



Central London Works

Participant survey analysis report - Cohort 3

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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 a survey of participants who joined Central London Works during 2021 (the third group, or 'cohort', interviewed for this research). Overall, 100 participants were interviewed, and the survey sample was selected to be representative of participants overall with 64% in the Health and Disability group, 26% in the Early Entrants group and 10% in the Long-Term Unemployed group.

In this report, the results from Cohort 3 have been compared with the survey data from the first round of interviews with Cohort 2 participants, who joined the programme between late 2019 and early summer 2020, in order to assess differences between those joining immediately before and during the first Covid-19 lockdown and those joining the programme more recently.

Support

Most participants reported that CLW had been useful in supporting them to find a job or move closer to getting paid work. Levels of satisfaction were high, with views of advisers being generally positive, particularly around whether advisers understood the needs of participants and whether advisers possessed the right level of skills and expertise. It was also felt by participants that advisers spent the right amount of time with them. However, the proportion of participants who almost always spoke to the same advisers had decreased slightly from previous waves yet remained high.

Nonetheless there were signs that some demographic groups were less satisfied with the support they received. Women felt were less likely to feel that the support offered matched their needs; while men were more likely to have undertaken employment activities such as drawing up an action plan or attending training. Concerningly, those who had a health condition that kept them from finding a job were more likely to feel under pressure to take part in activities.

Outcomes

Just over a fifth of participants had been in paid work since joining CLW, compared to fewer than one in twelve in Cohort 2, Wave 1. The majority of those in work reported working full-time for an employer (at least 30 hours per week). In Cohort 2, only around a

third of those in work were in full-time work. The proportion of participants who were in training or education was also around three times higher in Cohort 3 compared with Cohort 2. However, there was also a significantly higher percentage of participants working on a fixed-term contract in Cohort 3 compared with Cohort 2 (defined as a contract lasting less than 12 months).

The proportion of participants in Cohort 3 who felt that CLW had played a part in securing employment was slightly higher than for Cohort 2, while a higher proportion of participants also reported earning more than the London Living Wage. The trend of close to a quarter of participants receiving support since entering their most recent employment continued in this wave, increasing by one percentage point from Cohort 2, Wave 1.

Self-efficacy, Wellbeing and Health

Wellbeing was generally higher among Cohort 3 than Cohort 2 (Wave 1) participants, in almost all areas. Participants reported very high satisfaction and a greater proportion of participants reported that they could consider a return to work. Additionally, a lower proportion of Cohort 3 reported that the pandemic made it harder for them to work or consider a return to work. The proportion of participants who reported feeling that the things in their life were worthwhile also increased, as did the proportion who felt happy the day before.

There were slight decreases in some areas - just over a third reported they were satisfied with their life nowadays, a three-percentage point decrease from Cohort 2 Wave 2 and the proportion who said that working would make it easier to manage their health conditions also fell.

1 Introduction

This report presents findings from the final survey of participants on the Central London Works programme. Cohort 3 is a new cohort of participants who had signed up to the programme during 2021 and they were interviewed between March and April 2022. In total 100 interviews were achieved.

This is the fifth report of survey findings from Central London Works, with results from the first wave of Cohort 1 reported on 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 reported on in October 2021 and Wave 2 of Cohort 2 was reported in November 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 Cohort 3 was CLW participants who had joined the programme during 2021, drawn from CLW MI data. In the original proposal, this survey would have been a final, third wave of interviews with the very first cohort of participants initially recruited in 2019, however following discussions with Central London Forward it was decided to conduct a single wave survey of a new group of participants. This would then enable an

exploration of how the programme was being rolled out in 2021 and collect the views of Central London residents who attached to CLW well after the initial Covid-19 lockdowns.

The target (and achieved) sample was 100, with respondent numbers proportionate to the total programme population, with people who had been on the programme for at least four weeks, and the dataset re-weighted by Borough. The survey was carried out by telephone, using a Computer Assisted Telephone Interview (CATI) approach and was designed to explore perceptions of the programme, the support received and attitudes to it, employment experiences, and information on well-being. 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 this cohort were not asked 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 survey results for Cohort 3 are compared with the first wave of the survey undertaken for Cohort 2, which covered participants who had joined CLW between late 2019 and summer 2020. We have chosen this group for comparison in order to analyse changes compared with those who had joined immediately before or after the onset of the Covid-19 pandemic.

