

Central London Works

Participant survey and MI analysis report

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Institute for Employment Studies

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Contents

1	Introduction	5
1.1	The Central London Works intervention	5
1.2	Data sources	5
1.2.1	<i>Management information</i>	5
1.2.2	<i>Participant survey</i>	6
1.3	Structure of this report	6
2	Participant characteristics	8
2.1	Management information	8
2.1.1	<i>Payment group</i>	8
2.1.2	<i>Demographic characteristics</i>	9
2.2	Survey data	10
3	Work history and impacts of health	13
4	Referral and attachment	16
4.1	Management information	16
4.2	Survey data	21
5	Support received while on CLW	24
5.1	Modes and frequency of contact	24
5.2	Nature of support received	26
5.3	Views on support received	28
6	Work outcomes and impact	34
6.1	Management information	34
6.2	Survey data	34
6.2.1	<i>Employment and earnings</i>	34
6.2.2	<i>In-work support and progression</i>	41
6.2.3	<i>Impact of CLW support on employment prospects</i>	42
7	Self-efficacy and wellbeing	43
7.1	Self-efficacy	43
7.2	Health and well-being	44
8	Summary and conclusions	47
8.1	Participant characteristics	47
8.2	Referral and attachment	47
8.3	Support received	48
8.4	Employment experiences	49
8.5	Self-efficacy and wellbeing	49
	Annex: Central London Works Cohort 2 Wave 1 survey	51

1 Introduction

This report presents findings of analysis of management information (MI) collected by providers involved in the delivery of the Central London Works programme between March 2018 and the end of September 2020, alongside findings from a telephone survey of 403 participants conducted between July and September 2020. Note that this research was conducted following the onset of the Covid-19 pandemic.

This is the second report of management and survey findings from Central London Works, with the first report published in July 2020 (referred to in this report as findings from 'Cohort 1').

1.1 The Central London Works intervention

Background on the programme, its design and evaluation are set out briefly below, and in more depth in the introduction to that first report.

Central London Works (CLW) seeks to assist individuals who face barriers to work to find and sustain good quality employment. It operates as an alternative to the national Work and Health Programme in Central London, with important differences in its design to reflect local needs and priorities. The intervention is voluntary, and is available to residents in 12 London boroughs and it is targeted at three main groups:

- People with health conditions and disabled people.
- The long-term unemployed, defined as those out of work for over 24 months; and
- Those with other barriers to work, such as carers, ex-offenders, homeless people, and those with English language needs (referred to as the 'Early Access' group).

The primary objectives of CLW are to increase participation in employment, and earnings from that employment.

1.2 Data sources

1.2.1 Management information

The data extract used in the analysis presented in this section was supplied in late October 2020 and covers a total of 10,724 individuals who were referred to the programme and had attended an initial appointment between its launch in March 2018 and 28 September 2020.

During the initial interview, individuals are asked to sign a 'participant pledge' and at this point are considered to be 'attached' to the programme. More than two-thirds (68.1%) of all those who were referred to the programme and had attended an initial appointment had signed an action plan within the time period observed, which is an improvement

compared with Cohort 1 results (61.1%). As with the first report, for those referred to the programme shortly before the MI extract was drawn, attachments may only be observed in later waves of MI analysis – so the attachment rate reported here is likely to be an underestimate of the true picture.

Again as with Cohort 1, key information was missing for some participants who did not complete their initial assessment. For example, gender was not recorded in over one-eighth (12.9%) of cases (less than the 23.1% in Cohort 1). Even amongst those who had signed an action plan, gender was not recorded in 8.8% of cases (less than the 14.7% for Cohort 1). By contrast for those who were recorded as having completed the initial assessment, gender was recorded for almost all. For this reason, the analysis reported here focuses on the subset of participants who completed the initial assessment. Over three-fifths (62.1%) of all those who attended the first interview completed the initial assessment and signed an action plan (more than the 52.1% in Cohort 1), whilst of those completing the initial assessment, around seven in ten (71.3%) signed an action plan (compared to 67.7% in Cohort 1).

Following the agreement of the action plan, the participant can then be referred to other services provided by health specialists or be invited to participate in other group sessions. They are also invited to meetings (usually held fortnightly), to review their progress against their action plan.

1.2.2 Participant survey

The sample for the participant survey was taken from CLW MI data and was proportionate to the total programme population. The target sample was 400, with an achieved sample of 403 people who had been on the programme for at least four weeks, and with a bias towards newer enrolments. The final dataset was re-weighted by Borough.

The survey was carried out by telephone, using a Computer Assisted Telephone Interview (CATI) approach, between July and September 2020. This in-programme survey was designed to capture motivations for taking part in CLW, perceptions and attitudes to the programme, the support received and their attitudes to it, their employment experiences, and baseline data on their wellbeing. A copy of the survey is attached in Annex 1. Survey participants will be invited to take part in a follow-up survey in around a year's time to explore their experiences of support and the longer-term impact of the programme.

In order to achieve maximum benefit from the survey itself, background demographic information for participants was extracted from the MI sample and merged.

1.3 Structure of this report

For ease of comparison, the findings from the MI and survey data are presented in the same format as for the first report, in six chapters. The chapters are thematic and present both MI and survey data where this available and relevant to that theme.

For the survey data, the base number (N) is 403 unless specified otherwise and an asterisk (*) indicates where less than 1% of respondents gave that answer. Where differences between responses are statistically significant, we have sought to analyse key

questions against the demographics of participants, their payment group, their Borough and the provider that supported them.

The Chapters are structured as follows:

- Chapter 2 sets out demographic characteristics of those referred and how these vary between the three client groups, drawing on survey and management information.
- Chapter 3 covers survey findings on participants' prior work history and their perceptions of work and health.
- Chapter 4 explores referrals and attachments, again drawing on both survey and MI data.
- Chapter 5 then looks at survey findings on participants' experiences and perceptions of the support received.
- Chapter 6 describes employment outcomes and impacts, drawing on both the MI and survey data.
- And finally Chapter 7 reports on measures of self-efficacy, health and wellbeing collected from the survey.

2 Participant characteristics

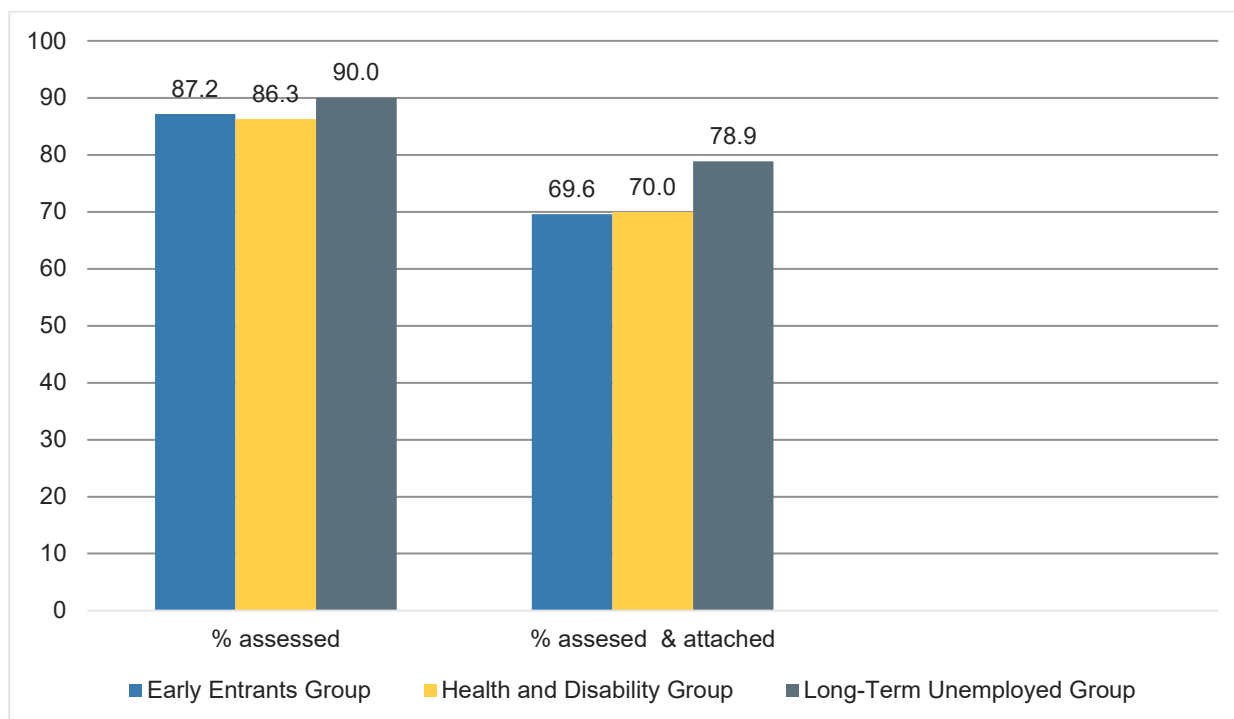
2.1 Management information

2.1.1 Payment group

More than two-thirds (69.0%) of those referred to the programme were in the health and disability group, slightly below the pre-programme expectation of 75% but significantly above the figure from the Cohort 1 report (61.5%). More than one in six (17.9%) were long-term unemployed (less than the 27.2% in Cohort 1), whilst over one in eight (13.1%) were from the early access group (compared with 11.4% in Cohort 1).

Figure 2.1 shows the percentage from each client group who completed the initial assessment within the period observed in the MI. Those in the Long-Term Unemployed Group were most likely to complete the assessment, with 90.0% doing so, compared with nearly nine in ten (87.2%) of the Early Entrants Group and a similar percentage (86.3%) of the Health and Disability Group. All of these figures were significant improvements on the attachment rates from Cohort 1 (79.9%, 84.9%, and 74.2% respectively).

Figure 2.1 Percentage assessed and attached from each client group



Source: CLW MI database. Based on analysis of a minimum of 6,337 cases for the Health and Disability Group, 1,717 cases for the Long-term unemployed and 1,213 cases for the Early Access group.

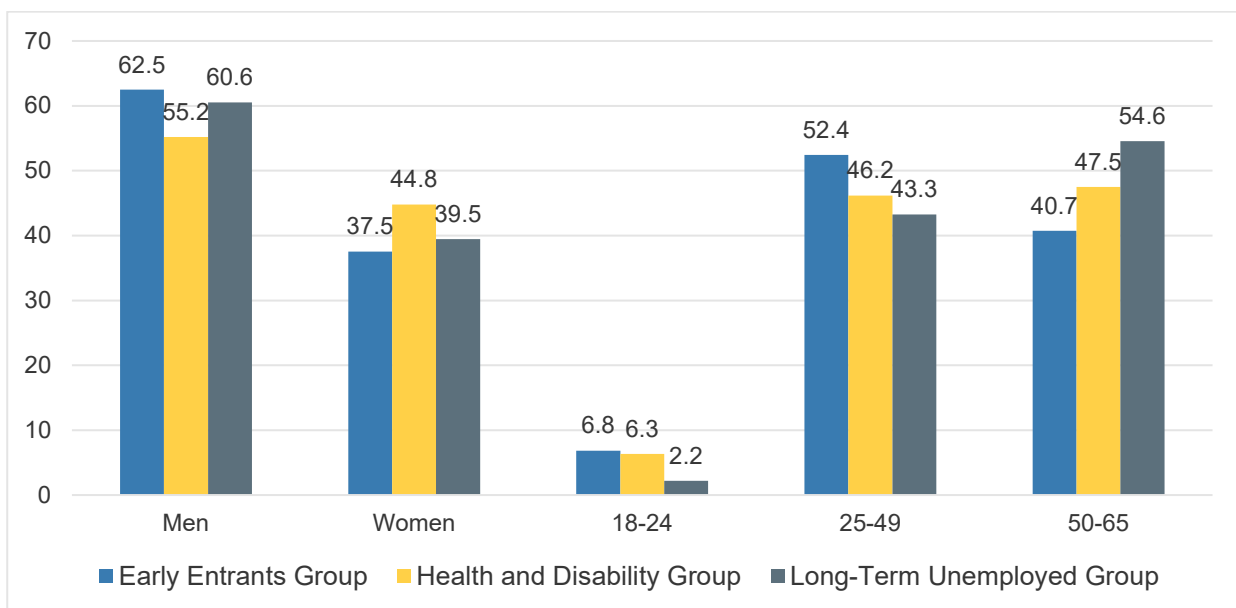
In this wave compared with Cohort 1, there was less variation between the groups in the proportion signing an action plan. Just over two thirds did so in the Health and Disability Group (70.0%) and Early Entrants Group (69.6%), while the figure was 78.9% for those in

the Long-Term Unemployed Group. Cohort 1 figures by comparison were 47.3%, 72.0% and 54.7% respectively.

2.1.2 Demographic characteristics

Focusing on individuals who completed the initial assessment, men were more likely to participate in the CLW programme than women (57.1% and 42.9% respectively, similar to Cohort 1). Figure 2.2 shows that the gender balance was most even in the Health and Disability Group, where 44.8% of participants were female. Women made up 37.5% of those in the Early Entrant Group and 39.5% of those who joined CLW from long-term unemployment.

Figure 2.2 Percentage of client groups by gender and age



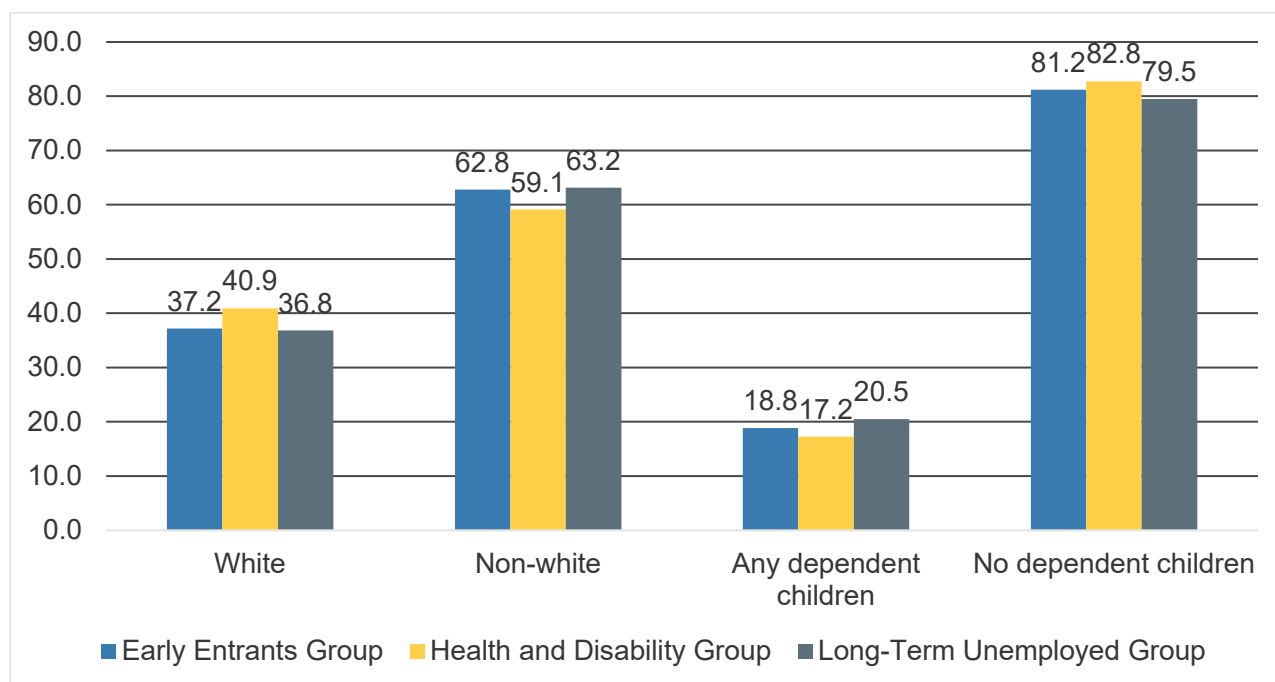
Source: CLW MI database. The analysis is based on a minimum of 6,198 observations for the Health and disability group, 1,690 for the Long-term unemployed and 1,198 observations for the Early access group.

