

## Central London Works

### Participant survey analysis report - Cohort 1, Wave 2

De-Jon Ebanks-Silvera, Ceri Williams and Tony Wilson

# Institute for Employment Studies

IES is an independent, apolitical, international centre of research and consultancy in public employment policy and HR management. It works closely with employers in all sectors, government departments, agencies, professional bodies and associations. IES is a focus of knowledge and practical experience in employment and training policy, the operation of labour markets, and HR planning and development. IES is a not-for-profit organisation.

## Acknowledgements

The authors are indebted to the field-force team at BMG Research for all of their work in recruiting and delivering the interviews for this survey.

Institute for Employment Studies  
City Gate  
185 Dyke Road  
Brighton BN3 1TL  
UK

Telephone: +44 (0)1273 763400  
Email: [askIES@employment-studies.co.uk](mailto:askIES@employment-studies.co.uk)  
Website: [www.employment-studies.co.uk](http://www.employment-studies.co.uk)

Copyright © 2021 Institute for Employment Studies

IES project code: 5545

# Contents

<b>Executive summary</b> .....	<b>1</b>
<b>1 Introduction</b> .....	<b>3</b>
<b>1.1 The Central London Works intervention</b> .....	<b>3</b>
1.2 Sampling .....	3
1.3 Structure of this report .....	4
<b>2 Participant characteristics</b> .....	<b>5</b>
<b>3 Support received on CLW</b> .....	<b>6</b>
3.1 Summary .....	6
3.2 Modes and Frequency of Contact .....	7
3.3 Nature and effectiveness of support .....	9
3.3.1 <i>Support received through Central London Works</i> .....	9
3.3.2 <i>Usefulness of support received</i> .....	10
3.3.3 <i>Support to deal with the impact of the Covid-19 pandemic</i> .....	11
3.3.4 <i>Support in relation to a participant's disability</i> .....	13
3.3.5 <i>Views on adviser support</i> .....	14
3.3.6 <i>Views on usefulness of support in moving closer to or into work</i> .....	16
<b>4 Work outcomes and impacts</b> .....	<b>18</b>
4.1 Summary .....	18
4.2 Employment status .....	19
4.2.1 <i>The impacts of the Covid-19 pandemic</i> .....	20
4.2.2 <i>Contract types and working hours</i> .....	21
4.2.3 <i>Occupations and industries</i> .....	23
4.3 Earnings .....	24
4.4 Experiences of work .....	24
4.5 In work support and progression .....	26
4.6 Reasons for leaving work .....	26
4.7 Labour market status of those not in work .....	27
<b>5 Self-efficacy, Wellbeing and Health</b> .....	<b>29</b>
5.1 Summary .....	29
5.2 Self-efficacy .....	29
5.3 Wellbeing .....	30
5.4 Health .....	32
<b>6 Summary and conclusions</b> .....	<b>34</b>
6.1 Support received .....	34
6.2 Work outcomes and impacts .....	34
6.3 Self-efficacy, wellbeing and health .....	35
6.4 Areas for future improvement .....	35
<b>Annex: Central London Works Cohort 1 Wave 2 survey</b> .....	<b>36</b>



## Executive summary

---

Central London Works (CLW) seeks to assist people who face barriers to work into sustained, good quality employment. The intervention is voluntary, available to residents across 12 London boroughs, and is targeted towards those with health conditions and disabled people, the long-term unemployed and those with other significant barriers to work.

This report presents findings from the first follow up survey of participants on the CLW programme. This cohort were originally interviewed between December 2019 and January 2020 with follow up interviews taking place approximately one year later between December 2020 and January 2021. Overall, 239 interviews were undertaken with some of these interviews taking place during the second National lockdown.

The survey sample consisted of 61% of participants in the Health and Disability group, 27% in the Long-Term Unemployed group and 11% were Early Entrants. Just over half were no longer on the CLW programme at Wave 2 with the majority saying they had come to the end of their time on the programme.

### Support

Most participants reported that CLW had been useful in supporting them to find a job or move closer to getting paid work and views towards advisors were positive with participants finding that their advisor understood their needs and had the right skills and expertise. It was also felt by participants that advisors spent the right amount of time with them and they usually saw the same advisor. There was some dissatisfaction from those with a health condition around the ability of the programme to get them into paid work, and participants from ethnic minority groups were more likely to feel that their needs were not understood by their advisors.

Relative to Wave 1, the proportion of people who reported having received support increased across all main categories and the ranges of support provided was seen as useful by the majority of participants. There was however some deterioration in satisfaction between the two waves, which may reflect more people having spent longer on the programme without having secured work.

### Outcomes

Around a quarter of participants had been in paid work since joining CLW compared to just under one in five in the first wave although few were in work at the time that the survey was conducted despite being encouraged to answer 'yes' if they were currently on furlough – perhaps reflecting both the impacts of the pandemic and particularly its impacts

on the relatively lower paid, less secure work that many participants had taken up. The pandemic had also directly disrupted the employment of around one third of those currently in work, while nearly three quarters of all respondents said that the pandemic had made it harder for them to find work or consider returning.

Many of those who were in work or had worked recently had done so for an extended period of time. While temporary and fixed term work was still common in Wave 2, the survey did find an increase in the proportion of people in permanent work (currently or previously). There was also a significant decline in those working zero hours contracts and a slight increase in those working 30 hours or more.

Earnings of those currently in work appeared to be higher than in Wave 1, with two fifths of those currently in work earning above the living wage (note small base sizes). Job satisfaction was also very high and the large majority agreed that their job was a good match for their skills and experience.

Most participants who had secured work felt that CLW helped them to do so however, few of those who were working reported that they had received any in-work support from CLW, although this could also reflect low demand for support in work.

## **Self-efficacy, Wellbeing and Health**

Wellbeing generally appeared to hold up between the first and second wave of interviews, despite declines in nationally reported data. However, levels of anxiety did deteriorate, also the case in the national data.

Confidence in undertaking jobsearch activities appeared to decline and a substantial proportion of participants with health conditions or a disability stated that this was significant enough to rule out any return to work. There were also concerning declines in self-efficacy around basic jobsearch skills like CV writing and online jobsearch.

# 1 Introduction

---

This report presents findings from the first follow-up survey of participants on the Central London Works programme. This first cohort of participants (Cohort 1) were originally interviewed between December 2019 and January 2020. Follow-up interviews were then conducted between December 2020 and January 2021, with a sample of 239 interviews achieved. Note that this research was conducted following the onset of the Covid-19 pandemic, with some interviews taking place during the second National lockdown.

This is the third report of survey findings from Central London Works, with findings from the first wave of the Cohort 1 survey completed in July 2020, and from the first wave of a second cohort of participants (Cohort 2) in April 2021.

## 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 the first report from July 2020.

Central London Works (CLW) seeks to assist individuals who face barriers to work to find and sustain good quality employment. CLW is the devolved 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 significant barriers to work, such as carers, ex-offenders, homeless people, and those with English language needs (referred to as the 'Early Access/Entrant' group).

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

The programme is delivered by Ingeus, and managed by Central London Forward on behalf of the 12 central London local authorities.

## 1.2 Sampling

The sample for Wave 2 was longitudinal and was taken from the participants who had taken part in an interview at Wave 1 and agreed to be contacted a year later for a follow-up survey. The target sample was 200, with an achieved sample of 239 people. The original sample for the Wave 1 participant survey was taken from CLW MI data and was proportionate to the total programme population (with an achieved sample of 500 people

who had been on the programme for at least four weeks, a bias towards newer enrolments, and with the dataset re-weighted by Borough).

In order to achieve maximum benefit from the interview time, background demographic information for participants was extracted from the MI sample and merged with interview data.

The survey was carried out by telephone, using a Computer Assisted Telephone Interview (CATI) approach, between December 2020 and January 2021. This follow-up survey was designed to explore perceptions and attitudes to the programme one year on, the support received (particularly around Covid-19) and their attitudes to it, their employment experiences, and updates on wellbeing. A copy of the survey is attached in Annex 1.

Survey participants will be invited to take part in a final follow-up survey (Wave 3) one year later, to explore their experiences of support and the longer-term impact of the programme.

### 1.3 Structure of this report

The findings from this survey are again presented thematically, although there are fewer chapters than in previous reports as it was not necessary to ask this cohort about their work history prior to joining the programme or about their experiences of referral. Findings around Covid-19 are included within relevant chapters and sections.

The unweighted base number (N) is 500 for Wave 1 and 239 for Wave 2, unless specified otherwise. 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 whether or not they are still on the programme.
- Chapter 3 then turns to look again at findings on participants' experiences and perceptions of the support received.
- Chapter 4 describes employment outcomes and impacts.
- Chapter 5 presents the results from the self-efficacy, wellbeing and health related questions.
- Finally, Chapter 6 summarises the findings and identifies four main areas for future improvement.

## 2 Participant characteristics

---

The proportions of survey participants in each payment group matched that of the programme overall – so 61% were in the Health and Disability group, 27% in the Long-Term Unemployed group and 11% were Early Entrants. Virtually all of those from the Health and Disability group (98%) were being supported by Ingeus, while Long-Term Unemployed participants were more often referred by Get Set UK (14%) and Hyde Housing (8%). Data also indicate that participants in Southwark were most often referred through Get Set UK (23%).

When participants were asked about their health, 57% stated that they had a health condition expected to last more than twelve months with one third (32%) of these stating that this ruled out work as an option (i.e. 18% of all respondents). Ethnic minority participants with health conditions were more likely to state that it ruled out working (44%).