The unweighted base number (N) is 403 for Cohort 2 Wave 1 and 100 for Cohort 3, 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.
- Chapter 3 then turns to look again at findings on participants' experiences and perceptions of the support received.
- Chapter 4 describes employment outcomes.
- Chapter 5 presents the results from the wellbeing and health related questions.
- Finally, Chapter 6 outlines possible conclusions and recommendations for the programme moving forward.

2 Participant characteristics

The proportion of survey participants in each payment group were again purposively matched to that of the programme, with 64% in the Health and Disability group, 10% in the Long-Term Unemployed group and 26% were Early Entrants. There were some differences between these proportions and those for previous cohorts, where:

- 11-12% of those in Cohorts 1 and 2 were Early Entrants – so far lower than the proportion in Cohort 3;
- 76% of those in Cohort 2 were in the Health and Disability group, although the Cohort 1 proportion was similar to that for Cohort 3 (at 61%);
- 27% of those in Cohort 1 were Long-Term Unemployed, while for Cohort 2 the figure was 12% (i.e. similar to that for Cohort 3).

It is not clear what may be driving these differences between waves.

Interestingly, the Cohort 3 sample were also far less likely to have been supported by Ingeus than previous Cohorts – just 30% compared with at least 90% in previous waves. The majority of participants were instead supported by supply chain partners, with Get Set UK supporting 55% and Leonard Cheshire and The Bromley by Bow Centre then supporting just under 10% each. Across the three client groups, Ingeus were significantly more likely to support those in the Health and Disability client group (37%). Get Set UK supported 63% of the Early Entrant Group.

When asked about their health, exactly one third (33%) reported that they had a health condition that could stop them finding and keeping a job, remaining consistent with findings from previous waves. This figure was significantly higher for those from ethnic minority groups (55%). Participants from Islington (83%) reported having a health condition that could stop them from finding and keeping a job, the highest of any borough.

Of those with a work-limiting, longstanding illness, half (52%) also said that working would make it harder to manage their health condition. Nonetheless this does mean that a large number of those with impairments still felt able to work and manage their health, which is further reflected in that fact that only a quarter (24%) 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 under three fifths (59%) replied that the pandemic will make it harder for them to return to work. Exactly a third (33%) reported that it would have no effect on working or returning to work and one in twenty (5%) said the pandemic would in fact make it easier to work or consider returning to work.

When asked about their caring responsibilities, the large majority (78%) responded that they did not care for anyone who was sick, disabled or elderly (which was close to the Cohort 2, Wave 1 figure of 81%). Women reported slightly higher for this question (80%) and men slightly lower (75%). However women with caring responsibilities were much more likely to report that these would limit the types of work that they could undertake (67% of those with caring responsibilities compared with 39% for men). Just 18% of respondents reported having childcare responsibilities with this figure being higher for women (23%) than men (14%). The 35-49 age group reported the highest figures for childcare responsibilities, at 40%, which was similar to the previous wave (36%).

3 Support received on CLW

3.1 Summary

Most participants (81%) reported that Central London Works had been useful in supporting them to find a job or to move closer to getting paid work; with two fifths (40%) reporting that it was very useful.

Levels of satisfaction remained fairly similar to Cohort 2, Wave 1 and overall, views of advisers were generally positive, with just over nine out of ten (92%) reporting that their advisers completely or to some extent understood their needs and had the right skills and expertise.

Overall, 85% reported that they had the right amount of contact from their adviser, consistent with Cohort 2, Wave 1 findings (83%). However, the proportion of participants who reported always, or almost always speaking with the same adviser decreased from 78% in Wave 1 of Cohort 2 to 65% in Cohort 3. Close to four fifths (78%) felt that the support they were receiving around their health or disability was helping them to overcome 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:

- Women were significantly more likely to report that the support they received was not a good match for their needs (22%).
- Those with a health condition keeping them from finding a job were significantly more likely to feel under a great extent of pressure to take part in activities that may not be suited to them (16%).
- Ethnic minorities were significantly more likely to find support during the pandemic fairly useful (47%).
- People aged 50 or over were significantly more likely to say that they only sometimes saw or spoke to the same adviser (39%).
- Those in the Health and Disability client group were significantly more likely to only sometimes see and speak to the same adviser (36%).
- Men were significantly more likely to draw up an action plan (49%), more likely to train at a local college (30%) and more likely to start a work placement or work trial (15%) than women.