The vast majority of programme participants who completed the initial assessment were aged between 18 and 65, although age was not recorded for 1.0% of the sample.¹ Once non-respondents and the small number of individuals who appeared to be outside of this age range were excluded, the mean average age for participants was 46.4 years, with the median at 49 years old (both broadly the same as in Cohort 1). The Early Entrants Group tended to be younger than other groups, with a mean average age of 44.4 years, compared to 46.4 years for the Health and Disability Group and 48.9 years for the Long-Term Unemployed. Figure 2.2 also shows that just over one in 14 participants were aged between 18 and 24 across any of the client groups. Those aged 50 or more made nearly half (47.5%) of the Health and Disability Group and more than half (54.6%) the Long-Term Unemployed Group. More than half (58.9%) of the Early Entrants Group were under the age of 50.

¹ There were a small number of individuals who appeared to be outside of this age range. In some of these cases this was likely to be due to mis-recording, rather than participants being over state pension age.

Around one-in-forty individuals (2.5%) who completed the initial assessment did not give their ethnicity. Of those who did, three-fifths (58.8%) were from a non-white ethnic background, whilst the remainder (38.7%) were from a white ethnic group (similar to the figures for Cohort 1). Figure 2.3 shows that individuals from non-white ethnic groups were over-represented amongst the Long-Term Unemployed and Early Access Group compared to the Health and Disability Groups. There was also again significant variation by borough, reflecting demographic differences within London – with for example a larger proportion of non-white participants in Hackney and Tower Hamlets.

Figure 2.3 Percentage of client groups by ethnicity



Source: CLW MI database. The analysis is based on a minimum of 6,199 observations for the Health and disability group, 1,651 for the Long-term unemployed and 1,186 observations for the Early access group.

Just under one-in-five individuals (17.9%) who completed the initial assessment for the programme had dependent children (similar to Cohort 1), although 1.3% of the sample had a missing value for this question. Figure 2.3 shows that only a small proportion of participants had dependent children across all of the client groups. This is likely to reflect the age profile of participants. Fewer than one-in-ten participants (8.5%) had any other caring responsibilities.

2.2 Survey data

The proportions of survey participants in each payment group were purposively matched to that of the programme overall – so three-quarters (76%) were in the Health and Disability group, one in ten (11%) in the Long Term Unemployed group and one in eight (12%) were early entrants.

Table 2.1 below shows that the very large majority (94%) of survey respondents were supported by Ingeus, the lead contractor for the programme, with the remainder of respondents supported by one of four sub-contractors.

Table 2.1: Service provider of survey respondent

Provider	Percentage
Get Set UK	3%
Hyde Housing	1%
Ingeus	94%
Leonard Cheshire	1%
The Bromley by Bow Centre	1%

Source: BMG/IES Survey

Virtually all of those from the Health and Disability group (97%) were being supported by Ingeus, while one in five (21%) of the long-term unemployed were supported by Get Set UK. There were notable differences between boroughs too, probably related to the geographical areas that the sub-contractors cover. While one in ten participants from Tower Hamlets were recruited by the Bromley by Bow Centre, eight per cent of participants from Lambeth were recruited by Leonard Cheshire and all participants in Hackney were referred by Ingeus.

When asked about their health, **half the sample (51%) reported having a work-limiting and longstanding illness (down from 60% of Cohort 1**, even though a higher proportion of respondents were from the Health and Disability Group). This increased to two-thirds for those aged over 60 (64%). **A smaller proportion of participants (34%) reported that they had a health condition that could stop them from finding and keeping a job** (similar to in Cohort 1). However, the share of people reporting this was higher for those who are 50 years and older (42%), from any ethnic minority group (41%), Asian people specifically (53%) and Wandsworth residents (51%).

Interestingly, only two-thirds (68%) of those with a work-limiting, longstanding illness also said that they had a health condition that would stop them from finding and keeping work (down from 83% for Cohort 1), suggesting that many of those with significant impairments still felt able to work. This is perhaps also reflected in the fact that only just over one third (36%) of those in the Health and Disability Group reported that their health condition would stop them from finding and keeping a job (similar to in Cohort 1).

When asked how the pandemic would affect their ability to work, **seven in ten (70%) replied that the pandemic will make it harder to work or consider a return to work**. A quarter (23%) responded that it will have no effect on work or return to work, while three per cent said that the pandemic made it easier to work. Unsurprisingly, a higher percentage of those with health conditions (77%) said that the pandemic will make it harder to work.

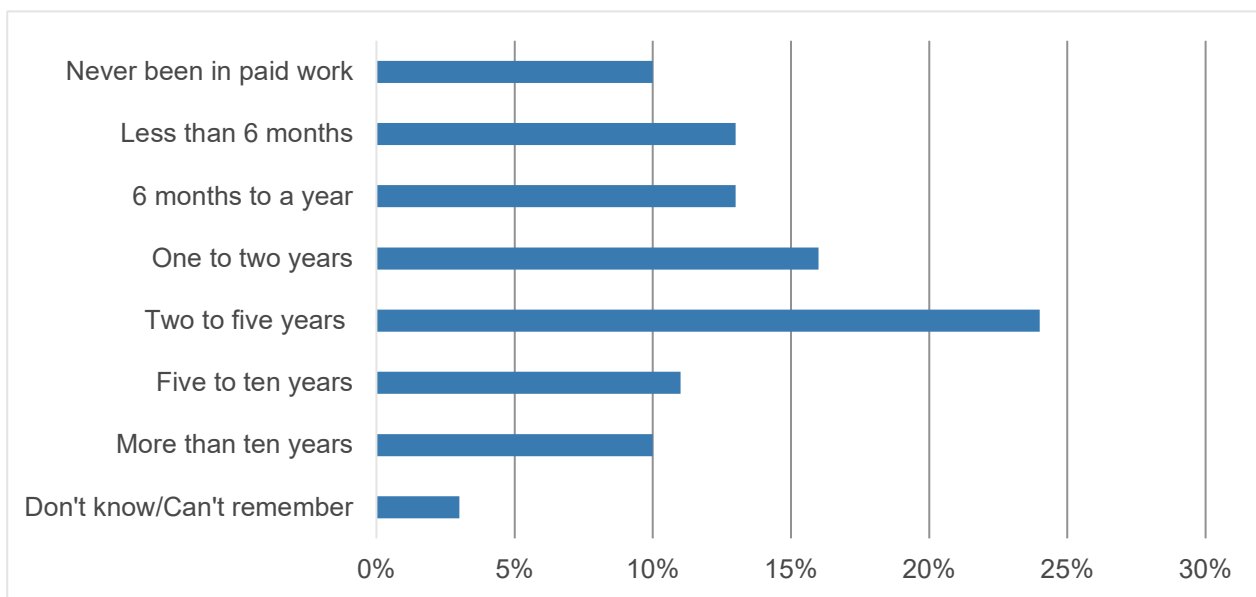
Respondents were also asked about their caring responsibilities. The large majority of (81%) reported that they did not care for anyone who was sick, disabled or elderly, but this was slightly lower for women, at 77%. Two fifths (39%) of those with caring responsibilities reported that these limited the kind of work respondents could do, one third (33%) were limited in their availability for work, and one in six (16%) were limited in the types of work that they could do (respondents could say both). Women's work availability was significantly more likely to be affected than for men (48% compared to

15%). Less than one-fifth (17%) of respondents reported having childcare responsibilities, rising to over a quarter (27%) for women and more than a third (36%) for 35-49 age group and those of Asian ethnicity (38%).

3 Work history and impacts of health

Figure 3.1 shows the length of time that respondents had been out of work prior to their referral to Central London Works. Overall, the large majority (61%) of respondents reported having been out of work for at least one year, with one fifth (21%) not having had paid employment for at least five years. **One in ten respondents had been out of work for at least ten years (lower than the 19% reported in Cohort 1).**

Figure 3.1 Length of time out of work prior to CLW referral



Source: BMG/IES Survey

Looking at differences by age, unsurprisingly younger people (aged 18-24) are more likely to never have worked (20%) and also more likely to have been out of work for between one and three months (11%). Those belonging to the oldest age cohort (50+) are more likely to have had longer spells out of work (15% of them have been out of work for more than ten years). Asian respondents were more likely than those from other ethnic groups to have never been in paid work (22%) whereas Black respondents were the least likely to have never been in paid work than other ethnic groups (three per cent). Short term worklessness (less than twelve months) was more common in Hackney than other boroughs (38%) whereas long term worklessness (between 5 and 10 years) was more common in Wandsworth (22%).

Those who started on CLW after the onset of the Covid-19 pandemic were more likely to be in shorter-term worklessness of less than 12 months (37%) or less than 6 months (20%).

For those who had previously been in paid work, **six out of ten (59%) who had been in work for at least 6 months had left due to Covid-19.** One in ten (8%) cited redundancy or termination of contract while one in six (16%) said that they had left due to ill health or shielding. A further quarter (26%) gave the reason for leaving as ‘other’.

Respondents were asked about their main difficulties in finding work prior to referral, with the results set out in Table 3.1 below. **Over a third (36%) reported ill health or a disability as a main barrier, far more than for any other response**, whereas nine per cent said they faced no difficulties. Lack of work experience was referenced by one in ten respondents, lack of vacancies by eight per cent and age by eight per cent. The impact of the Covid-19 pandemic was only referenced as one of the main difficulties by seven per cent of respondents.

Table 3.1 Main difficulties faced in finding work

Health issues/disabilities limit kind of work can do	36%
Lack of work experience	10%
No real difficulties	9%
Lack of vacancies for jobs interested in	8%
Age	8%
Not having right skills for jobs interested in	7%
Impacts of the COVID-19/Coronavirus pandemic	7%
Family or caring commitments	6%
Applications I've made are rejected/not responded to	6%
Other (specify)	6%
Issues with CV/cover letter/application forms	5%
Lack of jobs in local area	4%
Issues with confidence/trust	4%
Gap in work history/unemployment	3%
Not having the right qualifications/accreditations	3%
Too much competition for jobs	2%
Criminal record	2%
Language difficulties	2%
Lack of part time/flexible hour contracts	2%
Lack of jobs for people with respondent's health issues/disabilities	1%
Don't know	1%

Source: BMG/IES Survey

Unsurprisingly, age was more likely to be mentioned by those aged over 50 (18%) whereas younger respondents (18-34) were more likely to state rejection/ lack of response to job applications (12%). Not surprisingly, women were more likely to state that family or care commitments were preventing them from finding work (12%).

The barriers participants faced are not uniform across areas, due to the different participant profile in each of the boroughs. Language difficulties were more of an issue for participants from Asian participants (8%) and those in Tower Hamlets (6%). Issues with CVs/ cover letters/ application forms were a particular barrier amongst participants from Lewisham (13%), while participants from Wandsworth (10%) disproportionately mentioned not having the right qualifications or accreditations.

Participants not in work were asked for their thoughts on their health and how that might impact their work. As Table 3.1 below shows, **only a quarter (26%) considered that work was not viable because of their health condition. Seven out of ten (70%) were ready to consider returning to work either immediately or on some days.**

Table 3.2: Which of the following is closest to how you currently feel about work in relation to your health condition?

Work and health condition	Percentage
On some days I could consider a return to work	40%
I could consider returning to work right now	30%
My health condition/disability rules out work as an option	26%
Don't know	4%
Prefer not to say	1%
Summary: Could consider returning	70%

Source: BMG/IES Survey; BASE = 194.

When asked how work might affect management of their health condition, **half (50%) the respondents stated that work would make it harder to manage their health** (similar to the 52% reported in Cohort 1). This is shown in Table 3.3 below. Not surprisingly, this number increases to three-fifths (59%) for those who have a health condition that would stop them from finding and keeping work. In contrast, a quarter of respondents (25%) said that work would make it easier for them to manage their health conditions. One in six respondents (16%) stated that working would have no effect. Women were more likely to state that working would make it harder to manage health condition (59%), while more young respondents (18-34) said that work will have no effect on the management of their health (27%).

Table 3.3: Perceptions of how work would affect management of health

Work's effects on health	Percentage
Working would make it harder to manage my health condition	50%
Working would have no effect on the management of my health condition	16%
Working would make it easier to manage my health condition	25%
Don't know	10%

Source: BMG/IES Survey; BASE = 194.

Those who were in employment (or who had been employed at some point during the programme) and had a health condition, were asked how working had affected their ability to manage their health. **More than half (52%) stated that being in work made it harder to manage their health condition (up from 39% in Cohort 1).**

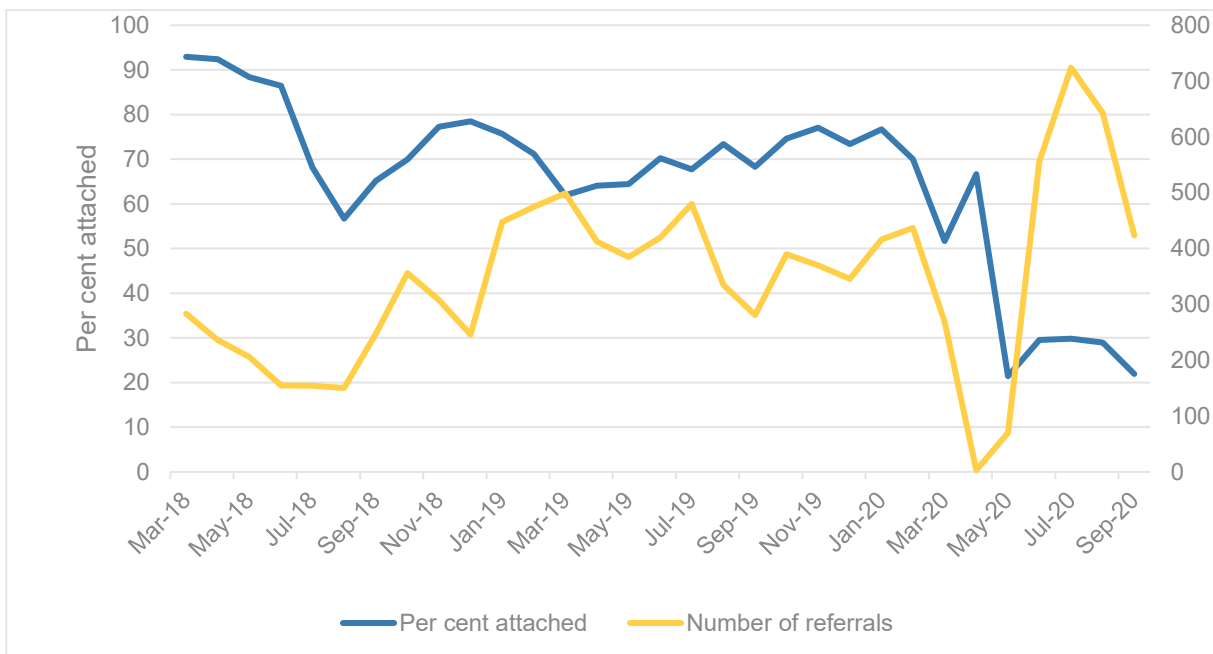
4 Referral and attachment

4.1 Management information

Figure 4.1 below shows the percentage (the blue line) and number (yellow line) of all referrals made to CLW within a given month that resulted in a detailed assessment and signed action plan. As mentioned in Chapter 1, the MI data extract only includes individuals who attended at least one appointment, and so the attachment rate may have been lower if any referrals which did not result in an initial appointment were included in the base.