Respondents were also asked about their caring responsibilities. The large majority of respondents (71%) reported that they did not care for anyone who was sick, disabled or elderly. Of the participants that said they did have a caring responsibility, one quarter (26%) said that it limited their availability to work and one in seven (14%) said it limited the types of work they could do. Women reported a higher incidence of their caring responsibilities effecting their availability to work, than men. One in six (16%) of respondents reported having childcare responsibilities, rising to 24% of women and 32% for the 35-49 age group.

Participants were asked if they were still on the Central London Works programme at the time of the Wave 2 follow-up interview. Just over half (53%) were no longer on the programme at Wave 2, with two-fifths (38%) still participating. Those who were no longer part of the Central London Works programme, were asked why they left. The most common response was that the participant had come to the end of their time on the programme (66%).<sup>1</sup> Reasons due to the Covid-19 pandemic and lockdown were the second most common reason for why some participants left the programme (seven per cent), closely followed by the participant having found a job so the programme was no longer necessary (six per cent).

---

<sup>1</sup> It's important to note here that although some participants may think that they have 'left the programme', they actually remain on programme for 15 months. Regular engagement continues unless participants are placed on a 'Programme Break' which is usually for health reasons. Once 15 months has lapsed, participants are exited from the programme.

## 3 Support received on CLW

---

### 3.1 Summary

There were a range of positive findings on the support received through Central London Works. The large majority of participants (81%) reported that Central London Works had been useful in supporting them to find a job or move closer to getting paid work; with nearly half (45%) reporting that it was very useful.

The proportion of people who reported having received support increased across all main categories relative to the first Wave, with two thirds reporting receiving help with jobsearch, three fifths completing action plans, half receiving help with a health condition or disability, nearly a third accessing training, and one in five volunteering.

The different support received was seen as useful by the large majority of participants (often above 80% and never below 70%). However, there was some deterioration in satisfaction compared with Wave 1 which may reflect more people having spent longer on the programme without having secured work. There was high satisfaction with health related support in particular, although satisfaction with Covid-19 related support was lower than for other forms of support.

Views of advisers were overall positive, with over 80% reporting that they completely or to some extent understood their needs and had the right skills and expertise; although a smaller proportion reported agreeing completely that their adviser had the right skills and expertise than in the first Wave.

Three quarters of participants felt that they spent about the right amount of time with their adviser, while three fifths always saw the same adviser. However a sizeable minority reported seeing a different adviser every time, or not seeing their adviser enough (one in seven in both cases, and both up from Wave 1).

More participants reported feeling pressured to take up activities that they did not feel were suitable in this Wave – rising to 30% from 23% in Wave 1. This is somewhat surprising given changes in the programme during the pandemic.

There were also some signs that ethnic minority groups, those with health conditions and women were less satisfied with the support received on some measures. In particular:

- Those with a health condition reported more frequently that Central London Works was not useful in helping them get into paid work (26%) compared to the whole sample (19%).
- Ethnic minority groups were more likely to feel that their needs were not understood at all by their advisors (14%) compared to the whole sample (9%).

- Women were more likely to feel that their advisers did not have the right skills or expertise to help them (18%) compared to the whole sample (11%).
- Participants from black ethnic groups were more likely to feel pressure to a great extent to take part in activities that weren't suited to their needs or circumstances (14%) compared to the whole sample (8%).
- Women reported more frequently that Central London Works was not useful in helping them get into paid work (25%) compared to the whole sample (18%).

It is also clear that the Covid-19 pandemic had a clear impact on the delivery of Central London Works:

- Unsurprisingly, the survey found a significant increase in non-face-to-face contact between Wave 1 and Wave 2, and a growth in the proportion of people who had not had face-to-face meetings.
- As noted, more respondents reported in this Wave that they had not had enough contact with their adviser (15%) compared to the previous Wave (11%).
- Two fifths (42%) of participants reported having received some element of support in relation to the Covid-19 pandemic, with most of these participants finding this support useful (73%).

## 3.2 Modes and Frequency of Contact

Table 3.1 shows that there was a significant increase between the first and second waves of the survey in telephone contact (from 58% in Wave 1 to 84% in Wave 2); and contact via text (37% in Wave 1 to 56% in Wave 2). There was a smaller decline in those reporting having received face-to-face contact (down from 95% in Wave 1 to 90% in Wave 2), which will reflect the fact that participants had joined the programme pre-pandemic and so the vast majority would have received face-to-face support prior to the first national lockdown.

There were some statistically significance differences in these findings. Participants who wanted help managing a health condition reported significantly higher use of texting as a mode of contact with their adviser, which could reflect a higher incidence of 'keeping in touch' contact during the programme. Participants from ethnic minority groups also reported a statistically significant higher use of group meetings as a mode of contact with Central London Works (64%), although the reasons for this are not clear.

**Table 3.1 Type of Contact with CLW**

	Wave 1	Wave 2
Face-to-face with an adviser	95%	90%
By telephone	58%	84%
By text	37%	56%
In a group meeting with other people looking for work	33%	54%
By email	28%	50%

Using Skype or video call	1%	4%
By letter/post	2%	0%
In some other format	*%	10%
Don't know/can't remember	*%	1%

Source: BMG/IES Survey.

The average number of meetings that participants had had with Central London Works advisers increased from 11 in Wave 1 to 18 in Wave 2 (unweighted bases 399 and 183), which reflects having spent a longer period of time on the programme.

Compared to the responses in Wave 1, a lower proportion of respondents reported that they had always spoke to the same adviser in Wave 2 (68% in Wave 1 compared to 61% in Wave 2) (Table 3.2), which again may largely reflect the fact that participants had spent longer on the programme by the second wave. It is a positive finding that overall three fifths of respondents had always seen the same adviser.

Of more concern however was an increase in the proportion of participants who reported having spoken to a different adviser each time (13 per cent up from eight per cent in Wave 1). There were also statistically significant differences in these findings, with one fifth of those from ethnic minority groups reporting having always seen a different adviser.

**Table 3.2 Incidence of speaking to the same adviser**

	Wave 1	Wave 2
You always or almost always saw or spoke with the same adviser	68%	61%
You saw or spoke with the same adviser sometimes	23%	23%
You saw or spoke with a different adviser each time	8%	13%
Don't know/can't remember	*%	3%

Source: BMG/IES Survey; Unweighted BASE Wave 1 = 387. Wave 2 = 189

Finally, participants were asked how they perceived the amount of contact they had with their adviser during their engagement with the programme (Table 3.3). Overall, three quarters of respondents reported that the amount of time with their adviser was about right. However, Wave 2 also showed an increase in the proportion of participants reporting that they had not seen their adviser enough, rising from 11% to 15% between Waves 1 and 2.

**Table 3.3. Views on frequency of contact**

	Wave 1	Wave 2
Too much	6%	6%
About right	80%	74%
Not enough	11%	15%

---

Don't know 3% 5%

---

Source: BMG/IES Survey.

---

## 3.3 Nature and effectiveness of support

### 3.3.1 Support received through Central London Works

Participants were asked about the support that they had received through Central London Works. Comparisons between the two time points are set out below in Table 3.4. The data show increases across most types of support between Wave 1 and Wave 2, with the types of support most frequently referenced being:

- Help with writing a CV, job applications or interview skills (65% up from 57%).
- Drawing up an action plan (61%, up from 49%).
- An assessment of goals, support needs and capabilities (55%, up from 51%).
- Advice or support related to one's health or disability (50% up from 45%).

---

**Table 3.4 Support Received**

	Wave 1	Wave 2
Help with writing a CV, job applications or interview skills	57%	65%
Drawing up an action plan	49%	61%
An assessment of your goals, support needs and capabilities	51%	55%
Advice or support relating to your health or a disability you may have	45%	50%
Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	28%	38%
Training at a local college or other training provider	17%	31%
Help with dealing with the impacts of the Covid-19/Coronavirus pandemic	NA	23%
Volunteering or voluntary work	11%	20%
Financial support to enable you to purchase equipment necessary for your job search or as a result of the Covid-19 pandemic?	NA	17%
A work placement or work trial	12%	17%
Support or training in maths, reading, writing or English language	8%	3%
Help or advice in relation to looking after children or adults	6%	2%
Support or advice for setting up your own business or becoming self-employed	9%	1%
Any other type of assessment, support, training or advice	1%	NA
None of these	11%	6%
Cannot recall	*%	*%

---

Source: BMG/IES Survey.

---

These increases in support received are positive findings, with nearly a third of participants reporting having received training, a fifth having volunteered, and one in six having participated in work experience. It is also positive that three fifths of participants reported having developed an action plan, which was a significant increase compared with the first wave<sup>2</sup> (although it should be noted that two fifths perceived that one had not been drawn up).

There were also important (and statistically significant) differences in responses:

- Participants that were keen to find work were more likely to report that they had received help with CVs, job applications or interview skills (72%), as were participants among the younger age cohort (82% for the 18-34 age group). Participants who were keen to find work were also more likely to have received financial support to cover the costs associated with looking for work (48%).

These findings likely reflect that those who were more motivated to find work were also closer to work and so more ready to look for it; but could also reflect advisers prioritising jobsearch support for these groups.

- Support with maths, reading, writing or English language were more frequently reported by participants from black ethnic groups (eight per cent) and participants from the borough of Haringey (13%), which likely reflects a higher probability of not having English as a first language, and/ or having lower levels of formal qualifications. Training at a local college or other training providers as a support measure were also more frequently reported by participants from black ethnic groups (41%).