3.2 Frequency of contact

The majority of participants were able to see or speak to the same adviser (Table 3.1) although this figure was lower than that reported in Cohort 2 Wave 1.

Table 3.1 Incidence of speaking to the same adviser

	Cohort 2, Wave 1	Cohort 3
You always or almost always saw or spoke with the same adviser	78%	65%
You saw or spoke with the same adviser sometimes	15%	27%
You saw or spoke with a different adviser each time	5%	7%
Don't know/can't remember	2%	1%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 315. Cohort 3: 100.

Participants were also asked about their views on the frequency of contact that they had with their advisers whilst engaging with the programme. The vast majority (85%) were happy with the amount of contact (Table 3.2).

Table 3.2 Views on frequency of contact

	Cohort 2, Wave 1	Cohort 3
Too much	5%	6%
About right	83%	85%
Not enough	9%	9%
Don't know	3%	1%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 403 Cohort 3: 100

3.3 Views on support received

The proportion of participants who felt that their advisers *completely* understood their needs fell from 58% in Cohort 2 to 44% in Cohort 3. There was also an increase in the proportion of participants who felt their adviser did not help them to access additional support *at all* (20% to 29%) (Table 3.3).

Table 3.3 Views on adviser support

Cohort 2, 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%
Cohort 3				
	Completely	To some extent	Not at all	Not sure/ DK
Understood your needs	44%	48%	8%	0%
Had the right skills and expertise to help you	49%	35%	9%	8%
Helped you to access additional support	36%	31%	29%	4%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 403, Cohort 3: 100

Participants were asked how useful they found the support received 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 four fifths (81%) finding the support useful, remaining consistent with results from Cohort 2, Wave 1(82%).

Table 3.4 How useful participants found the support they received overall

	Cohort 2, Wave 1	Cohort 3
Very useful	39%	40%
Fairly useful	42%	40%
Not very useful	9%	12%
Not very useful at all	9%	8%
Summary: Useful	82%	81%
Summary: Not useful	18%	19%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 403. Cohort 3:100 (Valid Responses)

The client group who responded most positively to this question were the Long-term unemployed, with 53% finding the support very useful.

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 (78%) with 23% 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)	40%
Fairly useful (3)	38%
Not very useful (2)	15%
Not useful at all (1)	8%
Summary: Useful	78%
Summary: Not Useful	23%

Source: BMG/IES Survey. Cohort 3 only Unweighted Base: 32 (Valid only)

4 Work outcomes and Impact

4.1. Summary

Overall 22% of participants were in paid work or self-employment. This compares with 7% of those in Cohort 2, Wave 1. Of those in work, 56% were in full time employment. By comparison 37% of those in work in Cohort 2 were in full-time work.

Of the participants who were in employment, close to a third (29%) were on a permanent or open-ended contract, a similar proportion to those in Cohort 2, Wave 1 (30%). The percentage of participants who felt their roles matched their skills was slightly lower in Cohort 3 (81%) than in Cohort 2 (88%); although given that the proportion in employment overall was so much higher in Cohort 3, there were nonetheless a larger share of respondents who were both in employment and in a job that matched their skills (18% of all Cohort 3 respondents compared with 6% of Cohort 2, Wave 1 respondents)

4.2 Employment Status

Compared to Cohort 2, Wave 1, there was an increase in the proportion of participants who were in paid work or self-employment in Cohort 3 (22% compared with 7%). The current employment status of those in paid work was also collected, with changes between Cohort 2, Wave 1 and Cohort 3 shown below (Table 4.1). Of all of those in work, the proportion who were working full time increased from 37% in Wave 1 to 56% in Cohort 3 while those in part-time work decreased (from 41% to 33%) as did those who were self-employed (from 22% to 11% in Cohort 3).

Table 4.1 Current Employment status

	Cohort 2, Wave 1	Cohort 3
Self Employed	22%	11%
Working full time for an employer in a paid role – 30 hours or more per week	37%	56%
Working Part-time for an employer in a paid role- less than 30 hours a week	41%	33%
Don't know	0%	0%
Prefer not to say	0%	0%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 27. Cohort 3: 23. (Where currently in work or self-employed).