The fluctuations in the numbers of referrals each month are likely to reflect seasonal patterns, such as a drop-off in referrals over the summer and over the Christmas period. The number of referrals, as well as the percentage of attachments, show a clear dip at the onset of the Covid-19 pandemic in March/April 2020. **While the number of referrals somewhat recovered when the economy re-opened in June/July, the percentage of attachments only showed a slight improvement.** Note that the decline in the numbers attaching in September 2020 is likely to reflect the fact that some of those referred to the programme may not yet have received their initial assessment.

Figure 4.1 Number of referrals per month and the percentage resulting in attachment

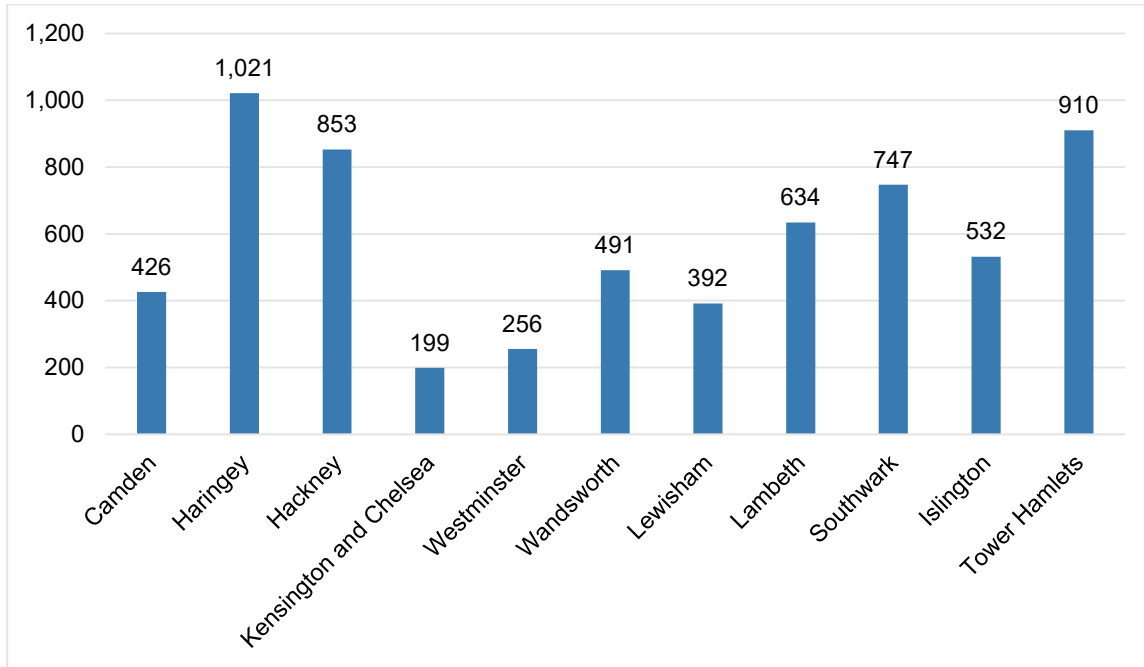


Source: CLW MI database. The analysis is based on 10724 cases.

Figure 4.2 reports the number of individuals resident in each of the boroughs who had been referred to the programme, from those who had been assessed and had signed an action plan. Residents from non-CLW boroughs are excluded from the base, as are the very small number of individuals who were resident in the City of London. Residents of

Haringey, Tower Hamlets and Hackney accounted for the largest numbers of referrals which had resulted in attachments. To some extent, differences in the numbers of referrals from particular areas will reflect the numbers of residents within that borough who meet the eligibility criteria.

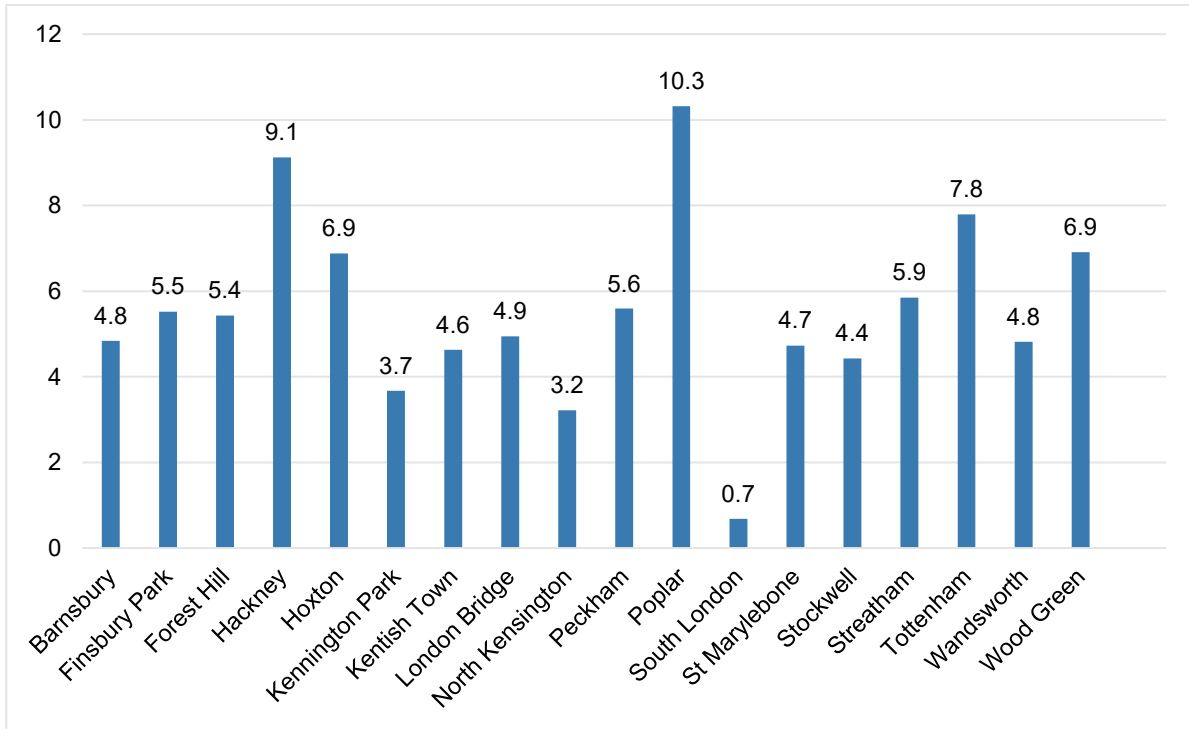
Figure 4.2 Number of those referred resident in each borough, from those assessed and attached



Source: CLW MI database. The analysis is based on 6461 cases.

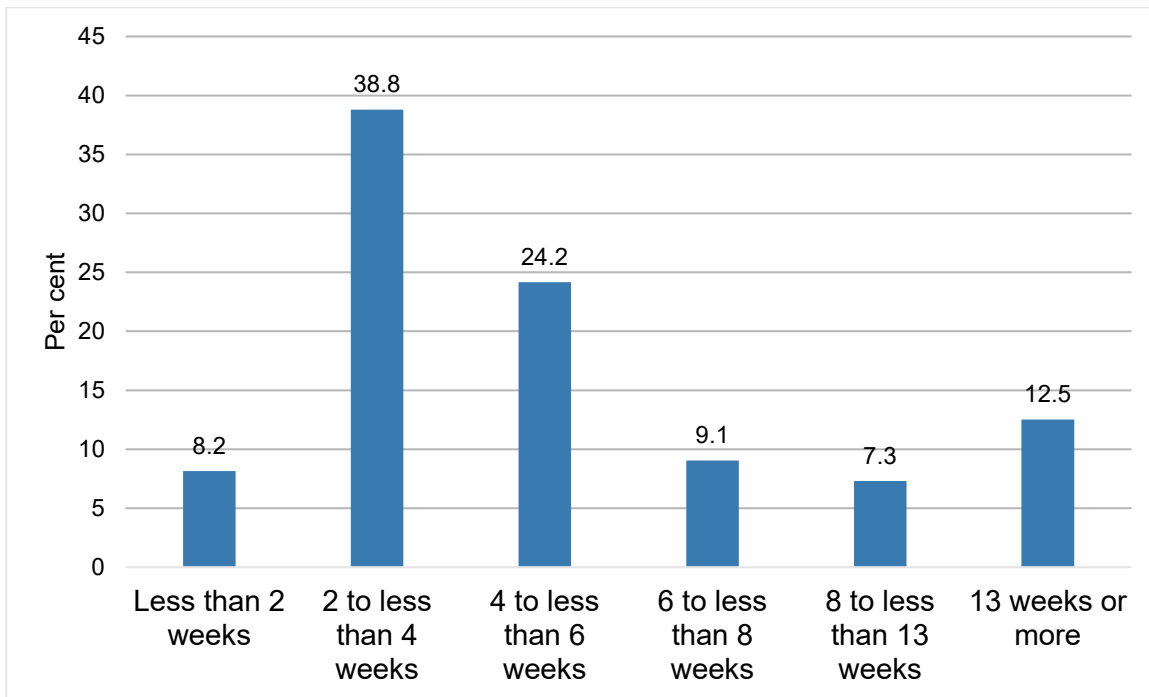
Figure 4.3 shows the percentage of all referrals for those assessed and attached coming from each Jobcentre Plus office. Offices which accounted for fewer than five referrals are excluded from the figure. It is apparent that some offices were responsible for a much greater proportion of referrals than others, although again, this will be explained in part by differences in the number of individuals eligible for CLW in each area.

Figure 4.3 Percentage of all referrals from each Jobcentre Plus office, for those assessed and attached



Source: CLW MI database. The analysis is based on 6,612 cases, but results for offices with fewer than 10 referrals are excluded from the chart.

Figure 4.4 Length of time between referral and initial assessment



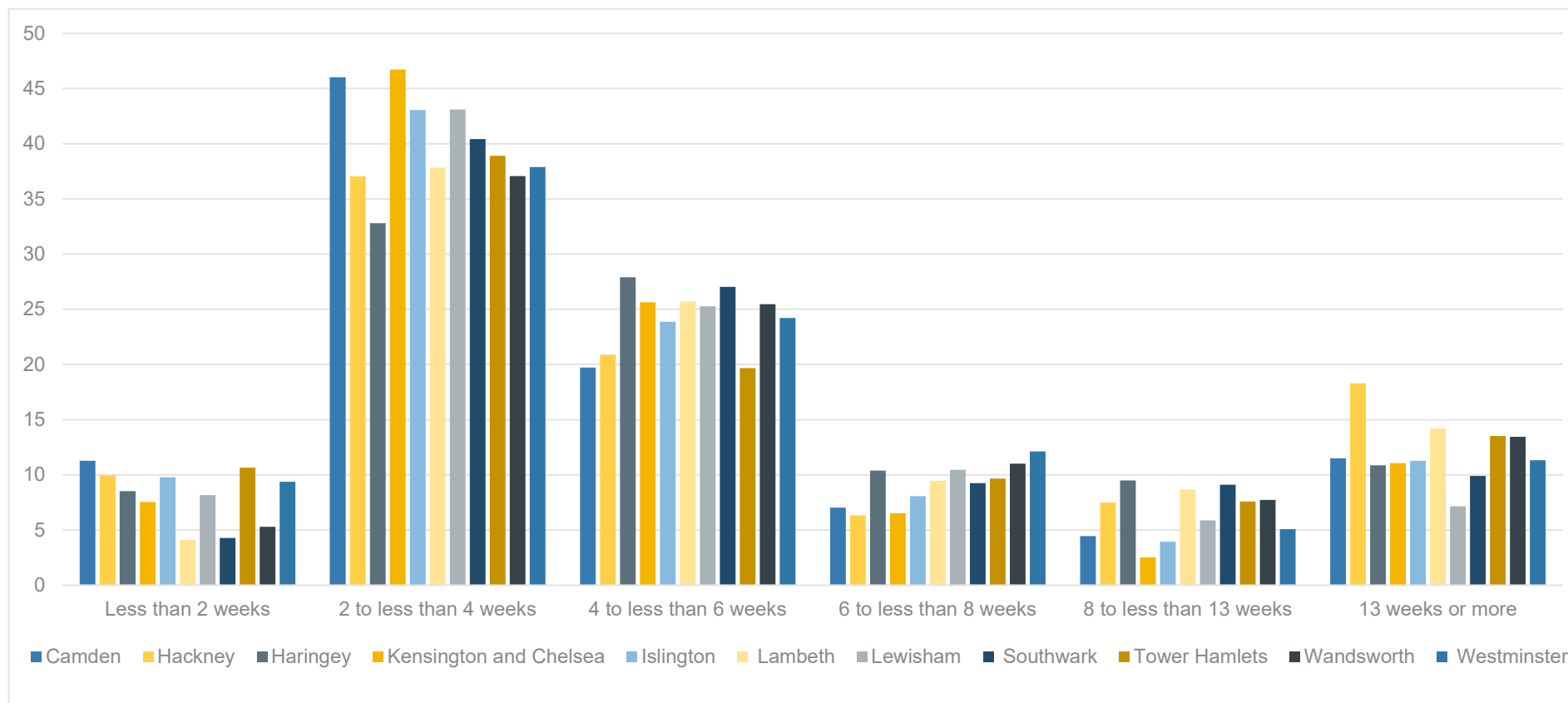
Source: CLW MI database. The analysis is based on 6,654 cases.

Looking at this data by borough, and focusing on those boroughs where there were at least 100 referrals which resulted in an assessment, we find some variation across areas (Figure 4.5). **Longer delays were more common in Hackney, while the quickest attachments were achieved in Camden**, with nearly three-fifths (57.3%) within four weeks. There were some signs that the wait to be assessed was shorter in boroughs where caseloads were lower, but there was variation within this. For example, while the number of individuals referred and assessed was highest in Haringey, the percentage of individuals waiting for 13 weeks or more for the initial assessment was lower than that in Hackney. However, the patterns may look different in future waves of MI, as at present 12.9% of those referred to CLW had not been assessed.