### 3.3.2 Usefulness of support received

When asked how useful any help received was, scores remained high (and often very high) but had also dropped somewhat between Waves 1 and 2 on all but one of the types of support. Table 3.5 below sets out the proportion of respondents reporting that a specific form or support was either useful or very useful. The most recent Wave showed that help with applying for work (88%) and financial support to help cover the costs of looking for work (89%) were again rated the most useful. Scores were also high (above 80%) for equipment purchases related to jobsearch or Covid-19, health and disability related support, action plans and assessments, and training. Volunteering was viewed as the least useful form of support (still scoring 70%, down from 81% in Wave 1).

---

<sup>2</sup> It should also be considered that due to remote delivery taking place during the COVID-19 pandemic, COVID disclaimers were used instead of physical/wet signatures when participants started on CLW and when action plans were created. Participants may not have been aware that an action plan had been created as a result.

**Table 3.5. Views on helpfulness of support received in getting into work**

	Wave 1 Summary (Useful)	Wave 2 Summary (Useful)
An assessment of your goals, support needs and capabilities	85%	81%
Drawing up an action plan	85%	81%
Help with writing a CV, job applications or interview skills	91%	88%
Training at a local college or another training provider	82%	81%
A work placement or work trial	87%	77%
Volunteering or voluntary work	81%	70%
Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	88%	89%
Advice or support relating to your health or a disability you may have	85%	83%
Help with dealing with the impacts of Covid-19/Coronavirus Pandemic (Cohort 1, Wave 2 only)	NA	73%
Financial support to enable you to purchase equipment necessary for your job search or as a result of the Covid-19 pandemic (Cohort 1, Wave 2 only)	NA	85%

Source: BMG/IES Survey: Unweighted BASE for stats Wave 1/Wave 2 - D2/1= 251/117, BASE D2/2= 239/131, BASE D2/3= 275/143, BASE D2/4= 77/68, BASE D2/6= 58/34, BASE D2/7= 52/42, BASE D2/8= 135/82, BASE D2/10= 215/112, D2/12= NA/50, D2/13= NA/36. Where mentioned support.

### 3.3.3 Support to deal with the impact of the Covid-19 pandemic

Looking specifically at support to ameliorate the impact of the Covid-19 pandemic, one quarter of respondents (23 per cent) reported that that they received help (as set out above in Table 3.4). This is slightly lower than the 27% reported by the first wave of respondents from Cohort 2 in the Summer of 2020, possibly due to that survey having taken place during the first national lockdown. One in six participants (17%) reported that they received financial support to help them purchase equipment necessary for their job search or as a result of the pandemic (similar to the 16% reported by Cohort 2).

There are signs that Covid-19 related support had been targeted at those who were more disadvantaged, with those not in paid work in Wave 1 more likely to report that they received financial support to help them purchase the equipment necessary for the job search as a consequence of the COVID-19 pandemic (19%). Participants who had a health condition that stopped them finding and keeping a job were also more likely to report that they received support from Central London Works to deal with the impacts of Covid-19 (33%). As set out in (Table 3.5), Covid-19 related support was generally seen as useful for those who reported having received it, although scores were much higher for

support to purchase equipment (at 85%) than for more general help with dealing with the impacts of the pandemic (73%).

Participants who reported that they got help dealing with the impacts of the COVID-19 pandemic, were also asked what sort of help they received (detailed in Table 3.6). The types of Covid-19 support most frequently referenced were:

- General help and encouragement (31%);
- General advice about Covid-19 (15%); and
- Mental health support, including dealing with stress (12%).

**Table 3.6. Help received to deal with the impacts of Covid-19 pandemic (Wave 2)**

General help/encouragement	31%
General advice about COVID (Inc. staying safe)	15%
Mental health support incl. dealing with stress	12%
Help with finding employment incl. job search, CV building	8%
Food provisions	5%
Financial support	4%
Help with shopping	3%
Help with accessing health services, collecting prescriptions	0%
Other	17%
None of these	11%

*Source: BMG/IES Survey: Unweighted BASE = 59. Where mentioned support.*

However, a larger number of participants (all of those who received any support) were also asked whether the support had been useful in helping to deal with the impacts of Covid-19 (Table 3.7). Perhaps unsurprisingly, here the scores were less positive than for those who had received Covid-19 related support. Most participants felt that the help had been useful in dealing with Covid-19 (54%) but 46% found the support to be not useful, with nearly one third (31%) stating that it was not useful at all. More positively, participants who were keen to find work were more likely to report the support they received to help them deal with the Covid-19 pandemic was useful (63%).

**Table 3.7. 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 pandemic? (Wave 2)**

Very useful (4)	31%
Fairly useful (3)	23%
Not very useful (2)	13%

Not useful at all (1)	32%
<b>Summary: Useful</b>	<b>54%</b>
<b>Summary: Not Useful</b>	<b>46%</b>

Source: BMG/IES Survey; Unweighted BASE = 190. (Where mentioned support).

### 3.3.4 Support in relation to a participant’s disability

Participants were also asked specifically about the support that they had received in relation to any disability and/or health condition, given the programme’s focus on supporting people with these needs. Overall, half of all participants reported receiving support related to a disability or health condition (Table 3.4), with those who reported that their condition was a main barrier to working being somewhat more likely to have reported receiving support (at 58%). This also means that two fifths of those whose health condition or disability was a main barrier to work did not report having received support with this through the programme, although many of these people could have been receiving appropriate support through other services.

When asked about the types of support received (Table 3.8), those most frequently referenced were:

- Practical hints and tips, relating to managing a health condition (25%).
- Group sessions (including yoga, pilates etc) (19%).
- Referral to a CLW health practitioner (17%).

**Table 3.8. Support received in relation to disability (Wave 2)**

Practical hints and tips relating to managing a health condition	25%
Group sessions (including yoga, pilates etc)	19%
Referral to a CLW health practitioner	17%
Referral to an external specialist	10%
Informal conversations with a health practitioner	7%
General basic support/asking if I'm ok	6%
Advice specifically relating to Covid-19/staying safe	2%
Advice around identifying the adjustments an employer may need to make to manage the condition	2%
Support related to applying for/receiving benefits	2%
Other	21%
No, none, nothing	1%
Don't know	12%

Source: BMG/IES Survey; Unweighted BASE = 120. Where mentioned support.

The large majority of those receiving disability and health-related support stated that this had been useful (85%), with nearly half (48%) reporting that it had been very useful (Table 3.9). Around one in seven (15%) reported that they did not find the support useful.

**Table 3.9. Overall, how useful have you found the support you have received through Central London Works in helping you overcome health-related barriers to work?**

Very useful (4)	48%
Fairly useful (3)	37%
Not very useful (2)	8%
Not useful at all (1)	7%
<b>Summary: Useful</b>	<b>85%</b>
<b>Summary: Not Useful</b>	<b>15%</b>

Source: BMG/IES Survey; Unweighted BASE = 98. (Where mentioned support)

### 3.3.5 Views on adviser support

Views on adviser support overall remained fairly positive (Table 3.10), with the large majority of participants stating that their adviser completely or to some extent understood their needs (87% compared with 86% in Wave 1), had the right skills and expertise (84%, unchanged on Wave 1) and helped them to access additional support (72% compared with 64% in Wave 1).

Underneath this however, the proportions stating that they agreed ‘completely’ that their adviser understood their needs, had the right skills or helped them access additional support all fell between Waves 1 and 2, most notably around skills and expertise (falling from 58% to 44%). This could reflect a range of factors including the disruption caused by the pandemic (both to staffing and delivery) and perhaps also a drop-off in satisfaction as people have spent longer on the programme without securing employment. At the same time however, there was no significant increases in the proportion of respondents stating that their advisers did “not at all” meet their needs.

**Table 3.10 Views on adviser support**

Wave 1				
	Completely	To some extent	Not at all	Not sure/ DK
Understood your needs	54%	32%	12%	2%
Had the right skills and expertise to help you	58%	25%	10%	7%
Helped you to access additional support	40%	24%	29%	7%
Wave 2				

	Completely	To some extent	Not at all	Not sure/ DK
Understood your needs	53%	34%	9%	4%
Had the right skills and expertise to help you	44%	40%	11%	4%
Helped you to access additional support	35%	37%	22%	6%

Source: BMG/IES Survey.

There were also some important, statistically significant differences which may warrant further investigation:

- Ethnic minority groups were more likely to feel that their needs were not at all understood (14%); while
- Women were more likely to feel that their advisers did not have the right skills or expertise to help them (18%).

Participants were also asked about whether they felt any pressure to take part in activities. Here there was a significant change between the first and second Waves, (Table 3.11) with participants being more likely in Wave 2 to report feeling pressure to take part in activities that may not have been suited to their needs (30% compared with 23% in Wave 1) and less likely to report having received no pressure (45% compared with 65%). This is somewhat surprising, as the process evaluation found that the onset of the pandemic led to the programme having a greater focus on support and voluntary participation, so this increase suggests that in spite of this a sizeable minority felt under some pressure to take part in activity that they felt was unsuitable during their full time on the programme.

**Table 3.11. Views on pressure to take part in activities that may not have been suited to needs**

	Wave 1	Wave 2
Not at all	65%	45%
To a limited extent	8%	23%
To some extent	15%	22%
To a great extent	8%	8%
Summary: Pressure to a great/ some extent	23%	30%
Summary: No Pressure at all or to a limited extent	73%	68%

Source: BMG/IES Survey.