Participants in Cohort 3 who were not currently in work or self-employed were asked for their specific economic activity (Table 4.2). The proportion of those working for an employer in a voluntary, unpaid role or internship decreased from 6% in Cohort 2, Wave 1 to 2% in Cohort 3. There were no participants who were formally signed off from work by a doctor due to ill health. Those who were in training or education increased from 5% to 14% in Cohort 3, whereas the proportion of participants who did not identify with any of these categories decreased (83%) from 90% in Cohort 2, Wave 1.

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

	Cohort 2, Wave 1	Cohort 3
Retired	*%	1%
In training or education	5%	14%
Working for an employer in a voluntary, unpaid role or internship	6%	2%
Formally signed off from work by a doctor due to ill health		0%
None of the above	90%	83%

Source: BMG/IES Survey; Cohort 2, Wave 1 Unweighted Bases: 374. Cohort 3: 77 (Where not currently in work or self-employed).

*Value is less than 1%

Note: 'Formally signed off from work by a doctor due to ill health was not a response category in the Cohort 2, Wave 1 survey.'

Participants who were not currently in work or self-employed were also asked if they had been in work since their referral to the Central London Works programme (Table 4.3). Nearly nine out of ten (88%) had no form of economic activity since their referral; while 7% had worked either full time or part time (compared with 2% of those in Cohort 2, Wave 1). 7% had worked for an employer in a voluntary unpaid role or internship, the same proportion as in Cohort 2, Wave 1.

Table 4.3 Economic activity since referral to Central London Works

	Cohort 2, Wave 1	Cohort 3
Self employed	*%	0%
Working full time for an employer in a paid role – 30 hours or more per week	1%	2%
Working part time for an employer in a paid role – less than 30 hours per week	1%	5%
Working for an employer in a voluntary unpaid role or internship	7%	7%
None of the above	90%	88%

Source: BMG/IES Survey. Unweighted BASE Cohort 2, Wave 1: 376. Cohort 3: 77. (Where not currently in work or self-employed.)

The table below (Table 4.5) highlights the types of contractual relationships that participants had with their employers. Overall 29% of those in work were on permanent or open-ended contracts, a similar proportion as for Cohort 2, Wave 1 (30%). Just below a tenth (9%) were on a fixed term contract lasting less than 12 months, while 28% were on a fixed term contract lasting more than 1 months (compared with none in Cohort 2, Wave 1).

Table 4.4 Form of employment

	Cohort 2, Wave 1	Cohort 3
On a permanent or open-ended contract	30%	29%
On a fixed-term contract lasting 12 months or longer	12%	9%
On a fixed-term contract lasting less than 12 months	0%	28%
On a temporary or casual basis	36%	30%
Self employed	6%	0%
On some other basis	12%	3%
Don't know	5%	0%
Refused	0%	0%
Not answered	0%	0%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 36; Cohort 3: 28. (Where currently in or have recently been in work).

When participants reported that they had been in work during Cohort 3, they were then asked how long they spent in work after their referral to Central London Works (Table 4.7). The proportion of those in work for less than one month decreased from Cohort 2, Wave 1 (29%) to 17% in Cohort 3. Those in work for six months or more increased from 23% in Cohort 2, Wave 1 to 28% in Cohort 3. Additionally, the proportion of participants in work for at least one month but less than three months decreased from just over a third (29%) in Cohort 2, Wave 1, to 16% in Cohort 3. The proportion of those in work for at least three months but less than six months also increased from just over a tenth (13%) to 35% in Cohort 3.

Table 4.5 Time spent in work since referral to Central London Works

	Cohort 2, Wave 1	Cohort 3
Less than one month	29%	17%
At least one month but less than three months	29%	16%
At least three months but less than six months	13%	35%
Six months or more	23%	28%
Don't know	6%	4%

Source: BMG/IES Survey; Cohort 2, Wave 1 Unweighted Base 38, Cohort 3: 28. Where currently or have been in work or self-employed.

Participants who were in work were asked if they felt that their skills were well matched to their job. A fifth (19%) of participants felt that their roles were not well matched with their skills and experiences in Cohort 3, compared to 10% in Cohort 2, Wave 1 (Table 4.8). Nonetheless it should be noted that as the proportion in employment overall was so much higher in Cohort 3, there was also a much larger share of respondents who were both in employment and in a job that matched their skills (18% of all Cohort 3 respondents compared with 6% of Cohort 2, Wave 1 respondents)

Table 4.6 Extent to which job matches skills and experiences

	Wave 1	Cohort 3
Very well matched	62%	48%
Fairly well matched	26%	33%
Not well matched	7%	11%
Not at all well matched	3%	9%
Summary: Well matched	88%	81%
Summary: Not well matched	10%	19%
Don't know	2%	0%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 38. Cohort 3: 28. (Where currently or have been in work or self-employed).

