

Central London Works

Participant survey and MI analysis report

Helen Gray, Ceri Williams, Tony Wilson, Julie Vanderleyden

Institute for Employment Studies

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

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

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1 Introduction

This report presents early findings of analysis of management information (MI) collected by providers involved in the delivery of the Central London Works programme between March 2018 and October 2019, alongside findings from a telephone survey of 500 participants conducted between December 2019 and January 2020. This is being published alongside a separate report setting out findings from qualitative research within the boroughs. Note that this research was conducted before the onset of the Covid-19 pandemic.

1.1 The Central London Works intervention

The Central London Works (CLW) programme seeks to assist individuals who face barriers to work to find and sustain good quality employment. It operates as an alternative to the national Work and Health Programme in Central London, with important differences in its design so as to reflect local needs and priorities. It provides bespoke support for up to 21 months, including 15 months of support in finding work and six months of support after starting a job.

The intervention is available to residents in 12 London boroughs and it is targeted at three main groups:

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

Participation in CLW is voluntary for all three of these groups (although it is mandatory in the national Work and Health Programme for the long-term unemployed). At the outset, the expectation was that three-quarters of participants would have a health condition or be disabled, with two-thirds of being these on Jobseekers' Allowance and one-third in the Employment and Support Allowance Work Related Activity Group.

The main aims of the CLW intervention are to increase the likelihood of participants entering work and to raise their earnings. It is delivered by contracted providers who are rewarded for non-employment outcomes, in-work earnings in excess of a national earnings threshold (common to the Work and Health programme) and in-work earnings above an additional threshold set at the London Living Wage.

1.2 Expected outcomes

The primary outcomes that CLW seeks to effect are:

- The probability of being in paid employment; and

■ Earnings from paid employment.

In addition to these, it is intended to have an impact on other measures such as working hours and the probability of being in receipt of out-of-work benefits. The intention is that it would also have an impact on other activities which would improve the likelihood of attaining work at some point in the future, such as skills acquisition and readiness for work, as well as the health and wellbeing of participants.

1.3 Data sources

1.3.1 Management information

The data extract used in the analysis presented in this section was supplied in early December 2019 and covers a total of 5,319 individuals who were referred to the programme between its launch in March 2018 and 25 October 2019. Following referral, initial appointments are used to explain the programme to participants, to carry out a detailed assessment of their circumstances and support needs and to draw up an action plan to overcome any barriers to work. All individuals in the MI extract supplied appeared to have attended an initial appointment with the provider. This suggests that any individuals who were referred to the programme but did not attend at least one appointment are not included in the MI database. This means that the data cannot be used to gauge take-up of the intervention among all of those referred.

During the initial interview, individuals are asked to sign a 'participant pledge'. At this point they can be considered to be 'attached' to the programme. Around three-fifths (61.1%) of all those who were referred to the programme had signed an action plan within the time period observed, and so can be considered to be attached. For those referred to the programme shortly before the MI extract was drawn, attachments may only be observed in later waves of MI analysis – so the attachment rate reported here is likely to be an underestimate of the true picture.

It was also apparent from analysis of the MI that key information was missing for some participants who did not complete their initial assessment. For example, gender was not recorded in nearly one-quarter (23.1%) of cases. Even amongst those who had signed an action plan, gender was not recorded in 14.7% of cases. By contrast for those who were recorded as having completed the initial assessment, gender was recorded for all. For this reason, the analysis reported here focuses on the subset of participants who completed the initial assessment. Just over half (52.1%) of all those who attended the first interview completed the initial assessment and signed an action plan, whilst of those completing the initial assessment, around two-thirds (67.7%) signed an action plan.

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

1.3.2 Participant survey

The sample for the participant survey was taken from CLW MI data, and was proportionate to the total programme population. The target sample (of 500) was achieved with people who had been on the programme for at least four weeks, and with a bias towards newer enrolments. The final dataset was re-weighted by Borough.

The survey was carried out by telephone, using a Computer Assisted Telephone Interview (CATI) approach, between December 2019 and January 2020. This in-programme survey was designed to capture motivations for taking part in CLW, perceptions and attitudes to the programme, the support received and their attitudes to it, their employment experiences, and baseline data on their wellbeing. A copy of the survey is attached in Annex 1. Survey participants will be invited to take part in a follow-up survey in around a year's time to explore their experiences of support and the longer-term impact of the programme.

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

1.4 Structure of this report

The findings from the MI and survey data are presented in six chapters below. The chapters are thematic and present both MI and survey data where this available and relevant to that theme.

For the survey data, an asterisk (*) indicates where less than 1% of respondents gave that answer. Where differences between responses are statistically significant, we have sought to analyse key questions against the demographics of participants, their payment group, their Borough and the provider that supported them.

The Chapters are structured as follows:

- Chapter 2 explores the demographic characteristics of those referred to CLW and how these vary between the three client groups, drawing on both the survey and management information.
- Chapter 3 then sets out survey findings on participants' prior work history and their perceptions of work and health.
- In Chapter 4, information is presented on patterns in referrals to the programme, including changes in the numbers of referrals and the attachment rates over time. Again this includes both survey and MI data.
- Chapter 5 presents survey findings on participants' experiences and perceptions of the support received through the programme
- Chapter 6 describes employment outcomes and impacts, drawing on both the MI and survey data
- And finally in Chapter 7, self-reported measures of self-efficacy, health and wellbeing are reported from the survey data.

2 Participant characteristics

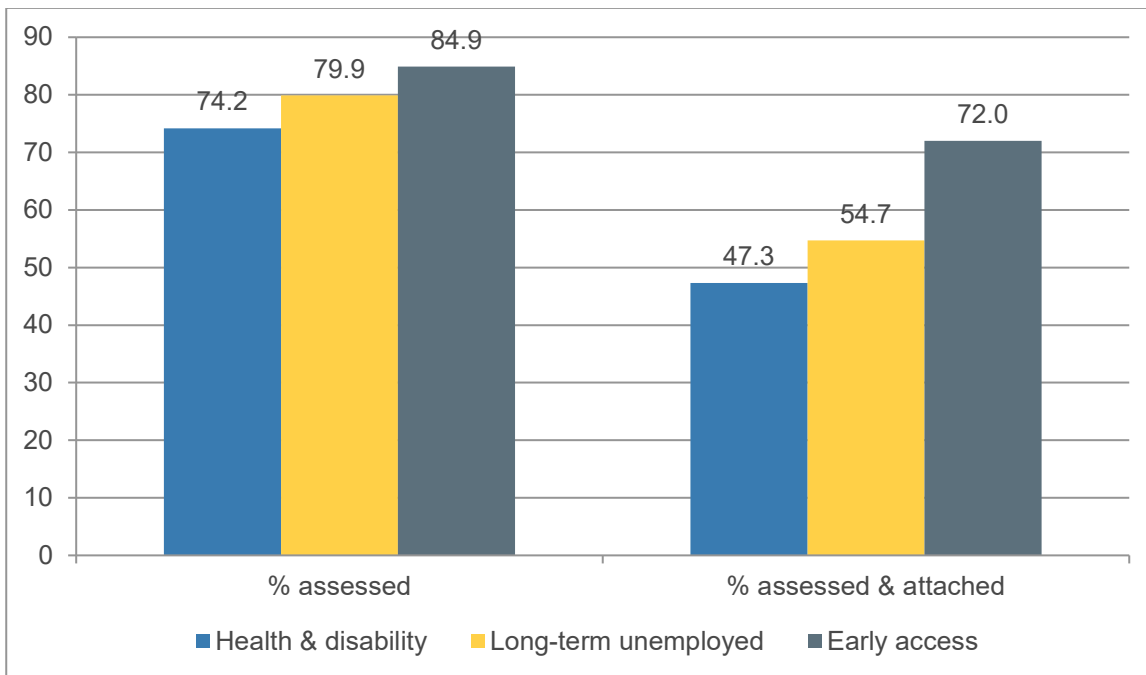
2.1 Management information

2.1.1 Payment group

Around three-fifths (61.5%) of those referred to the programme were in the health and disability group, below the expected percentage of 75% envisaged prior to the start of the programme. Over one-quarter (27.2%) were long-term unemployed, whilst over one-in-ten (11.4%) were from the early access group.

Figure 2.1 shows the percentage of individuals from each client group who completed the initial assessment within the period observed in the MI. Those in the early access group were most likely to complete the assessment, with 84.9% doing so, compared with nearly four-fifths (79.9%) of the Long-term unemployed and just under three-quarters (74.2%) of the Health and disability group.

Figure 2.1 Percentage assessed and attached from each client group



Source: CLW MI database. Based on analysis of 3,270 cases for the Health and Disability Group, 1,445 cases for the Long-term unemployed and 604 cases for the Early Access group.

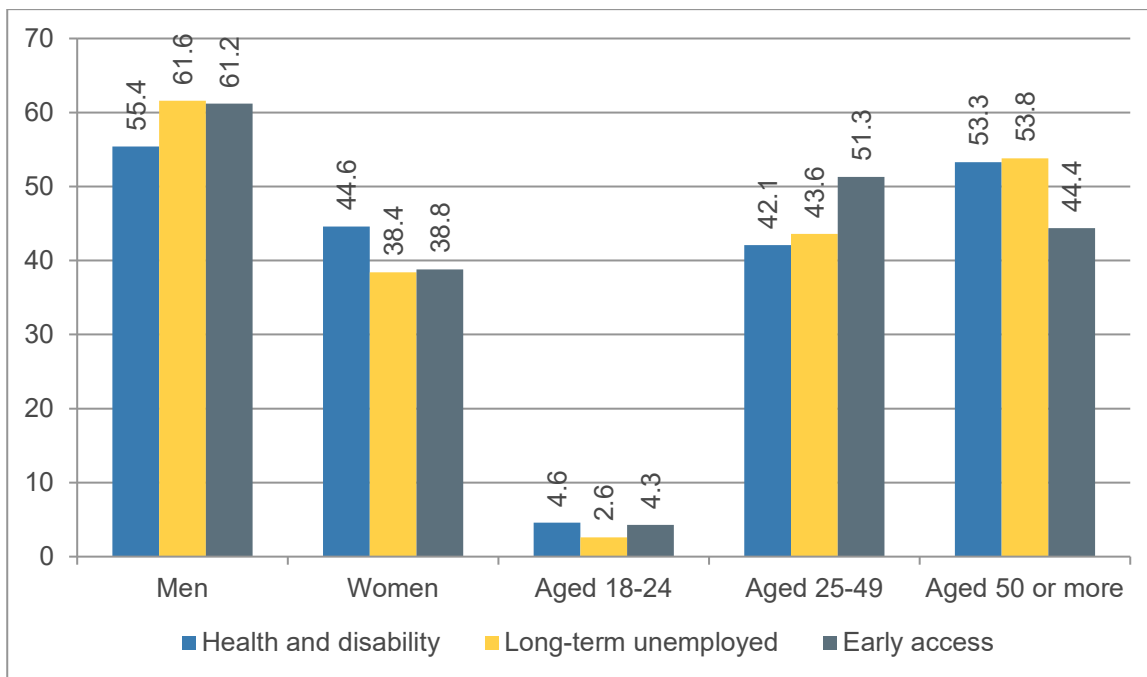
There was considerable variation between the groups in the proportion signing an action plan. **Little more than half (54.7%) of the Long-term unemployed who attended an initial interview signed an action plan** following their detailed assessment, while **just under a half (47.3%) of the Health and disability group did so**. The Early access group

were most likely to sign an action plan following the initial assessment, with nearly three-quarters (72.0%) doing so.

2.1.2 Demographic characteristics

Focusing on individuals who completed the initial assessment, men were more likely to participate in the CLW programme than women (57.9% and 42.1% respectively). Figure 2.2 shows that the gender balance was most even in the Health and Disability Group, where 44.6% of participants were female. Women made up 38.8% of those in the Early Access group and 38.4% of those who joined CLW from long-term unemployment.

Figure 2.2 Percentage of client groups by gender and age



Source: CLW MI database. The analysis is based on a minimum of 2,416 observations for the Health and disability group, 1,150 for the Long-term unemployed and 513 observations for the Early access group.

