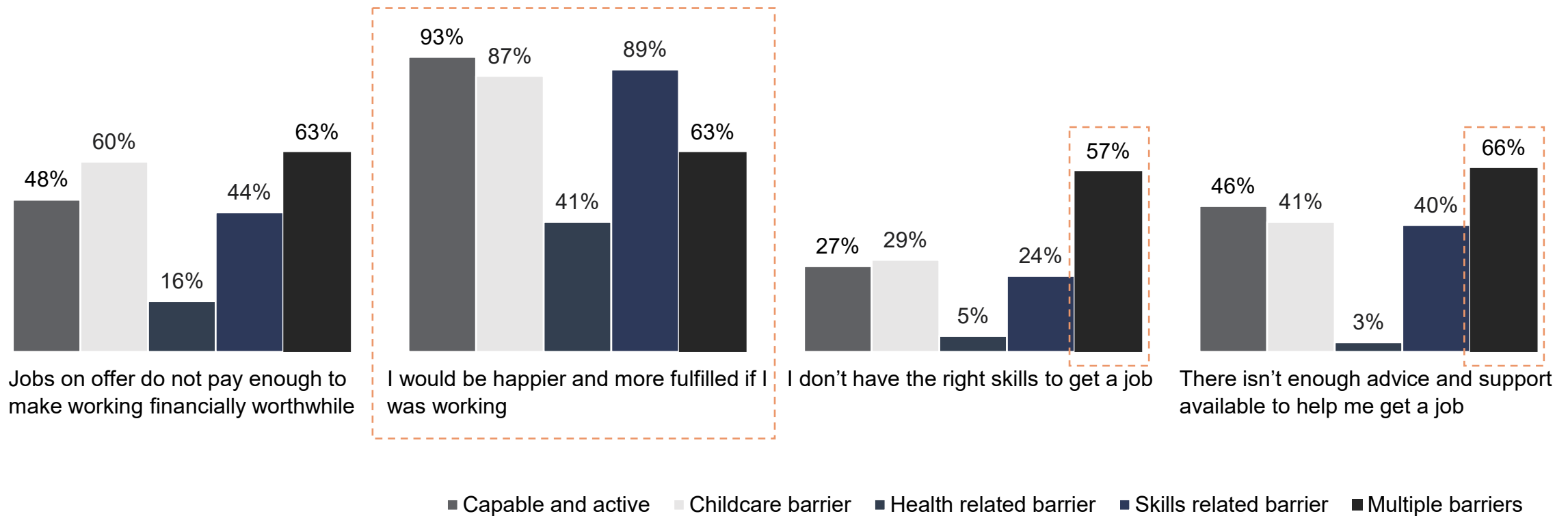
The majority in the Out-of-Work segments are current UC claimants



Base: Capable and active (553); Childcare barrier (542); Health related barrier (357); Skills related barrier (461); Multiple barriers (316)

The majority agree they would be happier and more fulfilled if working, with the exception of the 'Health related barrier' segment

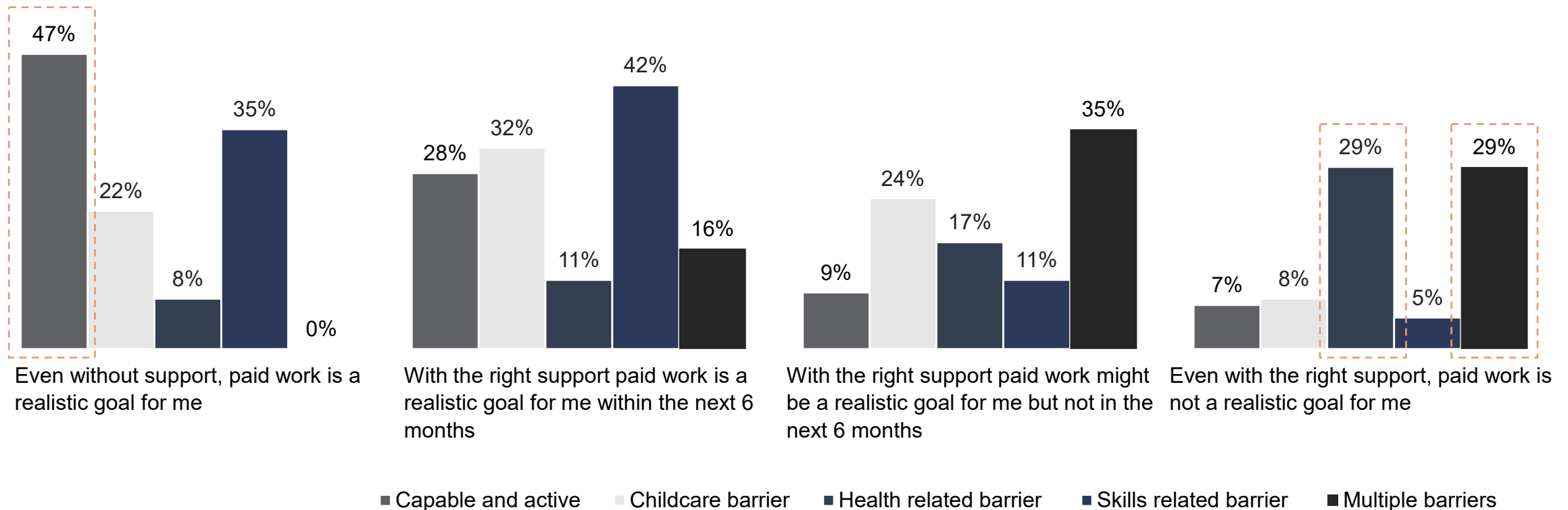
And, to what extent do you agree or disagree with these statements? (% agree)