Participants from black ethnic groups and participants from the Haringey borough were also statistically more likely to feel pressure to a great extent to take part in activities that weren't suited to their needs or circumstances (14% and 17% respectively).

### 3.3.6 Views on usefulness of support in moving closer to or into work

Overall, the large majority of participants reported that Central London Works had been useful in supporting them to find a job or move closer to getting paid work (Table 3.12 below). Eight in ten (81%) found the support they received through Central London Works to be useful, with nearly half (45%) reporting that it was very useful. One in five (19%) felt that the support was not useful.

Nonetheless, women and those with health conditions were both more likely to report that the support received was not useful (at 26% in both cases).

**Table 3.12. How useful participants found the support they received through CLW helping them find a job/moving closer into paid work (Wave 2)**

Very useful (4)	45%
Fairly useful (3)	37%
Not useful at all (1)	10%
Not very useful (2)	8%
<b>Summary: Useful</b>	<b>81%</b>
<b>Summary: Not useful</b>	<b>19%</b>

Source: BMG/IES Survey.

Finally, participants were asked what further support could have been beneficial. Around one in three (30%) stated 'Nothing', down from nearly half (47%) in Wave 1. More jobs and interviews was stated by one in ten participants (up from one in twenty in Wave 1), with 7% also seeking more relevant, targeted and/ or tailored job opportunities.

The desire for more job opportunities was greater among those with health conditions (12%), black and ethnic minority participants (15%) and those out of work for less than a year (24%); while a higher proportion of women wanted more training/ education opportunities (nine percent). Those out of work for between 5 and 10 years before engagement were more likely to say nothing more could be done (46%).

**Table 3.13 Views on what additional support would have been beneficial**

	Wave 1	Wave 2
More jobs/interviews	5%	10%
Help with work experience (Inc. volunteer work/internships)	2%	3%
More relevant/targeted/tailored support	4%	3%
More relevant/targeted/tailored job opportunities	3%	7%
Better/more communication	2%	2%
More support/understanding of health issues	3%	4%
Help with applications (Inc. CV/cover letters/etc)	1%	3%
Age is an issue/factor	1%	0%
Better appointment system/more appointments/meetings	2%	1%

More help/support/advice (general)	4%	3%
More training/education opportunities/support	4%	5%
Help with confidence	1%	1%
Financial assistance (covering/reimbursing my costs)	2%	3%
Be more organised	1%	1%
More stability/consistent	1%	1%
Listen to me/take me seriously	1%	2%
Better links/more contact with employers	2%	1%
Better/more knowledgeable adviser/support worker	1%	1%
Help with computer access (Inc computer literacy)	1%	1%
Better treatment (kind/considerate/polite)	1%	2%
Help being self-employed/starting a business	1%	*%
Other	3%	4%
Nothing	47%	30%
Don't know	18%	21%

---

Source: BMG/IES Survey.

---

## 4 Work outcomes and impacts

---

### 4.1 Summary

Overall around a quarter of survey respondents had been in paid work since joining CLW, compared with just under one in five at the time of the first wave. While this improvement is welcome, relatively few (9% of all respondents) were in work at the time that the survey was conducted despite being encouraged to answer ‘yes’ if they were currently on furlough – perhaps reflecting both the impacts of the pandemic and particularly its impacts on the relatively lower paid, less secure work that many participants had taken up. The pandemic had also directly disrupted the employment of around one third of those currently in work, while nearly three quarters of all respondents said that the pandemic had made it harder for them to find work or consider returning.

Many of those who were in work or had worked had done so for an extended period of time, with half reporting having been in work for six months or more. A third had joined in the previous three months. While temporary and fixed term work was still common in Wave 2, the survey did find an increase in the proportion of people in permanent work (currently or previously), which rose to 40% from 32% in Wave 1. There was also a significant decline in those working zero hours contracts (just under one in five, compared to two in five in Wave 1) and a slight increase in those working 30 hours or more (a quarter of the total).

Earnings of those currently in work appeared to be higher than in Wave 1, with two fifths earning above a living wage compared with a quarter previously (although the base sizes for this question were very low). Job satisfaction was also very high – with three quarters satisfied with all aspects of their job – and the large majority (again three quarters) agreed that their job was a good match for their skills and experience.

Nearly two thirds of those who had secured work felt CLW had helped them to do so, although this figure was down somewhat from the very high results reported in Wave 1 (of nearly three quarters). Around one third felt that CLW had played no part. Less positively, relatively few of those who were in work reported that they had received any support from CLW while in employment, although this could also reflect low demand for support in work.

Among those who were not in work, the large majority were still actively seeking work; although one fifth had been signed off work by their doctors with older people in particular more likely to not be looking due to ill health.

## 4.2 Employment status

Overall 27% of respondents had been in paid work since joining Central London Works. This compares with 18% of respondents in Wave 1. However, just one third of those in work in Wave 2 were currently in work (9% of the total) compared with 14% in Wave 1. This may reflect the relatively less secure nature of work secured by many of those on CLW (as set out in the Wave 1 report), as well as the impact of the Covid-19 pandemic on participants' employment.

Among those currently in work, just over one third (37%) were self-employed, while three fifths (59%) were employees – most of whom were in part-time roles. There were noticeable differences in employment types between the first and second Waves, although it should be noted that the base numbers of respondents in both surveys were relatively small (Table 4.1).

**Table 4.1. Current Employment status**

	Wave 1	Wave 2
Self Employed	15%	37%
Working full time for an employer in a paid role – 30 hours or more per week	19%	16%
Working part-time for an employer in a paid role- less than 30 hours a week	66%	43%
Don't know	0%	0%
Prefer not to say	0%	4%

*Source: BMG/IES Survey; Wave 1 Unweighted BASE = 73. Wave 2 Unweighted BASE = 21. (Where currently in work or self-employed)*

As noted, participants who were not in paid work were asked whether they had done any work since joining CLW. As Table 4.2 shows, around a quarter of those not in work at the time of the survey (24%) had worked since joining the programme. This was most commonly in part time work (12%), while one in eleven (nine percent) had undertaken in voluntary unpaid work or an internship.

**Table 4.2. And since your referral to Central London Works, have you at any time been...**

Self employed	3%
Working full time for an employer in a paid role – 30 hours or more per week	5%
Working part time for an employer in a paid role – less than 30 hours per week	12%
Working for an employer in a voluntary unpaid role or internship	9%
None of the above	76%
Self employed	3%

*Source: BMG/IES Survey. Unweighted BASE = 218. (Where not currently in work or self-employed).*

Of all of those who had worked since joining the programme, six in ten (60%) had started paid work or self-employment more than 12 months ago; one in ten (11%) started

between nine and 12 months ago; five percent started between six and nine months ago; another five percent started between three and six months ago; and 13% started between one and three months ago (Table 4.3).

**Table 4.3. When employment started**

1-3 months ago	13%
3-6 months ago	5%
6-9 months ago	5%
9-12 months ago	11%
More than 12 months ago	60%

*Source: BMG/IES Survey Unweighted BASE = 59 (Where currently or have been in work or self-employed)*

Overall, half of those who had worked (49%) had been in work for six months or more (Table 4.4). Around one third (32%) had been in work for less than three months.

**Table 4.4. Time spent in work since referral to Central London Works**

Less than one month	16%
At least one month but less than three months	16%
At least three months but less than six months	9%
Six months or more	49%
Don't know	10%

*Source: BMG/IES Survey; Wave 2 Unweighted BASE = 59 (Where currently or have been in work or self-employed)*

### 4.2.1 The impacts of the Covid-19 pandemic

Respondents who were currently in work were asked if the Covid-19 pandemic caused them to be away from work or to be working reduced hours (Table 4.5). The number of respondents to this question was very low so caution should be used in interpreting these findings, but they suggest that around a quarter (23%) were still away from work, while one in ten (nine percent) were working reduced hours. Where participants reported that they were currently away from work or working reduced hours, they were also asked if their wages were being topped up by the government Job Retention Scheme. Six in ten (57%) of those away from work or working reduced hours reported that they were having their wages topped up by the government Job Retention Scheme, while four in ten (43%) reported that their wages were not being topped up by the Job Retention Scheme.

**Table 4.5. Away from work or hours reduced as a result of the Covid-19 pandemic?**

Yes – currently off work	23%
Yes – currently working reduced hours	9%
No	62%

Don't know	6%
Prefer not to say	0%

Source: BMG/IES Survey. Base N: 21 (Where currently in work or self-employed)

All respondents were also asked how they felt that pandemic had affected their ability to work or return to work (Table 4.6). Nearly three quarters (72%) said that it had made it harder for them to work or consider a return to work, while one in six (17%) said it had no impact. Not surprisingly, participants with a health condition were more likely to report that the pandemic makes it harder for them to work or to consider returning back to work (80%).

**Table 4.6. Statement closest to how participants think that the Covid-19 pandemic would affect their ability to work (Wave 2)**

The pandemic makes it harder for me to work/consider a return to work	72%
The pandemic has no effect on my work/considering a return to work	17%
The pandemic makes it easier for me to work/consider a return to work	4%
Don't know	7%
Prefer not to say	*%

Source: BMG/IES Survey.

## 4.2.2 Contract types and working hours

Table 4.7 outlines the types of contractual relationship participants had with their employers. This suggests that more of those in work had secured more permanent work than in the last wave – with 40% on permanent or open-ended contracts (compared with 32% in the last wave) and 42% in temporary work (down from 48%).