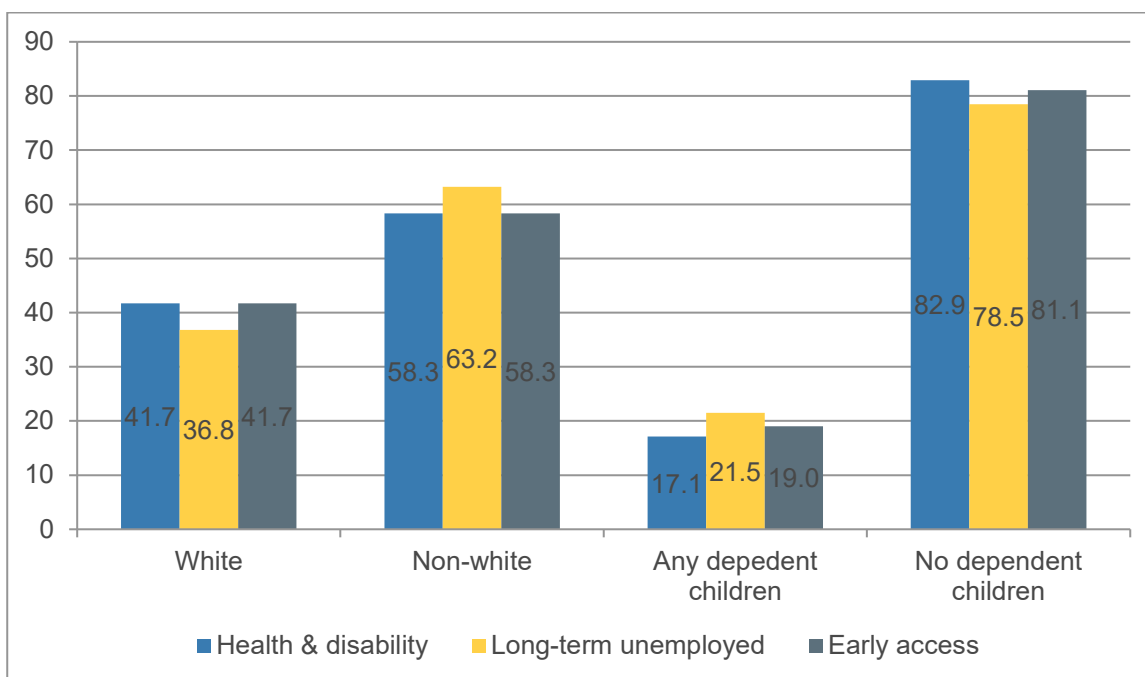
The vast majority of programme participants who completed the initial assessment were aged between 18 and 65, although age was not recorded for 1.8% of the sample.¹ Once non-respondents and the small number of individuals who appeared to be outside of this age range were excluded, the mean average age for participants was 47.8 years, with the median slightly higher at 50 years of age. Early access clients tended to be younger than other groups, with a mean average age of 45.7 years, compared to 47.9 years for the Health and Disability group and 48.4 years for the Long-term unemployed. Figure 2.2 also shows that fewer than one in twenty participants were aged between 18 and 24 across any of the client groups. Those aged 50 or more made up over half of the Health and disability and Long-term unemployed client groups, whilst more than half of the Early access group were under the age of 50. However there was some variation by age

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

across boroughs, with for example Lewisham and Tower Hamlets having a younger age profile of participants than other areas.

Around one-in-forty individuals (2.4%) who completed the initial assessment declined to give their ethnicity. Of those who did, nearly three-fifths (59.7%) were from a non-white ethnic background, whilst the remainder (40.3%) were from a white ethnic group. Figure 2.3 shows that individuals from non-white ethnic groups were over-represented amongst the long-term unemployed, whereas a similar proportion of the Health and disability and Early-access groups were non-white. There was also again significant variation by borough, reflecting demographic differences within London – with for example a larger proportion of Black participants in Haringey and Lambeth, and more participants from the Asian community in Tower Hamlets.

Figure 2.3 Percentage of client groups by ethnicity



Source: CLW MI database. The analysis is based on a minimum of 2,380 observations for the Health and disability group, 1,112 for the Long-term unemployed and 504 observations for the Early access group.

Fewer than one-in-five individuals who completed the initial assessment for the programme had dependent children. Figure 2.3 shows that only a small proportion of participants had dependent children across all of the client groups. This is likely to reflect the age profile of participants. Fewer than one-in-10 participants (9.5%) had any other caring responsibilities.

2.2 Survey data

The proportions of survey participants in each payment group matched that of the programme overall – so 61% were in the Health and Disability group, 27% in the Long Term Unemployed group and 11% were early entrants.

Table 2.1 below shows that the very large majority of survey respondents (90%) were supported by Ingeus, the lead contractor for the programme – with the remainder of respondents supported by one of three sub-contractors.

Table 2.1: Service provider of survey respondent

Provider	Percentage
Get Set UK	6%
Hyde Housing	3%
Ingeus	90%
Leonard Cheshire	1%

Source: BMG/IES Survey

Virtually all of those from the Health and Disability group (98%) were being supported by Ingeus, while long-term unemployed and early entrant participants were more often referred by Get Set UK (13% and 19% respectively) and Hyde Housing (7% and 8% respectively). There were notable differences between boroughs too, with 35% and 20% of the participants from Westminster and City, and Southwark respectively referred to Get Set UK, whilst participants from Lewisham and Islington were more likely to be recruited by Hyde Housing. Participants from Hackney, Haringey, Lambeth and Tower Hamlets were (almost) solely referred by Ingeus.

When asked about their health, a large share of the sample reported having a work-limiting and longstanding illness (60%), which rose to 65% of those aged over 50. A smaller proportion however (32%) reported that they had a health condition that could stop them from finding and keeping a job. Unsurprisingly, ill health was reported most commonly by those in the Health and Disability group, although it is noteworthy that still **only 37% of this group reported that their health condition would stop them from finding and keeping a job.**

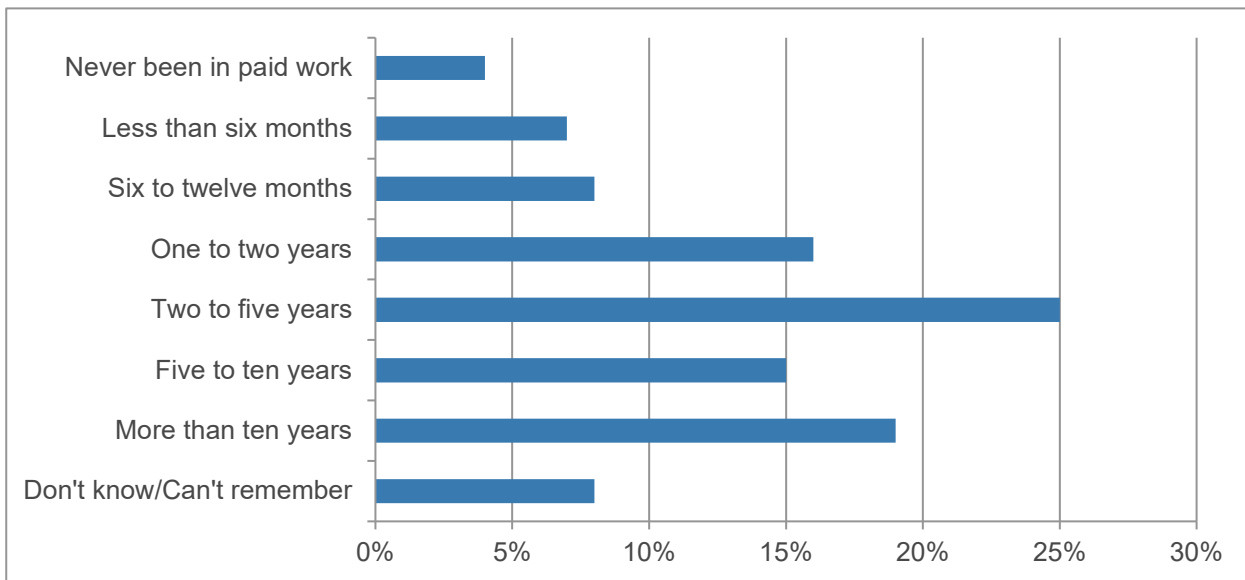
Respondents were also asked about their caring responsibilities. The large majority of respondents (80%) reported that they did not care for anyone who was sick, disabled or elderly. This fell to 75% for women. Very few of those aged under 35 (8%) reported having caring responsibilities. For nearly a third (30%) of those with caring responsibilities, it was reported that these limited the respondent's availability for work, whilst for a fifth (22%) the care limited them in terms of the types of work that they could do. Women's work availability was more likely to be affected than for men (42%), while interestingly those aged 50-59 were less likely to be affected by their caring responsibilities (27%).

Just 16% of respondents reported having childcare responsibilities, rising to 24% of women. Of those with childcare responsibilities, 40% had one child living with them.

3 Work history and impacts of health

Figure 3.1 shows the length of time that respondents had been out of work prior to their referral to Central London Works. The large majority (75%) of respondents reported having been out of work for at least one year, with **one third (34%) not having had paid employment for at least five years**. One fifth (19%) have been out of work for at least ten years.

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



Source: BMG/IES Survey

Looking at differences by age, unsurprisingly younger people (aged 18-34) are more likely to never have worked (12%) but are also more likely to have been out of work for less than a year (26%). Those belonging to the oldest age cohort (+50) are more likely to have had longer spells out of work. White respondents were more likely than those from ethnic minority groups to have been out of work for a very long time – with 24% reporting not having worked for at least ten years. Very long-term worklessness was also more common in Westminster than other boroughs, with one third (33%) of Westminster participants not having worked for ten years.

Survey participants were also asked about the main difficulties that they had faced in finding work prior to referral. The full results for this are set out in Table 3.2 below. Nearly half (47%) reported ill health or a disability as a main barrier, far more than for any other response. Age was referenced by one in nine respondents (11%), skills by one in ten (10%), and a lack of understanding from employers around health conditions by one in ten (10%).

Table 3.1 Main difficulties faced in finding work

Family or caring commitments	6%
Health issues/disabilities limit kind of work can do	47%
The time involved in getting to interviews or a workplace	1%
The cost involved in getting to interviews or a workplace	1%
Lack of vacancies for jobs interested in	5%
Lack of jobs in local area	4%
Too much competition for jobs	2%
Lack of jobs for people with respondent's health issues/ disabilities	3%
Lack of understanding from employers about people with health conditions or disabilities or employing people with disabilities	2%
Not having right skills for jobs interested in	10%
Lack of work experience	10%
Drug or alcohol problems	1%
Criminal record	2%
Housing problems	2%
Language difficulties	2%
Age	11%
Applications I've made are rejected/not responded to	3%
Issues with CV/cover letter/application forms	3%
Issues with confidence/trust	2%
Gap in work history/unemployment	3%
Other (specify)	5%
No real difficulties	4%
Don't know	3%
Prefer not to say	1%

Source: BMG/IES Survey

Health conditions were more commonly reported by those over 50 (53%) than by those aged under 35 (33%). Not surprisingly, women were more likely to state that family or care commitments were preventing them from finding work (10%), alongside 12% of individuals aged 35-49.

Those aged 18-34 were particularly likely to mention: lack of jobs in local area (8%), lack of work experience (16%), and issues with confidence and trust (6%). Notably, age was an important difficulty (17%) for those aged 50 and above.

The barriers participants faced are not uniform across boroughs, due to the different participant profile in each of the boroughs. For instance, health issues were less of an issue for those in Hackney (31%) and Tower Hamlets (33%), while lack of work experience was a particular barrier amongst participants from Camden (21%) and Tower Hamlets (21%). Participants from Westminster and City (10%), and Wandsworth (9%) also mentioned 'applications I've made are rejected/not responded to' as a particular difficulty in finding work.

Those participants not in work were asked for their thoughts on their health and how that might impact their work. As Table 3.2 below shows, a quarter (26%) considered that work was not viable because of their health condition. Two thirds however (69%) would consider returning to work, either immediately or on some days.