Base: Capable and active (553); Childcare barrier (542); Health related barrier (357); Skills related barrier (461); Multiple barriers (316)

'Capable and active' segment are most positive about their work prospects; 'Health related barrier' and 'Multiple barriers' segments are least positive

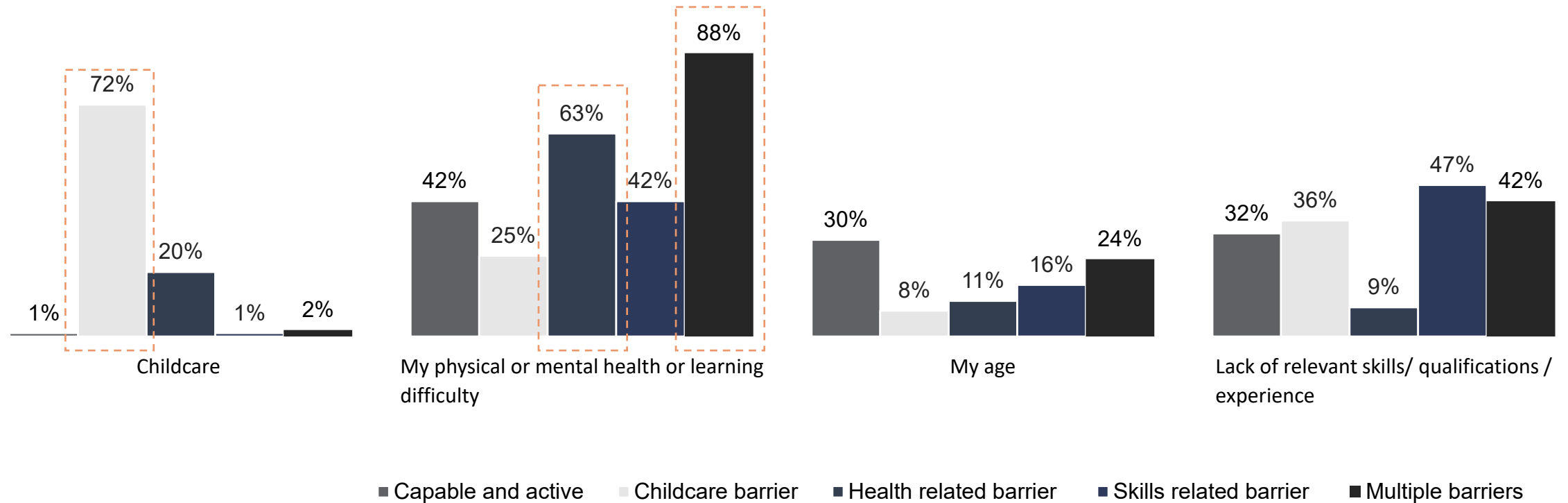
Regardless of whether you want to work or not, which of the following statements best describes your situation?



Base: Capable and active (553); Childcare barrier (542); Health related barrier (357); Skills related barrier (461); Multiple barriers (316)

Physical or mental health or learning difficulty is commonly cited as a barriers into work among those in the 'Health related barrier' and 'Multiple barriers' segments

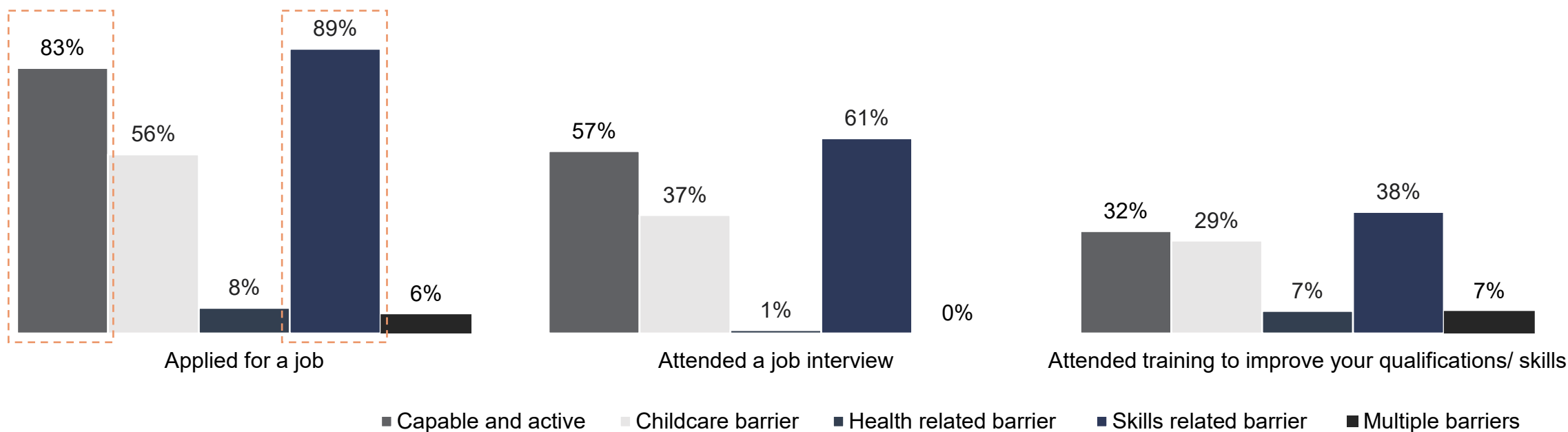
Which, if any, of the following make it more difficult for you to get work?



