

Central London Works

Participant survey analysis report - Cohort 2, Wave 2

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Institute for Employment Studies

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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 second follow up survey of participants on the CLW programme. This cohort were originally interviewed between July and September 2020 with follow up interviews taking place one year later between July and September 2021. Overall, 121 interviews were undertaken.

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. Over half (56%) 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

The majority of 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. However, the proportion who reported always or almost seeing the same adviser fell slightly in comparison to Wave 1.

In contrast to Wave 1, where levels of dissatisfaction were higher from those with a health condition around the ability of the programme to get them into paid work, there were more noticeable differences by gender and age with women and younger participants less satisfied with the support. Again, there were significant differences by ethnicity with participants from ethnic minority groups significantly more likely to speak to a different advisor each time.

Outcomes

In between waves, there was an increase in the proportion of participants in full-time employment. The proportion on a permanent or open-ended contract had also increased substantially. However, the percentage of participants who felt their roles matched their skills and needs had dropped.

Earnings of those currently in work appeared to be higher than in Wave 1, with nearly half of those currently in work earning above the living wage (note small base sizes).

The proportion of participants who had secured work and felt that CLW helped them to do so decreased between the two waves. Again, 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

Personal wellbeing improved between the first and second wave of interviews, whereas impacts of health conditions varied. Just over half of the Wave 2 participants reported that on some days they could consider a return to work, an increase on the Wave 1 figure however, the proportion of participants who reported that working would make it harder to manage their health condition remained consistent at half the sample.

1 Introduction

This report presents findings from the follow-up survey of participants on the Central London Works programme. This second cohort of participants (Cohort 2) were originally interviewed between July 2020 and September 2020. Follow-up interviews were then conducted between July 2021 and September 2021, with a sample of 121 interviews achieved.

This is the fourth report of survey findings from Central London Works, with results from the first wave of Cohort 1 completed in July 2020, and from the first wave of Cohort 2 in April 2021. Findings from the follow up (Wave 2) survey of Cohort 1 were completed in October 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. 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 120, with an achieved sample of 121 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 400 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 July 2021 and September 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.

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 403 for Wave 1 and 121 for Wave 2, unless specified otherwise. An asterisk (*) indicates where less than one percent 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 outlines possible conclusions and recommendations for the program moving forward.

2 Participant characteristics

The proportion of survey participants in each payment group continued to closely match that of the programme overall, with 61% in the Health and Disability group, 27% in the Long-Term Unemployed group and 11% were Early Entrants. Again, Ingeus supported those in the Health and Disability group the most (98% of participants) while Long-term unemployed and the Early entrant group were more likely to be supported by Get Set UK (12% and 22% respectively).

When asked about their health, **one third (32%) reported that they had a health condition that could stop them finding and keeping a job**, remaining consistent with findings from the previous wave. This figure was highest amongst Asian participants (60%), those from Islington (60%) and those from the over 60 age group (41%).

Of those with a work-limiting, longstanding illness, half (50%) also said that working would make it harder to manage their health condition suggesting that a large number of those with impairments still felt able to work and manage their health. This is further reflected in the fact that only a third (33%) of those in the Health and Disability group reported their health condition as ruling out work as an option.

When considering the pandemic's effect on their ability to work, just over two fifths (42%) replied that the pandemic will make it harder for them to return to work. A third (35%) reported that it would have no effect on working or returning to work and a tenth (11%) said the pandemic in fact made it easier to work or consider returning to work. Unsurprisingly, those in the over 60 age group reported that the pandemic would make it harder to work more so than any other age group (60%).

When asked about their caring responsibilities, the large majority (85%) responded that they did not care for anyone who was sick, disabled or elderly (remaining close to the Wave 1 figure of 81%), again women reported slightly lower for this question (83%) and men slightly higher (86%). Of those with caring responsibilities, two-fifths (40%) reported that it would harm their availability to work, and 17% felt it would limit the types of work they could undertake. Again, women's availability to work was more affected than men due to caring responsibilities (54% compared to 29%). Just 15% of respondents reported having childcare responsibilities, with this figure rising significantly for women (24%). The 35-49 age group again reported the highest figures for childcare (34%), following the trend of the previous Wave (36%).

Participants were asked if they were still on the Central London Works programme at the time of the Wave 2 follow-up interview. Over half (56%) were no longer on the programme at Wave 2, with one-third (32%) still participating and 12% reporting they did not know or preferred not to say.