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

Work and health condition	Percentage
My health condition/disability rules out work as an option	26%
On some days I could consider a return to work	36%
I could consider returning to work right now	33%
Don't know	4%
Prefer not to say	2%
Summary: Could consider returning	69%

Source: BMG/IES Survey; BASE = 258.

When asked how work might affect management of their health condition, **just over half (52%) stated that work would make it harder to manage their health.** This is shown in Table 3.3 below. Not surprisingly, this number increases to 63% for those having a health condition that would stop them from finding and keeping work. In contrast, one fifth of respondents said that work would make it easier for them to manage their health conditions (19%). A similar percentage of respondents stated that working would have no effect.

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

Work's effects on health	Percentage
Working would make it harder to manage my health condition	52%
Working would have no effect on the management of my health condition	18%
Working would make it easier to manage my health condition	19%
Don't know	10%
Prefer not to say	1%

Source: BMG/IES Survey; BASE = 258.

Those with a health condition who were currently in employment or who had been employed at some point during the programme were also asked how working had affected their ability to manage their health, and reported having a limiting longstanding illness, either mentally or physically (Table 3.4). **Two fifths (39%) stated that working made it harder to manage their health condition,** while one third (34%) stated that working made it easier.

Table 3.4: Which of the following is closest to how you think working affects your management of your health condition(s) currently?

Work's effects on health	Percentage
Working makes it harder to manage my health condition	39%
Working has no effect on the management of my health condition	22%
Working makes it easier to manage my health condition	34%
Don't know	5%
Prefer not to say	0%

Source: BMG/IES Survey; BASE = 58.

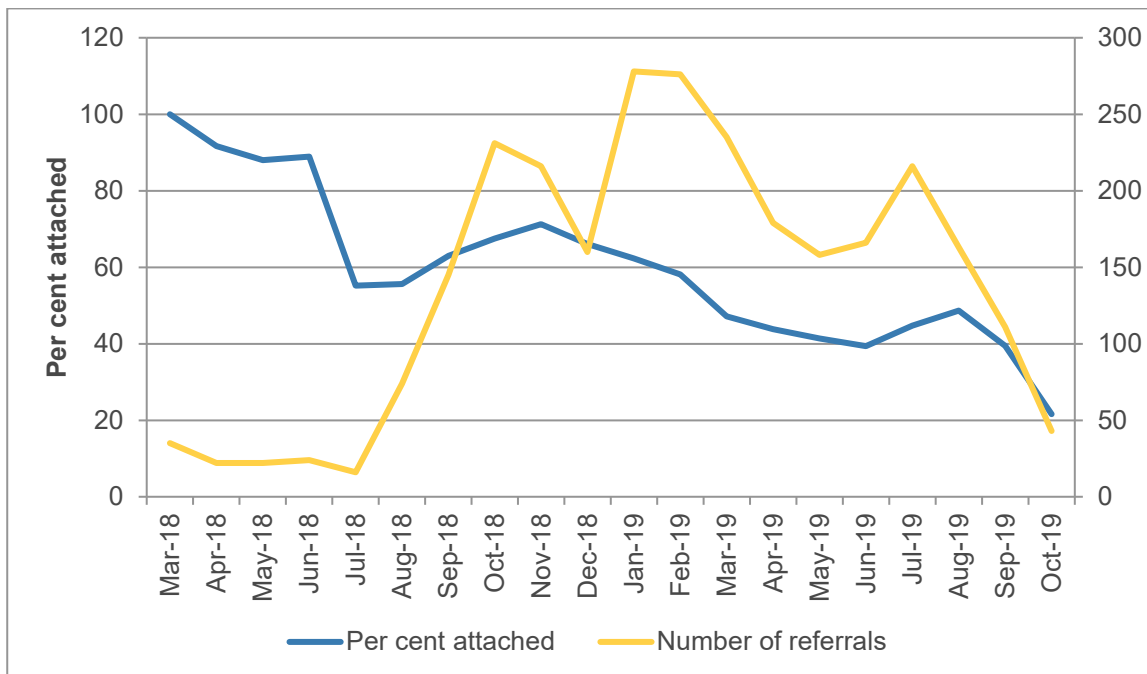
4 Referral and attachment

4.1 Management information

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

Following a slow start, between October 2018 and August 2019 providers were receiving over 150 referrals a month. The fluctuations in the numbers of referrals each month are likely to reflect seasonal patterns, such as a drop-off in referrals over the Christmas period. It is important to note that the decline in the numbers attaching the latter months likely reflects the fact that some of those referred to the programme may not yet have received their initial assessment.

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



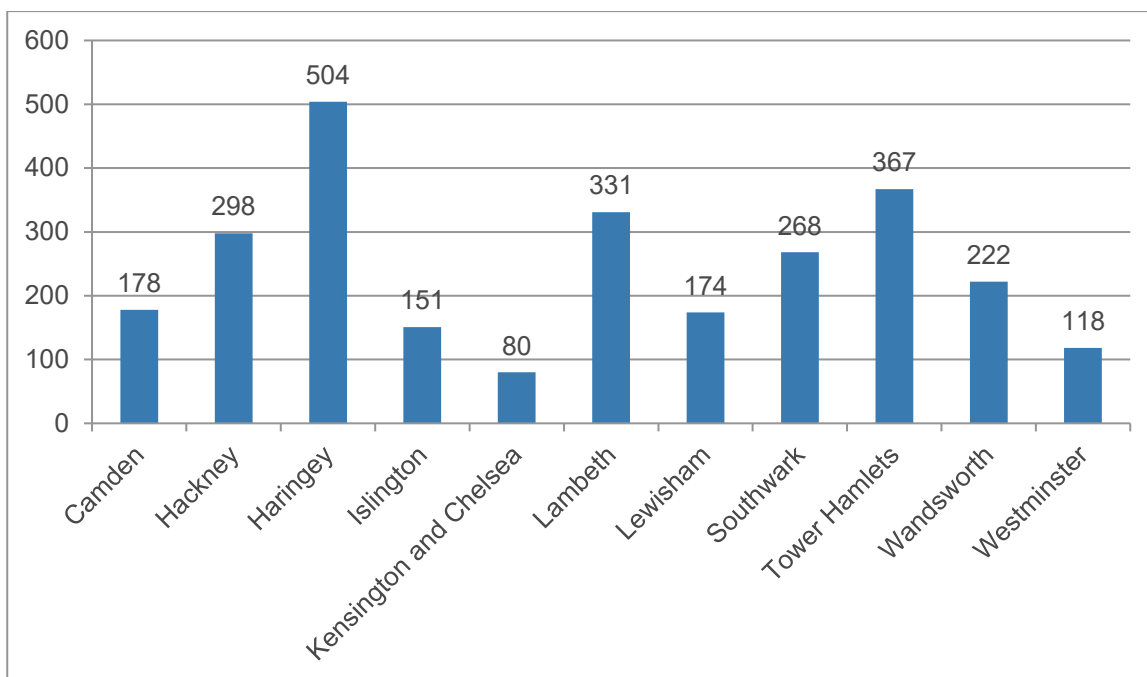
Source: CLW MI database. The analysis is based on 2,770 cases.

The general trend has been that **the percentage of referrals which resulted in an attachment appears to have fallen over time**, while the numbers referred and attaching has increased. This may reflect capacity constraints among providers, although it could

also reflect an increase in the number of referrals that are less appropriate, as volumes have increased.

Figure 4.2 reports the number of individuals resident in each of the boroughs who had been referred to the programme, from those who had been assessed and had signed an action plan. Residents from non-CLW boroughs are excluded from the base, as are the very small number of individuals who were resident in the City of London. Residents of Haringey, Tower Hamlets and Lambeth accounted for the largest numbers of referrals which had resulted in attachments. To some extent, differences in the numbers of referrals from particular areas will reflect the numbers of residents within that borough who meet the eligibility criteria.

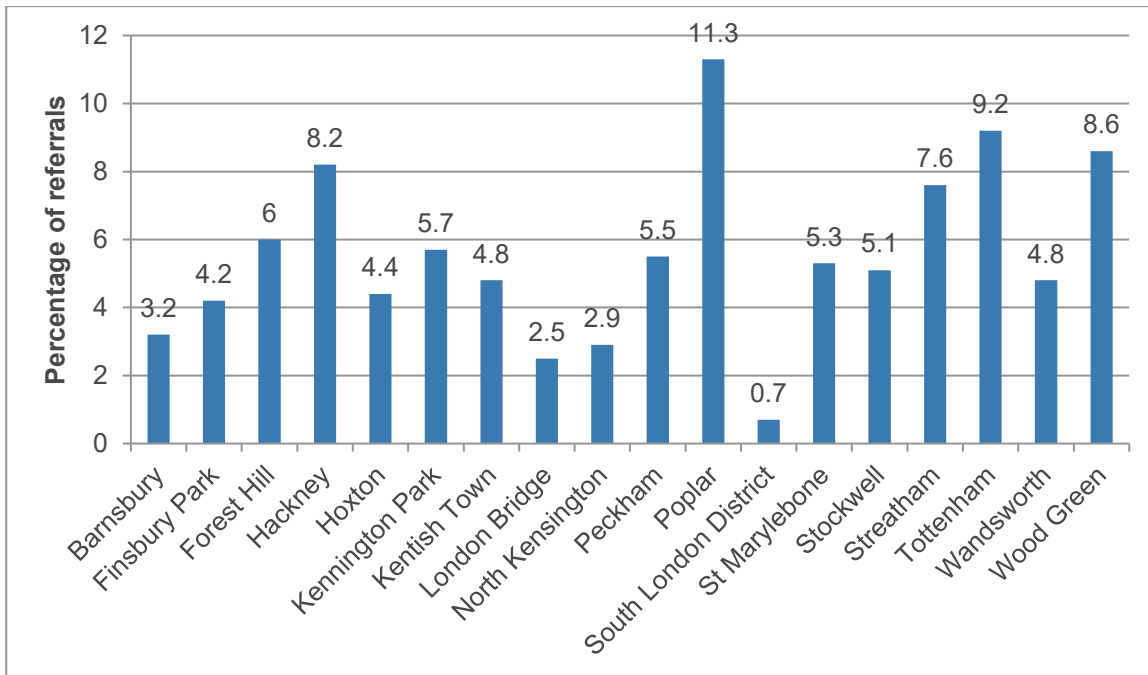
Figure 4.2 Number of those referred resident in each borough, from those assessed and attached



Source: CLW MI database. The analysis is based on 2,691 cases.

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

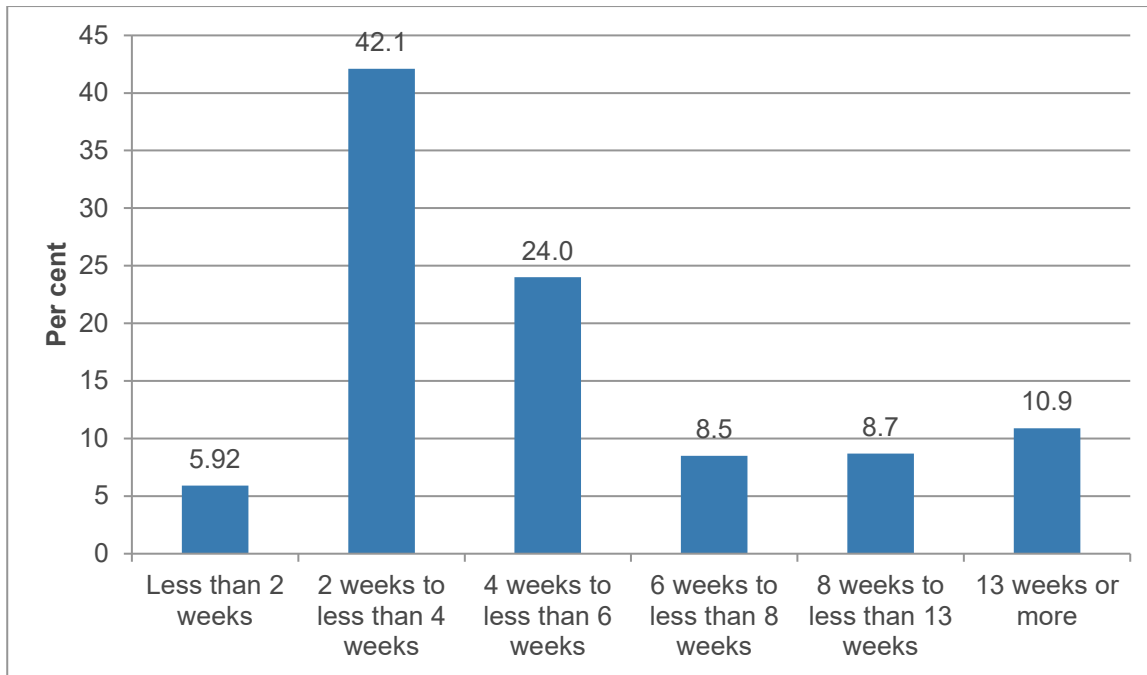
Figure 4.3 Percentage of all referrals from each Jobcentre Plus office, for those assessed and attached



Source: CLW MI database. The analysis is based on 2,770 cases, but results for offices with fewer than 5 referrals are excluded from the chart.