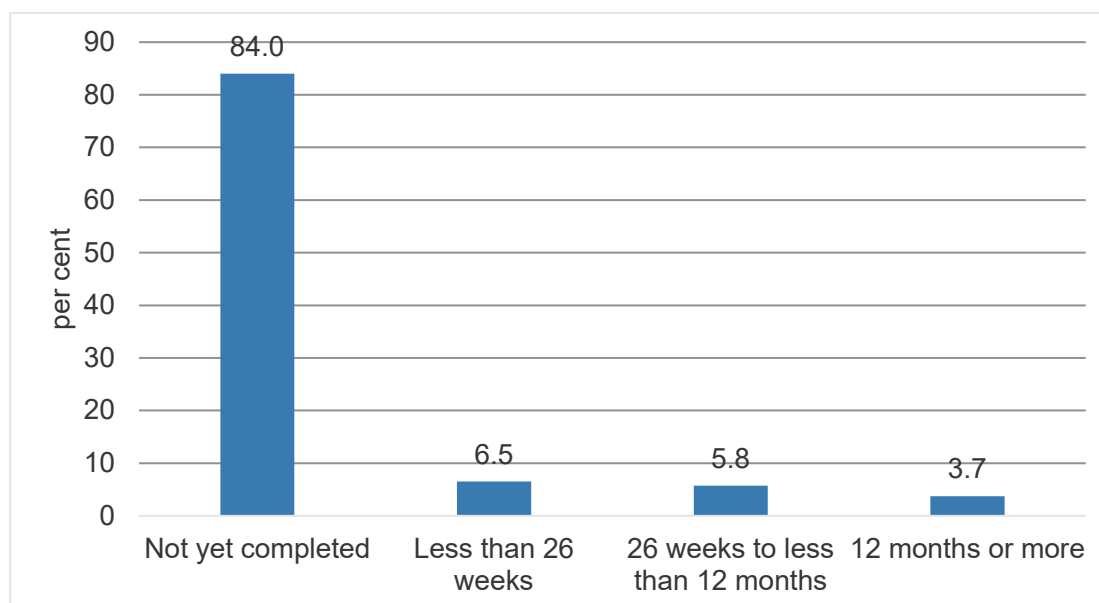
Figure 4.6 overleaf shows that the vast majority (84.0%) of those assessed and attached to the CLW programme had not yet completed their participation (down from 88.0% in Cohort 1). Around one in 154 (6.5%) of the attached appeared to have completed the programme within six months of referral, which was less than the minimum period of in-work support. This suggests that either some individuals who were assessed and signed an action plan left the programme before their expected discharge date, or that there were inaccuracies in the recording of dates in some cases.

Fewer than one in twenty-five of the attached had taken a year or more to complete the programme, but this is likely to reflect the fact that most participants were only referred to the programme within the past year at the time when the MI data extract was supplied (50% join after May 2019).

Figure 4.5 Percentage of individuals assessed within a given period following referral, by borough



Source: CLW MI database. The analysis is based on 426 cases for Camden, 1,021 for Haringey, 853 for Hackney, 66256 for Westminster, 491 for Wandsworth, 392 for Lewisham, 634 for Lambeth, 747 for Southwark, 532 for Islington and 910 for Tower Hamlets. City of London is excluded as there were fewer than 100 referrals which resulted in an assessment. There were a further 184 cases where the time from referral to the initial assessment could be calculated, but the borough was not known or in local authorities with less than 100 referrals.

Figure 4.6 Percentage of the assessed and attached completing the programme


Source: CLW MI database. The analysis is based on 6,654 cases.

4.2 Survey data

Survey participants were asked how long it took between telling Jobcentre Plus that they wanted to take part in the CLW programme and actually starting (Table 4.1). These results are significantly different to the findings of the MI, with **75% of survey respondents (excluding 'Don't know')** stating that they started within four weeks of referral, compared with 48% in the MI. At the same time just 25% of survey respondents (excluding 'Don't know') reported having waited over four weeks compared with over half of those in the MI. This suggests that there may be a significant gap between when 'first contact' is made, and when the formal attachment takes place.

Table 4.1 Time between volunteering to participate and starting CLW

Less than a week (1)	11%
At least 1 but less than 2 weeks (2)	24%
At least 2 but less than 3 weeks (3)	22%
At least 3 but less than 4 weeks (4)	8%
4 weeks or more (5)	22%
Don't know/can't remember	13%

Source: BMG/IES Survey.

Survey participants were also asked their reasons for joining the programme, set out in Table 4.2. In summary, nearly half (45%) stated that they joined because they were keen

to find work. Women and young people aged 18-34 disproportionately gave this answer (51% and 61% respectively), while one in six (16%) joined because they felt the provider could offer a better or a wider range of support than Jobcentre Plus (22% for women). Other frequently reported reasons were wanting help with managing health conditions (15% for all and 19% for women), the range of support sounded good (12%); and convinced by the adviser it was the best thing to do (10%).

There were only limited differences by borough, with those in Hackney (27%) and Lambeth (23%) somewhat more likely than those in other boroughs to have joined of the perceived better range of support; and those from Wandsworth were more likely to report that they felt under pressure to join CLW (19%).

Table 4.2 Reasons for joining CLW

Keen to find work	45%
Wanted help with managing health condition	15%
The provider seemed very professional	1%
The range of support sounded good	12%
Felt the provider could offer a better or wider range of support than Jobcentre Plus	16%
Felt Jobcentre Plus couldn't offer you any more support	3%
Felt under pressure to join Central London Works	2%
Thought you had to join Central London Works (i.e you felt you did not have any choice)	6%
Convinced by adviser it was the best thing to do	10%
Referred/recommended by JobCentre	6%
Other	9%
Don't know	1%

Source: BMG/IES Survey.

Unlike the Work and Health Programme, CLW is entirely voluntary; so participants were asked whether they thought that participation was voluntary or mandatory. As Table 4.3 shows, **two in five (41%) recalled having been told that the programme was voluntary (an improvement from one third in Cohort 1)**. Of more concern however, **just over one-third (34%) of the long-term unemployed group reported that they had been told that participation was mandatory to receive benefits (up from one-quarter in Cohort 1)**.

Table 4.3 Understanding of whether CLW was mandatory or voluntary

Yes, they said it was voluntary	41%
Yes, they said I have to participate in order to receive my benefits	14%
Not told either	29%
Don't know/can't remember	16%
Summary: Yes	55%

Source: BMG/IES Survey.

5 Support received while on CLW

5.1 Modes and frequency of contact

As Table 5.1 sets out, participants contacted or had meetings with advisers through CLW in various ways. The most frequent contact modes reported were by telephone (90%) and face-to-face with an adviser (62%). As expected, prior to the onset of the pandemic, face-to-face contact with an adviser was much more prevalent (90%). It is important to note that all modes of contact exhibited a decline post onset.

A quarter (25%) of participants were in contact with their adviser through group meetings with other people looking for work; nearly half (46%) were contacted by text and just over half by email (55%). Those living in Haringey were the more likely to report contact by telephone (98%) and those living in Southwark less (78%).

Table 5.1 Types of contact with CLW

In a group meeting with other people looking for work	25%
Face-to-face with an adviser	62%
By telephone	90%
By text	46%
By email	55%
Using Skype or video call	6%
In some other format	2%
Don't know/can't remember	1%

Source: BMG/IES Survey.

More than half of survey respondents (56%) had 10 contacts or fewer with their personal adviser, excluding any meetings with Jobcentre Plus (similar to 55% in Cohort 1). One in seven (14%) had 11 to 19 contacts and less than one in ten (8%) had 20 to 29 meetings or interviews. Nearly one fifth (18%) could not remember how many meetings or interviews they have had.

Table 5.2 Number of interviews with CLW adviser

1	4%
2	5%
3-4	17%
5-6	16%
7-10	14%
11-19	14%
20-29	8%
30 or more (specify number)	4%
Don't know/can't remember	18%

Source: BMG/IES Survey.

When asked about the **frequency of meeting the same adviser, more than three-quarters (78%) reported that this always happened**. Nearly one in seven (15%) saw or spoke with the same adviser sometimes. One in twenty (5%) participants reported seeing a different adviser each time.

Table 5.3 Incidence of speaking to the same adviser

You always or almost always saw or spoke with the same adviser	78%
You saw or spoke with the same adviser sometimes	15%
You saw or spoke with a different adviser each time	5%
Don't know/can't remember	2%

Source: BMG/IES Survey; BASE= 315.

The participants who (almost) always spoke with the same adviser rated the meetings or interviews as equally helpful than the participants who had the same adviser sometimes. Those who had a different personal adviser each time were less likely to report that the meetings were helpful, although the sample size for this sub-group was relatively small. This is set out in Table 5.4 below.

Overall, there is not much variation in the responses by the various demographic groups regarding the helpfulness rating of the contacts with the adviser. However, amongst those who had always had the same adviser, the early entrant group disproportionately reported the meeting as very helpful (94%).

Table 5.4 Usefulness of speaking to same/ different adviser

Summary: C4. And would you say that seeing or speaking with ... was?

	Summary: Helpful	Summary: Unhelpful
A. The same personal adviser always, or almost always	94%	5%
B. The same personal adviser sometimes	90%	6%
C. A different personal adviser each time	45%	41%

Source: BMG/IES Survey; BASE C4A = 245, BASE C4B = 49, BASE C4C = 15.

Finally, participants were asked how they perceived the amount of contact they had with a personal adviser during their engagement with the programme (Table 5.5). **About four in five participants (83%) stated that the amount of contact with the personal adviser was about right (similar to 80% in Cohort 1).** Just under one out of ten (nine per cent) felt that the amount of contact was not enough, more so among Asian respondents (19%). Very few (5%) reported too much contact.

Table 5.5 Views on frequency of contact

Too much	5%
About right	83%
Not enough	9%
Don't know	3%

Source: BMG/IES Survey

5.2 Nature of support received

Participants were asked about different types of services that they have received through CLW and how useful they have been in helping to find or get closer to finding paid work.

As set out in Table 5.6, the types of support most frequently referenced were:

- Help with writing a CV, job applications or interview skills (51%),
- An assessment of their goals, support needs and capabilities (49%),
- Drawing up an action plan (41%), and
- Advice or support related to one's health or disability (41%).

Around three in ten reported that they have received help with dealing with the impacts of the Covid-19 pandemic (27%), whilst one in five received training at a local college or other training provider (21%).

Female participants were more likely to report receiving support relating to health and disability (48%). The nature of support also varied to some extent depending on the age cohort of the participants. Support in goals, needs and capabilities were more frequently reported by those aged 18-34 (57%) and so was help writing CVs and job applications, or help with interview skills (63%). Not surprisingly, clients in the health and disability group were more likely to have received advice or support relating to their health or disability (45%), rising to just over half (53%) of those who felt that their health issue could stop them from finding or keeping work. Of course the corollary of this is that nearly half of those who felt that their health could stop them from finding work did not report having received advice or support related to their health condition.

Finally, the percentage of participants who replied 'none of these' was higher amongst those being referred during the pandemic (21%).

Table 5.6 Support received

D1 Have you received any of the following:

Help with writing a CV, job applications or interview skills	51%
An assessment of your goals, support needs and capabilities	49%
Drawing up an action plan	41%
Advice or support relating to your health or a disability you may have	41%
Help with dealing with the impacts of the Covid-19/Coronavirus pandemic	27%
Training at a local college or other training provider	21%
Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	16%
None of these	15%
Support or advice for setting up your own business or becoming self-employed	9%
Support or training in maths, reading, writing or English language	8%
Volunteering or voluntary work	8%
A work placement or work trial	6%
Help or advice in relation to looking after children or adults	4%

Source: BMG/IES Survey.

Those who reported receiving help with dealing with the impact of Covid-19 were asked what type of help they received. More than a quarter (27%) replied that they received general encouragement, one in seven (14%) reported receiving mental health support and one in ten reported receiving help with accessing health services and collecting prescriptions. One in ten respondents noted that they received other types of support

while around one in five (18%) said they didn't know. Women were more likely to report having received mental health support (at 22%).

When asked how useful any help received was, ratings were above 80% for all forms of support, with the exception of advice or support relating to health or a disability (77%) and training at a local college or other training provider (71%). Within these, help or advice in relation to looking after children or adults (94%), and help with dealing with the impact of Covid-19 (90%) both had the highest net positive rating (see Table 5.7).

Table 5.7 Views on helpfulness of support received

	Summary : Useful	Summary: Not useful
An assessment of your goals, support needs and capabilities	85%	13%
Drawing up an action plan	82%	13%
Help with writing a CV, job applications or interview skills	87%	10%
Training at a local college or other training provider	71%	18%
Support or training in maths, reading, writing or English language	85%	13%
A work placement or work trial	84%	12%
Volunteering or voluntary work	84%	9%
Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	81%	13%
Support or advice for setting up your own business or becoming self-employed	84%	13%
Advice or support relating to your health or a disability you may have	77%	19%
Help or advice in relation to looking after children or adults	94%	0%
Help with dealing with the impacts of the Covid-19 pandemic	90%	6%

Source: BMG/IES Survey; BASE D2/1 =197, BASE D2/2 = 166, BASE D2/3 =205 , BASE D2/4 = 84, BASE D2/5 = 31, BASE D2/6 =25, BASE D2/7 =31 , BASE D2/8 = 65, BASE D2/9 = 35, BASE D2/10 = 166, BASE D2/11 = 18

5.3 Views on support received

Table 5.8 sets out that **over half of survey respondents (58%) felt that their adviser completely understood their needs (similar to 54% in Cohort 1) and a similar percentage (57%) agreed that advisers had the right skills and expertise to help them (similar to 58% in Cohort 1).** More than half (51%) felt that their adviser helped them access additional support.

Table 5.8 Views on adviser support

	Completely	To some extent	Not at all	Not sure/ DK
Understood your needs	58%	31%	8%	3%
Had the right skills and expertise to help you	57%	29%	9%	5%
Helped you to access additional support	51%	26%	20%	3%

Source: BMG/IES Survey.

Some groups of participants had statistically significant differences from these views, however. Most notably:

- **Around three in four (76%) of those in early entrant group felt their needs were completely understood by their advisers.**
- **Less than half (47%) of respondents in the health and disability group felt that the adviser completely helped them access support.**
- **More than three quarters (77%) of participants from the Islington borough felt that their advisers understood their needs completely.**
- **Asian participants were less likely to feel that their adviser completely understood their needs (38%), had the right skills and expertise to help them (25%), and helped them access additional support (22%).**

Participants were also asked if the support they had received affected their motivation to find work, either positively or negatively. Table 5.9 shows that **nearly three-quarters (72%) of participants felt that the support they received increased their motivation to find employment.** This was even more pronounced among the early entrant group (85%). One-fifth (19%) felt that the support they received had no effect on their motivation.

Very few (4%) reported that participation decreased their motivation to find work, although there was a statistically significant higher response to this in Tower Hamlets (at 12%).

Table 5.9 Impact of support on motivations to find employment

Increased a lot	45%
Increased a little	27%
Decreased a little	2%
Decreased a lot	2%
No effect on motivation	19%
Don't know	5%
Prefer not to say	1%
Summary: Increased	72%
Summary: Decreased	4%

Source: BMG/IES Survey

Nearly three-quarters (72%) of participants felt that the support they received matched their personal needs and circumstances (Table 5.10). One in five (21%) reported that it was not well matched, of which one in ten felt it was not well matched at all. Participants in the health and disability group were more likely to report this (12%); while those who started on the programme after the start of the pandemic were less likely to report that the support they received matched their personal needs and circumstances (65%).

Table 5.10 Suitability of support received

Very well matched	36%
Fairly well matched	36%
Not very well matched	10%
Not well matched at all	10%
Not sure/don't know	8%
Summary: Well matched	72%
Summary: Not well matched	21%

Source: BMG/IES Survey

Table 5.11 shows that **four in five (79%) of survey respondents found the support they received useful in helping them find a job or move closer to paid work (similar to 75% in Cohort 1)**. There was some variation among the respondent groups on the usefulness of the programme, with this rising to more than four in five (85%) of white respondents and nearly all of those in Haringey (95%), but dropping to two-thirds (65%) in

Wandsworth. **One in six (17%) participants felt the support from the programme was not helpful.**

Table 5.11 Overall view of usefulness of support received

Very useful	38%
Fairly useful	41%
Not very useful	9%
Not useful at all	9%
Don't know	4%
Summary: Useful	79%
Summary: Not useful	17%

Source: BMG/IES Survey.

Almost half of the respondents (46%) reported that nothing else could have helped them to find work more quickly (similar to 47% in Cohort 1) (Table 5.12). Of the options given for potential improvements to the programme, none were agreed with by more than one in twenty of respondents, except for more jobs/ interviews (6%). Many respondents replied 'I don't know' to this question (21%).