Base: Capable and active (553); Childcare barrier (542); Health related barrier (357); Skills related barrier (461); Multiple barriers (316)

Most respondents in the 'Capable and active' and the 'Skills related barrier' segments have taken some form of action since they started claiming UC

Since you first started claiming Universal Credit, have you done any of the following ...?

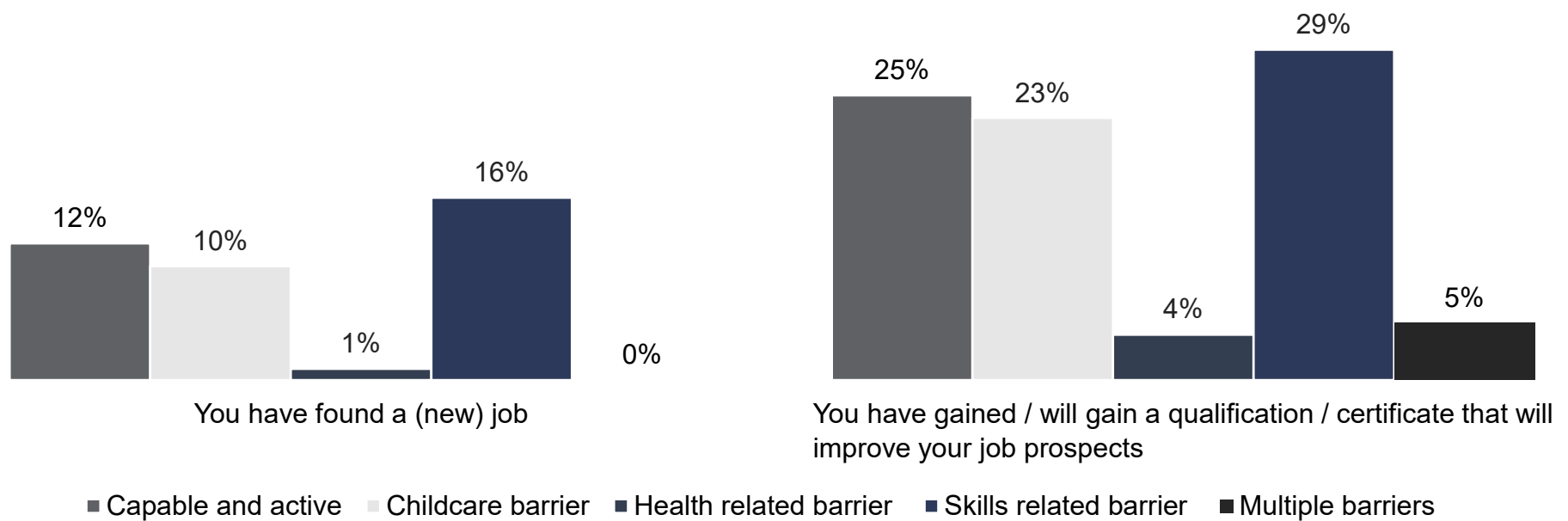


Base: Capable and active (553); Childcare barrier (542); Health related barrier (357); Skills related barrier (461); Multiple barriers (316)

	Capable & active	Childcare barrier	Health related barrier	Skills related barrier	Multiple barriers
None	10%	28%	78%	5%	82%

Respondents in the Capable and active and Skills related barrier segments are most likely to had a positive work outcome since they started claiming UC

And have any of the following happened as a result of the actions you have taken since you started claiming Universal Credit?



	Capable & active	Childcare barrier	Health related barrier	Skills related barrier	Multiple barriers
None	66%	71%	95%	62%	95%

Base: Capable and active (553); Childcare barrier (542); Health related barrier (357); Skills related barrier (461); Multiple barriers (316)

Out-of-work segment 6: Capable and active

Key characteristics

- Single adults actively looking for work with 83% applying for jobs.
- Have not been successful in their job search due to lack of skills or suitable roles for their skillset
- Mostly male (70%), above the age of 45
- Most live alone but a few live with their partner

Key motivations

- Self-motivated and want to be in work. Several claimants are frustrated at their situations and not being able to find work
- Desire financial independence in order to pay off debts including rent and bills

"I want to go back to work as soon as I can, I love working."

Male, 55-64

Strong personal work ethic drives them to seek work opportunities

Experience with UC was poor, participants felt unsupported when seeking suitable opportunities for their skillset and circumstances

Claimants in this segment feel they are unable to find suitable roles for their skillset. They possess a strong work ethic and are keen to be employed soon

- Changes in industries claimants have worked in previously resulted in fewer jobs available for them to apply for, and skillset is outdated
- Claimants feel their age is against them, and lack suitable skills for available jobs
- Frustration at jobs and opportunities put forward to them from work coaches that are not within their skillset
- Lack of success in job search has resulted some in having a negative mindset. Several claimants also have continued physical and mental health problems

“[Work coach] has not told me about any schemes, most schemes are for 18-25 year olds. For people [my] age there needs to be more opportunities, courses and funding. At 38 it's not too old to start a new career.”