Figure 4.4 shows the percentage of participants assessed and attached who were assessed within a given period of time following their referral. It was most common for the initial assessment to be completed within four weeks of referral, but **in nearly one-quarter (24.0%) of cases the initial assessment took place between four and six weeks after referral. Nearly one-in-five individuals (19.6%) waited for 8 weeks or more to be assessed, with more than 1-in-10 waiting for 13 weeks or more.**

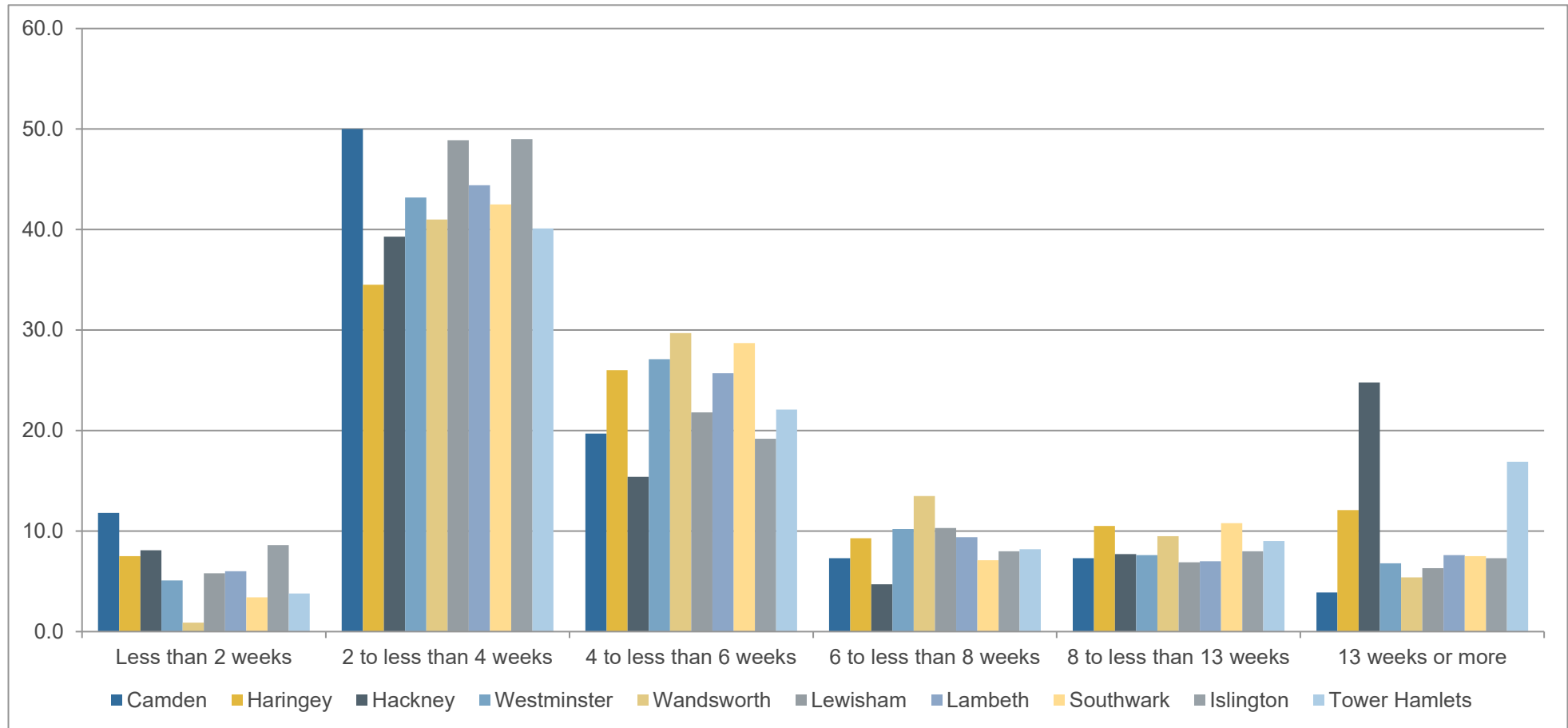
Figure 4.4 Length of time between referral and initial assessment



Source: CLW MI database. The analysis is based on 2,770 cases.

Looking at this data by borough, and focusing on those boroughs where there were at least 100 referrals which resulted in an assessment, we find some variation across areas (Figure 4.5). **Very long delays were particularly common in Hackney and Tower Hamlets, while the quickest attachments were achieved in Camden**, with nearly two thirds achieved within four weeks. Underneath this, there were some signs that the wait to be assessed was shorter in in boroughs where caseloads were lower, but there was variation within this. For example, while the number of individuals referred and assessed was highest in Haringey, the percentage of individuals waiting for 13 weeks or more for the initial assessment was lower than that in either Hackney or Tower Hamlets. However, the patterns may look different in future waves of MI, as at present 23.1% of those referred to CLW had not been assessed.

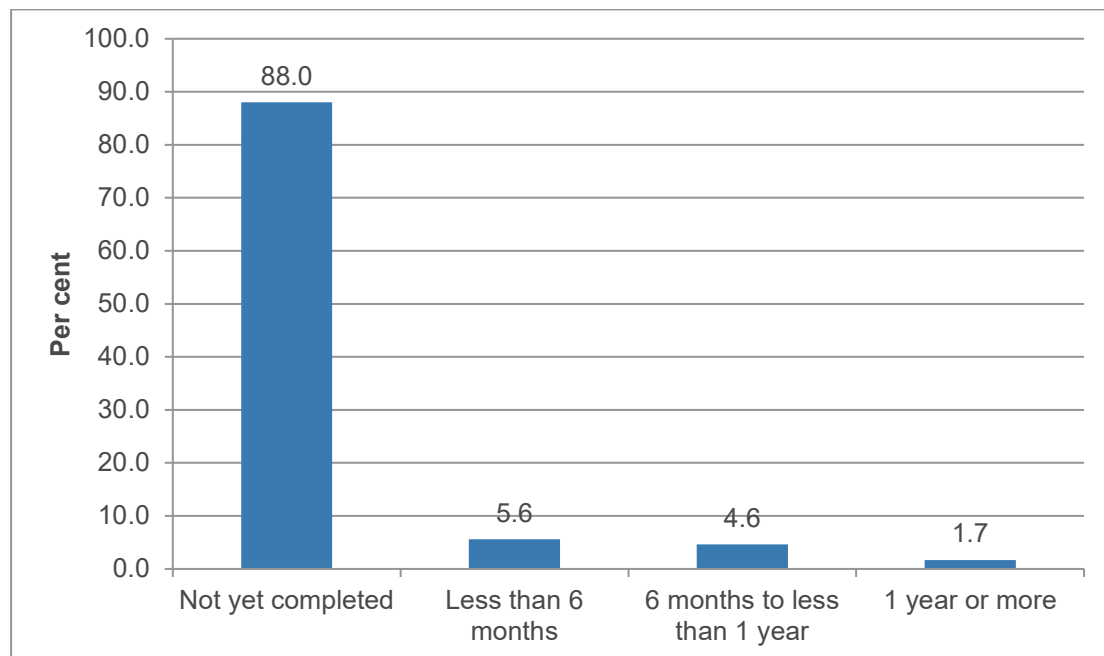
Figure 4.5 Percentage of individuals assessed within a given period following referral, by borough



Source: CLW MI database. The analysis is based on 178 cases for Camden, 504 for Haringey, 298 for Hackney, 118 for Westminster, 222 for Wandsworth, 174 for Lewisham, 331 for Lambeth, 268 for Southwark, 151 for Islington and 367 for Tower Hamlets. City of London and Kensington and Chelsea are excluded as there were fewer than 100 referrals which resulted in an assessment. There were a further 78 cases where the time from referral to the initial assessment could be calculated, but the borough was not known.

Figure 4.7 shows that the vast majority of those assessed and attached to the CLW programme had not yet completed their participation (88.0%). Around one in twenty (5.6%) of the attached appeared to have completed the programme within six months of referral, which was less than the minimum period of in-work support. This suggests that either some individuals who were assessed and signed an action plan left the programme before their expected discharge date, or that there were inaccuracies in the recording of dates in some cases. Less than one-in-fifty of the attached had taken a year or more to complete the programme, but this is likely to reflect the fact that most participants were only referred to the programme within the past year at the time when the MI data extract was supplied.

Figure 4.6 Percentage of the assessed and attached completing the programme



Source: CLW MI database. The analysis is based on 2,770 cases.

4.2 Survey data

Survey participants were asked how long it took between telling Jobcentre Plus that they wanted to take part in the CLW programme and actually starting (Table 4.1). These results are significantly different to the findings of the MI. The proportion of participants starting within four weeks was 68% of survey respondents (77% when 'Don't know' is taken into account), while in the MI just 48% attached within four weeks. By the same token, just 20% of survey respondents (23% excluding 'Don't know') reported having waited over four weeks, compared with over half of those in the MI. This suggests that there may be a significant gap between when 'first contact' is made with participants, and when the formal attachment takes place.

Table 4.1 Time between volunteering to participate and starting CLW

Less than a week (1)	12%
At least 1 but less than 2 weeks (2)	24%
At least 2 but less than 3 weeks (3)	24%
At least 3 but less than 4 weeks (4)	8%
4 weeks or more (5)	20%
Don't know/can't remember	12%

Source: BMG/IES Survey.

Survey participants were also asked their reasons for joining the programme, set out in Table 4.2 below. In summary, more than 40% stated that they joined CLW because they were keen to find work, while almost 30% joined because their adviser convinced them that it was the best thing to do. This increased to almost half of the participants from Camden (43%), whilst only 16% of the participants from Lambeth reported this was the case for them.

Other frequently reported reasons were that the range of support sounded good (16%); the Jobcentre Plus couldn't offer any more support (12%); and that they wanted help managing a health condition (13%). One in ten (10%) felt that they were required to join CLW.

Table 4.2 Reasons for joining CLW

Keen to find work	43%
Wanted help with managing health condition	13%
The provider seemed very professional	2%
The range of support sounded good	16%
Felt the provider could offer a better or wider range of support than Jobcentre Plus	10%
Felt Jobcentre Plus couldn't offer you any more support	12%
Didn't have a good relationship with your Jobcentre Plus adviser	1%
Felt under pressure to join Central London Works	4%
Thought you had to join Central London Works (i.e you felt you did not have any choice)	10%
Convinced by adviser it was the best thing to do	27%
Other	3%
Don't know	0%

Source: BMG/IES Survey.

Reasons for joining CLW programme varied between the boroughs. Participants from Wandsworth were significantly more likely to report being pressured to join (14%), while those from Lewisham were more likely to be under the impression that they had to join (21%). Participants from Southwark were more inclined to join because the range of support sounded good to them (26%).

