

JobsPlus Pilot Implementation and Process Evaluation: Interim Report

Technical Annex

Amy Fox, Rakhee Patel, Kyla Ellis, Harry Fox, Kate Alexander, Joe Cook, Billy Campbell (IES), Mags Bexon, Jack Bradstreet, Zarin Mahmud (Learning and Work Institute)

September 2025

Report 626A



Institute for Employment Studies

The Institute for Employment Studies is an independent, apolitical, international centre of research and consultancy in public employment policy and organisational human resource management. It works closely with employers in the manufacturing, service and public sectors, government departments, agencies, and professional and employee bodies. For 50 years the Institute has been a focus of knowledge and practical experience in employment and training policy, the operation of labour markets, and human resource planning and development. IES is a not-for-profit organisation which has around 50 multidisciplinary staff and international associates. IES expertise is available to all organisations through research, consultancy, publications and the Internet. Our values infuse our work. We strive for excellence, to be collaborative, and to bring curiosity to what we do. We work with integrity and treat people respectfully and with compassion.

About Learning and Work Institute

Learning and Work Institute is an independent policy and research organisation focused on lifelong learning and better work. Our vision is for a fair and prosperous society where learning and work enable everyone to realise their potential. We research what works, influence policy and develop new ideas to improve practice.

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

Copyright © 2025 Institute for Employment Studies

IES project code: 6434

Inclusive Terminology

The terminology used to define ethnicity continues to evolve, and greater awareness has arisen about gender, cognitive differences as well as of disability. IES seeks to be a learning organisation; as such we are adapting our practice in line with these shifts. We aim to be specific when referring to each individual's ethnicity and use their own self-descriptor wherever possible. Where this is not feasible, we are aligned with Race Disparity Unit (RDU) which uses the term 'ethnic minorities' to refer to all ethnic groups except white British. RDU does not use the terms BAME (black, Asian, and minority ethnic) or BME (black and minority ethnic) as these terms emphasise certain ethnic groups and exclude others. It also recommends not capitalising ethnic groups, (such as 'black' or 'white') unless that group's name includes a geographic place. More broadly, we understand that while individuals may have impairments it is society that disables them, hence we refer to disabled people. Not all people identify with male or female and we reflect their self-descriptions in our work and use the term non-binary should abbreviation be necessary. We value neurodiversity. Where possible we always use people's self-descriptors rather than impose categories upon them.

Accessibility

IES seeks to make its .pdf reports as accessible as possible and is a member of UKAAF (UK Association of Accessible Formats). Every effort is made to make our PDF reports meet the required accessibility standards, should you encounter any difficulty in accessing the information in our reports please contact: accessibility@employment-studies.co.uk

Contents

1	Evaluation Methodology	5
1.1	Theory of change	5
1.1.1	Context and rationale	5
1.1.2	Inputs	5
1.1.3	Activities	6
1.1.4	Mechanisms for change	7
1.1.5	Outcomes	8
1.1.6	Long-term impact	8
1.1.7	Differences between the JobsPlus programme in the UK and US	9
1.2	Evaluation framework	11
1.3	Quantitative data collection	16
1.3.1	Management Information	16
1.3.2	Surveys	16
1.4	Qualitative data collection	18
1.4.1	Depth interviews with participants	19
1.5	Ethics and data protection	21
1.6	Analysis approach	22
2	Pilot sites: contextual overview	23
2.1	Demographics of residents	26
2.1.1	Gender	26
2.1.2	Age	26
2.1.3	Ethnicity	27
2.2	Caring responsibilities	28
2.2.1	Households with dependent children	28
2.2.2	Caring responsibilities	28
2.3	Employment and qualifications	29
2.3.1	Employment and unemployment rates	29
2.3.2	Households with no employed adults	31
2.3.3	Reasons for economic inactivity	31
2.3.4	Employment profile	32
2.3.5	Qualifications	33
2.4	Housing tenure	34
2.5	Disability and health	35
2.6	Deprivation	36
3	Additional tables: financial support provided by JobsPlus	38

1 Evaluation Methodology

1.1 Theory of change

Using a theory of change (ToC) aligns with realist evaluation (Pawson & Tilley, 1997), suggesting that programmes are effective when mechanisms operate appropriately in their contexts. By mapping out the pathways from activities to impacts, ToC enables testing these mechanisms and contextual dependencies, ensuring a nuanced understanding of how and why a programme works.