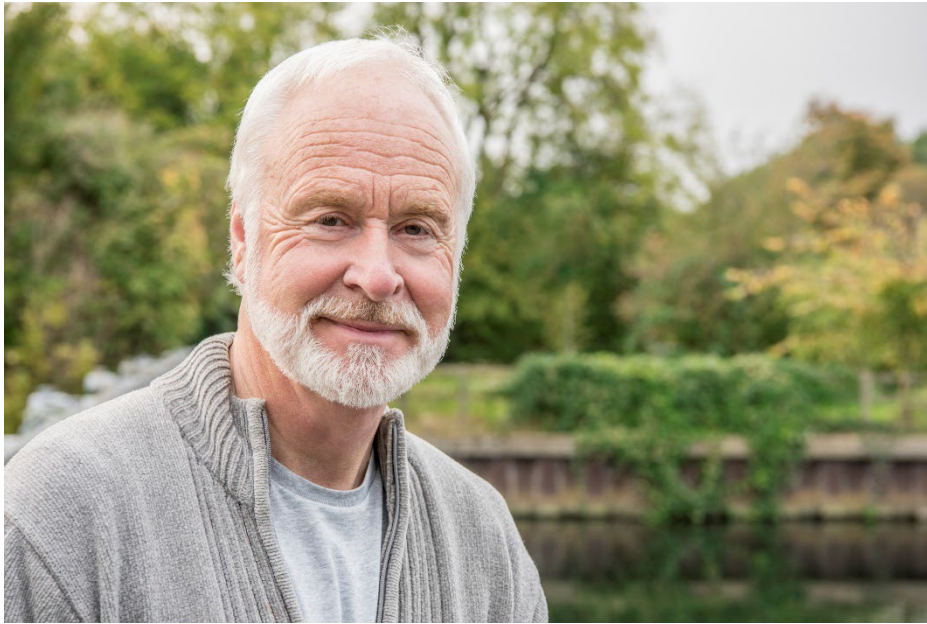
Male, 35-44

Support needs highlighted in the quantitative survey*:

- Support and training to find / get a job / new job: **32%**
- Help with the cost of travel to and from work: **34%**
- Support to pursue further or higher education: **29%**
- Support to manage a physical or mental health condition: **26%**

DWP can support claimants in this segment better by matching available training with skills needed for available roles. More tailored support to help identify future options whilst taking into account existing skills. DWP can also support claimants with their struggles with mental health.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All out of work (2,229)



Profile

Jack had been working in the same industry and company for about 30 years. He was made redundant in August 2019 and have been on UC since. Jack has found it hard to find similar positions to the one he was in previously as the specific industry he was working in has changed, with fewer jobs available. He also thinks available positions are in areas too far from where he lives.

*renamed for anonymity

Motivations

Jack wants to be able to sustain his daily needs and bills. He also has outstanding debts from divorce and wants to pay them off.

Barriers

Jack believes his age prevents him from finding a job. He also feels there is a lack of suitable jobs to match his skillset due to his niche experience. He also thinks available jobs are not always in a commutable distance from where he lives.

"I got one phone call and they looked at my CV and said that I didn't need any help with my CV. This might be useful for someone who was out of work for a long time or struggling or have difficulties keeping a job. Someone on a lower income. It was more aimed at them, and less at a professional (like me)."

Key Takeaway

Claimant's previous career and existing skills are a hurdle in finding a new job as industry is cutting costs



Profile

Thomas suffers from many health issues including asthma and has been shielding at home due to the pandemic, thus unable to work. He has been on UC since 2019. He has held different jobs in the past, most recently he was a part-time archiver. He loves working and considers himself an important part of any team he is in.

*renamed for anonymity

Motivations

Thomas considers himself a people person and is extremely motivated to work. He wants to be able to provide for his children.

Barriers

Thomas has recently suffered from back and knee pain. He thinks there is a lack of suitable jobs that allow him to work comfortably.

"I want to go back to work as soon as I can, I love working I want to and need to go back as soon as I can, age is not an issue I like to be active"

"Work is paying the bills, trying to bring enough money home to look after the wife and few things for the grandchildren, I love to work."

Key Takeaway

Motivated individual who wants to provide for his family but unable to find a suitable role due to his health

Out-of-work segment 7: Lone parents, childcare barriers

Key characteristics

- Lone parents, cite childcare as a barrier
- Three quarters of those in this segment are women. A third have attended training to improve their qualifications or skills
- Over half have applied for a job but also think that jobs on offer do not pay enough to make working financially worthwhile

Key motivations

- Highly motivated to ensure wellbeing of children, especially if they have suffered from parents' break-up or a bereavement
- Maintaining stability is key

"I had to give up my job really to look after (my son)... he was so traumatised by everything that had happened... Also the warehouse work is shift work... you have to start at 6am in the morning.. Now that's really hard to do with a 3 year old."

Male, 35-44

Work options must be considered in the context of considerable life challenges including caring responsibilities

- Dealing with a range of difficult circumstances including bereavement, mental health issues
- Work must fit around children's needs, or around access requirements
- Restricted in the number of hours that can be worked and how far willing to travel for work
- Job needs to be nearby for children, and to enable co-parent support

"My work coach at the moment is one of the nicest people I've met. In the past [legacy benefits], I've had ones that have been far less than helpful. (She) offers advice, sends me stuff in the journal she thinks will be useful. Male, 35-44

Support needs highlighted in the quantitative survey*:

- Access to affordable/ good quality childcare: **40%**
- Support and training to find / get a job / new job: **34%**
- Support to pursue further or higher education: **33%**
- Help with the cost of travel to and from work: **32%**

DWP can support claimants with signposting to mental health support, housing and other organisations to support them in facing challenges. Emotional support and confidence-building is highly valued. Support must demonstrate an understanding that work has to fit with caring responsibilities.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All out of work (2,229)



Profile

Ella is a mother to 3 primary school age children. She has worked for years as a supply teacher for an agency but her income stopped during the pandemic. During her time away from work she has been able to collect her children from school.