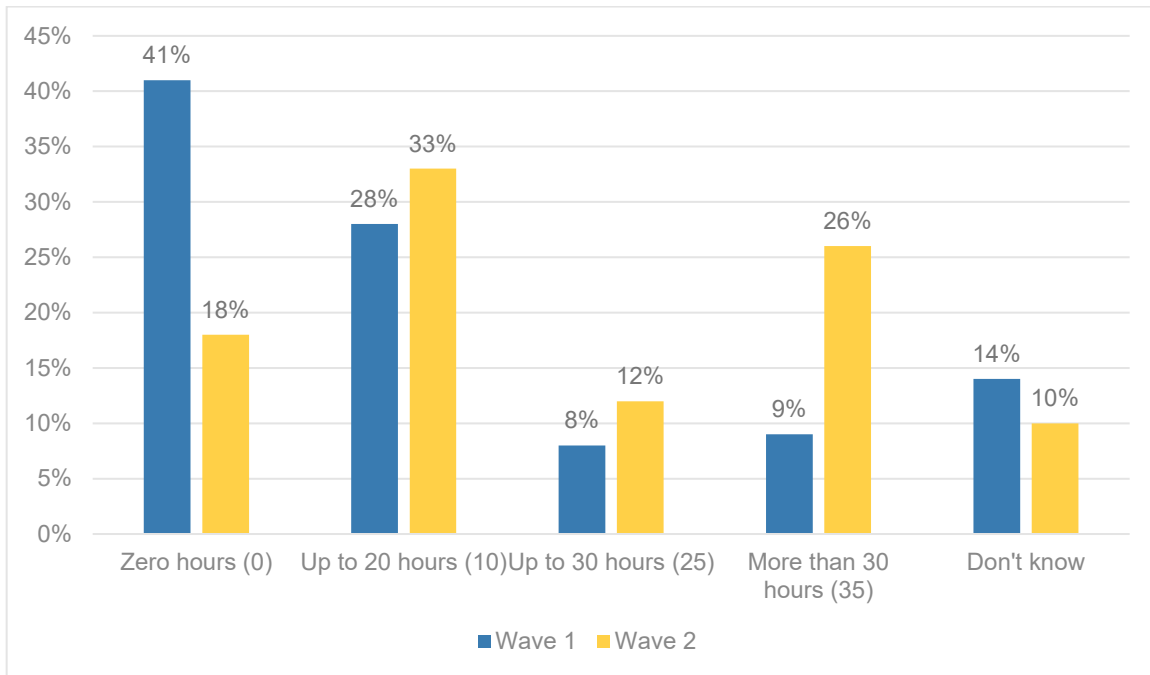
**Table 4.7. Form of employment**

	Wave 1	Wave 2
On a temporary or casual basis	48%	42%
On a permanent or open-ended contract	32%	40%
On a fixed-term contract lasting 12 months or longer	6%	7%
On a fixed-term contract lasting less than 12 months	6%	4%
Self employed	3%	2%
On some other basis	1%	2%
Don't know	2%	2%
Refused	0%	0%
Not answered	1%	0%

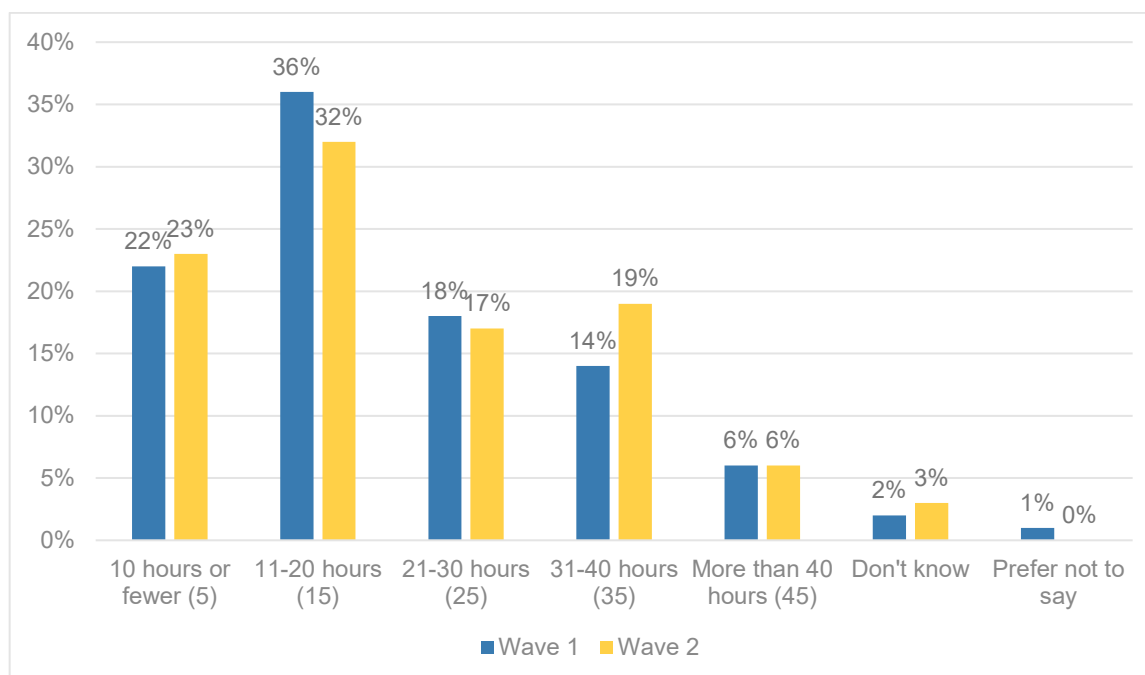
Source: BMG/IES Survey; Unweighted BASE Wave 1 = 94; Wave 2 = 55 (Where currently or have been in work)

This was also reflected in a significant decline in the proportion of people who were (or had been) on zero hours contracts – which as Figure 4.1 shows fell from 41% to 18%. There was also a corresponding increase in those working more than 30 hours, up from 9% to 26%. Figure 4.2 then shows that these contractual patterns are also broadly reflected in the hours that people typically worked – with 25% working 30 hours or more and 72% working fewer than 30 hours.

**Figure 4.1 Contractual Hours**



Source: /IES Survey: Unweighted BASE Wave 1 = 94; Wave 2 = 55. (Where currently or have been in work).

**Figure 4.2. Typical working hours**


Source: BMG/IES Survey; Unweighted BASE Wave 1 = 96. Wave 2 = 55. (Where currently or have been in work)

### 4.2.3 Occupations and industries

As with the first wave findings, participants mostly worked in Elementary occupations; Care, leisure and other services; and Sales jobs. However, compared to Wave 1 (36%) there was a lower proportion of participants working in Elementary occupations in Wave 2 (28%), and a lower proportion in Sales jobs (13% down from 15%).

Looking at sectors, interestingly, Wave 2 saw public services overtake financial intermediation as the most common industrial group (26% of those who had worked compared with 23% – Table 4.8). Distribution fell between Wave 1 and Wave 2, while hotels/ catering was broadly unchanged – both of which are somewhat surprising given the labour market impacts of the pandemic, but it should be noted that this covers all employment since the start of CLW.

**Table 4.8. Sector of employment**

	Wave 1	Wave 2
Primary (ABDE)	0%	2%
Manufacturing (C)	0%	2%
Construction (F)	6%	9%
Distribution (G)	16%	12%
Hotels / Catering (I)	11%	10%
Transport / Storage / Comms (H,J)	11%	8%
Financial Intermediation (K-N)	25%	23%

Public Services (O, P, Q)	21%	26%
Other Services (R, S)	5%	8%
Don't know/ Can't remember	4%	0%
Prefer not to say	1%	0%

Source: BMG/IES Survey; Wave 1 BASE = 96 Wave 2 Unweighted Base: 59 (Where currently or have been in work or self-employed)

### 4.3 Earnings

Compared to Wave 1, a higher proportion of participants reported that they earned above the London Living Wage in Wave 2 (42% compared to 27%). This is set out in Table 4.9, but it should be noted that this question was only asked of those currently in work and so the base number of respondents in Wave 2 was very small.

**Table 4.9 Pay in relation to the London Living Wage**

	Wave 1	Wave 2
£10.55 per hour or more	27%	42%
Less than £10.55 (Wave 1) or Less than £10.85 (Wave 2) per hour	67%	50%
Don't know	2%	8%
Prefer Not Say	3%	0%

Source: BMG/IES Survey; Unweighted BASE Wave 1 = 73. Wave 2 = 21. (Where currently in work or self employed)

In Wave 2, these participants were also asked if their weekly or monthly income had been reduced as a result of the Covid-19 pandemic. Almost one in five (19%) reported that their income had been impacted, while just under six in ten (62%) reported that their income hadn't been impacted by the pandemic – again however, caution should be used in interpreting these findings given the small sample sizes.

### 4.4 Experiences of work

Job satisfaction among those in work was high in Wave 2. Overall, three quarters (75%) were satisfied with all aspects of their current job, and only four percent were dissatisfied.

Respondents' views on how well their job matched their skills and experience were similar overall to those in Wave 1, with nearly three quarters (73%) saying that their skills were well matched (compared with 71% in Wave 1), but with a lower proportion considering that their skills were very well matched (38% compared to 51% in Wave 1). This is shown in Table 4.10.