CLW is a voluntary programme, which is unusual for recent government-funded active labour market programmes. Participants were therefore asked whether they thought that participation was voluntary or mandatory. As Table 4.3 shows, **just one third recalled having been told that the programme was voluntary**. This rose to 39% for those in the health and disability group, but was just 20% for the long-term unemployed. Of more concern, **just over one quarter (27%) reported that they had been told that participation was mandatory**. This increased to 40% of the long-term unemployed.

Table 4.3 Understanding of whether CLW was mandatory or voluntary

Yes, they said it was voluntary	34%
Yes, they said I have to participate in order to receive my benefits	27%
Not told either	29%
Don't know/can't remember	11%
Summary: Yes	61%

Source: BMG/IES Survey.

5 Support received while on CLW

5.1 Modes and frequency of contact

As Table 5.1 sets out, participants contacted or had meetings with advisers through CLW in various ways. The most frequent contact modes reported were face-to-face meetings with an adviser (95%) and by telephone (58%). Contact by telephone was reported less frequently in some areas, notably Lambeth (42%) and Wandsworth (42%).

Approximately one in three participants was in contact with their adviser through group meetings with other people looking for work (33%), by text (37%), or by email (28%). Long-term unemployed participants reported a higher use of email (35%) as a mode of contact with their adviser.

Non-Ingeus providers were significantly more likely to be in contact with CLW participants via email (45%), than Ingeus providers (26%).

Table 5.1 Types of contact with CLW

In a group meeting with other people looking for work	33%
Face-to-face with an adviser	95%
By telephone	58%
By text	37%
By email	28%
Using Skype or video call	1%
By letter/post	2%
In some other format	*%
Don't know/can't remember	*%

Source: BMG/IES Survey.

More than half of survey respondents (55%) had 10 contacts or fewer with their personal adviser, excluding any meetings with Jobcentre Plus. Around one in ten had either between 11 to 19 or 20-29 meetings or interviews (22%). One in five could not remember anymore how many meetings or interviews they have had (20%).

Table 5.2 Number of interviews with CLW adviser

1	2%
2	4%
3-4	14%
5-6	16%
7-10	19%
11-19	13%
20-29	9%
30 or more (specify number)	3%
Don't know/can't remember	20%

Source: BMG/IES Survey.

When asked about the **frequency of meeting the same adviser, around two thirds (68%) reported that this always happened**. Almost one in four (23%) saw or spoke with the same adviser sometimes. One in twelve participants reported seeing a different adviser each time, with these being more likely among older participants (aged over 50).

Table 5.3 Incidence of speaking to the same adviser

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

Source: BMG/IES Survey; BASE= 387.

The participants who (almost) always spoke with the same adviser rated the meetings or interviews as more helpful than the participants who had the same adviser sometimes, or those who had a different personal adviser each time. This is set out in Table 5.4 below.

Overall, there is not much variation in the responses by the various demographic groups regarding the helpfulness rating of the contacts with the adviser. However amongst those who had the same adviser sometimes, the participants helped by Ingeus provider rated the helpfulness higher (3.51) than the average (3.42), in a scale from 1 to 4.

Table 5.4 Usefulness of speaking to same/ different adviser

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

	Summary: Helpful	Summary: Unhelpful
A. The same personal adviser always, or almost always	94%	5%
B. The same personal adviser sometimes	85%	11%
C. A different personal adviser each time	43%	50%

Source: BMG/IES Survey; BASE C4A = 266, BASE C4B = 90, BASE C4C = 30.

Finally, participants were asked how they perceived the amount of contact they had with a personal adviser during their engagement with the programme (Table 5.5):

Four out of five participants (80%) stated that the amount of contact with the personal adviser was about right. The share of male respondents evaluating the frequency of contacts as about right was slightly higher (85%) than amongst females (74%).

One out of ten felt that the amount of contact was not enough (11%), with these being slightly more likely for those in the health or disability group (14%).

Very few (6%) reported too much contact, but this rose to 16% of those aged 25-34 and 12% of those in the early-entrant group.

Table 5.5 Views on frequency of contact

Too much	6%
About right	80%
Not enough	11%
Don't know	3%

Source: BMG/IES Survey

5.2 Nature of support received

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

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

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

Around three in ten reported that they have received financial help to cover the costs associated with looking for work (28%), whilst almost up to one in five received training at a local college or other training provider (17%).

Male participants were more likely to report they received support on financial matters (33%), as were participants from Tower Hamlets (40%). The nature of support also varied to some extent depending on the age cohort of the participants. Work placements as a support measure were more frequently reported by those aged 25-34 (22%), whilst financial support was also more frequent amongst the younger age cohorts (37% for the 18-34 age group; 36% for the 35-49 age group). Not surprisingly, the type of client in the health and disability group were more likely to have received 'advice or support relating to your health or a disability you may have' (50%), and even more so for the participants who think their health issue could stop them from finding or keeping work (55%).

Table 5.6 Support received

D1 Have you received any of the following:

An assessment of your goals, support needs and capabilities	51%
Drawing up an action plan	49%
Help with writing a CV, job applications or interview skills	57%
Training at a local college or other training provider	17%
Support or training in maths, reading, writing or English language	8%
A work placement or work trial	12%
Volunteering or voluntary work	11%
Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	28%
Support or advice for setting up your own business or becoming self-employed	9%
Advice or support relating to your health or a disability you may have	45%
Help or advice in relation to looking after children or adults	6%
Any other type of assessment, support, training or advice	1%
None of these	11%
Cannot recall	*%

Source: BMG/IES Survey.

When asked how useful this help was, ratings were above 80% for all forms of support. Within these, support or training in maths, reading, writing or English language (92%), and help with writing a CV, job applications or interview skills (91%) both had net positive ratings above 90% (see Table 5.7).

In general, different groups of participants did not rate the usefulness of the various measures of support much differently, although men reported more positively on action planning and goals setting, while older people reported less positively on skills training.

Table 5.7 Views on helpfulness of support received

	Summary : Useful	Summary: Not useful
An assessment of your goals, support needs and capabilities	85%	12%
Drawing up an action plan	85%	12%
Help with writing a CV, job applications or interview skills	91%	6%
Training at a local college or other training provider	82%	11%
Support or training in maths, reading, writing or English language	92%	3%
A work placement or work trial	87%	10%
Volunteering or voluntary work	81%	12%
Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	88%	8%
Support or advice for setting up your own business or becoming self-employed	79%	13%
Advice or support relating to your health or a disability you may have	85%	11%
Help or advice in relation to looking after children or adults	87%	4%

Source: BMG/IES Survey; BASE D2/1 = 259, BASE D2/2 = 246, BASE D2/3 = 286, BASE D2/4 = 83, BASE D2/5 = 41, BASE D2/6 = 61, BASE D2/7 = 56, BASE D2/8 = 143, BASE D2/9 = 44, BASE D2/10 = 226, BASE D2/11 = 29

5.3 Views on support received

Table 5.8 sets out that **over half of survey respondents (54%) felt that their adviser completely understood their needs, while 58% agreed that advisers had the right skills and expertise to help them.** Two fifths (40%) felt that their adviser helped them to access additional support.

Table 5.8 Views on adviser support

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

Source: BMG/IES Survey.

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

- **Around one in seven (15%) of those in the health and disability group felt their needs were not understood at all by their advisers.**
- **More positively, three-quarters (76%) of participants from the Camden borough felt that their advisers understood their needs completely.**
- **White participants were more likely to feel that their adviser completely understood their needs (61%), had the right skills and expertise to help them (65%), and helped them access additional support.**

Participants were also asked if the support they had received affected their motivation to find work, either positively or negatively. Table 5.9 shows that **more than two-thirds of participants (68%) felt that the support they received increased their motivation to find employment.** This was even more pronounced among male participants (50%). One quarter (23%) felt that the support they received had no effect on their motivation.

Older workers were more likely to say that the support they received decreased their motivation to find employment a lot, while those in the health and disability group were more likely to be ambivalent about the support they had received.

Table 5.9 Impact of support on motivations to find employment

Increased a lot	45%
Increased a little	23%
Decreased a little	4%
Decreased a lot	3%
No effect on motivation	23%
Don't know	2%
Prefer not to say	*%
Summary: Increased	68%
Summary: Decreased	7%

Source: BMG/IES Survey

Seven out of ten participants (70%) felt that the support they received matched their personal needs and circumstances (Table 5.10). One in five (21%) reported that it was not well matched, of which 10% felt it was not well matched at all. Participants in the health and disability group (12%) and those helped by a non-Ingelus provider (21%) were more likely to report this.

Table 5.10 Suitability of support received

Very well matched	33%
Fairly well matched	37%
Not very well matched	11%
Not well matched at all	10%
Not sure/don't know	8%
Summary: Well matched	70%
Summary: Not well matched	21%

Source: BMG/IES Survey

Table 5.11 shows that **three-quarters (75%) of survey respondents found the support they received useful in helping them find a job or move closer to paid work**. There was some variation among the respondent groups on the usefulness of the programme, with this rising to 84% of the long-term unemployed 89% of those in Hackney and 91% of those in Camden.

One in five participants felt the support from the programme was not helpful (21%). In particular 25% of those in the health and disability group rated the support more negatively in this respect.

Table 5.11 Overall view of usefulness of support received

Very useful	43%
Fairly useful	31%
Not very useful	10%
Not useful at all	11%
Don't know	4%
Summary: Useful	75%
Summary: Not useful	21%

Source: BMG/IES Survey.

Almost half (47%) of the respondents reported that nothing else could have helped them to find work more quickly (Table 5.12). Of the options given for potential improvements to the programme, none were agreed with by more than 5% of respondents.

At borough level however, some responses stood out. Higher proportions of respondents from Westminster and City reported that 'more relevant/targeted/ tailored job opportunities' (13%) and 'more stability/consistency' (7%) in support services would have been an improvement. More participants from Hackney reported wanting more helped with 'more jobs/interviews' (11%) while those from Islington wanted 'more training/education opportunities/support' (10%). Finally, more participants from Tower Hamlets reported wanting 'more relevant/targeted/tailored support' (9%) and 'more support/understanding of health issues' (11%).

Table 5.12 Views on what additional support would have been beneficial

More jobs/interviews	5%
Help with work experience (Inc. volunteer work/internships)	2%
More relevant/targeted/tailored support	4%
More relevant/targeted/tailored job opportunities	3%
Better/more communication	2%
More support/understanding of health issues	3%
Help with applications (Inc. CV/cover letters/etc)	1%
Age is an issue/factor	1%
Better appointment system/more appointments/meetings	2%
More help/support/advice (general)	4%
More training/education opportunities/support	4%
Help with confidence	1%
Financial assistance (covering/reimbursing my costs)	2%
Be more organised	1%
More stability/consistent	1%
Listen to me/take me seriously	1%
Better links/more contact with employers	2%
Better/more knowledgeable adviser/support worker	1%
Help with computer access (Inc computer literacy)	1%
Better treatment (kind/considerate/polite)	1%
Help being self-employed/starting a business	1%
Other	3%
Nothing	47%
Don't know	18%

Source: BMG/IES Survey

Survey participants were also asked about the waiting time between agreeing a programme of support and then starting it (and the results are shown in Table 5.13. Almost half of participants of the CLW (45%) received support fairly quickly after agreeing to it (less than 2 weeks). Participants from Hackney and those with a non-Ingeus provider also started quicker on average; for Hackney 36% of people waited at least one but less than two weeks, and 31% of participants recruited by non-Ingeus providers waited less than a week.

While one-fifth (18%) of participants had to wait between 2 to 3 weeks to start a programme of support, more than one in ten (12%) waited 4 weeks or more. Participants in the health and disability group on average waited longer

more than other type of clients; only one in six (17%) waited less than a week while one in seven (15%) had to wait four weeks or more.

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

Less than a week	20%
At least 1 but less than 2 weeks	25%
At least 2 but less than 3 weeks	18%
At least 3 but less than 4 weeks	5%
4 weeks or more	12%
Don't know/can't remember	20%

Source: BMG/IES Survey

When asked about the extent to which participants felt pressured to undertake activities, **nearly one quarter (23%) of participants reported being pressured to take part in activities not suited to their needs.** This was highest amongst the long-term unemployed and participants from Lambeth (34% felt pressure) (Table 5.14).