3 Support received on CLW

3.1 Summary

Most participants (78%) reported that Central London Works had been useful in supporting them to find a job or to move closer to getting paid work; with over two-fifths (45%) reporting that it was **very** useful.

Levels of satisfaction remained fairly similar to Wave 1 and overall, views of advisors were generally positive, with nine out of ten (89%) reporting that their advisor completely, or to some extent understood their needs and had the rights skills and expertise.

Over four fifths (83%) reported that they had about the right amount of contact from their advisor, remaining consistent with the Wave 1 findings. However, the proportion of participants who reported always, or almost always speaking with the same advisor fell by seven percent to 71% in Wave 2. Just over four fifths (82%) were satisfied that the support they were receiving was useful in helping them to overcome health related barriers at work.

There were also notable signs that some ethnic groups, women, and certain age groups were less satisfied with the support that they received to a significant degree.

In particular:

- Ethnic minority groups were significantly more likely to speak to a different advisor each time (22%). White participants were significantly more likely to always, or almost always speak to the same advisor (82%) compared to the whole sample (71%).
- Men were significantly more likely to report that their advisors completely or to some extent understood their needs (94%) and helped access additional support (90%).
- Women were significantly more likely to report that support received from Central London works was not useful at all in getting closer to paid work (18%).
- Those aged 18-34 were significantly more likely to feel that contact with their advisor was not substantial enough (21%) compared to the whole sample figure of 11%.

3.2 Frequency of contact

The majority of participants were able to see or speak to the same advisor (Table 3.1) although, this is down from the last wave which may largely reflect the fact that participants had spent longer on the programme by the second wave (78% in Wave 1 and 71% in Wave 2).

Table 3.1 Incidence of speaking to the same adviser

	Wave 1	Wave 2
You always or almost always saw or spoke with the same adviser	78%	71%
You saw or spoke with the same adviser sometimes	15%	12%
You saw or spoke with a different adviser each time	5%	15%
Don't know/can't remember	2%	2%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 315. Wave 2: 121.

As with Cohort 1, there is a concern that the proportion of participants speaking with a different advisor has increased (15% up from five percent in Wave 1) and, that participants from ethnic minority groups were significantly more likely to speak to a different advisor each time (22%).

Participants were also asked their views on the frequency of contact they had with the advisor whilst engaging with the programme and the vast majority (83%) were happy with the amount of contact although there was a slight **increase** in the “Not enough” response (from nine percent to 11%) (Table 3.2).

Table 3.2 Views on frequency of contact

	Wave 1	Wave 2
Too much	5%	3%
About right	83%	83%
Not enough	9%	11%
Don't know	3%	3%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 403 Wave 2: 121

3.3 Views on support received

The proportion of participants who that felt their advisors *completely* understood their needs fell from 58% in Wave 1 to 52% in Wave 2 although there was also a drop in the proportion that felt that their advisor did not help them to access additional support *at all* (20% to 13%) (Table 3.3).

Table 3.3 Views on adviser support

Wave 1	Completely	To some extent	Not at all	Not sure/ DK
Understood your needs	58%	31%	8%	3%
Had the right skills and expertise to help you	57%	30%	9%	5%
Helped you to access additional support	50%	27%	20%	3%
Wave 2	Completely	To some extent	Not at all	Not sure/ DK
Understood your needs	52%	37%	9%	2%
Had the right skills and expertise to help you	56%	33%	7%	4%
Helped you to access additional support	48%	36%	13%	3%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 403, Wave 2: 121.

Participants were then asked how useful they found the received support through the Central London Works programme in *helping find a job or moving closer towards getting paid work*. Table 3.4 details these responses, with just over eight in ten (83%) finding the support useful, remaining fairly consistent with the Wave 1 results.

Table 3.4 How useful participants found the support they received overall

	Wave 1	Wave 2
Very useful	39%	47%
Fairly useful	42%	35%
Not very useful	9%	8%
Not very useful at all	9%	9%
Summary: Useful	82%	83%
Summary: Not useful	18%	17%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 403. Wave 2: 115 (Valid Responses)

The group who responded most positively to this question were the over 60s, with over three fifths (63%) finding the support very useful.

When asked what more could be done to help participants find work or find work more quickly, the largest valid response (after nothing at 27%) was more jobs/interviews (12%).

Those participants who received support for a disability or health condition were also asked how useful the support received to *overcome health-related barriers at work* proved to be (Table 3.5). Overall, the majority found the support to be useful (82%), with 18% not finding the support useful.