**Table 4.10. Extent to which job matches skills and experiences**

	Wave 1	Wave 2
Very well matched	51%	38%
Fairly well matched	20%	35%
Not well matched	17%	16%
Not at all well matched	10%	8%
Summary: Well matched	71%	73%
Summary: Not well matched	27%	24%
Don't know	2%	3%

Source: BMG/IES Survey; Unweighted BASE Wave 1 = 96. Wave 2 = 59 (Where currently or have been in work or self-employed).

For those participants who disagreed that their job was a good match, the most common reason given (by four fifths of respondents) was because they wanted to move into work as quickly as possible, with three quarters also saying that they hoped that it would lead to a better job. About one third stated that they felt pressured to take the job, which was higher than in the first Wave, but again it is important to note that the number of respondents to this question was very low given the relatively few people who had both been in work and felt that their jobs were a poor match.

In both Wave 1 and Wave 2, participants were also asked the extent to which they felt that Central London Works had contributed to them securing employment (Table 4.11). Overall, a significant majority in Wave 2 (63%) felt that CLW had helped them to secure the job, but the figure was somewhat lower than the very high results in Wave 1 (73% positive). One third of those who had worked felt that the programme had not played any role, compared with a quarter in Wave 1.

**Table 4.11 Extent to which CLW support contributed to securing employment**

	Wave 1	Wave 2
Played a big part in helping you get the job	49%	37%
Played a small part in helping you get the job	24%	26%
Played no role in helping you get the job	26%	34%
Don't know	1%	3%
<b>Summary: Played a part</b>	<b>73%</b>	<b>63%</b>

Source: BMG/IES Survey; Unweighted BASE Wave 1 = 96. Wave 2 = 59. (Where currently or have been in work or self-employed).

## 4.5 In work support and progression

In Wave 2, participants were asked if they had received any support from CLW since starting their most recent job. One in four (23%) said they had received support while seven in ten (72%) said they had not. Five percent of respondents didn't know.

As a result, the sample size for those who recalled having received support from CLW was too low for detailed analysis and comparison with the first wave but did suggest that recipients were most likely to have been supported by an adviser (over four fifths) and to have had financial support (three fifths). Half reported having had help with managing their health or a disability.

Three fifths of participants who had worked felt that CLW had made no difference to their likelihood of staying in work (compared with a quarter of those in the first Wave), although two fifths agreed that it had had a positive impact on work retention (down from 63% in Wave 1).

Those who had been in work since joining CLW were also asked whether they had received any type of training since starting work (Table 4.12). Overall, in Wave 2 a higher proportion of participants reported that they have received some type of training (56%), compared to Wave 1 (47%).

**Table 4.12. Access to training while in work**

	Wave 1	Wave 2
Attended on-the-job training	30%	35%
Attended training as part of your induction	27%	46%
Attended training leading to qualifications	11%	21%
Apprenticeships		4%
None of these	51%	44%
Don't know	2%	0%
<b>Summary: Any</b>	<b>47%</b>	<b>56%</b>

*Source: BMG/IES Survey; Unweighted BASE Wave 1 = 96. Wave 2 = 59. Where currently or have been in work or self-employed.*

## 4.6 Reasons for leaving work

As Table 4.13 sets out, the most common reasons why people left their jobs were due to health reasons, the impacts of the pandemic and 'other' factors.

**Table 4.13. Reason for leaving most recent job (Wave 2 only)**

Health reasons	29%
Other	19%
Impact of covid-19 pandemic	16%

Contract ended/temporary work	15%
Made redundant/company closed down	12%
Job was not suitable in some other way	8%
Sacked/dismissed	3%
Wasn't earning enough	3%
Went into training/education	0%
No promotion prospects	0%
Childcare commitments	0%
Transport issues/difficulties getting to work	0%
Refused	0%

Source: BMG/IES Survey. Wave 2 Unweighted BASE: = 38. (Where not currently but have been in work or self-employed).

## 4.7 Labour market status of those not in work

Where participants in Wave 2 were not currently in work or not self-employed, they were asked about their current labour market status. Participants were first asked about factors that may prevent them from seeking paid work (Table 4.14 below). This found that overall one in five (21%) of those not in paid work were formally signed off by a doctor due to ill health; six percent were in training or education; and four percent were working in a volunteering, unpaid or internship role. It was also reported that three percent were retired.

**Table 4.14. If not in work or self-employed, what is your economic activity (Wave 2 only)**

Retired	3%
In training or education	6%
Working for an employer in a voluntary, unpaid role or internship	4%
Formally signed off from work by a doctor due to ill health	21%
None of the above	65%

Source: BMG/IES Survey. Unweighted BASE = 218 (Where not currently in work or hours reduced)

Within these groups, there were some statistically significant differences – with white people being more likely than others to be doing voluntary or unpaid work (eight percent); while those with health conditions or disabilities that limited their ability to work were more likely to be formally signed off from work by a doctor (40%).

Those respondents that were not signed off from work were then asked if they were actively looking for work. Seven in ten (72%) reported that they were, while three in ten (28%) were not actively looking for work. Among those not looking for work, the most common reasons were most commonly due to the Covid-19 pandemic (15%); ill health (11%); or having caring responsibilities (five percent).

Again there were some statistically significant differences between groups, with:

- Participants who were over 50 years of age (22%) and participants who had a health condition that prevent them from sustaining employment (26%) more likely to be not actively looking for work because of the Covid-19 pandemic;
- Women more likely (nine percent) to be not actively seeking work because of caring responsibilities; and
- Older participants (60 and older) more likely to not be actively seeking work because of ill health (22%).

## 5 Self-efficacy, Wellbeing and Health

### 5.1 Summary

Participants' confidence in undertaking jobsearch activity appeared to decline between the first and second wave. This can likely be attributed in part to the impacts of the pandemic, although there were also concerning declines in self-efficacy around basic jobsearch skills like CV writing and online jobsearch.

Wellbeing overall appeared to hold up between the first and second wave, despite declines in nationally reported data for the population as a whole. However levels of anxiety did deteriorate, in common with national data.

Nearly one third of participants with health conditions or a disability stated that this was significant enough to currently rule out any return to work. Of those with health conditions who were out of work, around three fifths felt that working would make it harder to manage their condition; although for those in work responses were roughly evenly split between those who felt that it made it harder and made it easier to manage.

### 5.2 Self-efficacy

In Wave 1 and Wave 2, participants were asked a series of standardised questions around their self-efficacy. Table 5.1 below sets out the proportion of respondents in each wave who stated that they were either very confident or confident with that activity or skill. Overall, the confidence that participants felt about all aspects of self-efficacy relating to job-related activities declined between Wave 1 and Wave 2.

These declines will likely in part be explained by the impacts of the pandemic on participants' confidence about finding work (as set out in section 4.2.1 above), with confidence lowest in measures related to jobsearch *activity* – like contacting and persuading employers (41%) and talking to friends and contacts about employers and job openings (both 50%). However it is concerning that there were also marked falls in confidence even around measures related to jobsearch *skills* – such as completing a job application and CV (falling from 60% to 53%) and searching for jobs online (down from 63% to 57%).

**Table 5.1. Confidence in undertaking job-related activities**

	Wave 1	Wave 2
Making a good list of all the skills that you have, and which can be used to find a job	62%	56%
Talking to friends and other contacts to find out about potential employers who need your skills	62%	50%
Talking to friends and other contacts to discover promising job openings that are suitable for you	60%	50%

---

Completing a good job application and CV	60%	53%
Contacting and persuading potential employers to consider you for a job	48%	41%
Making the best impression and getting your points across in a job interview	56%	55%
Searching for jobs online (using computers, Smart phones, internet, etc.)	63%	57%
Applying for jobs online (using computers, Smart phones, internet, etc.)	62%	58%
Getting help in order to become familiar with a new job	56%	49%

---

*Source: BMG/IES Survey.*

---

Across some of these aspects, there were particular groups who were consistently more or less confident in Wave 2. For instance:

- Women were less confident than men in completing good job applications and CVs (36% either not at all or not confident, compared with 23% for men); and in contacting and persuading potential employers (42% not at all or not confident, compared with 24%).
- Those with health issues were less confident in contacting and persuading potential employers to consider them for a job (40% not at all or not confident); and in making their best impression at interview (26%).
- Participants who were over 50 years old were less confident in completing a good job application and CV (35% not at all or not confident), as were those who had spent between five to ten years out of work before referral (42%).
- Older participants were also less confident in searching for jobs online (37% not at all or not confident), while younger participants (18-34) were more confident in doing this (86% very confident or confident). Younger participants were also more confident in talking to their friends and other contacts to find out about potential employers (67% were confident or very confident) or promising job openings (68%).
- Some groups were less likely to be confident in making lists of their skills for work – with 24% of participants from black ethnic groups not at all confident, 21% of those aged over 50 and 27 of those aged over 60.

## 5.3 Wellbeing

Participants in both Waves were also asked about their general health and wellbeing using the ONS-4 measure (Table 5.2)<sup>3</sup>. Overall, half (48%) of respondents felt that the things they do in life are worthwhile, four in ten participants (42%) of the respondents

---

<sup>3</sup> 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>

reported feeling happy the day before, and one third (34%) of the respondents said that they are satisfied with their life.

**Table 5.2. Wellbeing of CLW participants**

	Summary: Low	Summary: Medium	Summary: High	Summary: Very high
How satisfied are you with your life nowadays	32%	33%	18%	16%
To what extent do you feel that the things you do in your life are worthwhile	25%	26%	22%	26%
How happy did you feel yesterday	33%	25%	20%	22%

Source: BMG/IES Survey.