Three-quarters (73%) of the participants did not feel under pressure to take part in activities that did not suit their needs and circumstances. Islington (18%) and Southwark (12%) participants reported the least pressure.

Table 5.14 Extent to which felt under pressure to undertake activities

To a great extent	8%
To some extent	15%
To a limited extent	8%
Not at all	65%
Not sure/don't know	3%
Summary: pressure to some extent and a great extent	23%
Summary: no pressure at all or to a limited extent	73%

Source: BMG/IES Survey

6 Work outcomes and impact

6.1 Management information

Very early data on employment outcomes for those who completed the detailed assessment for the CLW programme and signed an action plan is presented below. However, it is important to note that as it has taken time for the number of referrals to grow, many participants would only have received support for a limited period of time and so any impact of the programme on outcomes may not be apparent for some time to come. For this reason we focus here on the main employment outcomes, but further rounds of MI analysis will consider a wider range of outcome measures, including engagement in activities likely to improve future employment prospects.

Around one-in-twenty (5.5%) individuals who became attached to the programme were recorded as having started a job within the period covered by the MI data extract. However, the percentage of attached individuals who had a recorded start date for a job was much higher at 20.3%. This suggests that in a sizeable proportion of cases where the provider recorded the date of starting employment, they did not complete the field which indicated that a job start had occurred.

Just under one in ten (9.3%) of those who completed the initial assessment and signed an action plan appeared to have found work which had lasted for three months or more. Just under half (46.1%) of all those who had started a job had been employed for at least three months and the vast majority of those who started a job were still in work (79.9%) at the end of the period covered by the MI. Of those who had been employed for at least some of the period since becoming attached to the programme, 45.4% earned the real living wage in this job.

6.2 Survey data

6.2.1 Employment and earnings

The majority of respondents (86%) were not in paid work or self-employment. Amongst younger participants (18-34), almost one in five were in paid work or self-employment (23%), while for participants over the age of 50 just 11% were.

Among those in paid work however (Table 6.1):

- Two thirds (66%) were working part time (< 30h/week) for an employer in a paid role.
- Almost one in five were working full time (19%).
- A smaller proportion (15%) were currently self-employed.

Those who work either part- or full time mostly worked for one employer (81%). Only one in five (19%) worked for multiple employers.

Table 6.1 Current employment status

Self employed	15%
Working full time for an employer in a paid role – 30 hours or more per week	19%
Working part time for an employer in a paid role – less than 30 hours per week	66%
Don't know	0%
Prefer not to say	0%

Source: BMG/IES Survey; BASE = 73.

The majority (85%) of those who stated they were currently not in paid work or self-employment did not give any information on their current status. A small proportion of the respondents stated they in training or education (6%), or working for an employer in a voluntary, undertaking an unpaid role or internship (9%) or retired (1%).

Among those who were either in employment or who had been at some point since joining the programme, a third (30%) had started paid work or self-employment six months ago or longer. Two-fifths (40%) started between one and three months ago.

Table 6.2 When current employment started

Less than one month ago	14%
1-3 months ago	41%
3-6 months ago	12%
6 months ago or longer	30%
Don't know	3%

Source: BMG/IES Survey; BASE = 96

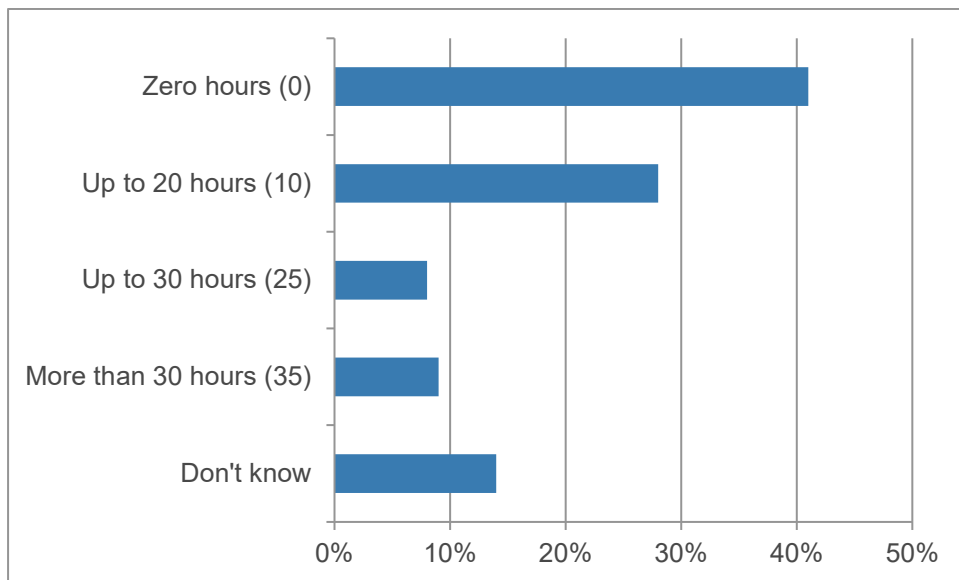
When asked about the form of contractual relationship that they had, **almost half (48%) were employed on a temporary or casual basis**, whilst one third (32%) had a permanent or open-ended contract.

Table 6.3 Form of employment

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

Source: BMG/IES Survey; BASE = 94

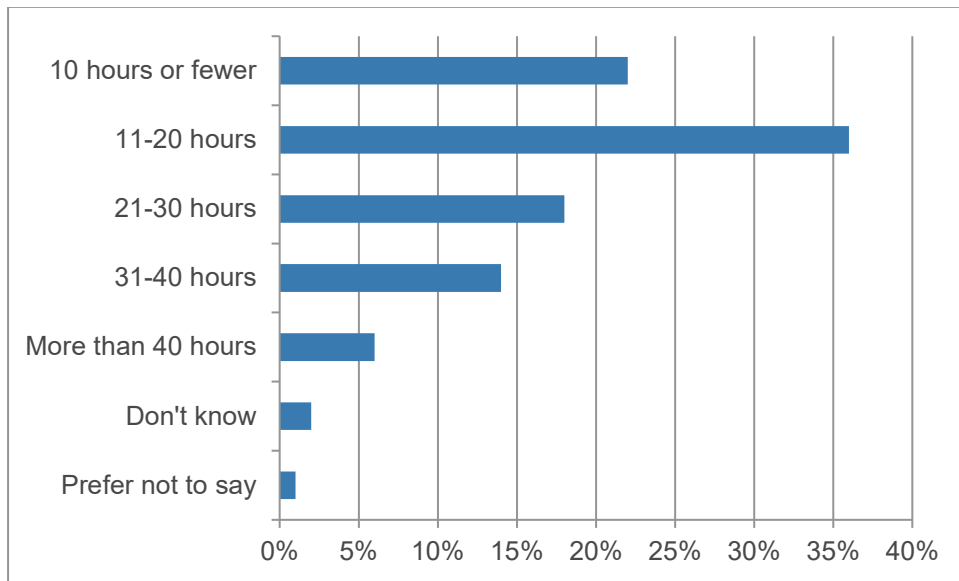
Respondents were also asked whether their contract specified a specific amount of working hours. Two fifths (41%) were on a zero-hours contract, whilst for almost one out of three (28%) their contract specified a maximum of 20 hours.

Figure 6.1 Contractual hours

Source: BMG/IES Survey; BASE = 94

More than half (58%) reported that their typical working week consisted of less than 20 hours of work per week. Almost one in five participants (18%) worked in between 21 – 30 hours typically a week.

Table 6.4 Typical working hours



Source: BMG/IES Survey; BASE = 96

Over one third (37%) of participants were working in an elementary occupation, one tenth (11%) were working in a care, leisure and other service occupation; while one in seven (15%) of participants were working in sales occupations.

Table 6.5 Occupational group

Other Managers and Proprietors	1%
Science, Research, Engineering and Technology Professionals	1%
Teaching and Educational Professionals	1%
Business, Media and Public Service Professionals	2%
Health and Social Care Associate Professionals	2%
Culture, Media and Sports Occupations	1%
Business and Public Service Associate Professionals	4%
Administrative Occupations	3%
Secretarial and Related Occupations	3%
Skilled Agricultural and Related Trades	1%
Skilled Metal, Electrical and Electronic Trades	2%
Skilled Construction and Building Trades	3%
Textile, Printing and Other Skilled Trades	3%
Caring, Leisure and Other Service Occupations	11%
Leisure, Travel and Related Personal Service Occupations	5%
Sales Occupations	15%
Transport and Mobile Machine Drivers and Operatives	3%
Elementary Trades and Related Occupations	1%
Elementary Administration and Service Occupations	36%

Source: BMG/IES Survey; BASE = 96

Financial intermediation was the most common sector for those in work, reported by 25% of respondents. One fifth (21%) reported working in the public services. Other sectors which were frequently reported were: distribution (16%), hotels and catering (11%), and transport, storage and communication (11%) (Table 7.9).

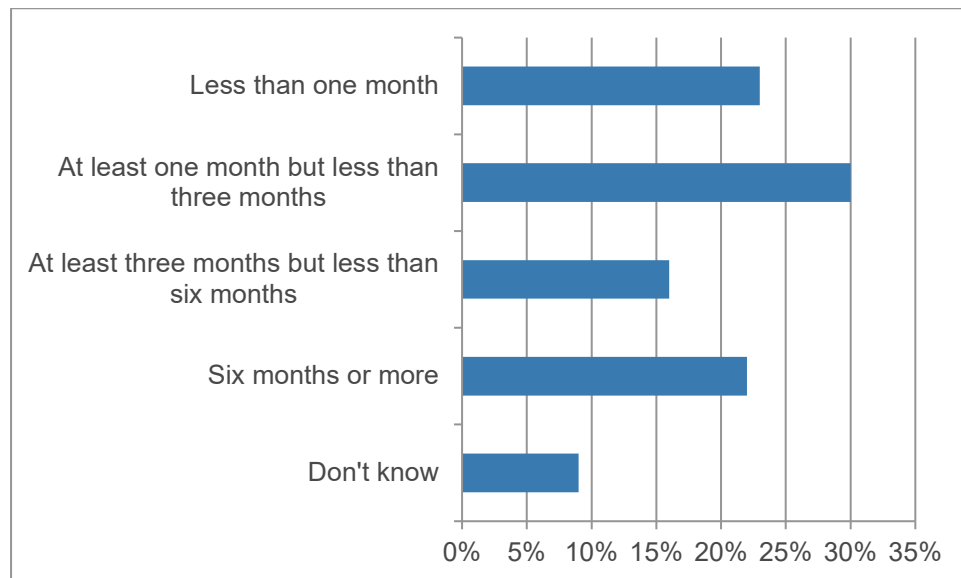
Table 6.6 Sector of employment

Primary (ABDE)	0%
Manufacturing (C)	0%
Construction (F)	6%
Distribution (G)	16%
Hotels / Catering (I)	11%
Transport / Storage / Comms (H,J)	11%
Financial Intermediation (K-N)	25%
Public Services (O, P, Q)	21%
Other Services (R, S)	5%
Don't know/ Can't remember	4%
Prefer not to say	1%

Source: BMG/IES Survey; BASE = 96

Around half (53%) of those who spend time in paid work or self-employment had been employed for less than three months in their current or most recent job. One in five had been employed for six months or more.

Figure 6.2 Length of time in most recent job



Source: BMG/IES Survey; BASE = 96

One third (34%) left their most recent job due to the contract ending or because it was a temporary position while another third (35%) of the participants were dismissed from their job. Nearly one in five mentioned there was another reason why they left the job.

Table 6.7 Reason for leaving most recent job

Contract ended/temporary work	34%
Sacked/dismissed	35%
Made redundant/company closed down	4%
Went into training/education	4%
Health reasons	4%
Other	18%

Source: BMG/IES Survey; BASE = 23

Nevertheless, the majority (71%) felt that their current or most recent job matched with their experience, skills and interests fairly or very well.