The ToC for JobsPlus was developed through a comprehensive review of key evaluation reports about the JobsPlus US model and its conceptual framework (Bloom et al., 2005), as well as a review of the JobsPlus UK model proposal (Wilson & McCallum, 2018). It was refined and tested with Housing Association (HA) staff from the pilot sites at an online workshop in July 2024. Following this workshop, no changes to the outcomes were identified. At least one staff member from each of the 10 sites was present, and feedback was specifically collected about outputs, outcomes and impacts. Following feedback, activities were updated, and the intensive, on-site employment services section was modified to include initial engagement and needs assessment as part of that service.

The ToC for JobsPlus is presented in the main report (see Figure 1.1). Below, we describe the key components of the ToC.

1.1.1 Context and rationale

As noted in the introduction of the main report social housing residents face high levels of disadvantage and exclusion, such as higher proportions of economically inactive people, and those out of work, disabled and in low-skilled, low-pay jobs. Despite these disadvantages, many are ineligible for employment support due to strict participation criteria or have limited awareness or negative perceptions of support. Social landlords are well-placed to engage with and support their communities in participating in and progressing through the labour market. They can help to overcome the mistrust that may exist of statutory services.

1.1.2 Inputs

In April 2024, the Department for Work and Pensions (DWP), in conjunction with HM Treasury through the Labour Markets Evaluation and Pilots fund, provided grant funding for JobsPlus to be piloted by housing associations and residents in ten pilot sites across England. Subsequently, in June 2025 additional funding was confirmed by DWP for delivery and further evaluation from April 2025 to March 2026. The Youth Futures

Foundation also provided funding from November 2024 to March 2026 to enable delivery and evaluation focused on young participants.

1.1.3 Activities

The JobsPlus model features the following key elements:

Outreach and communication

JobsPlus is available to all residents at the pilot sites, and there are no eligibility criteria beyond the postcode. HAs are expected to undertake extensive outreach and communications activities with participants to encourage them to participate.

Initial engagement and needs assessment

Through initial engagement, case workers will build rapport and trust and understand the participants' needs and barriers to employment. This will result in an action plan that sets out short, medium, and long-term goals and also takes into account the participants' strengths, needs, and interests.

Intensive, on-site employment services

Each site is expected to identify a building which could be used as a JobsPlus hub. The hubs should ideally be well-located in the local community and already used as centres for a range of local services and events, so that residents are familiar with them. Residents are expected to be signposted to these centres for support to find work. Employment services comprising the following are intended to be delivered from the JobsPlus hubs:

- Employment support: the one-to-one case worker is intended to be the core of the support, and the sessions frequency should be tailored to individuals' needs and circumstances. Support can occur at the hub, or at other locations preferred by the participant, or via telephone.
- Wraparound support: hubs will provide access to wider support services (for example, budgeting, health or drug and alcohol support, and access to food banks) through referral or signposting. In some hubs, wider services will be co-located with JobsPlus.

Community Support

As described in the introduction of the main report the JobsPlus vision anticipates that local services and community groups will promote JobsPlus and share information about its services. The concept of residents helping other residents is at the heart of JobsPlus, and the programme aims to build social ties between residents. Some residents are expected to be trained by HAs as community champions to facilitate outreach and provide peer support, while receiving ongoing support for their role. It is planned that others will join local steering groups to co-design and oversee the programme. It is anticipated that this involvement will build credibility and trust, reduce stigma, and leverage existing social capital within the community.

Financial incentives

- A unique feature of JobsPlus is its use of financial incentives. These are tied to job outcomes, offering a £400 Into Work bonus for those who secure and maintain employment or self-employment for two consecutive months, earning at least £677 per-month gross. This bonus is excluded from benefit assessments, ensuring it is not affected by lower benefit payments.
- Transition to work support is tailored to meet the financial needs of individual participants support. This may include vouchers for rent, transportation costs, SIM cards, interview clothes, or assistance with courses, laptops, and self-employment equipment.