At borough level however, some responses stood out. Higher proportions of respondents from Islington reported that 'more jobs/ interviews' would have been an improvement (15%), while respondents from Lewisham reported that more relevant/ targeted/ tailored support (10%) and financial assistance (10%) would have been an improvement. Similarly, Asian respondents reported the need for more relevant support (13%), while younger respondents were more likely to say that better communication would have been an improvement (12%).

Table 5.12 Views on what additional support would have been beneficial

More jobs/interviews	6%
Help with work experience (Inc. volunteer work/internships)	2%
More relevant/targeted/tailored support	4%
More relevant/targeted/tailored job opportunities	4%
Better/more communication	4%
More support/understanding of health issues	2%
Help with applications (Inc. CV/cover letters/etc)	2%
Age is an issue/factor	0%
Better appointment system/more appointments/meetings	1%
More help/support/advice (general)	3%
More training/education opportunities/support	5%

Help with confidence	*%
Financial assistance (covering/reimbursing my costs)	2%
Be more organised	*%
More stability/consistent	*%
Listen to me/take me seriously	1%
Better links/more contact with employers	2%
Better/more knowledgeable adviser/support worker	1%
Help with computer access (Inc computer literacy)	3%
Better treatment (kind/considerate/polite)	*%
Help being self-employed/starting a business	1%
Other	3%
Nothing	46%
Don't know	21%

Source: BMG/IES Survey

Survey participants were also asked about the waiting time between agreeing a programme of support and then starting it and the results are shown in Table 5.13. Just over one-third (35%) received support fairly quickly (in less than two weeks) after agreeing to it (although this was lower than the 45% reported in Cohort 1). Participants from Islington and Southwark also started quicker on average; for Islington nearly one quarter of people (23%) waited less than one week while two in five (38%) of participants from Southwark waited at least one week but less than two.

One-fifth (22%) of participants had to wait between two to three weeks to start a programme of support and **the same proportion (22%) waited four weeks or more (compared with 12% in Cohort 1)**. These delays may reflect the impacts of the Covid-19 pandemic. Participants in the health and disability group on average waited less than other clients, with one in eight (13%) waiting less than a week.

Table 5.13 Waiting time between agreeing and starting a programme of support

Less than a week	11%
At least 1 but less than 2 weeks	24%
At least 2 but less than 3 weeks	22%
At least 3 but less than 4 weeks	8%
4 weeks or more	22%
Don't know/can't remember	13%

Source: BMG/IES Survey

When asked about the extent to which participants felt pressured to undertake activities, **more than one-fifth (22%) of participants reported being pressured to take part in activities not suited to their needs.** This was highest amongst those who joined the programme before the onset of the pandemic (25%) (Table 5.14).

Three-quarters of the participants (74%) did not feel under pressure to take part in activities that did not suit their needs and circumstances.

Table 5.14 Extent to which felt under pressure to undertake activities

To a great extent	4%
To some extent	18%
To a limited extent	13%
Not at all	61%
Not sure/don't know	4%
Summary: pressure to some extent and a great extent	22%
Summary: no pressure at all or to a limited extent	74%

Source: BMG/IES Survey

6 Work outcomes and impact

6.1 Management information

As with the first report, MI data on employment outcomes was limited, likely reflecting a combination of incomplete recording of outcomes; the time taken to achieve outcomes; and more recently the impacts of the pandemic. Just 7.2% of individuals who became attached to the programme were recorded as having started a job within the period covered by the MI data extract (slightly up from 5.5% in Cohort 1); but the percentage who had a recorded start date for a job was much higher at 20.8% (similar to the 20.3% in Cohort 1). This suggests that in a sizeable proportion of cases where the provider recorded the date of starting employment, they did not complete the field which indicated that a job start had occurred.

Just under one in ten (7.9%) of those attached appeared to have found work which had lasted for three months or more (compared to 9.3% in Cohort 1), meaning that just over one-third (38.1%) of all those who had started a job appear to have achieved three months of employment (down from 46.1% in Cohort 1). Most of those who had started a job were still in work (60.9%) at the end of the period covered by the MI (although down from 79.9% in Cohort 1). Of those who had been employed for at least some of the period since becoming attached to the programme, 44.6% earned the real living wage in this job (similar to 45.6% in Cohort 1).

6.2 Survey data

6.2.1 Employment and earnings

The vast majority of respondents (93%) were not in paid work or self-employment (compared to 86% in Cohort 1), and only 10% were either currently in work or had been in work since joining CLW. As a consequence, the sample sizes for the analysis below are very small (typically 30-40 respondents) and so should be treated with caution.

Among those in paid work (Table 6.1):

- Two in five (41%) were working part time (< 30h/week) for an employer in a paid role.
- More than one third (37%) were working full time.
- A smaller proportion (22%) were currently self-employed.

Table 6.1 Current employment status

Self employed	22%
Working full time for an employer in a paid role – 30 hours or more per week	37%
Working part time for an employer in a paid role – less than 30 hours per week	41%
Don't know	0%
Prefer not to say	0%

Source: BMG/IES Survey; BASE = 29.

More than half of those who had been in work reported that they were now either on reduced hours or were out of work as a result of Covid-19 (55% – of which 20% were off work and 35% working fewer hours). Among those whose work had been affected by the pandemic, more than half (53%) reported having their wages topped up through the Job Retention Scheme.

The majority (90%) of those who stated they were currently not in paid work or self-employment did not give any information on their current status. A small proportion of the respondents stated that they were working for an employer in an unpaid role, either a voluntary position, internship or other unpaid role (6%) or in training or education (5%).

Among those who were either in employment or who had been at some point since joining the programme, a third (34%) had started paid work or self-employment six months ago or longer. One fifth (21%) started between one and three months ago (Table 6.2).

Table 6.2 When current employment started

Less than one month ago	10%
1-3 months ago	21%
3-6 months ago	30%
6 months ago or longer	34%
Don't know	6%

Source: BMG/IES Survey; BASE = 40

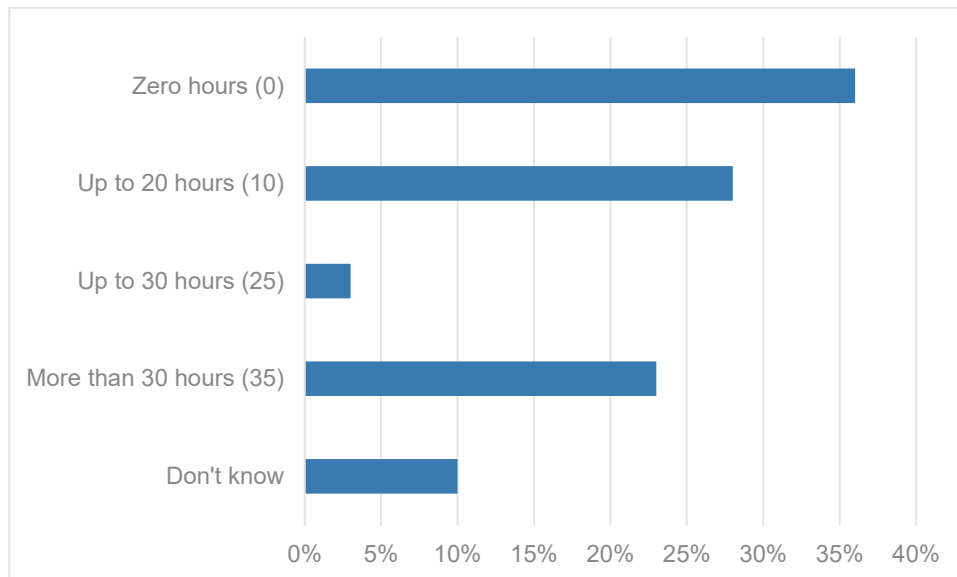
When asked about the form of contractual relationship that they had, **more than a third (36%) were employed on a temporary or casual basis**, while three in ten (30%) had a permanent or open-ended contract (Table 6.3).

Table 6.3 Form of employment

On a permanent or open-ended contract	30%
On a fixed-term contract lasting 12 months or longer	12%
On a fixed-term contract lasting less than 12 months	0%
On a temporary or casual basis	36%
Self employed	6%
On some other basis	12%
Don't know	5%
Refused	0%
Not answered	0%

Source: BMG/IES Survey; BASE = 38

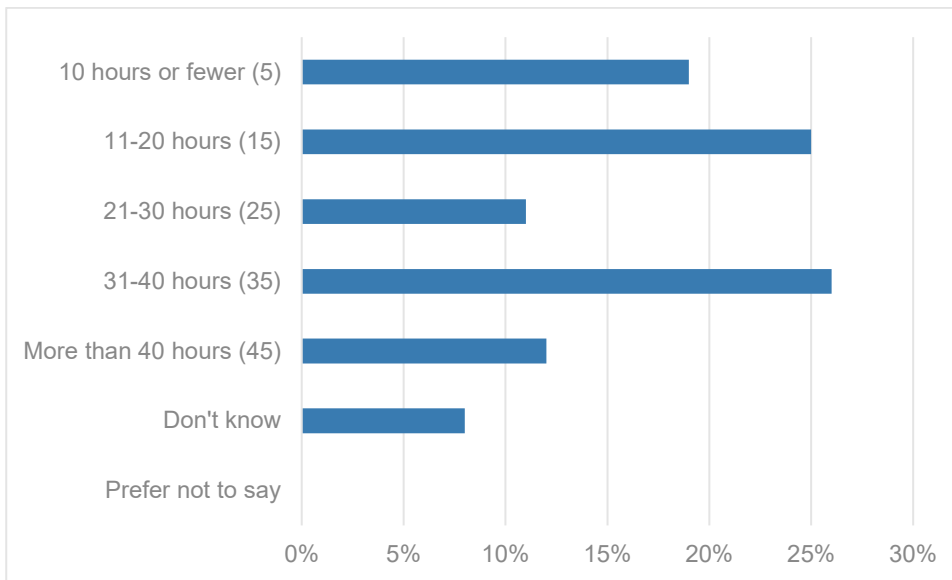
Respondents were also asked whether their contract specified a certain number of working hours. **More than one third (36%) were on a zero-hours contract, whilst for more than a quarter (28%) their contract was for up to 20 hours** (Figure 6.1).

Figure 6.1 Contractual hours

Source: BMG/IES Survey; BASE = 38

Looking at usual hours, nearly half (44%) reported that their typical working week consisted of less than 20 hours of work. One in ten (11%) participants typically worked between 21 and 30 hours a week (Figure 6.2).

Table 6.2 Typical working hours



Source: BMG/IES Survey; BASE = 40

Two in five of participants (38%) were working in an elementary occupation; one-tenth (10%) were working in a care, leisure and other service occupation; while one in twenty participants (5%) were working in sales (Table 6.4).

Table 6.4 Occupational group

Other Managers and Proprietors	3%
Teaching and Educational Professionals	3%
Health and Social Care Associate Professionals	4%
Culture, Media and Sports Occupations	5%
Business and Public Service Associate Professionals	3%
Administrative Occupations	5%
Secretarial and Related Occupations	5%
Textile, Printing and Other Skilled Trades	3%
Caring, Leisure and Other Service Occupations	10%
Leisure, Travel and Related Personal Service Occupations	5%
Sales Occupations	5%
Customer Service Occupations	2%
Transport and Mobile Machine Drivers and Operatives	9%
Elementary Administration and Service Occupations	38%
Refused	2%

Source: BMG/IES Survey; BASE = 40

Working in public services was the most common sector for those in work, reported by a quarter of respondents (24%). Nearly one-fifth (18%) reported working in financial services. Other sectors which were frequently reported were: transport, storage, and communication (16%) and hotels and catering (13%) (Table 6.5).

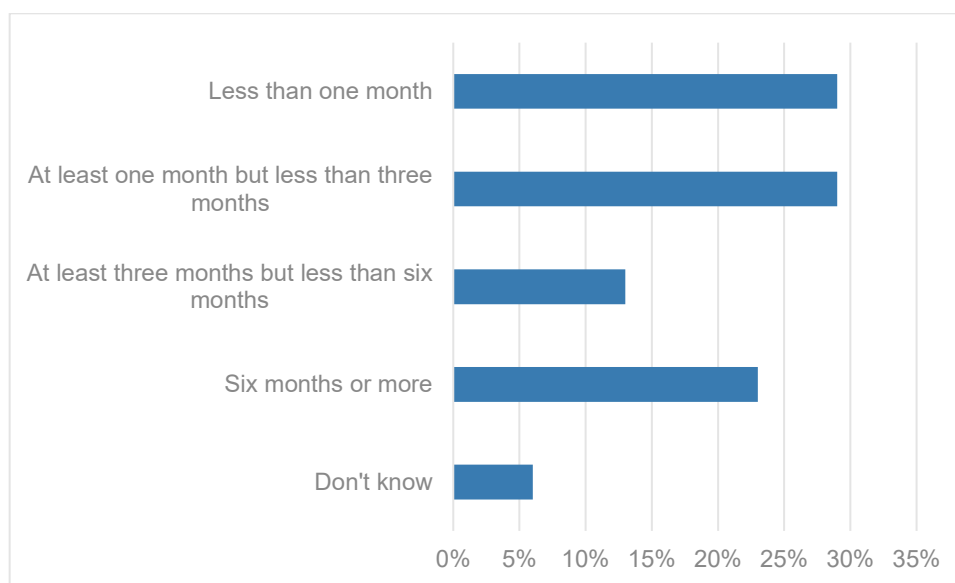
More than half (58%) of those who had spent time in paid work had been employed for less than three months in their current or most recent job (up from 53% in Cohort 1). A quarter (23%) had been employed for six months or more (Figure 6.2).

Table 6.5 Sector of employment

Primary (ABDE)	0%
Manufacturing (C)	5%
Construction (F)	2%
Distribution (G)	7%
Hotels / Catering (I)	13%
Transport / Storage / Comms (H,J)	16%
Financial Intermediation (K-N)	18%
Public Services (O, P, Q)	24%
Other Services (R, S)	7%
Don't know/ Can't remember	3%
Prefer not to say	5%

Source: BMG/IES Survey; BASE = 40

Figure 6.2 Length of time in most recent job



Source: BMG/IES Survey; BASE = 40

Nearly half of those who had left work (47%) reporting doing so because of the impact of the Covid-19 pandemic. One fifth (19%) said they left because of health reasons and another fifth said they left for other reasons. One in six (16%) said that they left because their contract ended (note however that the total number of interviewees who had left a job was very low, at eleven respondents).

Nevertheless, the majority felt that their current or most recent job matched with their experience, skills and interests fairly or very well (88%) (Table 6.6).

Table 6.6 Extent to which job matches skills and experiences

Very well matched	62%
Fairly well matched	26%
Not well matched	7%
Not at all well matched	3%
Don't know	2%
Summary: Well matched	88%
Summary: Not well matched	10%

Source: BMG/IES Survey; BASE = 40

Those who replied that the job was not a good match were asked for reasons for taking their current or most recent job. **All of them (100%) replied that it was because they wanted to move into work as soon as possible.**

Job satisfaction among those in work was fairly high (Table 6.7). Overall, four in five were satisfied with all aspects of their current job (80%) and one in seven were dissatisfied (14%).

Table 6.7 Job satisfaction

Very satisfied (5)	52%
Fairly satisfied (4)	28%
Neither satisfied nor dissatisfied (3)	6%
Fairly dissatisfied (2)	3%
Very dissatisfied (1)	11%
Don't know	0%
Prefer not to say	0%
Summary: Satisfied	80%
Summary: Dissatisfied	14%

Source: BMG/IES Survey; BASE = 29

Three out of ten (29%) of those who have or had a job were positive about the support they received through the Central London Works programme and thought it played a big part in helping them getting a job, with another quarter (27%) saying it played a small part (compared to 49% and 24% in Cohort 1, respectively). Two in five (41%) stated that the support through the programme played no role in helping them get a job (up from 26% in Cohort 1) (Table 6.8).