*renamed for anonymity

Motivations

Ella is motivated to maintain her ability to care for her children around part time work.

Barriers

She prefers to stay with the job that enables her to have a short commute, work part time, and is suitable to combine with her caring role.

She is concerned about losing UC payments if she were to take on more work.

“If I do 3 days a week I’m fine. But if I do more I find that if I do more than that, they start deducting me more.”

Key Takeaway

Unaware of childcare support, and doesn’t feel this is relevant, prefers to work part-time and be there for children.



Profile

For Mark, the death of his partner meant he now is the sole carer of his young son.

Both he and his child have suffered from the mental health impact of this change, and are seeking support.

He gave up work to focus on looking after his son.

*renamed for anonymity

Motivations

Mark is solely focused on supporting his son's recovery from the loss of his mother.

He is glad not to have been forced back to work.

Barriers

Mark and his son live in a one bedroom flat which is unsuitable for their needs.

His main priority is recovering both his and his son's mental health before thinking about work.

"I had to give up my job to look after him, he was so traumatised by everything that had happened... Also, the warehouse work is shift work, you have to start at 6am in the morning. Now that's really hard to do with a 3 year old."

Key Takeaway

Support and signposting to mental health resources has been valuable, as has emotional support from work coach

Out-of-work segment 8: Health-related barriers

Key characteristics

- Their health (mental or physical) conditions, many of which are long-term or permanent, limit their ability to carry out normal day-to-day activities
- Do not think that having a full-time job is realistic but believe they would be happier and more fulfilled if they were working (41%)

Key motivations

- To pay off debts and have a stable roof over their head
- Hope to develop a career and not just a stop-gap job
- Several claimants have been in work previously and are self-motivated. They enjoyed it previously and want to be in work, so that they can be social and independent

“Working gave me freedom, independence and more cash. I could go on holiday and take my son out. I could have adult conversations. It is knowing that you're getting up and doing something, not just coming home and doing nothing. It also gave me confidence.”
Female, 25-34

Strong desire to be part of society and be financial independent

Claimants feel UC support is basic, does not suit their needs, and has not made much of a difference in their job search

Claimants in this segment feel they are unable to find suitable roles for their skillset. They possess a strong work ethic and are keen to be employed soon

- Frustration at physical inability to go for jobs and opportunities. Some claimants have multiple doctor's appointments that may impede jobs
- Finding suitable jobs they can do in their health conditions
- Lack of confidence at not being in work, thus have a negative mindset. Several claimants also have continued physical and mental health problems

"I'm not sure I can, but I want to try. I want to work – working can help the situation it might help my mental health, it might help. At the same time I need to work. Not working is not helping anything. Financially, mentally, physically. It's better than claiming benefits."

Male, 35-44

Support needs highlighted in the quantitative survey*:

- Support to manage a physical or mental health condition: **22%**
- None of these / I do not want support: **42%**

DWP can help claimants in this segment by signposting to appropriate health resources, confidence building, and practical help with job applications. DWP can also match training and job opportunities to claimant's health condition and their suitability.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All out of work (2,229)



Profile

Theresa has been diagnosed with fibromyalgia and experiences constant pain all over her body, making it physically difficult for her to work. She was previously a care worker for the disabled but had to give it up when her condition worsened. She has not worked since December 2019. She receives PIP and UC, which is a joint claim with her partner whom she lives with.

Motivations

Theresa wants to be able to sustain her daily needs and bills as she is a single parent. She also wants to be able to find a role she can do from home and be mentally stimulated.

Barriers

Her medical condition means her physical condition and pain day-to-day can vary, making it difficult to manage a full-time role. She also suffers from mental health issues.

"I couldn't travel to and from from a work place as I don't know what the fibromyalgia will be like on any given day. I can't plan it. Making plans is really difficult. I just have to play it by ear to see what I'm like on the day. I just want somebody to accept that I'm doing my best, and my best is what I'm doing, I can't do any more."

Key Takeaway

Claimant's condition varies daily and finding a suitable job that accommodates condition is difficult.

*renamed for anonymity



Profile

Derek used to work as a ground digger, has been in work since leaving school at 15 years old. He enjoys working and the sense of purpose it gave him. He has been on UC since 2019, for the last 2 years, when he lost his job and became homeless.

Derek is recovering from alcoholism and mental health conditions and suicidal feelings.

Motivations

Derek wants to be able to live and work for his daughter. He also feels he benefits mentally and financially from having a routine by working.

Barriers

Derek's mental health has suffered from his addition to alcohol. He now has depression and social anxiety.

“The fact that I loved, it. The fact that it keeps me busy. The money side of it. I don't have to keep going on the phones and all that. The fact that you just go to work and you're paid each week...my day was always planned and now I've got nothing. I've got to make my own plans.”

Key Takeaway

Entrenched mental health issues from his alcoholism are a barrier to claimant working.