These figures are all virtually unchanged from responses in the first wave (48%, 43% and 37% respectively), which should be viewed as a positive finding given the impacts of the Covid-19 pandemic on population wellbeing (with the equivalent national data showing declines in wellbeing on all measures over the same period<sup>4</sup>).

Participants who had been out of work between five and ten years before their referral (50%), participants from the health and disability client group (41%) and participants aged between 50 and 59 (40%) were more likely to report that they had low life satisfaction.

Anxiety was again measured using the ONS3 scale and as with Wave 1, was generally high. 39% reported having very low or low anxiety, while 61% reported that anxiety was high or very high. These figures deteriorated between the first and second Waves (43% and 56% respectively), which in this case was also reflected in national data (and in the national statistics, was attributed specifically to the impacts of the pandemic).

**Table 5.3 Levels of anxiety reported by CLW participants**

Summary: Very low	26%
Summary: Low	13%
Summary: Medium	21%
Summary: High	40%

Source: BMG/IES Survey

<sup>4</sup> Available at <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/personalwellbeingintheukquarterly/april2011toseptember2020>

## 5.4 Health

Six in ten (57%) of respondents reported having a physical or mental health condition that they expected to last 12 months or more. The participants who were not in work and had a health condition were asked if they would they consider returning back to work (Table 5.4). Six in ten (62%) participants who were not in work and have a health condition said they would consider returning to work, while one third (32%) said that their health condition/ disability ruled out work as an option.

**Table 5.4. Current feelings about work in relation to health condition**

My health condition/disability rules out work as an option	32%
On some days I could consider a return to work	34%
I could consider returning to work right now	28%
Don't know	6%
Prefer not to say	0%
<b>Summary: Could consider returning</b>	<b>62%</b>
<b>My health condition/disability rules out work as an option</b>	<b>32%</b>

*Source: BMG/IES Survey. Unweighted BASE: 130. (Where not currently working and have health condition).*

Participants who were not in work and had a health condition were also asked how working would impact the management of their health condition (Table 5.4). The majority (59%) thought that working would make it harder to manage their health condition; one in ten (nine percent) perceived this to make no difference; and one in five (21%) thought that if they went into work, it would make it easier to manage their health condition.

**Table 5.5. Closest statement to how participants think working would affect your management of your health condition(s) (Wave 2)**

Working would make it harder to manage my health condition	59%
Working would have no effect on the management of my health condition	9%
Working would make it easier to manage my health condition	21%
Don't know	9%

*Source: BMG/IES Survey. Unweighted BASE N= 130. (Where not currently working and have health condition)*

Participants who had a health condition and had at some point been employed, were asked how being in work affects their management of their health condition (Table 5.6). The majority of those who were at some point working and had a health condition said that it made it harder to manage (39%); while one third (36%) said it made it easier to manage; and 16% said it made no difference. It should be noted however that the base number of respondents for this question was very small.

---

**Table 5.6. Statement closest to how participants think working affects management of their health condition(s) (Wave 2)**

Working makes it harder to manage my health condition	39%
Working has no effect on the management of my health condition	16%
Working makes it easier to manage my health condition	36%
Don't know	9%

*Source: BMG/IES Survey. Unweighted BASE = 36. (Where currently or have been in work and have health condition)*

---

## 6 Summary and conclusions

---

This report presents findings from the first follow-up survey of participants who joined CLW in its first 20 months, interviewing them a year on from their first survey. Just over half of respondents had left CLW, and inevitably the survey results are significantly affected by the Covid-19 pandemic, which began a few months after the first survey wave, and where lockdown measures were being reintroduced at the time of this follow-up survey. Nonetheless, there were a range of positive findings on the support received and outcomes achieved through the programme, as well as a number of areas of concern.

### 6.1 Support received

The large majority of participants reported that Central London Works had been useful in supporting them to find a job or move closer to getting paid work; and unsurprisingly the proportion of people who reported having received different forms of support increased between the two waves. Views on CLW advisers were also overall very positive, with the large majority feeling that they understood their needs and that they spent about the right amount of time with them.

However, there was some deterioration in satisfaction levels between survey waves. This may have reflected the fact that more participants had spent more time on the programme without securing employment, but is nonetheless concerning. Sizeable minorities also reported seeing different advisers all of the time, not seeing their adviser enough, and/ or being pressured to take up activities that they did not feel were suitable.

Satisfaction levels were also generally lower for ethnic minority groups, those with health conditions and women, who are also groups that are often more disadvantaged in the labour market and less likely to secure employment outcomes from programmes.

### 6.2 Work outcomes and impacts

Around a quarter of survey respondents had been in paid work since joining CLW, with nearly two thirds of those people stating that CLW had helped them to secure this work. Half of those who had worked reported having spent at least six months in employment. Nonetheless just one in eleven respondents were in work at the time of the survey, which may have reflected the impacts of the pandemic as well as the relatively insecure nature of the work that many participants had taken up. The pandemic was also very clearly affecting people's confidence in finding work, with a large majority stating that it had made it harder to get a job.

Temporary and fixed term work was still very common, although there was an increase in the proportion of people in permanent work and a fall in the proportion on zero hours

contracts. Overall job satisfaction remained very high, while earnings appeared to be higher than in Wave 1.

Less positively, a sizeable minority of those who had achieved employment (around one third) felt that CLW had played no part in doing so, and relatively few of those who were in work reported that they had received any support from CLW while in employment (although this could also reflect low demand for support in work).

### **6.3 Self-efficacy, wellbeing and health**

There were concerning declines in jobsearch self-efficacy between waves, which may be largely due to the pandemic. Self-efficacy scores were also often lower for groups more disadvantaged in the labour market – particularly those with health conditions, older people and women.

Wellbeing overall appeared to hold up between the first and second wave, but remained well below equivalent figures for the whole population, and unsurprisingly levels of anxiety did deteriorate between waves (in common with national data).

### **6.4 Areas for future improvement**

These findings suggest four key areas for potential future improvement:

1. Targeting and tailoring support for those who are more disadvantaged in the labour market – with this research suggesting that in particular those with health conditions, older people, ethnic minority groups and women often reported poorer experiences and outcomes from programme participation;
2. Improving access to (the right) additional support for participants – in particular related to jobsearch, health and skills, and as set out in previous waves of process evaluation;
3. Continuing to focus on supporting individuals with dealing with the negative consequences of the Covid-19 pandemic, particularly around access to services, additional support needs on jobsearch and health, and in managing their health and wellbeing; and
4. Ensuring that those in work are able to continue to access support from the programme to help them to stay in work, change jobs and/ or progress.

# Annex: Central London Works Cohort 1 Wave 2 survey

---

DECEMBER 2020

## 1. 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.

You may recall that we spoke to you about the programme around a year ago and you said it would be OK to call back and see how you're getting on.

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 Harry Fox on 0121 333 6006 or email [Harry.Fox@bmgresearch.co.uk](mailto:Harry.Fox@bmgresearch.co.uk)

## **C Level of support received**

### **ASK ALL**

Intro1 Can I just check, are you still on the Central London Works programme currently?

Interviewer note: If you have not had any contact from the programme recently, but are not aware of formally leaving the programme, the answer should be 'yes'

#### **SINGLE CODE. DO NOT READ OUT**

1. Yes
2. No
3. Don't know/Prefer not to say

### **ASK IF Intro1 = 2**

Intro2 I understand that you're no longer on the programme, but we would still like to get your views on the support you received while you were on the programme

Why are you no longer part of the Central London Works programme?

#### **MULTICODE OK. DO NOT READ OUT**

1. Was only allowed to be on the programme for a certain amount of time and it ran out
2. Advisor felt there was nothing further they could do
3. You felt it wasn't providing the support you required
4. Found a job so it was no longer necessary
5. No longer able to access the support
6. Been formally signed off for work and don't need to participate
7. No longer in need of the support (general)
8. No longer looking for work
9. Moved out of the area
10. Hadn't received any contact from the advisor or anyone else
11. Taking up a different type of support instead
12. Other (please specify)

I'd like to start by asking 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, Hyde Housing, 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.**

1. In a group meeting with other people looking for work?
2. Face-to-face with an adviser?
3. By telephone
4. By text
5. By email
6. Using Skype or video call
7. In some other format (please specify)?
8. (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. 1 – **GO TO C5**
2. 2
3. 3-4
4. 5-6
5. 7-10
6. 11-19
7. 20-29
8. 30 or more (WRITE IN)
9. (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.**

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

**ASK ALL**

C5 Thinking overall about the amount of contact you had with a personal adviser, would you say it was..

**READ OUT. SINGLE CODE.**

1. Too much
2. About right
3. Not enough
4. (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**

1. An assessment of your goals, support needs and capabilities
2. Drawing up an action plan
3. Help with writing a CV, job applications or interview skills
4. Training at a local college or other training provider
6. A work placement or work trial
7. Volunteering or voluntary work
8. Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)
10. Advice or support relating to your health or a disability you may have
12. Help with dealing with the impacts of the Covid-19/Coronavirus pandemic
13. Financial support to enable you to purchase equipment necessary for your job search or as a result of the Covid-19 pandemic?
14. None of these
15. (DO NOT READ OUT) Cannot recall

**ASK IF D1=1-13**

**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**

1. Very useful
2. Fairly useful
3. Not very useful
4. Not at all useful
5. (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.**

1. Financial support
2. Help with shopping
3. Help with accessing health services, collecting prescriptions
4. Mental health support (including dealing with stress)
5. Help with finding employment
6. General help/encouragement
7. General advice about staying safe
8. Other (please specify)

**ASK IF D1=10**

D4 What support did you receive through Central London Works in relation to your health or a disability?