Table 6.8 Extent to which CLW support contributed to securing employment

Played a big part in helping you get the job	29%
Played a small part in helping you get the job	27%
Played no role in helping you get the job	41%
Don't know	2%
Summary: Played a part	57%

Source: BMG/IES Survey; BASE = 40

Earnings

Only one in six (16%) respondents reported earning at least the London Living Wage of £10.55 an hour, with two-thirds (66%) earning below this threshold.

More than half (56%) of respondents who are currently in work or self-employed reported having their spending reduced due to Covid-19. Around one-third (36%) reported no change in income as a result of the pandemic.

6.2.2 In-work support and progression

Those who had worked since joining CLW were asked whether they had received any type of training since starting work (Table 6.9 **Error! Reference source not found.**). One in four (39%) reported having received on-the-job-training, just a quarter (25%) reported having induction training, while one in five (19%) reported training which led to qualifications. Over half (54%) had not received any of these (similar to 50% in Cohort 1). Of those who did receive support from CLW, this was mainly in the form of 'support with finances to help cover the costs associated with looking for work' (78%) as well as 'support from adviser' (41%).

Table 6.9 Workplace training

Attended on-the-job training	39%
Attended training as part of your induction	25%
Attended training leading to qualifications	19%
None of these	54%
Don't know	0%
Summary: Any	46%

Source: BMG/IES Survey; BASE = 40

6.2.3 Impact of CLW support on employment prospects

Those who had not been in employment since starting CLW were asked about the extent to which CLW support had improved their chances of finding work in future (Table 6.10). Two-thirds (66%) of respondents felt that the support they had received had made it more likely that they would find work (similar to 67% in Cohort 1), with nearly one third (29%) reporting that it was a lot more likely. However, one fifth (20%) said that the programme had made no impact on this.

Table 6.10 Extent to which CLW had impacted on likelihood of finding work

A lot more likely to find work	29%
A little more likely to find work	37%
Had no impact on your likelihood to find work	20%
Less likely to find work	6%
Don't know	7%
Summary: More likely	66%

Source: BMG/IES Survey; BASE = 339

For some specific groups, CLW support was not perceived as being as helpful: this was especially the case for those over 60 years of age, one-third (31%) of whom reported that the support had no impact on likelihood to find work. **Early entrant groups found CLW support more helpful than other group (81% said they think they are more likely to find work).**

7 Self-efficacy and wellbeing

7.1 Self-efficacy

Participants were asked a series of standardised questions around their self-efficacy (Table 7.1). More than half of the participants felt confident about various aspects of self-efficacy, such as:

- Making a list of all the skills that one has, and which can be used to find a job (55%);
- Talking to friends and other contacts to find out about potential employers who need one's skills (59%);
- Completing a good job application and CV (54%);
- Searching for jobs online (using computers, smart phones, internet etc.) (59%);
- Applying for jobs online (using computers, smart phones, internet etc.) (57%).
- Getting help in order to become familiar with a new job (56%).

Aspects respondents were less confident about were:

- Contacting and persuading potential employers to consider you for a job (51%); and
- Making the best impression and getting your points across in a job interview (49%).

Across some of these aspects, there were particular groups who were consistently more or less confident. For instance:

- Women were less confident about 'contacting and persuading potential employers to consider you for a job' (33% not confident).
- Across all the aspects of self-efficacy, respondents who responded 'yes' to having health that stops them from finding a job felt less confident to varying degree.
- In terms of ethnicity, Asian respondents reported feeling less confident about making a list of skills (37%) talk to friends about suitable jobs (40%), completing a job application, making the best impression in a job interview (43%), and getting help to become more familiar with a new job (32%).

Table 7.1 Confidence in undertaking job-related activities

	Summary: Not confident	Summary: Confident
Making a good list of all the skills that you have, and which can be used to find a job	19%	55%
Talking to friends and other contacts to find out about potential employers who need your skills	24%	59%
Talking to friends and other contacts to discover promising job openings that are suitable for you	23%	59%
Completing a good job application and CV	25%	54%
Contacting and persuading potential employers to consider you for a job	26%	51%
Making the best impression and getting your points across in a job interview	24%	49%
Searching for jobs online (using computers, Smart phones, internet, etc.)	27%	59%
Applying for jobs online (using computers, Smart phones, internet, etc.)	28%	57%
Getting help in order to become familiar with a new job	19%	56%

Source: BMG/IES Survey

7.2 Health and well-being

Finally, participants on CLW were asked about their general health and well-being and, again, a range of well-established standardised measures were used.

First, respondents were asked to rate various aspects of their lives using the ONS4 measure of personal well-being². Overall, wellbeing scores were very low – less than half (44%) of the respondents felt that the things they do in life are worthwhile, the same percentage (44%) reported feeling happy the day before, and only two in five participants (39%) said that they are satisfied with their life.³

² ONS4 asks questions about Life satisfaction; Worthwhile; Happiness and Anxiety on an 11 point scale from 0-10 where 0 is 'Not at all' and 10 'Completely'. These scores are then put into four groups from low to high. Further information is available from ONS

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/methodologies/personalwellbeingsurveyuserguide>

³ For these three items, we added the summary answers high and very high together.

These scores are significantly lower than those reported for the UK population as a whole, where in the latest national data (for the period April 2019 to March 2020 so before the pandemic started), the comparable summary figures were: Life satisfaction 82%; Worthwhile 84%; and Happiness 75%.⁴ Results are not explained by the pandemic however, as they are broadly similar to those found in the Cohort 1 report.

Table 7.2 Wellbeing of CLW participants

Summary: K1. Overall,...?				
	Summary: Low	Summary: Medium	Summary: High	Summary: Very high
How satisfied are you with your life nowadays	35%	26%	24%	15%
To what extent do you feel that the things you do in your life are worthwhile	30%	26%	24%	20%
How happy did you feel yesterday	38%	19%	19%	25%

Source: BMG/IES Survey

Younger participants tended to rate their life satisfaction more positively, compared to older workers⁵. Participants with limiting health conditions had lower levels of life satisfaction (4.94), compared to their healthy counterparts (5.76). The same patterns emerged on the question of 'finding things in life worthwhile' and general happiness levels. In addition, Asian participants rated these questions less favourably than participants from other ethnicities. Early entrant groups scored higher in all the questions.

Anxiety was measured using the ONS3 scale and was generally high amongst participants. Whereas only three out of ten (29%) reported having very low anxiety levels, the comparable figure for the general population is 38% (March 2020)⁶. Nearly half (47%) of respondents had a score of 5 or above (indicating medium to high anxiety) with a third (34%) reporting high levels of anxiety.

Older participants (60+) reported higher levels of anxiety (mean 5.18), compared to other age groups (mean 4.15). **Those who started the programme before the onset of the**

⁴ See dataset on national well-being

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/datasets/headlineestimatesofpersonalwellbeing>

⁵ For the findings by individual characteristics in the section, the mean scores from the 0-10 scales are presented.

⁶ See the dataset, link above.

pandemic unsurprisingly reported significantly lower anxiety (3.85) than respondents who started post-pandemic (4.55).

Table 7.3 Levels of anxiety reported by CLW participants

Summary: Very low	29%
Summary: Low	16%
Summary: Medium	22%
Summary: High	34%

Source: BMG/IES Survey

In the final question, participants were asked a range of statements about their feelings and thoughts over the previous 12 weeks and the results are presented below.

Only around one third (34%) had been feeling relaxed and/ or optimistic about the future most to all of the time (similar to 30% and 35% in Cohort 1). Two thirds (64%) reported being able to make up their mind about things (similar to 64% in Cohort 1).

Table 7.4 Thoughts and feelings of CLW participants over previous two weeks

	Summary: None/ Rarely	Summary: Often/ All of the time
I've been feeling optimistic about the future	24%	34%
I've been feeling useful	23%	35%
I've been feeling relaxed	25%	34%
I've been dealing with problems well	21%	40%
I've been thinking clearly	15%	52%
I've been feeling close to other people	30%	36%
I've been able to make up my own mind about things	8%	64%

Source: BMG/IES Survey NB: Category of 'sometimes' is left out, meaning that the % do not add up to 100 for each row.

Participants who joined post-pandemic were more likely to report lower level of feeling useful (2.04) and being able to make up their minds (2.79); while early entrants group reported more positive feelings and thoughts across the board than other groups.

8 Summary and conclusions

This report presents findings from Management Information covering the first two and a half years of delivery of the Central London Works programme, and a survey of 403 participants between July and September 2020. Findings were generally positive, but with a number of potential areas for improvement identified.

8.1 Participant characteristics

More than two-thirds of participants reported having a health condition, although this is below the 75% that was envisaged at the start of the programme. Over a third of participants reported that ill health or a disability was their main barrier to work, and a similar proportion (34%) reported that they had a health condition that could stop them from finding and keeping a job. Just over half of participants reported that working would likely make it harder to manage their health, and a quarter of those out of work considered that work was not viable because of ill health. However over two thirds stated that they would consider returning to work either immediately or on some days.

Participants also reported a range of other disadvantages in the labour market, including:

- Three-fifth reported having been out of work for at least one year, with one-fifth not having had paid employment for at least five years. One-tenth said that they had been out of work for at least ten years. Those referred since the onset of the pandemic had generally been out of work for less time than those referred prior.
- The median age for participants is 49 years old, with just over than one in twenty being aged between 18 and 24. Older participants were more likely to report ill health and to report that this was a main barrier to work.
- Three fifths of participants reported being from a non-white ethnic background, with significant variation by borough that reflect demographic differences within London (with for example a larger proportion of Black participants in Haringey and Lambeth, and more Asian participants in Tower Hamlets).

The number of people being referred into Central London Works was relatively stable until the onset of the Covid-19 pandemic, after which it declined sharply. While the numbers recovered somewhat in the post-lockdown period ,the proportion of referrals that has resulted in attachments remains lower than the pre-pandemic time.

8.2 Referral and attachment

Participants reported a range of reasons for joining Central London Works. As with Cohort 1, the most common reason was because they were keen to find work (45%). Nearly a

third joined on the advice of their adviser, one in six because the range of support sounded good, and one in seven because they wanted help with managing their health condition.

One in seven report that they were told that participation in Central London Works was mandatory, with this figure rising to one-third of the Long-term unemployed group. Just two in five participants recalled having been told that the programme was voluntary.

According to the Management Information, it was most common for the initial assessment to be completed within four weeks of referral but in nearly a quarter of cases the initial assessment took place between four and six weeks after referral. Nearly one-in-five individuals waited for eight weeks or more to be assessed, with more than one in ten waiting for thirteen weeks or more. (However, survey responses suggested that initial appointments were somewhat quicker than this – which could reflect inaccuracies in recall, or how data was being recorded.) Very long delays were more common in Haringey and Lambeth, while the quickest attachments were achieved in Camden, with nearly three in five achieved within four weeks. Underneath this, there were some signs that the wait to be assessed was shorter in boroughs where caseloads were lower.

There also appeared to be considerable variation between the groups in the proportion signing an action plan following their initial assessment. Seven in ten of the health and disability group and the early entrant group were assessed and attached, compared to four in five for the long-term unemployed.

8.3 Support received

Feedback on the frequency and quality of adviser support was generally positive. Nearly four in five participants reported always seeing the same adviser, with one in twenty reporting having seen a different adviser every time. The participants who saw the same adviser rated the meetings or interviews as more helpful than the participants who had the same adviser sometimes, or those who had a different personal adviser each time. Four out of five participants stated that the amount of contact with the personal adviser was about right, and nearly three in five felt that their adviser understood their needs and had the right skills and expertise.

Participants most commonly reported having received traditional 'employability' support – like help with CV writing and job applications; action planning; and assessing goals. More than a quarter reported getting help with the impact of the Covid-19 pandemic, with generally very high levels of satisfaction for this support. Around two in five also reported having had advice or support related to their health or disability. One-fifth had attended training while one in seven participants had received financial assistance. For all support received, more than four fifths of respondents reported that it was helpful or very helpful.

However, some groups had less positive experiences of support. Nearly half of those in the health and disability group felt their advisers didn't completely help them in accessing the support that they need; while participants from Asian ethnic backgrounds were less likely to report that their adviser understood their needs or had the right skills and expertise. Overall, one in six participants felt the support from the programme was not helpful. More than a fifth reported feeling pressured to take part in activities not suited to their needs.

Overall, two thirds of those who had not secured work through Central London Works nonetheless reported that they felt that the programme had made it more likely that they would find work in future. Scores were lower for those aged 60+, one-third of whom reported that the support had no impact on likelihood to find work.

8.4 Employment experiences

As with Cohort 1, relatively few participants had secured employment – at most one in five of those in the Management Information, and seven per cent of those responding to the survey.

Among survey respondents who were in employment, many were in relatively insecure work – with more than a third in temporary or casual contracts, three fifths reporting fewer than 20 hours of work a week, and more than a third reporting being on a zero-hours contract. Over half had either left work or seen their hours reduced as a result of the Covid-19 pandemic. Just over a third were working in an elementary occupation, with one in ten were working in a care, leisure and other service occupations and one in twenty working in sales.

Two thirds of respondents reported that they were earning below the London Living Wage. Nevertheless, nearly nine in ten respondents felt that their current or most recent job matched with their experience, skills and interests fairly or very well; while eight in ten were satisfied with all aspects of their current job.

8.5 Self-efficacy and wellbeing

Around three in five of participants felt confident about various aspects of self-efficacy, set out in the detail of the report. However, there were variations in responses given by different groups. Women were less confident about contacting and persuading potential employers to consider them for a job. Across all the aspects of self-efficacy, respondents who responded 'yes' to having health that stops them from finding a job felt less confident to varying degree. In terms of ethnicity, Asian respondents reported feeling less confident about making a list of skills, talk to friends about suitable jobs, completing a job application, making the best impression in a job interview, and getting help to become more familiar with a new job.

In general, life satisfaction scores were lower and anxiety score higher than for the population as a whole. This was particularly the case for those with health conditions, while anxiety was lower for those who started the programme pre-pandemic.

Annex: Central London Works Cohort 2

Wave 1 survey

JULY 2020

Introduction

Good morning/afternoon/evening.

Can I please speak to <Text fill: FULLNAME>,

My name is and I am calling you from BMG Research, on behalf of the Central London Works programme. We are an independent research agency, and have been asked to speak to people who are getting support to prepare for work through the programme.

This survey will ask about the support you have received, what you think about the support you have received, and the impact the support has had on you.

IF REQUIRED: Your name was given to us in a list of people who were on the programme.

IF REQUIRED: Your participation in the survey is entirely voluntary and will not affect your entitlement to claim benefits, now or in the future, nor how you are supported through this or other programmes. You can stop at any time.

IF REQUIRED: We can always call back at a more convenient time if that would be better for you.

IF REQUIRED: Depending on your responses, the survey should take around 20 minutes to complete.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (<https://www.bmgresearch.co.uk/privacy>) now over the phone or by email (POSTAL OPTION NOT TO BE READ OUT – ONLY PROVIDED IF REQUESTED BY RESPONDENT)

IF REQUIRED: For more information about this research, you can contact xxx on xxx or email xxx

A Work history prior to referral to CLW

INTERVIEWER: Before we talk about Central London Works itself, I'd like to ask you a few questions about your work history before you were referred to the programme.