Participants in both cohorts were asked the extent to which they felt that the Central London Works programme had contributed towards them finding employment. Around one in five (19%) reported that CLW played a big part in helping secure their job. This was lower than the 29% in Cohort 2, Wave 1 – but again it should be noted that a far larger proportion of participants were in employment overall in Cohort 3. In addition a higher proportion (41%) in Cohort 3 reported that CLW played a small part in getting their job, compared with 27% in Cohort 2.

Table 4.7 Extent to which CLW support contributed to securing employment

	Cohort 2, Wave 1	Cohort 3
Played a big part in helping you get the job	29%	19%
Played a small part in helping you get the job	27%	41%
Played no role in helping you get the job	41%	40%
Don't know	2%	0%
Summary: Played a part	57%	60%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 38. Cohort 3: 28. (Where currently or have been in work or self-employed).

Compared to Wave 1, a far larger proportion of participants reported that they earned above the London Living Wage, more than doubling from 16% in Cohort 2, Wave 1 to 34% in Cohort 3. This was coupled with a lower proportion reporting that they earned less

than the London Living Wage, from two thirds (66%) to just over half (53%) in Cohort 3 (Table 4.10).

Table 4.8 Pay in relation to the London Living Wage

	Cohort 2, Wave 1	Cohort 3
£10.55 per hour or more	16%	34%
Less than £10.55 (Wave 1). Less than £10.85 (Cohort 3) per hour	66%	53%
Don't know	11%	13%
Prefer Not Say	8%	0%

Source: BMG/IES Survey; Unweighted BASE Cohort 2, Wave 1: 27. Cohort 3: 23. (Where currently in work or self-employed).

Participants were asked if they had received support from CLW since starting their most recent employment. Just under a quarter (24%) of Cohort 3 participants responded that they had received support with just over three quarters (76%) saying that they did not receive support. This was similar to Cohort 2, Wave 1, with 23% saying they had received support and 75% saying that they had not.

5 Wellbeing and Health

5.1 Summary

In Cohort 2, Wave 1 and Cohort 3, 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 generally improved between Cohort 2, Wave 1 and Cohort 3 in almost all categories

For example:

- Participants in Cohort 3 reported Very High satisfaction 3% more (18%) than Cohort 2, Wave 1 (15%). Participants also reported a lower percentage (26%) for low satisfaction, compared to 35% in Cohort 2, Wave 1.
- Over a third (38%) of Cohort 3 participants reported that on some days they could consider a return to work, an increase from the Cohort 2, Wave 1 figure of 30%. The overall summary for those who could consider a return to work also increased slightly from Wave 1 (70% to 77%).
- The proportion of participants who said that working would make it easier to manage their health condition fell from Cohort 2, Wave 1 (25%) to Cohort 3 (16%), whilst the proportion of participants who reported that working would make it harder to manage their health condition remained consistent at just over half of the sample (50% to 52%).
- The impacts felt by the pandemic on participants ability to work were less substantial in Cohort 3, with the proportion of participants reporting that the pandemic makes it harder for them to work/consider a return to work declining by over 10%, whilst the proportion of participants reporting that the pandemic has no effect on work/considering a return to work increased by 10%.

5.2 Well-being

Participants in Cohort 3 were again asked about their general health 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 over a third (36%) reported that they were satisfied with their life nowadays, a slight decrease from the Cohort 2, Wave 1 figure (39%). There was an increase in the proportion of participants reporting feeling that the things in their life were worthwhile (up to 55% from 44% in Cohort 2, Wave 1). Finally, close to half of participants (47%) felt that they were happy the day before, compared to the slightly lower figure of 44% in Cohort 2, Wave 1. The proportion of participants reporting a low score was lower across all categories in Cohort 3, whilst the proportion reporting medium scores increased across all categories indicating that generally, wellbeing improved across the two waves.