In-work support

Caseworkers plan to offer support to participants once they have moved into employment, if they wish to receive further support. This could be either in-person or over the phone, at unspecified intervals for as long as the person wishes to receive it.

Matching and brokering

Identifying and connecting participants to relevant employment opportunities, including facilitating work experience and work placements, through partnership working with education and training providers and employers.

Saturation

The JobsPlus model is designed to be implemented at saturation-levels so that all residents in a JobsPlus site benefit from the programme, whether they are directly registered and receiving services or indirectly by building a culture of work. In practice, this means that those who do not register on JobsPlus may still benefit from, for example, community events or conversations with friends or neighbours about work. This might increase their awareness of employment opportunities or positively affect their motivation to find work.

1.1.4 Mechanisms for change

A mechanism of change is the process or experience that helps people change, like how they interact with activities, connect with others, or feel supported. It explains what needs to happen during a programme for outcomes to be achieved. In JobsPlus, a mechanism of change describes how individuals are expected to participate in activities, and build relationships with programme staff—all of which are essential for turning planned activities into meaningful results.

At the beginning of the JobsPlus delivery, the following mechanisms of change have been identified:

- People are motivated by financial incentives because they show that work pays.

- The saturation approach normalises employment support and creates more positive perceptions.
- The use of community champions makes the programme feel relevant to residents and they believe it is 'for them'.
- Community hubs build trust because of their familiarity and ease of access.
- Community hubs offering both housing and employment support is more convenient for residents and so increase engagement.

1.1.5 Outcomes

Intended short-term outcomes identified at the outset of programme implementation and perceived to be important stepping stones to intermediate outcomes are:

- **Personal development** includes increased confidence, ambition, motivation, aspirations, and improved communication skills and resilience.
- **Improved job-readiness** includes increased awareness of opportunities and pathways, improved attitudes towards employment and reduced wider challenges to employment, such as drug and alcohol dependency, housing and transport.
- **Increased skills, knowledge and experience**, increased vocational and essential skills, improved CV, job search and interview techniques, access to work experience, increased knowledge about education, employment and training opportunities, and increased ability to plan and set work goals.

Intermediate outcomes people are expected to gain:

- **Improved physical and mental health, wellbeing and financial capability**, including improvements in physical and mental health and wellbeing, improved diet and food security, increased financial inclusion and increased individual and/or household incomes.
- **Employment outcomes** including progression into employment, sustained employment, or in-work progression to new or higher-level jobs or increases in pay or hours worked.
- **Education and training outcomes** could include progression to further education or training/courses or programmes, Skills and qualifications gained from participation in education and training, Progression to traineeships, internships, and other work-based learning opportunities and apprenticeships.

1.1.6 Long-term impact

The long-term impacts of taking part in JobsPlus are anticipated to be related to:

- **Communities** in which people have improved life chances and can reach their full potential, more empowered and integrated communities and reduced poverty among those in social housing communities.

- **Economy and labour market** demonstrated by a reduction in unemployment/benefit dependency, participants having improved economic advantage and lifetime earnings, and increased productivity and higher tax revenues.
- **Workforce**, with an improved skills pipeline that leads to fewer skills shortages and gaps in local areas.

1.1.7 Differences between the JobsPlus programme in the UK and US

The main differences between the US and UK JobsPlus programmes are described in the table below.