ASK ALL

A1 Can I just ask, how long before being referred to Central London Works had it been since you were last in paid employment?

do not READ OUT – SINGLE CODE

(Never been in paid work)

Less than one month before you were referred

At least one month, but less than three months before you were referred

At least three months, but less than six months before you were referred

At least six months, but less than nine months before you were referred

At least nine months, but less than twelve months before you were referred

At least one year, but less than two years before you were referred

At least two years, but less than five years before you were referred

At least five years but less than ten years before you were referred

More than ten years before you were referred

(DO NOT READ OUT) Don't know/Can't remember

ASK IF HAVE BEEN IN PAID WORK IN LAST SIX MONTHS (CODES 2-4 AT A1)

A1a Was the reason that you left work related to the Covid-19/Coronavirus pandemic?

do not READ OUT – SINGLE CODE

Yes – made redundant

Yes – contract ended or terminated

Yes – left due to ill health or shielding

Yes – other

No

Don't know/Can't remember

ASK ALL

A2 And thinking about **the time just before your referral** to Central London Works, what were the main difficulties you faced in finding work?

DO NOT READ OUT – MULTICODE OK.

Family or caring commitments

Health issues/disabilities limit kind of work can do

The time involved in getting to interviews or a workplace

The cost involved in getting to interviews or a workplace

Lack of vacancies for jobs interested in

Lack of jobs in local area

Too much competition for jobs

Lack of jobs for people with respondent's health issues/ disabilities

Lack of understanding from employers about people with health conditions or disabilities or employing people with disabilities

Not having right skills for jobs interested in

Lack of work experience

Drug or alcohol problems

Criminal record

Housing problems

Language difficulties

Age

Impacts of the COVID-19/Coronavirus pandemic

Other (specify)

No real difficulties

Don't know/ prefer not to say

B Referral to CLW

INTERVIEWER: Thanks. I am now going to ask you a few questions about the way you were referred to Central London Works and the information you were given before you started.

ASK ALL

B1 How were you referred to CLW?

By Jobcentre Plus

By another organisation [name]

Don't know

ASK ALL

B2 Roughly how long did it take between telling [organisation] that you wanted to take part in Central London Works and actually starting?

READ OUT. SINGLE CODE.

Less than a week
 At least 1 but less than 2 weeks
 At least 2 but less than 3 weeks
 At least 3 but less than 4 weeks
 4 weeks or more
 (Don't know/can't remember)

ASK ALL

B3 Why did you join Central London Works?

DO NOT READ OUT – MUTICODE

Keen to find work.
 Wanted help with managing health condition.
 The provider seemed very professional.
 The range of support sounded good.
 Felt the provider could offer a better or wider range of support than Jobcentre Plus.
 Felt Jobcentre Plus couldn't offer you any more support
 Didn't have a good relationship with your Jobcentre Plus adviser
 Felt under pressure to join Central London Works
 Thought you had to join Central London Works (i.e you felt you did not have any choice)
 Convinced by advisor it was the best thing to do
 Other (please specify)
 Don't know

ASK ALL

B4 Did any of your Central London Works advisers tell you that your taking part in the programme is voluntary, or something you have to do to receive your benefits?

IF REQUIRED: We are specifically interested in your Central London Works advisers here. Please disregard any discussions you may have had with Jobcentre Plus or anyone else about this.

IF REQUIRED: We are asking this question to understand whether advisers are informing people that their participation in the programme is voluntary, or whether it is something you have to do.

IF REQUIRED: As an independent research organisation we cannot advise whether you would be at risk of losing all or part of your benefit if you did not take part in any aspect of the support, and we would recommend you discuss this with your advisor if you have any concerns or questions.

Yes, they said it was voluntary
 Yes, they said I have to participate in order to receive my benefits
 Not told either
 Don't know/can't remember

C Level of support received

Now, I'd like to ask you a few questions about your views on the level of support you have received from Central London Works.

IF REQUIRED: This includes support you may have received from Ingeus or its sub-contractors, Get Set UK, Bromley by Bow Centre or Leonard Cheshire

ASK ALL

C1 Thinking about the contacts or meetings you have had with advisers through Central London Works, in which of the following ways have these taken place:

MUTICODE OK. READ OUT.

In a group meeting with other people looking for work?
 Face-to-face with an adviser?
 By telephone

By text
By email
Using Skype or video call
In some other format (please specify)?
(DO NOT READ OUT) Don't know/can't remember

ASK ALL

C2 Since starting Central London Works, how many meetings or interviews have you had with a personal adviser (excluding any meetings with Jobcentre Plus)?

This INCLUDES any discussions you have had over the telephone or remotely.

If you are not sure, please provide your best estimate.

1 – **GO TO C5**
2
3-4
5-6
7-10
11-19
20-29
30 or more (WRITE IN)
(DO NOT READ OUT) Don't know/can't remember

ASK IF SEEN ADVISER MORE THAN ONCE SINCE STARTING CENTRAL LONDON WORKS (CODES 2-8 AT C2) OTHERS GO TO C5.

C3 Which of the following statements applies to these meetings or interviews?
READ OUT. SINGLE CODE.

You always or almost always saw or spoke with the same adviser – **GO TO C4a**
You saw or spoke with the same adviser sometimes – **GO TO C4b**
You saw or spoke with a different adviser each time – **GO TO C4c**
(DO NOT READ OUT) Don't know/can't remember – **GO TO C5**

IF 1 AT C3

C4A And would you say that always, or almost always seeing or speaking with the same personal adviser was..?

Very helpful
Fairly helpful
Fairly unhelpful
Very unhelpful
(DO NOT READ OUT) Don't know

IF 2 AT C3

C4b And would you say that seeing or speaking with the same personal adviser sometimes was..?

Very helpful
Fairly helpful
Fairly unhelpful
Very unhelpful
(DO NOT READ OUT) Don't know

IF 3 AT C3

C4c And would you say that seeing or speaking with a different personal adviser each time was...?

Very helpful
 Fairly helpful
 Fairly unhelpful
 Very unhelpful
 (DO NOT READ OUT) Don't know

ASK ALLC5 Thinking overall about the amount of contact you had with a personal adviser, would you say it was..

READ OUT. SINGLE CODE.

Too much
 About right
 Not enough
 (DO NOT READ OUT) Don't know

D Nature of support received

READ OUT: I would now like to find out about the different types of services you have received under Central London Works, and how useful they have been in helping you to find or move closer to getting paid work. We are not interested in any support you have received from Jobcentre Plus.

We are interested in things you actually have received to date. If some things are being discussed or are in the process of being arranged we do not need to record them in this survey.

I am now going to read out a list of possible types of support you may or may not have received through Central London Works...

ASK ALL

D1 Have you received any of the following:

READ OUT, STATEMENTS ROTATED

An assessment of your goals, support needs and capabilities

Drawing up an action plan

Help with writing a CV, job applications or interview skills

Training at a local college or other training provider

Support or training in maths, reading, writing or English language

A work placement or work trial

Volunteering or voluntary work

Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)

Support or advice for setting up your own business or becoming self-employed

Advice or support relating to your health or a disability you may have

Help or advice in relation to looking after children or adults

Help with dealing with the impacts of the Covid-19/Coronavirus pandemic

None of these

(DO NOT READ OUT) Cannot recall

ASK IF D1=1-12

ASK FOR EACH TYPE OF SUPPORT MENTIONED AT D1

D2 And how useful was ... in helping you to find work or moving you closer to getting paid work?

READ OUT EACH TYPE OF SERVICE TAKEN UP

Very useful
 Fairly useful
 Not very useful
 Not at all useful

(Don't know)

ASK IF D1=12

D3 What help did you receive to deal with the impacts of Covid-19/Coronavirus pandemic?

DO NOT READ OUT. MULTICODE OK.

Financial support
Help with shopping
Help with accessing health services, collecting prescriptions
Other (please specify)

E Views on support received

Now, I'd like to ask you about your views on the support you have received through Central London Works.

ASK ALL

E1a Thinking about the support received from your adviser, to what extent do you feel that your advisers:

Understood your needs?
Had the right skills and expertise to help you?
Helped you to access additional support?

Completely
To some extent
Not at all
Not sure/DK

ASK ALL

E1b Has the support you have received from your adviser increased or decreased your motivation to find employment...?

Increased a lot
Increased a little
Decreased a little
Decreased a lot
No effect on motivation
Don't know/prefer not to say

ASK ALL

E2 Thinking about all the organisations that you have been in contact with through Central London Works, excluding Jobcentre Plus, to what extent do you think that the support you received was matched to your personal needs and circumstances? Was it...

READ OUT. SINGLE CODE.

Very well matched
Fairly well matched
Not very well matched
Not well matched at all
(Not sure/don't know)

ASK ALL

E3 Thinking about the average length of time you've had to wait between agreeing to a programme of support and actually starting to receive it, have you had to wait:

READ OUT. SINGLE CODE.

Less than a week?
 At least 1 but less than 2 weeks?
 At least 2 but less than 3 weeks?
 At least 3 but less than 4 weeks?
 4 weeks or more?
 (Don't know/can't remember)

ASK ALL

E4 And to what extent did you feel under pressure at any time to take part in activities that may not have been suited to your needs and circumstances..?

READ OUT. SINGLE CODE.

To a great extent
 To some extent
 To a limited extent
 Not at all
 (Not sure/don't know)

ASK ALL

E5 Overall, how useful have you found the support you have received through Central London Works in helping you to find a job or move closer to getting paid work?

READ OUT. SINGLE CODE.

Very useful
 Fairly useful
 Not very useful
 Not useful at all
 (**DO NOT READ OUT**) Don't know

ASK ALL

E6 What more could have been offered to help you find work/find work more quickly?

PROBE FULLY

WRITE IN

Nothing
 (**DO NOT READ OUT**) Don't know

ASK ALL

E7 Overall, how useful have you found the support you have received through Central London Works in helping to deal with the impacts of the Covid-19/Coronavirus pandemic?

READ OUT. SINGLE CODE.

Very useful
 Fairly useful
 Not very useful
 Not useful at all
 (**DO NOT READ OUT**) Don't know

F Work outcomes and impact

Now I'd like to ask you a few questions about your current work status and any jobs you have had since starting on Central London Works.

F1 Can I just ask, are you currently in paid work or self-employment? If you are temporarily away from a job or business due to Covid-19, on furlough for example, then answer 'yes'.

READ OUT

Yes

No – **GO TO F3**

ASK IF CURRENTLY IN PAID WORK OR SELF-EMPLOYMENT (CODE 1 AT F1)

F2 And are you currently...?

Self employed

Working full time for an employer in a paid role – 30 hours or more per week

Working part time for an employer in a paid role – less than 30 hours per week

Don't know/prefer not to say

ASK IF CURRENTLY IN PAID WORK OR SELF-EMPLOYMENT (CODE 1 AT F1)

F2a Are you currently away from work or have you had your hours reduced as a result of the Covid-19 pandemic?

Yes – currently off work

Yes – currently working reduced hours

No

Don't know/prefer not to say

ASK IF OFF WORK OR HOURS REDUCED (CODE 1 or 2 AT F2a)

F2b And are you currently having your wages topped up through the government Job Retention Scheme?

Yes

No

Don't know/prefer not to say

ASK IF NOT CURRENTLY IN PAID WORK OR SELF-EMPLOYMENT (CODE 2 AT F1)

F3 And are you currently...?

MULTI CODE

Retired

In training or education

Working for an employer in a voluntary, unpaid role or internship

None of the above

F4 deleted

ASK IF NOT CURRENTLY EMPLOYED IN A PAID ROLE/SELF-EMPLOYED (CODE 2 AT F1).

F5 And since your referral to Central London Works, have you at any time been...

READ OUT. ALLOW MULTI-CODE.

Self employed

Working full time for an employer in a paid role – 30 hours or more per week

Working part time for an employer in a paid role – less than 30 hours per week

Working for an employer in a voluntary unpaid role or internship

None of the above – **GO TO F19**

ASK IF CURRENTLY EMPLOYED IN A PAID ROLE/SELF-EMPLOYED OR HAVE BEEN SINCE CLW (CODE 1 AT F1 OR CODES 1-3 AT F5).

F6 And when did this job /self-employment start?

ADD IF NECESSARY: If participant has more than one job, focus on their main job (the job they work most hours in).

READ OUT. SINGLE CODE

Less than one month ago
 1-3 months ago
 3-6 months ago
 6 months ago or longer
(DO NOT READ OUT) Don't know

ASK IF CURRENTLY EMPLOYED IN A PAID ROLE OR HAVE BEEN SINCE REFERRAL TO CLW (F1 =1 OR F5 =2/3).

F7 And is (was) this job...

IF NECESSARY: IF MORE THAN ONE EMPLOYER CURRENTLY, FOCUS ON MAIN JOB. IF NOT CURRENTLY EMPLOYED IN A PAID ROLE BUT HAVE BEEN SINCE REFERRAL TO CENTRAL LONDON WORKS, FOCUS ON MOST RECENT PAID ROLE.

READ OUT – SINGLE CODE

On a permanent or open-ended contract
 On a fixed-term contract lasting 12 months or longer
 On a fixed-term contract lasting less than 12 months
 On a temporary or casual basis
 On some other basis (Please specify)
(DO NOT READ OUT) Don't know
(DO NOT READ OUT) Refused

F8 And does (did) your job have a specified minimum number of hours?

Zero hours
 Up to 20 hours
 Up to 30 hours
 More than 30 hours
 Don't know

ASK IF (F1 =1 OR F5 = 1-3).

F9 And what is (was) your job title and your main duties or responsibilities?

IF NECESSARY: IF CURRENTLY EMPLOYED IN MORE THAN ONE JOB, FOCUS ON MAIN JOB. IF NOT CURRENTLY IN WORK, FOCUS ON MOST RECENT JOB.

PROBE FOR FULL DETAILS.

ASK IF (F1 =1 OR F5 = 1-3).

F10 In this job, how many hours would you say that you typically worked per week? *Please give us your best estimate.*

ENTER NUMBER OF HOURS

Don't know/Can't remember
 Prefer not to say

ASK IF F10=DK

F10b Would you be able to place the number of hours you typically worked per week into one of the following bandings?

10 hours or fewer
 11-20 hours
 21-30 hours
 31-40 hours
 More than 40 hours

Don't know/prefer not to say

ASK IF (F1 =1 OR F5 = 1-3).

F11 And what does/did your organisation/the organisation you work(ed) for mainly make or do (at the place where you worked)?

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

ASK IF (F1 =1 OR F5 = 1-3)

F12 Approximately how much time have you spent in work since your referral to Central London Works? Please include only paid work and self-employment. Would you say it was...

READ OUT. SINGLE CODE.

Less than one month

At least one month but less than three months

At least three months but less than six months

Six months or more

(DO NOT READ OUT) Don't know

ASK IF NOT CURRENTLY IN PAID WORK/SELF-EMPLOYMENT BUT HAVE BEEN SINCE REFERRAL TO CENTRAL LONDON WORKS (CODES 1-3 AT F5). OTHERS GO TO F14

F13 And why did you leave your most recent job

DO NOT READ OUT – MUTICODE OK

Contract ended/temporary work

Sacked/dismissed

Made redundant/company closed down

Went into training/education

Wasn't earning enough

No promotion prospects

Child-care commitments

Health reasons

Transport issues/difficulties getting to work

Job was not suitable in some other way (please specify)

Other (please specify)

Refused

ASK IF NOT CURRENTLY IN PAID WORK/SELF-EMPLOYMENT BUT HAVE BEEN SINCE REFERRAL TO CENTRAL LONDON WORKS (CODES 1-3 AT F5). OTHERS GO TO F14

F13a Did you leave your most recent job due to the impacts of the Covid-19 pandemic?