Table 3.5 How useful participants found the support with regard to overcoming health-related barriers to work

Very useful (4)	37%
Fairly useful (3)	45%
Not very useful (2)	9%
Not useful at all (1)	9%
Summary: Useful	82%
Summary: Not Useful	18%

Source: BMG/IES Survey. Wave 2 only Unweighted Base: 86 (Valid only)

4 Work outcomes and Impact

4.1. Summary

There was an increase in the percentage of participants in full-time employment between the two time points, with over half (54%) of those in employment now found in full time work. Conversely, there was a decline in the percentage of participants who were self-employed (eight percent) and a drop in part-time employment (38%) from the first wave. The percentage of participants who were working for an employer in a voluntary unpaid role or internship doubled (8%) from Wave 1. Although the majority of participants were still economically inactive since being referred to the programme, the proportion had decreased from Wave 1.

Of the participants who were in employment, almost half (49%) were on a permanent or open-ended contract, a substantial increase from Wave 1. Although, the percentage of participants who felt their roles matched their skills and needs (73%) fell from Wave 1.

4.2 Employment Status

Compared to Wave 1, there was a decrease in the proportion of participants who were not in paid work or self-employment in Wave 2 (from 93% to 81%). The current employment status of those in paid work was also collected, with changes between Wave 1 and Wave 2 shown below (Table 4.1). The proportion of valid participants who were working full time increased from 37% in Wave 1 to 54% in Wave 2 while those in part-time work decreased (from 41% to 38%). This was also true for self-employed participants, who decreased from 22% to eight percent in Wave 2.

Table 4.1 Current Employment status

	Wave 1	Wave 2
Self Employed	22%	8%
Working full time for an employer in a paid role – 30 hours or more per week	37%	54%
Working Part-time for an employer in a paid role- less than 30 hours a week	41%	38%
Don't know	0%	0%
Prefer not to say	0%	0%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 27. Wave 2: 24. (Where currently in work or self-employed).

Participants in Wave 2 who were not currently in work or self-employed were asked for their specific economic activity (Table 4.2). One in four (25%) of these participants were formally signed off from work by a doctor due to ill health; eight percent were retired; eight percent were in training or education and eight percent were also working for an employer in a voluntary, unpaid or internship role. Just over half (52%) did not identify with these categories.

Table 4.2 If not in work or self-employed, current economic activity

Retired	8%
In training or education	8%
Working for an employer in a voluntary, unpaid role or internship	8%
Formally signed off from work by a doctor due to ill health	25%
None of the above	52%

Source: BMG/IES Survey; Wave 2 Unweighted Bases: 97. (Where not currently in work or self-employed).

There were some statistically significant differences between groups. For example:

- Those aged 50 and over were more likely (14%) to be in the retired category.
- Those aged 50-59 were more likely (17%) to be working for an employer in a voluntary, unpaid or internship role.
- Those that have a health condition that can prevent them from finding and keeping a job were more likely to be retired (19%) or in training or education (18%).

Participants who were not currently in work or self-employed were asked about their economic activity following their referral to the Central London Works programme (Table 4.3). Just over four fifths (82%) had no form of economic activity since their referral while 14% had worked for an employer in a voluntary unpaid role or internship, double the figure evidenced in Wave 1. Participants who worked in a full-time role represented just one percent of the sample, representing no change from Wave 1. Those working in a part time role increased, albeit from a small base of one percent to four percent.

Table 4.3 Economic activity since referral to Central London Works

	Wave 1	Wave 2
Self employed	*%	0%
Working full time for an employer in a paid role – 30 hours or more per week	1%	1%
Working part time for an employer in a paid role – less than 30 hours per week	1%	4%
Working for an employer in a voluntary unpaid role or internship	7%	14%
None of the above	90%	82%

Source: BMG/IES Survey. Unweighted BASE Wave 1: 376. Wave 2: 97. (Where not currently in work or self-employed.)

In Wave 2, of those who were either in self-employment, employment or who had been at some point since joining the programme, almost a quarter (24%) had started paid work more than 12 months ago; 15% started between nine to 12 months ago; around one in ten (11%) started between six to nine months ago; just under a quarter (23%) started

three to six months ago and 18% started between one to three months ago (Table 4.4), just under one in ten (9%) reported starting employment less than a month ago.¹

Table 4.4 When employment started

Less than one month ago	9%
1-3 months ago	18%
3-6 months ago	23%
6-9 months ago	11%
9-12 months ago	15%
More than 12 months ago	24%
Don't know	0%

Source: BMG/IES Survey. Wave 2 Unweighted BASE: 28. (Where currently or have been in work or self-employed).