Table 1.1: Differences between the UK and US JobsPlus programmes

	Jobs Plus US	JobsPlus UK
Social housing	<p>The US approach to social housing is more centralised. Social housing is managed by local Public Housing Authorities (PHAs) under oversight from the US Department of Housing and Urban Development (HUD).</p> <p>In recent years there has been a shift to greater reliance on the private market through housing vouchers and Low-Income Housing Tax Credit (LIHTC).</p>	<p>In the UK social housing includes both council housing (run by local authorities) and housing from housing associations (non-profit organisations).</p> <p>The central government provides funding, but local councils and housing associations are the main providers.</p> <p>There has been significant privatisation of council housing under Right to Buy since the 1980s, resulting in more mixed types of tenure (Right to Buy, mixed ownership).</p> <p>Interaction with the benefit system is through Housing Benefit or Universal Credit. This requires greater coordination across landlords and benefit system.</p>
Financial incentives	<p>Rent-based financial incentives</p> <p>In the US, the level of rent charged to low-income residents in public housing is subsidised, and this subsidy is gradually removed as incomes increase – so rent levels rise.</p> <p>To help “Make Work Pay” JobsPlus participants are offered a rent-based incentive, where tenants’ rent is frozen as income increases to remove disincentives to work.</p> <p>The Jobs Plus rent-based incentive is in the form of a Jobs Plus Earned Income Disregard (JPEID), which offers a 100-percent disregard of incremental earned income for the entire period of the program and is available to all residents of the Jobs Plus development.</p>	<p>One-off financial incentive</p> <p>The UK system for subsidising rents is substantively different to that in the US. In the UK, the incomes of low-income residents of social housing are subsidised through the benefits system, and this subsidy is generally removed as incomes increase – so benefit income reduces but rent levels stay the same.</p> <p>The approach adopted in the UK pilot is a direct financial credit to residents after they have entered and sustained employment. The financial incentive is a one-off ‘into to work bonus’ of £400, once Jobs Plus participants have sustained new employment or self-employment, earning at least £677 per month, for at least two months. This option was the preferred approach as the impact and benefit would</p>

be felt entirely by the individual. To enable this, DWP introduced an exemption for the Jobs Plus Bonus so that the grant payments are ignored for benefit calculation.

<p>Saturation</p>	<p>Saturation was not formalised as a key component of the US Jobs Plus model, but was identified as a distinctive facet that reinforced the main 3 elements of the model.</p> <p>The aim in the US was the same as adopted for the UK pilot, that the programme aims to reach saturation levels within the target public housing developments—that is, not just target a small share of residents but, rather, is available to everyone who lives in the development and is of working age and able to work.</p>	<p>The US version referred to saturation as a distinctive facet. In the UK version this has been embedded as a key element of the model. This distinguishes the programme and approach from traditional employment programmes that have strict criteria for eligibility.</p> <p>The programme is open to all residents in an estate or neighbourhood, ensuring there was no stigma attached to taking part or receiving support. All residents in a Jobs Plus site are intended to benefit from the program, whether they are directly enrolled and receiving services or indirectly by building a culture of work.</p>
-------------------	---	---

<p>Pilot phase</p>	<p>The original Jobs Plus initiative operated for five years from 1998 to 2003 and was the subject of a rigorous evaluation, where six public housing developments in six cities were chosen randomly and then were compared with similar developments, in the same cities, that did not participate in the program.</p>	<p>The pilot is funded to test JobsPlus from June 2024 until March 2026 in six housing associations.</p> <p>The length of the pilot has been determined by availability of funding. The initial proposal and intention was to pilot the programme for 3-5 years.</p>
--------------------	--	--

Source: L&W and IES

1.2 Evaluation framework

The evaluation details the research themes, the questions considered, and the sources of evidence. Data has been triangulated against each theme. The evaluation framework has been refined slightly to reflect the questions and themes covered in this report.

Table 1.2: Evaluation framework

Research theme	Detailed questions	Evidence sources
Set-up and design	How did HAs establish partnership working arrangements?	Depth interviews with HA staff
	What were the governance structures? What worked well/less well in relation to governance arrangements?	Depth interviews with HA staff and key stakeholders
Project management	How were the pilots staffed? What were the roles/backgrounds of the staff? How did this affect delivery?	Depth interviews HA staff and key stakeholders Observations of delivery
Outreach and engagement	How was the project communicated to residents?	Depth interviews HA staff and key stakeholders
	How was the project communicated to employers?	Depth interviews with community champions
	What has worked well, and what hasn't, in encouraging residents to participate in JobsPlus? Why?	Depth interviews with participants
	What prevented residents from enrolling in JobsPlus?	Observations of delivery
	What role did partnership working play in outreach and engagement?	Baseline survey
	How were community champions identified, recruited and trained?	
	How effective were community champions in helping to recruit participants? Why/why not?	