*renamed for anonymity

Out-of-work segment 9: Skills related barriers

Key characteristics

- Single adults who are actively looking for work
- Lack of skills is a barrier, with about half citing this to be the case
- Mostly male, living with their friends/family, and most likely to face pressure from family and friends to find a job
- Most likely to had a positive work outcome since they started claiming UC (in gaining qualifications to aid their search)

Key motivations

- Motivated to achieve in order to better self and work search success chances – want to engage in training/certification
- Hungry for change and greater independency/sense of personal fulfilment
- Tend to be positive about/appreciative of work coach support services

“I’m hoping to have own business set up next 5/6 years...not having issues with money, not getting into trouble as well”

Male, 25-34

Lack skills but are motivated to change and to be positive about work coach and engaging with wider UC support offering

- Low confidence and anxiety issues a key disabling barrier for some
- Lack of relevant qualifications, experience and/or skills perceived to be limiting job search rates of success (and prohibiting applications in some instances)
- Lack of employment often part of wider socioeconomic issues (mental health issues, criminal activity, struggling with debt etc.)
- Comparatively higher levels of support needed than some other segments (both in terms of practicalities e.g. CV writing, interview techniques, training etc. and emotional support /confidence building)

Support needs highlighted in the quantitative survey*:

- Support and training to find / get a job / new job: **32%**
- Help with the cost of travel to and from work: **33%**
- Support to pursue further or higher education: **28%**
- Support to manage a physical or mental health condition: **27%**

Lack of relevant qualifications, experience and/or skills driving low confidence and higher levels of support needs. Support should be wide-ranging and include confidence-building, and practical job market skills as well as training.

**Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All out of work (2,229)*



Profile

Harry lives at home with his mum and younger sister. He has 2 kids who live elsewhere. Has been working 'off and on' since leaving college in 2018 (manual labouring, site work, warehouse work etc.) and claiming UC since 2019.

*renamed for anonymity

Motivations

Key motivations – “money so I can do things with my kids and spend it on myself”

He is proactive in terms of independent job searching (Indeed, job sites, in person etc.)

Barriers

The pandemic has made it hard for Harry to find jobs. Prior to his current job, he had been out of work for 3 months.

He perceived his lack of qualifications to be limiting his applications.

Key Takeaway

Positive about experiences of UC and “motivating” work coach support



Profile

Leon lives between mum's and partner's house, he also has an 18 month old son.

He was brought up in the care system, then was set up in a flat and put on UC 2016/2017.

Since leaving education, he has worked in a car shop, and for 2 years as stage crew for events and festivals which ended due to the pandemic.

Motivations

Highly motivated – Leon is very keen to get back into work and to support family.

Barriers

Lack of qualifications – Leon is currently seeking to be accepted to a kick-starter programme.

Childcare is also a barrier (he does not want to work excessively long hours or far from home as needs to be present to support partner and child).

“Whenever you need them you can message your work coach and he gets back to me, if I type in my journal he gets back to me within the next couple of days. He's friendly and understands what you need.”

Key Takeaway

Highly motivated and expects to stop claiming in next year. Positive experiences of work coach support.

*renamed for anonymity

Out-of-work segment 10: Multiple barriers

Key characteristics

- Limited prior work experience, with almost half spending most of their time not working. The majority are receiving UC at present but see work as a realistic goal in the distant future with the right support
- Physical / mental health, or learning difficulties are barriers for the majority, as well as lack of relevant skills for almost half. Almost a third don't have any qualifications
- For those with a partner, the partner tends to be out of work too

Key motivations

- Generally lower levels of motivation driven by a lack of clarity on options and a lack of experience and perceived capability to be limiting choices
- Struggle to identify what would be gained or lost financially by working

"I felt like I had failed somehow. I felt like all my friends were out getting jobs, and here I was sitting in the job centre, with people in their 50s, people who deserve the money more than me. I felt a bit ashamed of going to the job centre, and ashamed of the position I was in."

Male, 18-20

Generally lack confidence and perceive (health related) barriers, as well as lack of skills and experience, as limiting their options.

- Most likely to agree that they don't have the right skills to get a job and that feel there are not enough advice and support available to help them secure a job
- More likely to feel that jobs on offer do not pay enough to make working financially worthwhile (63%)
- Physical or mental health or learning difficulty is commonly cited as a barriers into work (e.g. Asperger's, low literacy, Dyslexia, Epilepsy)
- More likely to perceive work as an unrealistic goal
- Lack self-belief/lack confidence, pessimistic about job market
- Unaware of steps they should be taking in the future, how to go about securing work and lack of faith in DWP ability to help (some negative experiences of work coaches; ticking a box, just a number, not personal, perceived lack of understanding of condition)

"I want to look at opportunities, as my brain still works, so there is stuff I could still do. But I've been in the same industry for nearly my whole adult working life, and I don't really know how to evaluate what my skillsets are transferable to."
Male, 55-64

Support needs highlighted in the quantitative survey*:

- Support to manage a physical or mental health condition: **42%**
- Support and training to find / get a job / new job: **24%**

Tend to be more disengaged from the labour market and struggle to identify the benefits to working, as well as the support available to facilitate this. Tailored support needed to identify key barriers, and targeted support including signposting, confidence-building and practical skills.

*Are there any types of support which would help you to increase your earnings / move into work but you haven't been able to access? Base: All out of work (2,229)



Profile

Tom is currently living in low income supported housing. He also receives PIP.

Historically, he has been in and out of gig economy work.