Table 6.8 Extent to which job matches skills and experiences

Very well matched	51%
Fairly well matched	20%
Not well matched	17%
Not at all well matched	10%
Don't know	2%
Summary: Well matched	71%
Summary: Not well matched	27%

Source: BMG/IES Survey; BASE = 96

When asked for reasons for taking their current or most recent job, two thirds stated that one of the main reasons was because they wanted to move into work as soon as possible (65%). Another one in five hoped it would be a step up to another job which matched their skills, experience and interest better.

Table 6.9 Reason for taking current or most recent job

There were few jobs available that matched your experience, skills or interest	12
You wanted to move into work as soon as possible	65
You felt under pressure from Jobcentre Plus to take this job	16
You felt under pressure from your Central London Works provider to take this job	10
You hoped it would lead to another job that better matches your skills, experience and interest	20
It suited my childcare or other caring responsibilities	13
Some other reason	8

Source: BMG/IES Survey; BASE = 25

Job satisfaction among those in work was fairly high. Overall, three quarters (77%) were satisfied with all aspects of their current job and only 9% were dissatisfied.

Table 6.10 Job satisfaction

Very satisfied (5)	38%
Fairly satisfied (4)	39%
Neither satisfied nor dissatisfied (3)	11%
Fairly dissatisfied (2)	3%
Very dissatisfied (1)	6%
Don't know	3%
Prefer not to say	0%
Summary: Satisfied	77%
Summary: Dissatisfied	9%

Source: BMG/IES Survey; BASE = 73

Half (49%) of those who have or had a job were positive about the support they received through the Central London Works programme, and thought it played a big part in helping them getting a job, with another quarter (24%) saying it played a small part. One quarter (26%) stated that the support through the programme played no role in helping them get a job.

Table 6.11 Extent to which CLW support contributed to securing employment

Played a big part in helping you get the job	49%
Played a small part in helping you get the job	24%
Played no role in helping you get the job	26%
Don't know	1%
Summary: Played a part	73%

Source: BMG/IES Survey; BASE = 96

Earnings

Only one quarter of respondents (27%) reported earning at least the London Living Wage of £10.55 an hour, with two-thirds (67%) earning below this threshold.

Table 6.12 Pay in relation to the London Living Wage

£10.55 per hour or more	27%
Less than £10.55/ hour	67%
Don't know	2%
Prefer not to say	3%

Source: BMG/IES Survey; BASE = 73

6.2.2 In-work support and progression

Those who had worked since joining CLW were asked whether they had received any type of training since starting work. Nearly one in three reported having received on-the-job-training (30%), just a quarter reported having induction training (27%), while one in nine reported training which led to qualifications (11%). Half had not received any of these.

Table 7.24 Access to training while in work

Attended on-the-job training	30%
Attended training as part of your induction	27%
Attended training leading to qualifications	11%
None of these	51%
Don't know	2%
Summary: Any	47%

Source: BMG/IES Survey; BASE = 96

Two thirds (66%) of those who had worked since joining CLW reported that they did not get any support since starting their employment. Of those who did receive support from CLW, this was mainly in the form of 'support from adviser' (42%), 'support with finances to help cover the costs associated with looking for work' (28%), and 'another type of assessment, support, training or advice' (20%). Note however that the base numbers of respondents to this question were very low.

Table 6.13 Support received since starting employment, among those who reported having received support

Support from adviser	42%
Access to training at a local college or other training provider	6%
Support with a work experience placement or voluntary work	3%
Support with finances to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)	28%
Support or advice for setting up your own business or becoming self-employed	9%
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	6%
Any other type of assessment, support, training or advice	20%
None of these	4%
Don't know	3%

Source: BMG/IES Survey; BASE = 32

Although the number of respondents reporting having received support was very low, these respondents did say that the support had been helpful in keeping them in work. Two thirds (63%) agreed that it had had a

positive impact on staying in work, while one in four stated it made no difference.

6.2.3 Impact of CLW support on employment prospects

Those who had not been in employment since starting CLW were asked about the extent to which CLW support had improved their chances of finding work in future. Two-thirds (67%) of respondents felt that the support they had received had made it more likely that they would find work, with one third (35%) reporting that it was a lot more likely. However one quarter (24%) said that the programme had made no impact on this.

Table 6.14 Extent to which CLW had impacted on likelihood of finding work

A lot more likely to find work	35%
A little more likely to find work	33%
Had no impact on your likelihood to find work	24%
Less likely to find work	4%
Don't know	4%
Summary: More likely	67%

Source: BMG/IES Survey; BASE = 360

For some specific groups, CLW support was not perceived as being as helpful: only 59% of women, 63% of participants over 50 and 55% of those with a work limiting health condition stated that the programme made them more likely to find work.

7 Self-efficacy and wellbeing

7.1 Self-efficacy

Participants were asked a series of standardised questions around their self-efficacy (Table 8.1). Around two thirds of the participants felt confident about various aspects of self-efficacy, such as:

- Making a list of all the skills that one has, and which can be used to find a job (62%);
- Talking to friends and other contacts to find out about potential employers who need one's skills (62%);
- Searching for jobs online (using computers, smart phones, internet etc.) (62%);
- Applying for jobs online (using computers, smart phones, internet etc.) (63%).

Aspects respondents were less confident about were:

- Contacting and persuading potential employers to consider you for a job (48%);
- Making the best impression and getting your points across in a job interview (56%); and
- Getting help in order to become familiar with a new job (56%).

Table 7.1 Confidence in undertaking job-related activities

	Summary: Not confident	Summary: Confident
Making a good list of all the skills that you have, and which can be used to find a job	14%	62%
Talking to friends and other contacts to find out about potential employers who need your skills	16%	62%
Talking to friends and other contacts to discover promising job openings that are suitable for you	19%	60%
Completing a good job application and CV	19%	60%
Contacting and persuading potential employers to consider you for a job	26%	48%
Making the best impression and getting your points across in a job interview	21%	56%
Searching for jobs online (using computers, Smart phones, internet, etc.)	20%	63%
Applying for jobs online (using computers, Smart phones, internet, etc.)	20%	62%
Getting help in order to become familiar with a new job	19%	56%

Source: BMG/IES Survey

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

- Women were less confident about ‘completing a good job application and CV’ (24% not confident), ‘contacting and persuading potential employers to consider you for a job’ (41% confident), and ‘making the best impression and getting your points across in a job interview’ (47% confident). Male participants were significantly more confident about ‘making the best impression and getting your points across in a job interview’ (62% confident).
- Across all the aspects of self-efficacy, respondents between the ages 50 to 59 were significantly less confident.
- In terms of ethnicity, white respondents were more confident about ‘making a good list of all the skills that you have, and which can be used to find a job’ (64%), whilst less confident about ‘getting help in order to become familiar with a new job’ (25%).

- Long-term unemployed participants were less confident than the average about searching for jobs online (14%) and more confident about applying jobs online (72%).
- Having a limiting health condition or disability also impacted the confidence levels of the participants regarding self-efficacy. This group was consistently less confident about most of the bespoke aspects.

7.2 Health and well-being

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

First, respondents were asked to rate various aspects of their lives using the ONS4 measure of personal well-being². Overall, half (48%) of the respondents felt that the things they do in life are worthwhile, two-fifths (43%) of the respondents reported feeling happy the day before, and over a third (37%) of the respondents said that they are satisfied with their life³.

Table 7.2 Wellbeing of CLW participants

Summary: K1.
Overall,...?

	Summary : Low	Summary : Medium	Summary: High	Summary: Very high
How satisfied are you with your life nowadays	30%	34%	23%	14%
To what extent do you feel that the things you do in your life are worthwhile	22%	30%	28%	20%
How happy did you feel yesterday	33%	24%	19%	24%

Source: BMG/IES Survey

² ONS4 asks questions about Life satisfaction; Worthwhile; Happiness and Anxiety on an 11 point scale from 0-10 where 0 is 'Not at all' and 10 'Completely'. These scores are then put into four groups from low to high. Further information is available from ONS <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/methodologies/personalwellbeingsurveyuserguide>

³ For these three statistics, we added the answers high and very high.

These scores are significantly lower than those reported for the population as a whole. In the latest national data, more than 30% of the population report 'very high' scores for each of the three indicators above.⁴

Younger participants tended to rate their life satisfaction more positively, compared to older workers⁵. Participants with limiting health conditions had lower levels of life satisfaction (4.81), compared to their healthy counterparts (5.84). The same patterns emerged on the question of 'finding things in life worthwhile' and general happiness levels. In addition, black participants (6.56 and 6.32) rated these questions more favourably than participants from other ethnicities. Long-term unemployed also scored higher at the question whether they found the things they did in life worthwhile.

Anxiety was measured using the ONS3 scale and was generally high amongst participants. Whereas only 3 out of 10 (29%) reported having very low anxiety levels, the comparable figure for the general population is 41% (March 2019).⁶ Over half (56%) of respondents had a score of 5 or above (indicating medium to high anxiety), with over a third of participants reporting high levels of anxiety (35%).

Table 7.3 Levels of anxiety reported by CLW participants

Summary: Very low	29%
Summary: Low	14%
Summary: Medium	21%
Summary: High	35%

Source: BMG/IES Survey

Women reported higher levels of anxiety (mean 4.77), compared to men (mean 3.80). Those with work limiting health conditions had higher levels of anxiety (4.64). Participants from the borough of Islington (5.25) were more anxious, whilst those from Hackney were less so (3.25). Younger participants (aged 18-34) showed significantly lower levels of anxiety (3.43).

⁴ See the Measures of National Wellbeing Dashboard at <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuresofnationalwellbeingdashboard/2018-04-25>

⁵ For the findings by individual characteristics in the section, the mean score is presented.

⁶ See the Measures of National Wellbeing Dashboard, link above.

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

Only around one third had been feeling relaxed, as well as optimistic about the future most to all of the time (30% and 35%). Two thirds (64%) reported being able to make up one’s own mind about things (64%).

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

	Summary: None/ Rarely	Summary: Often/ All of the time
I've been feeling optimistic about the future	20%	35%
I've been feeling useful	23%	37%
I've been feeling relaxed	28%	30%
I've been dealing with problems well	19%	37%
I've been thinking clearly	15%	48%
I've been feeling close to other people	26%	38%
I've been able to make up my own mind about things	8%	64%

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

Nonetheless, there were specific groups who agreed less or more about some of the statements on feelings and thoughts. For instance:

- Participants with a work limiting health condition felt consistently less optimistic (24%), less useful (26%: often, all of the time), less relaxed (19%: often, all of the time), did not agree that they were dealing with problems well (31%: often, all of the time), nor that they had been thinking clearly (22%: none, rarely), or felt close to people (32%: often, all of the time).
- Long-term unemployed participants felt more confident or positive about specific feelings and thoughts, in particular: ‘feeling optimistic about the future’, ‘feeling useful’ (49%), ‘feeling relaxed’(36%), ‘have been able to make up their own mind more’ (72%).
- In terms of the different age groups, younger participants have felt more useful (47%: often, all of the time), whilst participants age 60 and above have felt less relaxed (none/rarely: 39%). Younger participants (25-34) stated they felt closer to other people (30%: all of the time), compared to participants that are older than 50 (34%: often, all of the time).

8 Summary and conclusions

This report presents findings from Management Information covering the first 20 months of delivery of the Central London Works programme, and a survey of 500 participants during December 2019 and January 2020. Findings were generally positive, but with a number of potential areas for improvement identified.

8.1 Participant characteristics

Three fifths of participants reported having a health condition, although this is below the 75% that was envisaged at the start of the programme. Nearly half of participants reported that ill health or a disability was their main barrier to work, although a smaller proportion (32%) reported that they had a health condition that could stop them from finding and keeping a job. Just over half of participants reported that working would likely make it harder to manage their health, and a quarter of those out of work considered that work was not viable because of ill health. However just over two thirds stated that they would consider returning to work either immediately or on some days.