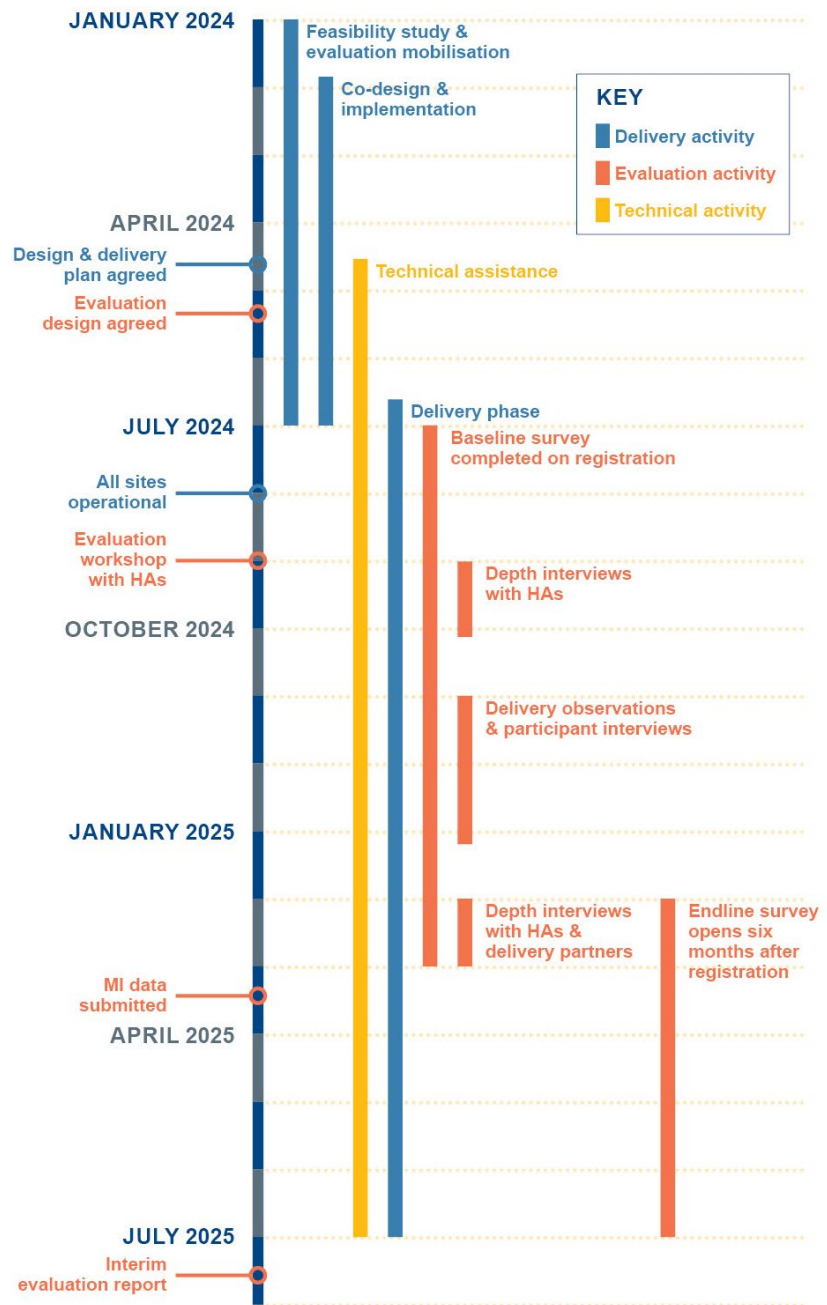
	How were participants recruited? Where participants were referred from other organisations, what worked well/less well about the referral process?	
	What were participants' motivations for engagement? What were their expectations?	
The JobsPlus model	To what extent does the into-work financial incentive help to achieve outcomes?	Depth interviews HA staff and key stakeholders Depth interviews with community champions Depth interviews with participants Observations of delivery Baseline survey
	How, if at all, does the saturation approach affect perceptions of employment support	
	What works well, and what are the challenges in relation to an initial needs assessment for participants	
	What types of one-to-one support are offered?	
	How do participants experience the community hubs? What are the benefits/disadvantages of the community hub approach?	
	Did the programme lead to new/different partnerships between services?	
	What types of in-work support were provided? What worked well/less well in relation to in-work support?	
	What were the barriers to implementation? If these were overcome, how was this achieved?	
	What factors have enabled successful implementation? Why?	
	How have partnerships with employers been established? What has worked well and what have been the challenges?	
Retention	What are the rates of programme attrition? (e.g. residents who start but do not complete) on the programme?	Management Information (MI) data Depth interviews HA staff and key stakeholders
	How do sites respond to participants withdrawing from JobsPlus?	
	What are the reasons for withdrawal?	
Context	What contexts were the JobsPlus pilot sites operating in? (e.g. economic context, level of unemployment, housing, etc) How were the 10 pilot sites similar and different?	Contextual analysis Depth interviews HA staff and key stakeholders
	How did the site context affect the design, implementation, and outcomes of each pilot, site if at all?	
	How do the enablers and barriers of implementing JobsPlus vary by site?	
Different groups	What were the demographic characteristics of participants?	MI data Baseline survey
	What was preventing participants from finding work/new work at the point of registration?	