He primarily found work using a gig economy app or word of mouth as he finds online applications challenging to complete due to his dyslexia.

Tom also suffers mental health issues, and is currently signed off as sick by DWP (since mid 2020) and not looking for work.

Motivations

Tom's main current priority is focussing on 'self', not searching for work.

Barriers

In addition to his mental health issues, Tom considers his dyslexia a barrier in applying for jobs as he struggles with written applications and writing a CV. He also lacks confidence in his ability to get a job. Furthermore, Tom has previously been on bail and feels this has made it difficult to find employment. In general, Tom is disengaged with searching for work.

"I find them (applying for jobs) very tedious. I'm dyslexic as well, so that doesn't help. And so far in my life I've never got a job through applying for one online"

Key Takeaway

Disengaged with work search and UC support (work coach, wider support services) driven by dyslexia and mental health issues; struggles to 'see the point'

*renamed for anonymity



Profile

Lives with his partner and is currently on sick leave from his job as a support worker. As he was new to his job he didn't qualify for sick leave, and started claiming UC.

Feels that his new job was unsuited to him as it involved a lot of interaction with new people. As he has Asperger's, he found this stressful and experienced anxiety and depression as a result.

Claims jointly with his partner who is working and studying. They have a four year-old child.

Motivations

Adam is motivated to provide financially for his family and to give him structure and stability in his life.

Barriers

He doesn't drive and travelling via public transport to work across different locations was time-consuming and draining. He has A levels, and has found most jobs are suited to school leavers or those with a degree. He lacks confidence, and is still coming to terms with his Asperger's which was diagnosed in adulthood, and is uncertain of the type of work that would be suitable for him. He also needs flexibility for childcare.

"When I first started claiming I was trying to get back on top of my mental health. I knew that in the long term I wanted to return to some kind of work. I wanted to become well again."

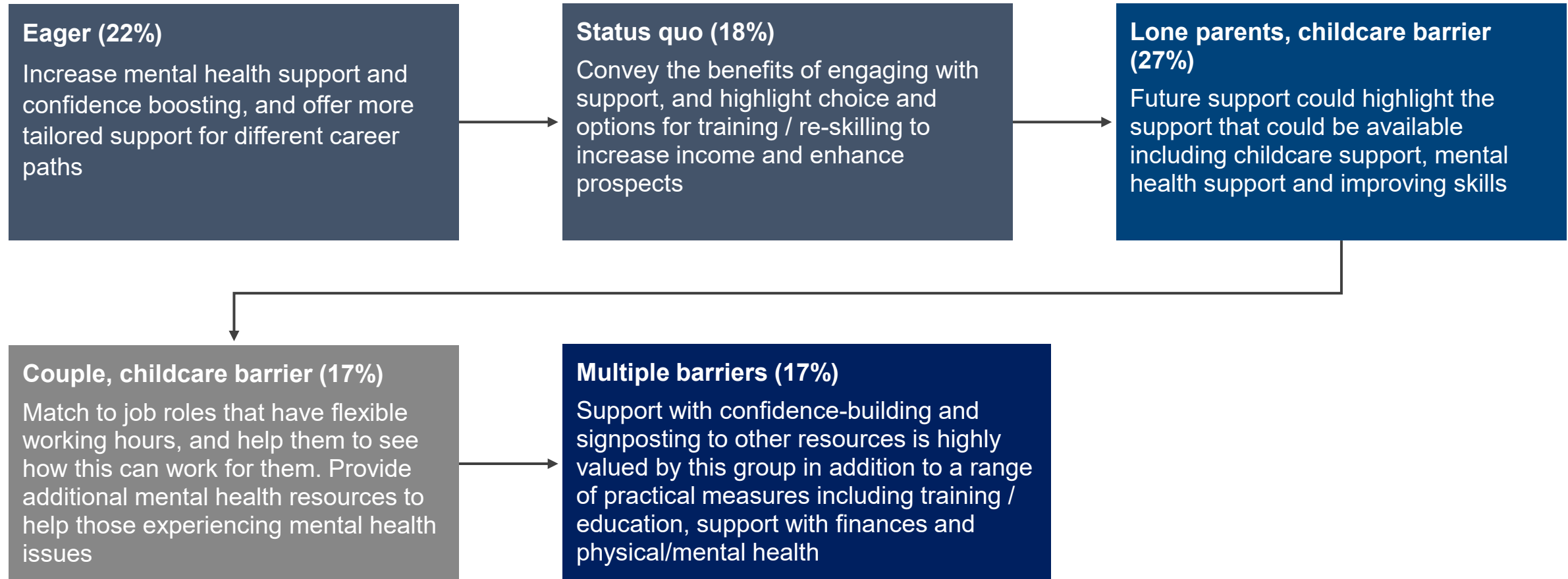
Key Takeaway

He has found sessions with a Workability Coach (via Disability Action) helpful, as they took into account his Asperger's when considering his work options for the future.