Table 5.1 Wellbeing of CLW participants

Cohort 2, 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 do in your life are worthwhile	29%	26%	24%	20%
How happy did you feel yesterday	38%	18%	19%	25%

Source: BMG/IES Survey. Cohort 2, Wave 1 Base: 403

Cohort 3				
	Summary: Low	Summary: Medium	Summary: High	Summary: Very high
How satisfied are you with your life nowadays	26%	38%	18%	18%
To what extent do you feel that the things you do in your life are worthwhile	16%	29%	35%	20%
How happy did you feel yesterday	21%	32%	22%	25%

Source: BMG/IES Survey. Cohort 3 Base: 100

5.3 Health

Of the participants who were currently not working with a health condition, one in five (21%) of Cohort 3 participants felt that their health condition or disability ruled out work as an option, a decrease of five percent (26%) from the Cohort 2, Wave 1 survey (Table 5.2). Just under two fifths (38%) could consider a return to work on some days in Cohort 3, decreasing two percent (40%) from the Cohort 2, Wave 1 survey. The proportion of participants who felt they could consider returning to work right now increased by 8% from Wave 1 (30%) to 38% in Cohort 3. Overall, 77% would consider returning to work in Cohort 3, a small increase from Cohort 2, Wave 1 (70%).

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

	Cohort 2, Wave 1	Cohort 3
My health condition/disability rules out work as an option	26%	21%
On some days I could consider a return to work	40%	38%
I could consider returning to work right now	30%	38%
Don't know	4%	3%
Prefer not to say	1%	0%
Summary: Could consider returning	70%	77%

Source: BMG/IES Survey. Unweighted BASE Cohort 2, Wave 1: 194. Cohort 3: 43. (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). Just over half of participants (52%) in Cohort 3 felt that working would make it harder to manage their health condition, a slight increase from the Cohort 2, Wave 1 figure (49%). The proportion of participants who felt working with a health condition would make it easier to manage decrease from a quarter in Cohort 2, Wave 1 (25%) to 16% in Cohort 3. The proportion of participants who felt that working would have no effect increased from Cohort 2, Wave 1 (16%) to Cohort 3 (22%).

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

	Cohort 2, Wave 1	Cohort 3
Working would make it harder to manage my health condition	49%	52%
Working would have no effect on the management of my health condition	16%	22%
Working would make it easier to manage my health condition	25%	16%
Don't know	10%	5%

Source: BMG/IES Survey. Unweighted BASE Cohort 2, Wave 1: 194. Cohort 3: 43. (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 cohorts were asked how they thought the Covid-19 pandemic may affect their ability to work or return to work (Table 5.4). Around six in ten (59%) from Cohort 3 felt the pandemic made it harder for them to return to work, a decrease from the seven in ten (69%) from Cohort 2, Wave 1. The proportion of participants who felt there would be no impact from Covid-19 on their ability to work increased from Cohort 2, Wave 1 (23%) to exactly a third (33%) in Cohort 3. Finally, the respondents that felt the pandemic made it easier to work increased slightly from the Cohort 2, Wave 1 figure (three percent) to five percent in Cohort 3.

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

	Cohort 2, Wave 1	Cohort 3
The pandemic makes it harder for me to work/consider a return to work	69%	59%
The pandemic has no effect on my work/considering a return to work	23%	33%
The pandemic makes it easier for me to work/consider a return to work	3%	5%
Don't know	4%	1%
Prefer not to say	*%	2%

Source: BMG/IES Survey. Unweighted BASE Cohort 2, Wave 1: 403. Cohort 3: 100

6 Summary and Conclusions

6.1 Support experiences by personal characteristics

Overall satisfaction with CLW remains high, but there nonetheless continue to be some significant differences in experience between different groups. For example, participants aged over 50 were more likely to say that the support received from their adviser decreased their motivation to find employment (13% compared to 7%). This group were also more likely to report age as a difficulty in finding work (10%) compared to four percent of all participants.

Those aged over 50 were also significantly more likely to have been told that they have to participate in the programme to continue receiving benefits (23%) compared to just three percent of those aged 18-34. Those aged over 60 were 26% more likely to have been told this. Additionally, those aged over 50 were significantly less likely to always, or almost always see the same adviser (51%) compared to 65% across the whole sample.

There were also significant differences between gender, with men more likely than women to have drawn up an action plan (49% compared to 28%), trained at a local college or other training provider (30% compared to nine percent) or had a work placement or work trial (15% compared to two percent).