	Before registering on JobsPlus, what were participants' circumstances?	Depth interviews with participants
	Did JobsPlus reach residents who do not normally engage with employment programmes?	
Outputs	No. residents registering	MI data Depth interviews HA staff and key stakeholders
	No. residents who stay on the programme / no. that withdraw	
	No. engaging in tailored support	
	No. residents accessing accredited training/gaining qualifications	
	No. community champions recruited	
	No. residents accessing volunteering, work placements or internships	
	No. residents receiving in-work support	
Short-term outcomes	Personal development: increased confidence	Depth interviews HA staff and key stakeholders Depth interviews participants Observations of delivery MI data
	Personal development: increased ambition, motivation and aspirations for the future	
	Personal development: improved resilience	
	Increased job readiness: improved attitude towards employment	
	Increased job readiness: reduction in wider challenges to employment (housing, transport, childcare, managing health)	
	Increased skills, knowledge and experience: Improved CV, job search and interview skills	
	Increased skills, knowledge and experience: Increased essential skills	
	Increased skills, knowledge and experience: Increased engagement with learning	
	Increased skills, knowledge and experience: Increased work experience	
	Increased skills, knowledge and experience: Increased vocational skills	
Intermediate outcomes	Health, wellbeing, financial capability: Improvements in physical and mental health	Depth interviews HA staff and key stakeholders
	Health, wellbeing, financial capability: Improved wellbeing	

	Health, wellbeing, financial capability: Increased household incomes	Depth interviews participants MI data
	Health, wellbeing, financial capability: Improved financial inclusion and capability	
	Employment outcomes: Progression into employment	
	Employment outcomes: Sustained employment	
	Employment outcomes: In-work progression (to new/higher level jobs or increased pay/hours/different contract type)	
	Education and training outcomes: Progression to further education or training / courses or programmes	
	Education and training outcomes: Progression to apprenticeships	
Lessons learned	What are the key lessons for effectively engaging social housing residents in employment support?	Depth interviews HA staff and key stakeholders Depth interviews: participants Observations of delivery
	What learning is there for future delivery?	
Evidence of promise	Is there sufficient 'evidence of promise' to justify scale up? (e.g. do stakeholders consider the programme addresses local needs; is there evidence to support the Theory of Change (ToC))	MI data Baseline survey Depth interviews HA staff and key stakeholders Depth interviews participants Observations of delivery Baseline survey

Source: IES, 2025

Figure 1.1 Timeline of evaluation activities



1.3 Quantitative data collection

1.3.1 Management Information

The Management Information (MI) data includes participants registered on the programme between July 2024 and March 2025. HAs submitted this information in March 2025. This data was cleaned to remove duplicate participant records and ensure that date and numeric variables were correctly formatted. Data from the 10 pilot sites were aggregated into a single dataset comprising all participants in the programme who had consented to share their information for evaluation.