Yes

No

Don't know/ prefer not to say

ASK IF CURRENTLY EMPLOYED IN A PAID ROLE/SELF-EMPLOYED OR HAVE BEEN SINCE REFERRAL TO WP (CODE 1 AT F1 OR CODES 1-3 AT F5)

F14 To what extent do you feel your current/most recent job is/was well matched with your experience, skills and interests?

READ OUT. SINGLE CODE ONLY.

Very well matched

Fairly well matched

Not well matched

Not at all well matched

(DO NOT READ OUT) Don't know

ASK IF DISAGREE WORK WAS A GOOD MATCH (CODE 3-4 AT F14). OTHERS GO TO F17

F15 Why did you decide to take your current/most recent job?

READ OUT. MULTICODE OK.

There were few jobs available that matched your experience, skills or interest

You wanted to move into work as soon as possible

You felt under pressure from Jobcentre Plus to take this job

You felt under pressure from your Central London Works provider to take this job

You hoped it would lead to another job that better matches your skills, experience and interest

It suited my childcare or other caring responsibilities

(DO NOT READ OUT) Some other reason (please specify)

(DO NOT READ OUT) Don't know

F16 **ASK IF F1=1 or F5=1-3** Thinking about your current/most recent job, would you say that the support you received through Central London Works...

READ OUT. SINGLE CODE

Played a big part in helping you get the job

Played a small part in helping you get the job

Played no role in helping you get the job

Don't know

ASK IF CODE 1 AT F1

F17 And can I ask how much your usual weekly or monthly income is from your work? (Before the Covid-19 pandemic if applicable.)

ENTER RESPONSE IN £ [WEEKLY/ MONTHLY]

INCLUDE DK/RF

ASK IF F17=DK/RF

F17b Could you please place your usual weekly or monthly income from your work into a banding? **READ OUT EITHER WEEKLY OR MONTHLY AS PREFERRED**

Weekly

Under £50

£50-£99

£100-£199

£200-£289

£290-£389

£390-£489

£490-£579

£580-£679

£680-£769

£770-£869

£870-£969

£970 or more

Don't know/ prefer not to say

Monthly

Under £200

£200-£399

£400-£829

£830-£1,249

£1,250-£1,649

£1,650-£2,099

£2,100-£2,499

£2,500-£2,899

£2,900-£3,349

£3,350-£3,749

£3,750-£4,149
£4,150 or more
Don't know/prefer not to say

ASK IF F1=1

F18 On an hourly basis, would you say that you earn more or less than £10.55 an hour?

£10.55 per hour or more
Less than £10.55/ hour
Don't know/ prefer not to say

ASK IF CODE 1 AT F1

F18a Has your usual weekly or monthly income has reduced because of the Covid-19 impact?

Yes
No
Don't know/ prefer not to say

ASK IF CODE 1 AT F18a

F18b And can I ask how much your usual weekly or monthly income has been reduced by?
ENTER RESPONSE IN £ [WEEKLY/ MONTHLY]

ASK IF NOT WORKED SINCE REFERRAL TO WP (CODE 5 AT F5). OTHERS GO TO G1

F19 And do you feel that the support you received through Central London Works has made you ...?
READ OUT. SINGLE CODE.

A lot more likely to find work
A little more likely to find work
Had no impact on your likelihood to find work
Less likely to find work
(DO NOT READ OUT) Don't know

G JOB SATISFACTION

ASK IF F1=1

G1 Considering all aspects of your current job, how satisfied are you with it?

Very satisfied
Quite satisfied
Neither satisfied nor dissatisfied
Quite dissatisfied
Very dissatisfied
Don't know/prefer not to say

ASK IF F1=1

G2 Overall, to what extent does your current job match your skills and interests?

INTERVIEWER: READ OUT

A lot
Somewhat
A little
Not at all
Don't know

H In-work support and progression

Now, I'd like to ask you about any training, development or support you have received whilst in work since your referral to Central London Works.

**ASK IF HAVE BEEN IN PAID WORK SINCE REFERRAL TO CLW (CODE 1 AT F1 and 1-3 AT F5).
OTHERS GO TO I1**

H1 In your current/ most recent paid work, have you received any support from Central London Works or partners since starting employment?

Yes

No - **GO TO H10**

(DO NOT READ OUT) Don't know – **GO TO H10**

ASK IF RECEIVED SUPPORT SINCE STARTING EMPLOYMENT (CODE 1 AT H1)

H2 What support have you received?

READ OUT, STATEMENTS ROTATED

Support from adviser

Access to training at a local college or other training provider

Support with a work experience placement or voluntary work

Support with finances to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)

Support or advice for setting up your own business or becoming self-employed

Advice or support relating to your health or a disability you may have

Help or advice in relation to looking after children or adults

Support with dealing with the impacts of the Covid-19 pandemic

Any other type of assessment, support, training or advice (please specify)

None of these

(DO NOT READ OUT) Don't know

ASK IF RECEIVED SUPPORT RELATED TO COVID-19 (CODE 8 AT H2)

H2a Was the support that you received in relation to the COVID-19 pandemic...

READ OUT MULTICODE OK

Help with working remotely

Help to travel to work

Financial support

Help with dealing with health impacts or shielding

Other

Don't know/prefer not to say

ASK IF H2=1

H3 How many times did you have contact with a Central London Works adviser once you started work?

Was it ...

READ OUT – SINGLE CODE

Once

Twice

Three or four times

Five or more times

(DO NOT READ OUT) Don't know

H4 & H5 deleted

ASK IF RECEIVED SUPPORT SINCE STARTING EMPLOYMENT (CODE 1 AT H1)

H6 Did the contact you had after you started work have any impact on your staying in work? Would you say it had a...

READ OUT. SINGLE CODE

Positive impact

Negative impact

Made no difference

(DO NOT READ OUT) Don't know

ASK IF RECEIVED SUPPORT SINCE STARTING EMPLOYMENT (CODE 1 AT H1)

H7 Was there any additional support that you would have wanted to help you stay in work?

Yes

No – **GO TO H9**

Don't know/prefer not to say (**go to H9**)

ASK IF WANTED ADDITIONAL SUPPORT (CODE 1 AT H7)

H8 What additional support would you have liked that you did not receive?

DO NOT READ OUT. CODE ALL THAT APPLY.

An assessment of your goals, support needs and capabilities

Drawing up an action plan

Help with writing a CV, job applications or interview skills

Training at a local college or other training provider

A work experience placement or voluntary work

Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)

Support or advice for setting up your own business or becoming self-employed

Advice or support relating to your health or a disability you may have

Help or advice in relation to looking after children or adults

Any other type of assessment, support, training or advice (please specify)

None of these

(DO NOT READ OUT) Don't know

ASK IF RECEIVED SUPPORT SINCE STARTING EMPLOYMENT (CODE 1 AT H1)

H9 And to what extent, if at all, did or do you feel under any pressure from an adviser to stay in work?

To a great extent

To some extent

To a limited extent

Not at all

Don't know/not sure

ASK IF HAVE BEEN IN PAID WORK SINCE REFERRAL TO CLW (CODE 1 AT F1 OR 1-3 AT F5).

H10 Whilst in your current/most recent paid job/self-employment did you do/ have you done any of the following training.?

READ OUT. CODE ALL THAT APPLY.

Attended on-the-job training

Attended training as part of your induction

Attended training leading to qualifications

Apprenticeships

(DO NOT READ OUT) None of the above

(DO NOT READ OUT) Don't know

J Self-efficacy

This next set of questions is about how confident you feel about dealing with certain situations or achieving particular results. There are no right or wrong answers.

ASK ALL

JSSEIntro

Whether or not you are employed or unemployed now, how **confident** do you feel about doing the following things successfully, on a scale of 1 – 5, with 1 being not at all confident, and 5 being very confident?

ASK ALL

JSSE1

Making a good list of all the skills that you have, and which can be used to find a job

_____ (Scale from 1 to 5)

ASK ALL

JSSE2

Talking to friends and other contacts to find out about potential employers who need your skills

_____ (Scale from 1 to 5)

ASK ALL

JSSE3

Talking to friends and other contacts to discover promising job openings that are suitable for you

_____ (Scale from 1 to 5)

ASK ALL

JSSE4

Completing a good job application and CV

_____ (Scale from 1 to 5)

ASK ALL

JSSE5

Contacting and persuading potential employers to consider you for a job

_____ (Scale from 1 to 5)

ASK ALL

JSSE6

Making the best impression and getting your points across in a job interview

_____ (Scale from 1 to 5)

ASK ALL

JSSE7

Searching for jobs online (using computers, Smart phones, internet, etc.)

_____ (Scale from 1 to 5)

ASK ALL

JSSE8

Applying for jobs online (using computers, Smart phones, internet, etc.)

_____ (Scale from 1 to 5)

ASK ALL

JSSE9

Getting help in order to become familiar with a new job

_____ (Scale from 1 to 5)

K Health and Wellbeing

ONS-4

Next I would like to ask you four questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

Measure	Question
Life Satisfaction	Overall, how satisfied are you with your life nowadays?
Worthwhile	Overall, to what extent do you feel that the things you do in your life are worthwhile?
Happiness	Overall, how happy did you feel yesterday?
Anxiety	On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?

SWEMWBS

Well

I will now read out some statements about feelings and thoughts.

Please select the response that best describes your experience of each over the last 2 weeks.

ASK ALL

Well1

I've been feeling optimistic about the future...

INTERVIEWER: READ OUT FOR FIRST QUESTION, THEN AS NECESSARY.

None of the time

Rarely

Some of the time

Often

All of the time

DK/Refused

ASK ALL

Well2

I've been feeling useful...

None of the time

Rarely

Some of the time

Often

All of the time

DK/refused

ASK ALL

Well3

I've been feeling relaxed...

None of the time

Rarely

Some of the time
Often
All of the time
DK/refused

ASK ALL

Well4
I've been dealing with problems well...
None of the time
Rarely
Some of the time
Often
All of the time
DK/refused

ASK ALL

Well5
I've been thinking clearly...
None of the time
Rarely
Some of the time
Often
All of the time
DK/refused

ASK ALL

Well6
I've been feeling close to other people...
None of the time
Rarely
Some of the time
Often
All of the time
DK/refused

ASK ALL

Well7
I've been able to make up my own mind about things...None of the time
Rarely
Some of the time
Often
All of the time
DK/refused

L Demographics

ASK ALL

This is the final section and I'd just like to ask you a few details about yourself for classification purposes. We recognise that you may consider some of the questions in this section to be personal or sensitive, in which case you are free not to answer them. All information you provide will be treated confidentially.

L1 Other than in a professional capacity, do you look after or give special help to anyone who is sick, disabled or elderly?

ADD IF NECESSARY: The person or people you look after could be a relative, partner, child or friend, and it doesn't matter if you live with them or not.

Yes
No

DK/Refused

IF YES AT L1. OTHERS GO TO L3

L2 Does the care you provide limit the kind of paid work you can do in terms of your availability to do work or the type of work you can do?

CODE ALL THAT APPLY

Yes – availability to work

Yes – types of work can do

No

Don't know/refused

ASK ALL

L3 Can I just check, do you have any children under 16 living with you who you are responsible for looking after? This can include children who are not your own but for whom you have some responsibility.

Yes

No

DK/Refused

ASK IF L3=1

L4 How many children currently live with you? This can include children who are not your own but who you have some responsibility for their care.

Numeric (Range 1-15)

Refused

ASK IF L3=1

L5 And how old is the youngest child who is currently living with you?

Numeric (Range 0-15)

Refused

ASK ALL

L6 Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Yes

No

Don't know

Refused

ASK IF NOT CURRENTLY WORKING (CODE 2 AT F1) AND HAVE HEALTH CONDITION (CODE 1 AT L6)

L7 Which of the following is closest to how you currently feel about work in relation to your health condition?

READ OUT.

1. My health condition/disability rules out work as an option
2. On some days I could consider a return to work
3. I could consider returning to work right now
4. DK/ Refused

ASK IF NOT CURRENTLY WORKING (CODE 2 AT F1) AND HAVE HEALTH CONDITION (CODE 1 AT L6)

L8 Which of the following is closest to how you think working would affect your management of your health condition(s)?

Working would make it harder to manage my health condition

Working would have no effect on the management of my health condition

Working would make it easier to manage my health condition

DK/Refused

ASK IF CURRENTLY IN WORK OR HAVE WORKED SINCE STARTING CLW (CODE 1 AT F1, CODES 1-3 AT F5) AND HAVE HEALTH CONDITION (CODE 1 AT L6)

L9 Which of the following is closest to how you think working affects your management of your health condition(s) currently?

INTERVIEWER: READ OUT.

- Working makes it harder to manage my health condition
- Working has no effect on the management of my health condition
- Working makes it easier to manage my health condition
- DK/Refused

ASK ALL

L9a Thinking about your health, which of the following is closest to how you think that the Covid-19 pandemic would affect your ability to work?

INTERVIEWER: READ OUT.

- The pandemic makes it harder for me to work/consider a return to work
- The pandemic has no effect on my work/considering a return to work
- The pandemic makes it easier for me to work/consider a return to work
- DK/Refused

ASK WHERE GENDER IS 'NOT IDENTIFIED' ON DATABASE

L10A What gender do you identify as?

PAUSE BRIEFLY AFTER EACH OPTION

- Male
- Female
- Other
- Refused/Prefer not to say

ASK ALL

L10 Which of the following best describes your sexual orientation?

PAUSE BRIEFLY AFTER EACH OPTION

- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other
- Don't know
- Refused

M Permission to re-contact

ASK ALL

M1 We are due to repeat this survey next year and would like to contact you again within the next 12 months or so to find out if there have been any changes in your situation over time and the types of support you have received, to help us understand how helpful the programme has been in supporting you to achieve your goals. Would this be okay?

ADD IF NECESSARY: If we contact you the interview would only take around 20 minutes and would be by phone again. You will still be able to decline to participate too and we can of course do this at a convenient time for you.

- Yes
- No
- Don't know

M1A We would also like to speak with a number of individuals in more detail about their experiences, over the next few weeks. This will involve an interviewer calling you back in the next few weeks to talk about your experience of the Central London Works programme in more detail, the call will last around 30-40 minutes

and you will receive a £10 shopping voucher as a thank you for your time. Would you be happy for an interviewer to call you to arrange this?

Yes
No
Don't know

ASK IF YES AT M1 AND/OR M1A

ASK IF NO LANDLINE NUMBER IN SAMPLE FILE

IF NEEDED DURING M2-M4 – We are asking for this information as we know people can sometimes change phone numbers and we want to make sure we are able to get your views as it is important we speak to as many people as possible who have taken part so we can understand how well the support is working.

M2 We currently have [TEL NUMBER FROM SAMPLE] as your telephone number. If we cannot reach you on that number, is there another number that we could try to reach you on?

Yes ENTER NUMBER (Please include the area code)

No
Don't know

M2b Could you please provide us with an email address we could try to reach you on to let you know that we'll be calling, and just in case we are unable to get hold of you on this number? *Include options for Refused and Do not have email address*

M3 And could I take the contact details of the adviser or caseworker at the Central London Works centre that you are most often in contact with so that we can speak with them to ask how we could best contact you if we are unable to reach you on this number?

ADD IF NECESSARY: We will only use this number if we cannot contact you using the numbers we already have for you.

Yes
No
Don't know

ASK IF YES AT M3

M4a What is the individual's name?

M4b What is their full telephone number including the area code? (Take landline and/or mobile as appropriate)