The table below (Table 4.5). highlights the types of contractual relationships that participants had with their employers. The proportion of participants on a permanent or open-ended contract increased from three in ten in Wave 1 (30%) to almost half (49%) in Wave 2. The percentage of participants on a temporary or casual contract also decreased by eight percent from Wave 1 (36%) to Wave 2 (28%).

Table 4.5 Form of employment

	Wave 1	Wave 2
On a permanent or open-ended contract	30%	49%
On a fixed-term contract lasting 12 months or longer	12%	11%
On a fixed-term contract lasting less than 12 months	0%	0%
On a temporary or casual basis	36%	28%
Self employed	6%	2%
On some other basis	12%	7%
Don't know	5%	2%
Refused	0%	0%
Not answered	0%	0%

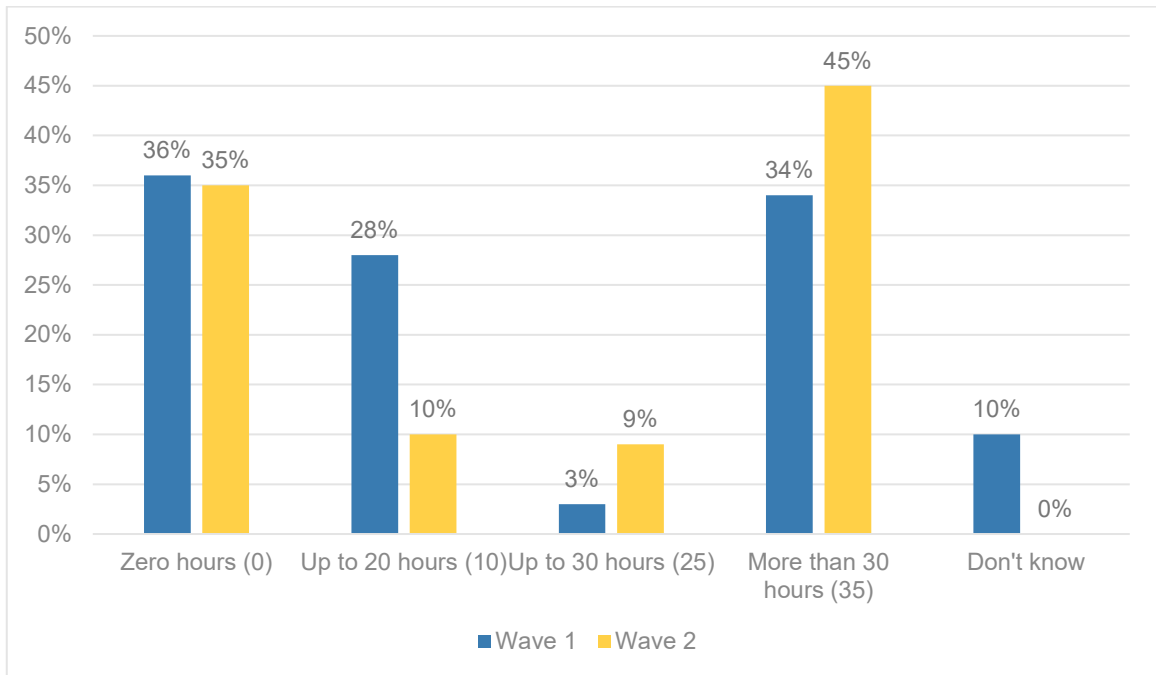
Source: BMG/IES Survey; Unweighted BASE Wave 1: 36; Wave 2: 28. (Where currently in or have recently been in work).

Respondents were then asked whether their working roles had specified hours included, and findings from Wave 1 and Wave 2 are shown below in Figure 4.1:

- Participants on more than 30 hours increased by over ten percent from Wave 1 (34%) to Wave 2 (45%).
- There was a lower proportion of people working on contracts up to 20 hours in Wave 2 (ten percent) compared to Wave 1 (28%).

¹ 1 Caution: low base in some of the tables below.