6.2 Support received

The findings of the Cohort 3 survey generally indicate that the frequency and quality of adviser support was positive, however, there were some differences between the two cohorts. The proportion of participants who spoke to the same adviser 'sometimes' did see an increase between the two cohorts (Cohort 2 Wave 1 15% and Cohort 3 27%) while there was also a marginal increase in the proportion of participants who felt that the support from CLW had been 'very useful' in getting them closer to finding a job (40% compared to 38%).

However, the proportion of participants who spoke to the same adviser had dropped from 78% for Cohort 2 Wave 1 to 65% with Cohort 3 and the proportion of participants who felt their advisers completely understood their needs (44%), had the right skills and expertise to help (49%) and helped access additional support (36%) all declined slightly from Cohort 2 Wave 1. The proportion of participants who felt under pressure to take part in activities that may not have been suited to their needs of circumstances 'to a great extent' also doubled from four percent to nine percent.

6.3 Employment experiences

The proportion of participants in work was far higher in Cohort 3 than Cohort 2, and those in work were much more likely to be in full-time work. This was coupled with a decline in the proportion of participants who were on a temporary or casual basis. However, it should also be acknowledged that the proportion on a fixed-term contract lasting more

than 12 months greatly increased from zero percent to over a quarter (28%) in Cohort 3, indicating that there are still challenges around longer-term job security.

In Cohort 3, just over a third of participants (34%) reported that they were earning at or above the London Living Wage (£10.85). More than doubling the 16% figure from Cohort 2 Wave 1. In terms of in-work support, the proportion receiving this support since starting employment remained fairly constant (24% of Cohort 3).

6.4 Wellbeing and health

The proportion of participants in Cohort 3 who reported a 'very high' score for life satisfaction across all categories increased or remained the same compared to Cohort 2 Wave 1. The proportion reporting 'high' scores decreased by six percent to 18% for how satisfied they were with their lives nowadays, however the proportion increased for both other questions with 35% reporting a high score for the extent to which they felt the things in their life were worthwhile and 22% reporting a high score for how happy they felt yesterday.

The proportion of participants who felt they could consider returning to work right now increased from three in ten to nearly four in ten (38%) in Cohort 3 while the proportion of participants who felt their health condition/disability ruled out work as an option also decreased from just over a quarter (26%) to just above one fifth in Cohort 3 (21%).

The impact of the pandemic on the ability to work was also less prominent in Cohort 3, with just under six in ten reporting that it makes it harder to work or consider a return to work compared to seven in ten in Cohort 2 Wave 1. Participants in Cohort 3 also reported a higher proportion of responses that the pandemic would have no effect (33%) and in fact may make it easier to consider a return to work.

Annex: Central London Works Cohort 3 survey

V2.1 24 January 2022

Introduction

Good morning/afternoon/evening.

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

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

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

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

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

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

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

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

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

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

IF REQUIRED: For more information about this research, you can contact Poppy Youde poppy.youde@bmgresearch.com

A Work history prior to referral to CLW

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

ASK ALL

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

DO NOT READ OUT – SINGLE CODE

1. (Never been in paid work)
2. Less than one month before you were referred
3. At least one month, but less than three months before you were referred
4. At least three months, but less than six months before you were referred
5. At least six months, but less than nine months before you were referred
6. At least nine months, but less than twelve months before you were referred
7. At least one year, but less than two years before you were referred
8. At least two years, but less than five years before you were referred
9. At least five years but less than ten years before you were referred
10. More than ten years before you were referred
11. **(DO NOT READ OUT)** Don't know/Can't remember

ASK IF HAVE BEEN IN PAID WORK IN LAST TWO YEARS (CODES 2-7 AT A1)

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

DO NOT READ OUT – SINGLE CODE

1. Yes – made redundant
2. Yes – contract ended or terminated
3. Yes – left due to ill health or shielding
4. Yes – other
5. No
6. Don't know/Can't remember

ASK ALL

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

DO NOT READ OUT – MULTICODE OK.