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

- Three quarters reported having been out of work for at least one year, with one third not having had paid employment for at least five years. One fifth said that they had been out of work for at least ten years.
- The median age for participants is 50 years old, with fewer than one in twenty being aged between 18 and 24. Older participants were more likely to report ill health and to report that this was a main barrier to work.
- Three fifths of participants reported being from a non-white ethnic background, with significant variation by borough that reflect demographic differences within London (with for example a larger proportion of Black participants in Haringey and Lambeth, and more participants from the Asian community in Tower Hamlets).

The number of people being referred into Central London Works has increased over time, as has the number of people starting the programme. However the proportion of referrals that have resulted in an attachment appears to have fallen. Residents of Haringey, Tower Hamlets and Lambeth accounted for the largest numbers of referrals which had resulted in attachments.

8.2 Early experiences of Central London Works

Participants reported a range of reasons for joining Central London Works. The most common reason – but one that still accounted for less than half of responses – was because they were keen to find work (40%). Nearly a third joined on the advice of their adviser, one in six because the range of support sounded good, and one in seven because they wanted help with managing their health condition.

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

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

There also appeared to be considerable variation between the groups in the proportion signing an action plan following their initial assessment. Just under half of the Health and disability group went on to sign action plans, compared with just over half of the Long-term unemployed group and nearly three-quarters of the Early access group.

8.3 Support received

Feedback on the frequency and quality of adviser support was generally positive. Just over two thirds reported always seeing the same adviser, with one in twelve reporting having seen a different adviser every time (this was most common among older participants). The participants who saw the same adviser rated the meetings or interviews as more helpful than the participants who had the same adviser sometimes, or those who had a different personal adviser each time. Four out of five participants stated that the amount of contact with the personal adviser was about right, and over half felt that their adviser understood their needs and had the right skills and expertise. More than two-thirds of participants felt that the support they received increased

their motivation to find employment, and three quarters found it useful in helping them to find a job or move closer to work.

Participants most commonly reported having received traditional 'employability' support – like help with CV writing and job applications; action planning; and assessing goals. Nearly half however also reported having had advice or support related to their health or disability. Just over a quarter of participants had received financial assistance, while one in six had attended training. For all support received, more than four fifths of respondents reported that it was helpful or very helpful

However some groups had less positive experiences of support. One in seven of those in the health and disability group felt their needs were not understood at all by their advisers; while participants from black and minority ethnic communities were less likely to report that their adviser understood their needs or had the right skills and expertise. Overall, one in five participants felt the support from the programme was not helpful, with this rising to a quarter of those in the health and disability group. Nearly a quarter reported feeling pressured to take part in activities not suited to their needs, with this rising to a third of participants in Lambeth.

Overall, two thirds of those who had not secured work through Central London Works nonetheless reported that they felt that the programme had made it more likely that they would find work in future. Scores were lower however for those with health conditions – with just 55% of this group reporting that it had made them more likely to find work.

8.4 Employment experiences

Given the early stages of the programme, relatively few participants had secured employment – at most one in five of those in the Management Information, and one in seven of those responding to the survey.

Among survey respondents who were in employment, many were in relatively insecure work – with almost half on temporary or casual contracts, three fifths reporting fewer than 20 hours of work a week, and two fifths reporting being on a zero-hours contract. Just over a third were working in an elementary occupation, with one in nine were working in a care, leisure and other service occupations and one in seven working in sales. Two thirds of respondents reported that they were earning below the London Living Wage. Nevertheless, nearly three quarters of respondents felt that their current or most recent job matched with their experience, skills and interests fairly or very well; while just over three quarters were satisfied with all aspects of their current job.

Two thirds of those in work stated that they had taken the job because they wanted to move into work as soon as possible, while a further one in five hoped it would be a step up to another job which matched their skills, experience and interests better.

Overall, half of those who had secured a job reported that Central London Works played a big part in helping them to secure it, with another quarter saying it played a small part. However, two thirds of those who had worked since joining CLW reported that they had not received any support from the programme since entering work.

8.5 Self-efficacy and wellbeing

Around two thirds of participants felt confident about various aspects of self-efficacy, set out in the detail of the report. However there were variations in responses given by different groups. Women were less confident than men in applying for jobs, persuading employers, and making the best impression; the long-term unemployed were less confidence about searching online but more confident in applying online; white respondents were more confident about making lists of their skills; and across all aspects of self-efficacy, those with health conditions and those aged 50 to 59 were significantly less confident than others.

In general, life satisfaction scores were lower and anxiety score higher than for the population as a whole. This was particularly the case for those with health conditions, while anxiety was also significantly higher for women than for men.

9 Central London Works Cohort 1 Wave 1 survey

1. Introduction

Good morning/afternoon/evening.

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

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

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

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

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

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

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

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

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

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

IF REQUIRED: For more information about this research, you can contact Harry Fox on XXX

2. 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 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. Other (specify)
- 18. No real difficulties
- 19. Don't know/ prefer not to say

3. B Referral to CLW

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

ASK ALL

B1 How were you referred to CLW?

1. By Jobcentre Plus
2. By another organisation [name]
3. 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

4. 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, Hyde Housing or Leonard Cheshire

ASK ALL

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

MUTICODE OK. READ OUT.

1. In a group meeting with other people looking for work?
2. Face-to-face with an adviser?
3. By telephone
4. By text
5. By email
6. Using Skype or video call
7. In some other format (please specify)?
8. (DO NOT READ OUT) Don't know/can't remember

ASK ALL

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

This INCLUDES any discussions you have had over the telephone.

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

1. 1 – **GO TO C5**
2. 2
3. 3-4
4. 5-6
5. 7-10
6. 11-19
7. 20-29
8. 30 or more (WRITE IN)
9. (DO NOT READ OUT) Don't know/can't remember

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

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

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

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

5. 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. Support or training in maths, reading, writing or English language
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. Any other type of assessment, support, training or advice (please specify)
13. None of these
14. (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)

6. 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

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

READ OUT. SINGLE CODE.

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

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

READ OUT. SINGLE CODE.

1. To a great extent
2. To some extent
3. To a limited extent
4. Not at all
5. (Not sure/don't know)

ASK ALL

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

READ OUT. SINGLE CODE.

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

ASK ALL

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

PROBE FULLY

WRITE IN

Nothing

(DO NOT READ OUT) Don't know

7. 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?

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. None of the above

ASK IF EMPLOYED (CODES 2-3 AT F2). OTHERS GO TO F5)

F4 And are you currently working for more than one employer?

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

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

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

READ OUT. ALLOW MULTI-CODE.

1. Self employed
2. Working full time for an employer in a paid role – 30 hours or more per week
3. Working part time for an employer in a paid role – less than 30 hours per week
4. Working for an employer in a voluntary unpaid role or internship
5. None of the above – **GO TO F19**

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

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

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

READ OUT. SINGLE CODE

1. Less than one month ago
2. 1-3 months ago
3. 3-6 months ago
4. 6 months ago or longer
5. **(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).

1. 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

Don't know/Can't remember

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

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

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

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

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

READ OUT. SINGLE CODE.

1. Less than one month
2. At least one month but less than three months
3. At least three months but less than six months
4. Six months or more
5. **(DO NOT READ OUT)** Don't know

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

F13 And why did you leave your most recent job

DO NOT READ OUT – MUTICODE OK

1. Contract ended/temporary work
2. Sacked/dismissed
3. Made redundant/company closed down
4. Went into training/education
5. Wasn't earning enough
6. No promotion prospects
7. Child care commitments
8. Health reasons
9. Transport issues/difficulties getting to work
10. Job was not suitable in some other way (please specify)
11. Other (please specify)
12. Refused

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

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

READ OUT. SINGLE CODE ONLY.

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

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

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

READ OUT. MULTICODE OK.

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

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

READ OUT. SINGLE CODE

1. Played a big part in helping you get the job
2. Played a small part in helping you get the job
3. Played no role in helping you get the job
4. Don't know

ASK IF CODE 1 AT F1

F17 And can I ask how much your usual weekly or monthly income is from your work?

ENTER RESPONSE IN £ [WEEKLY/ MONTHLY]

INCLUDE DK/RF

ASK IF F17=DK/RF

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

Weekly

1. Under £50
2. £50-£99
3. £100-£199

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

Monthly

1. Under £200
2. £200-£399
3. £400-£829
4. £830-£1,249
5. £1,250-£1,649
6. £1,650-£2,099
7. £2,100-£2,499
8. £2,500-£2,899
9. £2,900-£3,349
10. £3,350-£3,749
11. £3,750-£4,149
12. £4,150 or more
13. Don't know/prefer not to say

ASK IF F1=1

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

1. £10.55 per hour or more
2. Less than £10.55/ hour
3. Don't know/ prefer not to say

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

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

READ OUT. SINGLE CODE.

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

8. 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

9. 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. Any other type of assessment, support, training or advice (please specify)
9. None of these
10. (DO NOT READ OUT) Don't know

ASK IF H2=1

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

READ OUT – SINGLE CODE

1. Once
2. Twice
3. Three or four times
4. Five or more times

5. (DO NOT READ OUT) Don't know

ASK IF RECEIVED SUPPORT FROM ADVISER (H2=1)

H4 What support did you receive?

READ OUT - MULTICODE

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. Help finding other work
5. Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)
6. Support or advice for setting up your own business or becoming self-employed
7. Advice or support relating to your health or a disability you may have
8. Help or advice in relation to looking after children or adults
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 AROUND YOUR HEALTH (CODE 7 AT H4)

H5 What support did you receive around your health or any disability you may have?

ENTER RESPONSE

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

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

READ OUT. SINGLE CODE

1. Positive impact
2. Negative impact
3. Made no difference
4. (DO NOT READ OUT) Don't know

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

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

1. Yes

2. No – **GO TO H9**
3. Don't know/prefer not to say (**go to H9**)

ASK IF WANTED ADDITIONAL SUPPORT (CODE 1 AT H7)

H8 What additional support would you have liked that you did not receive?
DO NOT READ OUT. CODE ALL THAT APPLY.

1. An assessment of your goals, support needs and capabilities
2. Drawing up an action plan
3. Help with writing a CV, job applications or interview skills
4. Training at a local college or other training provider
5. A work experience placement or voluntary work
6. Financial support to help cover the costs associated with looking for work (e.g. travel expenses, money for clothes or childcare costs)
7. Support or advice for setting up your own business or becoming self-employed
8. Advice or support relating to your health or a disability you may have
9. Help or advice in relation to looking after children or adults
10. Any other type of assessment, support, training or advice (please specify)
11. None of these
12. (DO NOT READ OUT)Don't know

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

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

1. To a great extent
2. To some extent
3. To a limited extent
4. Not at all
5. Don't know/not sure

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

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

READ OUT. CODE ALL THAT APPLY.

- 10. Attended on-the-job training
- 11. Attended training as part of your induction
- 12. Attended training leading to qualifications
- 13. Apprenticeships
- 14. **(DO NOT READ OUT)** None of the above
- 15. **(DO NOT READ OUT)** Don't know

16. J Self-efficacy

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

ASK ALL

JSSEIntro

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

ASK ALL

JSSE1

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

_____ (Scale from 1 to 5)

ASK ALL

JSSE2

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

_____ (Scale from 1 to 5)

ASK ALL

JSSE3

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

_____ (Scale from 1 to 5)

ASK ALL

JSSE4

Completing a good job application and CV

_____ (Scale from 1 to 5)

ASK ALL

JSSE5

Contacting and persuading potential employers to consider you for a job

_____ (Scale from 1 to 5)

ASK ALL

JSSE6

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

_____ (Scale from 1 to 5)

ASK ALL

JSSE7

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

_____ (Scale from 1 to 5)

ASK ALL

JSSE8

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

_____ (Scale from 1 to 5)

ASK ALL

JSSE9

Getting help in order to become familiar with a new job

_____ (Scale from 1 to 5)

17. 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

18. 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 IF L3=1

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

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
-

19. M Permission to re-contact

ASK ALL

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

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

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

ASK IF YES AT M1

ASK IF NO LANDLINE NUMBER IN SAMPLE FILE

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

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

1. Yes ENTER NUMBER (Please include the area code)
2. No
3. Don't know

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

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

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

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

ASK IF YES AT M3

M4a What is the individual's name?

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