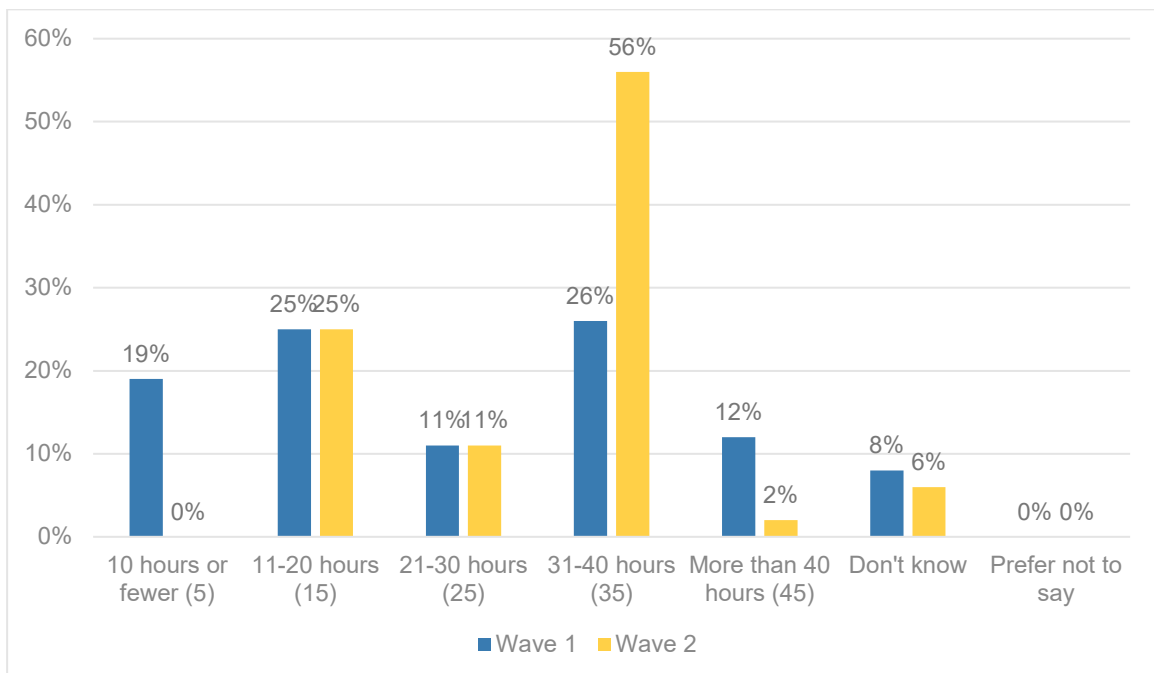
Figure 4.1 Contractual Hours



Source: BMG/IES Survey: Unweighted BASE Wave 1: 36; Wave 2 :28. (Where currently or have been in work).

Figure 4.2 also shows respondents' typical hours. The findings show that the proportion of participants working between 31-40 hours per week more than doubled from Wave 1 (26%) to Wave 2 (56%). No participants worked ten hours or fewer in Wave 2, down from the Wave 1 figure of 19%. The proportion of participants working more than 40 hours also decreased across Wave 1 (12%) to Wave 2 (two percent).

Figure 4.2. Typical working hours



Source: BMG/IES Survey; Unweighted BASE Wave 1:38. Wave 2: 28. (Where currently or have been in work.)

Table 4.6 Shows the sectors that participants worked in, with the majority of participants in Wave 1 and Wave 2 working in public service roles (24% and 37% respectively). Financial intermediation was the second most populous sector, with 18% of Wave 1 and 16% of Wave 2 working in this sector. Distribution roles had a notable increase from Wave 1 (seven percent) to Wave 2 (12%). Just one in 20 worked in manufacturing roles in Wave 1 (five percent) and this decreased to one in 50 in Wave 2 (two percent). The primary sector was the least common in Wave 1 but became more populated in Wave 2 (up from zero to six percent).

Table 4.6 Sector of employment

	Wave 1	Wave 2
Primary (ABDE)	0%	6%
Manufacturing (C)	5%	2%
Construction (F)	2%	0%
Distribution (G)	7%	12%
Hotels / Catering (I)	13%	11%
Transport / Storage / Comms (H,J)	16%	12%
Financial Intermediation (K-N)	18%	16%
Public Services (O, P, Q)	24%	37%
Other Services (R, S)	7%	4%
Don't know/ Can't remember	3%	0%
Prefer not to say	5%	0%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 38; Wave 2: 28. (Where currently or have been in work or self-employed).