**DO NOT READ OUT. MULTICODE OK.**

1. Referral to a CLW health practitioner
2. Referral to an external specialist
3. Informal conversations with a health practitioner
4. Practical hints and tips relating to managing a health condition
5. Group sessions (including yoga, pilates etc)
6. Advice specifically relating to Covid-19/staying safe
7. Advice around identifying the adjustments an employer may need to make to manage the condition
8. Other (please specify)
9. Don't know
10. Prefer not to say

## 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:

- a. Understood your needs?
- b. Had the right skills and expertise to help you?
- c. Helped you to access additional support?
  1. Completely
  2. To some extent
  3. Not at all
  4. Not sure/DK

### **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.**

1. To a great extent
2. To some extent
3. To a limited extent
4. Not at all
5. (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.**

1. Very useful
2. Fairly useful
3. Not very useful
4. Not useful at all
5. **(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.**

1. Very useful
2. Fairly useful
3. Not very useful
4. Not useful at all
5. **(DO NOT READ OUT)** Don't know

**ASK IF D1=10**

E8 Overall, how useful have you found the support you have received through Central London Works in helping you overcome health-related barriers to work?

**READ OUT. SINGLE CODE.**

1. Very useful
2. Fairly useful
3. Not very useful
4. Not useful at all
5. **(DO NOT READ OUT)** Don't know

**ASK IF D1=10**

E9 What more could have been offered to help you manage your health condition(s) more effectively?

**PROBE FULLY**

**WRITE IN**

Nothing

**(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**

1. Yes
2. No – **GO TO F3**

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

F2 And are you currently...?

1. Self employed
2. Working full time for an employer in a paid role – 30 hours or more per week
3. Working part time for an employer in a paid role – less than 30 hours per week
4. 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?

1. Yes – currently off work
2. Yes – currently working reduced hours
3. No
4. 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?

1. Yes
2. No
3. 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**

1. Retired
2. In training or education
3. Working for an employer in a voluntary, unpaid role or internship
4. Formally signed off from work by a doctor due to ill health
5. None of the above

**ASK IF NOT CURRENTLY IN PAID WORK OR SELF-EMPLOYMENT (CODE 2 AT F1)  
AND NOT SIGNED OFF THROUGH ILL HEALTH (F3=4)**

F3b Are you currently actively looking for work?

INTERVIEWER NOTE: Start off by asking this in an open way to invite a yes or no response. If it's no, probe for details as to why that is

**MULTI CODE**

1. (SINGLE CODE) Yes
2. No, because of ill health
3. No, because of the Covid-19 pandemic
4. No, because of a lack of available jobs at the moment
5. No, because of caring responsibilities
6. No, for other reasons PLEASE SPECIFY
7. Don't know
8. None of the above

**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.**

1. Self employed
2. Working full time for an employer in a paid role – 30 hours or more per week
3. Working part time for an employer in a paid role – less than 30 hours per week
4. Working for an employer in a voluntary unpaid role or internship
5. 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**

1. Less than one month ago
2. 1-3 months ago
3. 3-6 months ago
4. 6-9 months ago
5. 9-12 months ago
6. More than 12 months ago
7. **(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).**

5. 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**

1. On a permanent or open-ended contract
2. On a fixed-term contract lasting 12 months or longer
3. On a fixed-term contract lasting less than 12 months
4. On a temporary or casual basis
5. On some other basis (Please specify)
6. **(DO NOT READ OUT)** Don't know
7. **(DO NOT READ OUT)** Refused

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

1. Zero hours
2. Up to 20 hours
3. Up to 30 hours
4. More than 30 hours
5. 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?

1. 10 hours or fewer
2. 11-20 hours
3. 21-30 hours
4. 31-40 hours
5. More than 40 hours
6. 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.**

1. Less than one month
2. At least one month but less than three months
3. At least three months but less than six months
4. Six months or more
5. **(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**

1. Contract ended/temporary work
2. Sacked/dismissed
3. Made redundant/company closed down
4. Went into training/education
5. Wasn't earning enough
6. No promotion prospects

7. Child care commitments
8. Health reasons
9. Transport issues/difficulties getting to work
10. Job was not suitable in some other way (please specify)
11. Other (please specify)
12. 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?

1. Yes
2. No
3. 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.**

1. Very well matched
2. Fairly well matched
3. Not well matched
4. Not at all well matched
5. **(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.**

1. There were few jobs available that matched your experience, skills or interest
2. You wanted to move into work as soon as possible
3. You felt under pressure from Jobcentre Plus to take this job
4. You felt under pressure from your Central London Works provider to take this job
5. You hoped it would lead to another job that better matches your skills, experience and interest
6. It suited my childcare or other caring responsibilities
7. **(DO NOT READ OUT)** Some other reason (please specify)
8. **(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**

1. Played a big part in helping you get the job
2. Played a small part in helping you get the job
3. Played no role in helping you get the job
4. 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?

**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

1. Under £50
2. £50-£99
3. £100-£199
4. £200-£289
5. £290-£389
6. £390-£489
7. £490-£579
8. £580-£679
9. £680-£769
10. £770-£869
11. £870-£969
12. £970 or more
13. Don't know/ prefer not to say

Monthly

1. Under £200
2. £200-£399
3. £400-£829
4. £830-£1,249
5. £1,250-£1,649
6. £1,650-£2,099
7. £2,100-£2,499
8. £2,500-£2,899
9. £2,900-£3,349
10. £3,350-£3,749
11. £3,750-£4,149
12. £4,150 or more
13. 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 £10.85 an hour?

1. £10.85 per hour or more
2. Less than £10.85/ hour
3. 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?

1. Yes
2. No
3. 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]**

**G JOB SATISFACTION****ASK IF F1=1**

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

1. Very satisfied
2. Quite satisfied
3. Neither satisfied nor dissatisfied
4. Quite dissatisfied
5. Very dissatisfied
6. 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

1. A lot
2. Somewhat
3. A little
4. Not at all
5. 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?

1. Yes
2. No - **GO TO H10**
3. (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**

1. Support from adviser
2. Access to training at a local college or other training provider
3. Support with a work experience placement or voluntary work
4. Support with finances to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)
5. Support or advice for setting up your own business or becoming self-employed
6. Advice or support relating to your health or a disability you may have
7. Help or advice in relation to looking after children or adults
8. Support with dealing with the impacts of the Covid-19 pandemic
9. Any other type of assessment, support, training or advice (please specify)
10. None of these
11. (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**

1. Help with working remotely
2. Help to travel to work
3. Financial support
4. Help with dealing with health impacts or shielding
5. Other
6. 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**

2. Once
3. Twice
4. Three or four times
5. Five or more times
6. (DO NOT READ OUT) Don't know

**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**

1. Positive impact
2. Negative impact
3. Made no difference
4. **(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?

1. Yes
2. No – **GO TO H9**
3. 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.**

1. An assessment of your goals, support needs and capabilities
2. Drawing up an action plan
3. Help with writing a CV, job applications or interview skills
4. Training at a local college or other training provider
5. A work experience placement or voluntary work
6. Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)
7. Support or advice for setting up your own business or becoming self-employed
8. Advice or support relating to your health or a disability you may have
9. Help or advice in relation to looking after children or adults
10. Any other type of assessment, support, training or advice (please specify)
11. None of these
12. **(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?

1. To a great extent
2. To some extent
3. To a limited extent
4. Not at all

5. 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.**

1. Attended on-the-job training
2. Attended training as part of your induction
3. Attended training leading to qualifications
4. Apprenticeships
5. **(DO NOT READ OUT)** None of the above
6. **(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.

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. DK/Refused

### **ASK ALL**

#### **Well2**

I've been feeling useful...

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. DK/refused

### **ASK ALL**

#### **Well3**

I've been feeling relaxed...

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. DK/refused

### **ASK ALL**

**Well4**

I've been dealing with problems well...

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. DK/refused

**ASK ALL****Well5**

I've been thinking clearly...

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. DK/refused

**ASK ALL****Well6**

I've been feeling close to other people...

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. DK/refused

**ASK ALL****Well7**

I've been able to make up my own mind about things...

1. None of the time
2. Rarely
3. Some of the time
4. Often
5. All of the time
6. 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.

1. Yes
2. No
3. 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**

1. Yes – availability to work
2. Yes – types of work can do
3. No
4. 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.

1. Yes
2. No
3. DK/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?

1. Yes
2. No
3. Don't know
4. 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)?

1. Working would make it harder to manage my health condition
2. Working would have no effect on the management of my health condition
3. Working would make it easier to manage my health condition
4. 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.

1. Working makes it harder to manage my health condition
2. Working has no effect on the management of my health condition
3. Working makes it easier to manage my health condition
4. 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.

1. The pandemic makes it harder for me to work/consider a return to work
2. The pandemic has no effect on my work/considering a return to work
3. The pandemic makes it easier for me to work/consider a return to work
4. DK/Refused

**ASK WHERE GENDER IS 'NOT IDENTIFIED' ON DATABASE**

L10A What gender do you identify as?

**PAUSE BRIEFLY AFTER EACH OPTION**

1. Male
  2. Female
  3. Other
  4. Refused/Prefer not to say
-

## **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.

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

### **ASK IF YES AT M1**

#### **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?

1. Yes ENTER NUMBER (Please include the area code)
2. No
3. 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*