1. Family or caring commitments
2. Health issues/disabilities limit kind of work can do
3. The time involved in getting to interviews or a workplace
4. The cost involved in getting to interviews or a workplace
5. Lack of vacancies for jobs interested in
6. Lack of jobs in local area
7. Too much competition for jobs
8. Lack of jobs for people with respondent's health issues/ disabilities
9. Lack of understanding from employers about people with health conditions or disabilities or employing people with disabilities
10. Not having right skills for jobs interested in
11. Lack of work experience
12. Drug or alcohol problems
13. Criminal record
14. Housing problems
15. Language difficulties
16. Age
17. Impacts of the COVID-19/Coronavirus pandemic
18. Other (specify)
19. No real difficulties
20. Don't know/ prefer not to say

B Referral to CLW

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

ASK ALL

B1 How did you find out about CLW?

1. From Jobcentre Plus
2. From my Council or a Council team
3. From an organisation delivering Central London Works
4. From another organisation [name]
5. Don't know

ASK ALL

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

READ OUT. SINGLE CODE.

1. Less than a week
2. At least 1 but less than 2 weeks
3. At least 2 but less than 3 weeks
4. At least 3 but less than 4 weeks
5. 4 weeks or more
6. (Don't know/can't remember)

ASK ALL

B3 Why did you join Central London Works?

DO NOT READ OUT – MUTICODE

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

ASK ALL

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

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

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

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

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

C Level of support received

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

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

ASK ALL

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

MUTICODE OK. READ OUT.

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 often do you see your 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. More than once a week
2. Once a week
3. Once a fortnight
4. Once a month
5. Less than once a month
6. (DO NOT READ OUT) Don't know/can't remember

ASK ALL

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**

IF 1 AT C3

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

1. Very helpful
2. Fairly helpful
3. Fairly unhelpful
4. Very unhelpful
5. (DO NOT READ OUT) Don't know

IF 2 AT C3

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

1. Very helpful
2. Fairly helpful
3. Fairly unhelpful
4. Very unhelpful
5. (DO NOT READ OUT) Don't know

IF 3 AT C3

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

1. Very helpful
2. Fairly helpful
3. Fairly unhelpful
4. Very unhelpful
5. (DO NOT READ OUT) Don't know

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
- 5.
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)
9. Support or advice for setting up your own business or becoming self-employed
10. Advice or support relating to your health or a disability you may have
11. Help or advice in relation to looking after children or adults
12. Help with dealing with the impacts of the Covid-19/Coronavirus pandemic
13. ~~Any other type of assessment, support, training or advice (please specify)~~
14. None of these
15. (DO NOT READ OUT) Cannot recall

ASK IF D1=1-12

ASK FOR EACH TYPE OF SUPPORT MENTIONED AT D1

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

READ OUT EACH TYPE OF SERVICE TAKEN UP

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. 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

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

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

6. Don't know/prefer not to say

ASK ALL

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

READ OUT. SINGLE CODE.

1. Very well matched
2. Fairly well matched
3. Not very well matched
4. Not well matched at all
5. (Not sure/don't know)

ASK ALL

E4 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

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 F2 =1

F2.b Overall, how useful have you found the support you have received through Central London Works in helping you become self-employed?

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 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. None of the above

F4 deleted

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

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

READ OUT. ALLOW MULTI-CODE.

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 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

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 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 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 NOT WORKED SINCE REFERRAL TO CLW (CODE 5 AT F5). OTHERS GO TO G1

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

READ OUT. SINGLE CODE.

1. A lot more likely to find work
2. A little more likely to find work
3. Had no impact on your likelihood to find work
4. Less likely to find work
5. **(DO NOT READ OUT)** 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)

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

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

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

Numeric (Range 1-15)
Refused

ASK IF L3=1

- L5 And how old is the youngest child who is currently living with you?
Numeric (Range 0-15)
Refused

ASK ALL

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

ASK ALL

L10 Which of the following best describes your sexual orientation?

PAUSE BRIEFLY AFTER EACH OPTION

1. Heterosexual or Straight
 2. Gay or Lesbian
 3. Bisexual
 4. Other
 5. Don't know
 6. Refused
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M Permission to re-contact

ASK ALL

M1A We would also like to speak with a number of individuals in more detail about their experiences, later this year. This will involve an interviewer calling you back to talk about your experience of the Central London Works programme in more detail, the call will last around 30-40 minutes and you will receive a £10 shopping voucher as a thank you for your time. Would you be happy for an interviewer to call you to arrange this?

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

ASK IF YES AT M1 AND/OR M1A

ASK IF NO LANDLINE NUMBER IN SAMPLE FILE

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

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

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*