When participants reported that they had been in work during Wave 2, they were then also asked how long they spent in work after their referral to Central London Works (Table 4.7). Exactly a third (33%) reported that they had been in work for 6 months or more while a quarter (25%) spent at least three but less than six months in work. One fifth (20%) had spent less than a month in employment and just under one in five (17%) had worked for at least one but less than three months.

Table 4.7 Time spent in work since referral to Central London Works

Less than one month	20%
At least one month but less than three months	17%
At least three months but less than six months	25%
Six months or more	33%
Don't know	5%

Source: BMG/IES Survey; Wave 2 Unweighted Base 28. Where currently or have been in work or self-employed.

Participants were asked if they felt that their skills were well matched to their job and a quarter (25%) of participants felt that their roles were **not** well matched with their skills and experiences in Wave 2, compared to ten percent in Wave 1 (Table 4.8).

Table 4.8 Extent to which job matches skills and experiences

	Wave 1	Wave 2
Very well matched	62%	45%
Fairly well matched	26%	28%
Not well matched	7%	18%
Not at all well matched	3%	7%
Summary: Well matched	88%	73%
Summary: Not well matched	10%	25%
Don't know	2%	2%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 38. Wave 2: 28. (Where currently or have been in work or self-employed).

Participants in both waves were asked the extent to which they felt that the Central London Works programme had contributed towards them finding employment and the proportion of participants who felt that the programme played a big part in helping secure a job increased from 29% in Wave 1 and 35% in Wave 2 (Table 4.9)

Table 4.9 Extent to which CLW support contributed to securing employment

	Wave 1	Wave 2
Played a big part in helping you get the job	29%	35%
Played a small part in helping you get the job	27%	15%
Played no role in helping you get the job	41%	49%
Don't know	2%	0%
Summary: Played a part	57%	51%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 38. Wave 2: 28. (Where currently or have been in work or self-employed).

Compared to Wave 1, a much larger proportion of participants reported that they earned above the London Living Wage in Wave 2 (48% up from 16%). This was coupled with a lower proportion reporting that they earned less than the London Living Wage, 44% in Wave 2 compared to 66% in Wave 1 (Table 4.10).

Table 4.10 Pay in relation to the London Living Wage

	Wave 1	Wave 2
£10.55 per hour or more	16%	48%
Less than £10.55 (Wave 1). Less than £10.85 (Wave 2) per hour	66%	44%
Don't know	11%	8%
Prefer Not Say	8%	0%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 27. Wave 2: 24. (Where currently in work or self-employed).

In both waves, participants were asked if the Covid-19 pandemic had impacted on their weekly or monthly incomes. In Wave 2, 30% of participants reported their incomes had been impacted (a decrease from 56% at Wave 1).

Participants were asked if they had received support from CLW since starting their most recent employment. Just under a quarter (24%) of Wave 2 participants responded that they had received support with just over seven in ten (73%) saying that they did not receive support. This follows a similar trend to Wave 1, with 23% saying they had received support and 75% saying that they had not.

Those who had been in employment since joining CLW were questioned on whether they had received any type of training since they started working (Table 4.11). Overall, in Wave 2, a greater proportion of participants (60%) had received some form of training than in Wave 1 (46%).

Table 4.11 Access to training while in work

	Wave 1	Wave 2
Attended on-the-job training	39%	50%
Attended training as part of your induction	25%	51%
Attended training leading to qualifications	19%	14%
Apprenticeships	0	0%
None of these	54%	40%
Don't know	0%	*%
Summary: Any	46%	60%

Source: BMG/IES Survey; Unweighted BASE Wave 1: 38. Wave 2: 28. (Where currently or have been in work or self-employed).

5 Wellbeing and Health

5.1 Summary

In Wave 1 and Wave 2, participants were asked a series of standardised questions around their well-being and health including questions about life satisfaction, health conditions that impact work and how the pandemic has impacted their ability to work with a health condition. Personal well-being improved across Wave 1 to Wave 2 in all categories, whereas impacts of health conditions varied. For example:

- Participants in Wave 2 reported High and Very High satisfaction on average over five percent more than Wave 1.
- Just over half of the Wave 2 participants reported that on some days they could consider a return to work, an increase on the Wave 1 figure, however, the overall summary for those who could consider a return to work declined slightly from Wave 1.
- The proportion of participants who said that working would make it easier to manage their health condition fell from Wave 1 to Wave 2, whilst the proportion of participants who reported that working would make it harder to manage their health condition remained consistent at half the sample.
- The impacts felt by the pandemic on participants ability to work were less substantial in Wave 2 with the proportion of participants reporting that the pandemic makes it harder for them to work/consider a return to work declining by over a quarter.