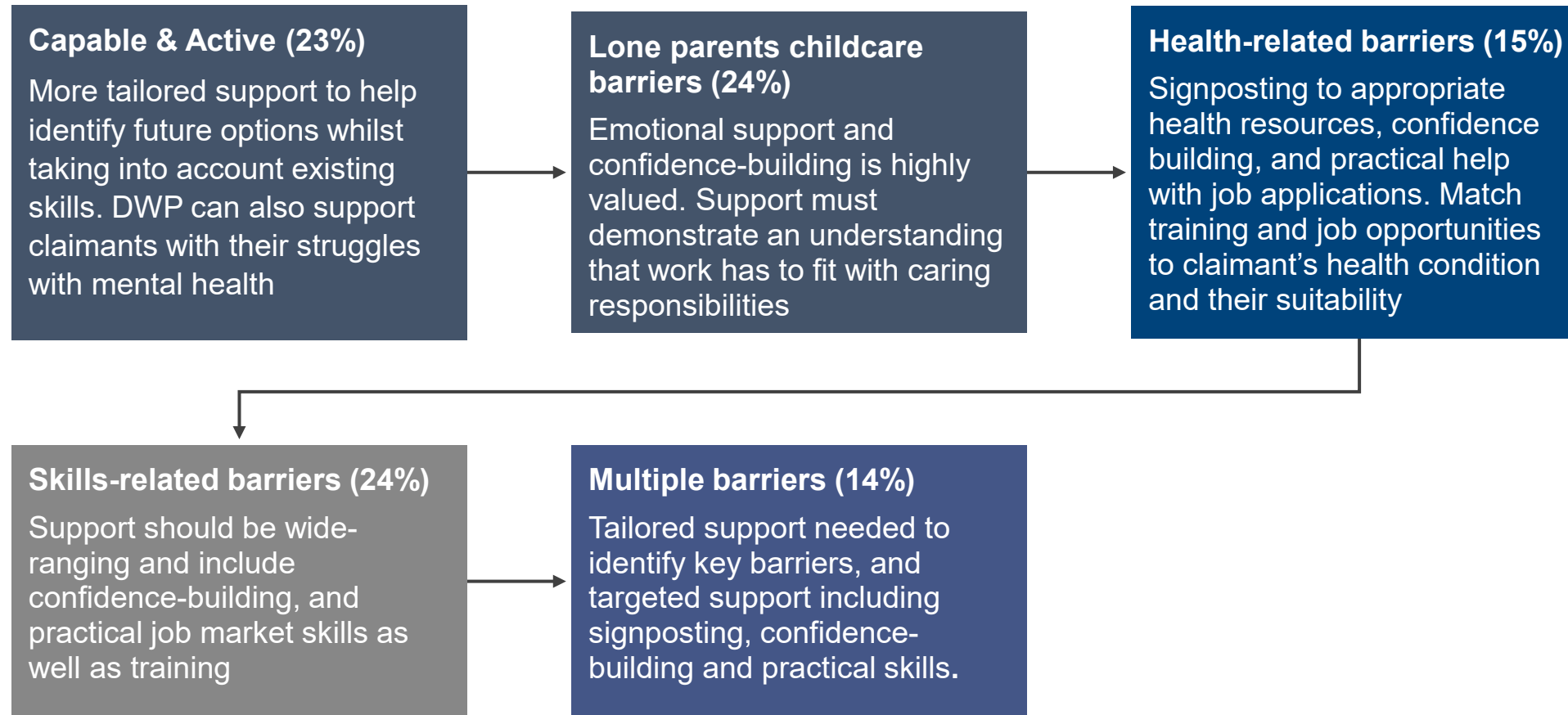
*renamed for anonymity

Conclusions

Summary of recommended support to aid progression among the in-work segments



Summary of recommended support to aid entry into work among the out-of-work segments



Appendix

Qualitative: Sample - In work

30 x 60 minutes interviews took place between 2nd March and 1st April 2021

	Segment	UC status	Age	Household composition	Type of barriers
In work	1 - Eager	3 Currently claiming	3 18-24	4 Single (no children)	2 Physical or mental health or learning disability
		3 Former claimants	3 25-34	2 Couple (no children)	4 Lack of relevant skills
	2 – Status quo	3 Currently claiming	6 45+	4 Single (no children)	Other/None
		3 Former claimants		2 Couple (no children)	
	3 – Single parents, childcare barrier	4 Currently claiming	3 25-34	6 Single parents	6 Childcare
		2 Former claimants	3- 34-44		
	4 – Couple, childcare barrier	3 Currently claiming	3 25-34	6 Couples with children	6 Childcare
		3 Former claimants	3- 34-44		
	5 – Multiple barriers	3 Currently claiming	2 25-34	4 Single (no children)	3 Physical or mental health or learning disability
		3 Former claimants	2- 34-44	2 Couple (no children)	3 Lack of relevant skills
			2 45+		

Qualitative: Sample – Out of work

30 x 60 minutes interviews took place between 2nd March and 1st April 2021

	Segment	UC status	Age	Household composition	Type of barriers
Out of work	6 – Capable and active	4 Currently claiming	2 25-34	6 Single (no children)	3 Lack of relevant skills
		2 Former claimants	4- 34-44		3 Age
	7 – Childcare barriers	6 Currently claiming	3 25-34	6 Single parents	6 Childcare
			3- 34-44		
	8 – Health-related barrier	5 Currently claiming	2 25-34	6 Other	4 Physical or mental health or learning disability
			1 Former claimants		
9 – Skills related barrier	6 Currently claiming	4 18-24	6 Couples with children	2 Physical or mental health or learning disability	
		2 25-34			4 Lack of relevant skills
10 – Multiple barriers	6 Currently claiming	2 18-24	4 Single (no children)	3 Physical or mental health or learning disability	
		2 25-34	2 Couple (no children)		3 Lack of relevant skills
		2 45+			