5.2 Well-being

Participants in Wave 2 were again asked about their general health and well-being using a range of renowned standardised measures. Respondents were first asked to rate various aspects of their lives according to the [ONS4 measure of personal well-being](#) (Table 5.1). Just under half (47%) reported that they were satisfied with their life nowadays, an increase from the Wave 1 figure (39%). There was also an increase in the proportion of participants reporting feeling that the things in their life were worthwhile (up to 56% from 44% in Wave 1). Finally, six in ten (59%) felt that they were happy the day before, compared to just 44% in Wave 1. Overall, participants have become more satisfied with their lives over the duration of the two waves.

Table 5.1 Wellbeing of CLW participants

Wave 1	Summary: Low	Summary: Medium	Summary: High	Summary: Very high
How satisfied are you with your life nowadays	35%	26%	24%	15%
To what extent do you feel that the things you	29%	26%	24%	20%

do in your life are worthwhile				
How happy did you feel yesterday	38%	18%	19%	25%

Source: BMG/IES Survey.

Wave 2				
	Summary: Low	Summary: Medium	Summary: High	Summary: Very high
How satisfied are you with your life nowadays	24%	29%	27%	20%
To what extent do you feel that the things you do in your life are worthwhile	14%	28%	31%	26%
How happy did you feel yesterday	29%	12%	28%	31%

Source: BMG/IES Survey.

5.3 Health

Of the participants who were currently not working with a health condition, three in ten (31%) Wave 2 participants felt that their health condition or disability ruled out work as an option, an increase of five percent (26%) from the Wave 1 survey (Table 5.2). Just over half (52%) would consider a return to work on some days in Wave 2, increased from the Wave 1 figure (40%). The proportion of participants who could consider a return to work right now decreased from Wave 1 (30%) to Wave 2 (16%). Overall, 68% would consider returning to work in Wave 2, a small decrease from Wave 1 (69%).

Table 5.2 How people currently feel about work in relation to their health condition

	Wave 1	Wave 2
My health condition/disability rules out work as an option	26%	31%
On some days I could consider a return to work	40%	52%
I could consider returning to work right now	30%	16%
Don't know	4%	2%
Prefer not to say	1%	0%
Summary: Could consider returning	69%	68%

Source: BMG/IES Survey. Unweighted BASE Wave 1: 194. Wave 2: 55. (Where not currently working and have health condition).

Participants not in work with a health condition were also asked how working would impact their management of their health conditions (Table 5.3). Half of participants in both waves felt that working would make it harder to manage their health condition. The

proportion of participants who felt working with a health condition would make it easier to manage decreased from a quarter in Wave 1 (25%) to just under one fifth in Wave 2 (19%). The proportion of participants who felt that working would have no effect decreased slightly from Wave 1 (16%) to Wave 2 (12%).

Table 5.3 How people think working would affect their management of your health condition(s)

	Wave 1	Wave 2
Working would make it harder to manage my health condition	49%	50%
Working would have no effect on the management of my health condition	16%	12%
Working would make it easier to manage my health condition	25%	19%
Don't know	10%	13%

Source: BMG/IES Survey. Unweighted BASE Wave 1: 194. Wave 2: 55. (Where not currently working and have health condition).

5.4 How the Covid-19 pandemic affects participants' ability to work or consider a return to work

Participants in both waves were asked how they thought the Covid-19 pandemic may affect their ability to work or return to work (Table 5.4). Around four in ten (42%) from Wave 2 felt the pandemic made it harder for them to return to work, a decrease from the seven in ten (69%) from Wave 1. The proportion of participants who felt there would be no impact from Covid-19 on their ability to work increased from Wave 1 (23%) to just over a third (35%) in Wave 2. Finally, the respondents that felt the pandemic made it easier to work increased by more than three times the figure in Wave 1 (three percent) to 11% in Wave 2.

Table 5.4 How people think the Covid-19 pandemic affects participants' ability to work

	Wave 1	Wave 2
The pandemic makes it harder for me to work/consider a return to work	69%	42%
The pandemic has no effect on my work/considering a return to work	23%	35%
The pandemic makes it easier for me to work/consider a return to work	3%	11%
Don't know	4%	11%
Prefer not to say	*%	1%

Source: BMG/IES Survey. Unweighted BASE Wave 1: 403. Wave 2: 121.

6 Summary and Conclusions

6.1 Support experiences by personal characteristics

The data suggests there are some significant differences between personal characteristics that should be addressed. For example, participants from ethnic minority groups were significantly more likely to see a different advisor each time they were in contact with Central London Works (22% compared to five per cent of white participants). Age differences were also prevalent for this question, with those in the 50-59 age group being significantly more likely to see the same advisor (85%) suggesting there is an inequality in allocating resources to both age and ethnic groups.

The allocation of resources being disproportionate for certain age groups is also revealed through the significantly higher figure reported for 'not enough' by the 18-34 age group in response to whether the amount of contact with an advisor was adequate (21%).

Males were generally also more satisfied with the support they received with 94% reporting that their advisors completely or to some extent understood their needs, compared to 82% of females. This was also true for accessing additional support, with 90% of males reporting that their advisors did this completely, or to some extent compared to 75% of females. Furthermore, women were significantly more likely (18%) to have found the support 'not useful at all' in helping to find a job or moving closer to paid work.

6.2 Support received in Wave 2

Similar to Wave 1, the findings of the Wave 2 survey generally indicate that the frequency and quality of advisor support was positive, however, there were some notable differences between the two waves. The proportion of participants who spoke to the same advisor fell from Wave 1 to Wave 2 (78% to 71%). This was also true for those who reported speaking with same advisor 'sometimes', whilst the proportion of those who reported seeing or speaking with a different advisor each time increased from Wave 1 (5%) to Wave 2 (15%). The proportion of participants who felt their advisors completely understood their needs (52%), had the right skills and expertise to help (56%) and helped access additional support (48%) all declined slightly from Wave 1.

There were also some notable increases from Wave 1, with the proportion of participants who found the support in moving closer to paid work very useful increasing from 38% in Wave 1 to 47% in Wave 2. The proportion who found the support generally useful overall increased from 79% in Wave 1 to 83% in Wave 2 indicating that overall, satisfaction with getting closer to work was widely positive.

6.3 Employment experiences in Wave 2

Of the participants in Wave 2 who were in employment, the proportion in full time work increased from 37% in Wave 1 to over half in Wave 2 (54%). The proportion of

participants who were on a permanent or open-ended contract also increased from three in ten in Wave 1 to just under half (49%) in Wave 2, this was coupled by a decline in the proportion of those working on a temporary or casual basis indicating that insecure work was in decline. In addition, the proportion of self-employed participants fell sharply from the Wave 1 figure (22%) to just eight percent in Wave 2.

In Wave 2, close to half of the participants said they were earning at or above the London Living Wage (£10.85), a substantial increase from 16% in Wave 1. In work support and progression findings were also more positive compared to Wave 1, with 50% of those in employment attending on-the-job training and 60% of the participants receiving any form of training, an increase from the 46% Wave 1 figure.

Working hours remained similar across the two waves, however, one notable change in Wave 2 was the proportion of those who typically worked 31-40 hours more than doubling from Wave 1 to 56% in Wave 2. Participants mostly worked in: Distribution; Transport/storage/Comms; Financial Intermediation and Public Services.

6.4 Wellbeing and health in Wave 2

Participants in Wave 2 reported higher scores for life satisfaction across all categories from the ONS4 measures. A higher proportion of those with a health condition reported being able to consider a return to work on some days (52%) than in Wave 1. However, the proportion of participants who felt their health condition/disability ruled out work as an option increased, whilst the proportion of those who could consider a return to work right now decreased. The impact of the pandemic on the ability to work was less prominent in Wave 2, with just over four in ten reporting that it makes it harder to work or consider a return to work, compared to seven in ten from Wave 1. Participants in Wave 2 also reported a higher proportion of responses that the pandemic would have no effect (35%) and in fact may make it easier to consider a return to work (11%) than Wave 1.

Annex: Central London Works Cohort 2

Wave 2 survey

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 poppy.youde@bmgresearch.com

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

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 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

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

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

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

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 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 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 how many months ago 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).

DO NOT READ OUT READ-OUT. MARK INTO THE BELOW GROUPINGS, IF UNSURE CAN 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).

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 many months 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...

DO NOT READ OUT. ~~READ OUT.~~ MARK INTO THE BELOW GROUPINGS, IF UNSURE CAN 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 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? **DO NOT READ OUT. 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 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 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

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
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