MI data were analysed using Statistical Package for the Social Sciences (SPSS) to explore patterns across different demographic characteristics (e.g., age, gender, ethnicity, caring responsibilities, physical and mental health conditions, and household composition). This analysis included benefits received, education and work history, employment status at registration, programme engagement, wider support services, financial support, and employment outcomes achieved.

The data available for some variables of the MI is limited, and the number of participants with data varies between data fields. For this reason, tables are reported with the base size, so readers can consider this when interpreting the results. If the base size is less than 100, numbers rather than percentages have been used.

1.3.2 Surveys

Participants who registered for JobsPlus between July 2024 and March 2025 completed an online baseline survey within the first month of registration. This was facilitated by HA staff and was included in the registration process for the programme to maximise the response rates. HA staff received reminders every two to three months to encourage participation in the survey, and respondents had the opportunity to win one of four sets of £40 Amazon vouchers. All participants were allowed to opt out of completing the survey if they wished.

The baseline survey included questions about work history, current employment, barriers to finding work, goals, financial inclusion, and demographics. It included two validated measures to monitor changes in wellbeing and job search self-efficacy: the 7-seven Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS) by (Tennant et al., 2007) and the modified nine-item Job Search Self-Efficacy Index (JSSE) by (Vinokur et al., 1995). Further information about the two measures can be found below:

- The JSSE Index (Modified) measures nine aspects of an individual's belief in their job search skills. Created by (Vinokur et al., 1995), it was modified by adding three items that focus on using IT for job searches and seeking assistance in getting used to a new job. The new items mirror the structure and wording of the original.
- The SWEMWBS is a brief version of the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS), designed to monitor mental wellbeing in the general population. SWEMWBS comprises seven out of WEMWBS's 14 statements about thoughts and

feelings about mental wellbeing. The statements are positively worded with five response options from 'none of the time' to 'all of the time', and respondents describe their experiences over the past two weeks.

The survey received 346 responses (as of March 31), achieving a response rate of 67%. This data was cleaned to remove any duplicate participant records. Baseline survey data was analysed to understand participants' perceived barriers to finding work, goals, financial inclusion, wellbeing and job self-efficacy.

Table 1.2 compares the demographic survey responses for those registered on the programme overall with the MI data. Findings from MI and survey data broadly supported one another with no major inconsistencies. It should be noted that men were slightly underrepresented in the achieved sample for the baseline survey: 45% compared to 52% in the MI data. This may mean the survey estimates are not generalisable to the population of all JobsPlus participants.

Table 1.2: Comparison of characteristics of baseline survey respondents with the MI data

Participant Characteristics	Management Information		Baseline Survey	
	N	%	N	%
Sex				
<i>Male</i>	220	52	152	45
<i>Female</i>	243	47	185	55
<i>Prefer not to say</i>	-	-	-	-
Age				
<i>16*-24</i>	116	25	94	28
<i>25-34</i>	89	19	59	17
<i>35-44</i>	98	21	71	21
<i>45-54</i>	73	16	55	16
<i>55-64</i>	73	16	53	16
<i>65+</i>	11	2	9	2
<i>Prefer not to say</i>	3	<1	-	-
Ethnicity				
<i>White</i>	256	55	185	54
<i>Black/African/Caribbean/Black British</i>	124	27	105	31
<i>Mixed/Multiple Ethnic groups</i>	17	4	12	3
<i>Asian/Asian British</i>	25	5	23	7
<i>Don't know/ Prefer not to say</i>	4	1	-	-
<i>Other ethnic group</i>	37	8	19	6
Disability or long-term health condition				
<i>No</i>	250	54	206	60
<i>Yes</i>	164	35	135	40
<i>Don't know/ Prefer not to say</i>	49	11	-	-
Total	463	100	346	100

*Youngest age group in baseline survey was 18-24

Source: JobsPlus, Management information and baseline survey information July 2024-March 2025

1.4 Qualitative data collection

Depth interviews: HA staff and key stakeholders

The qualitative data comes from depth interviews with HA staff (JobsPlus Manager, employment advisors, Community Champions), two to three delivery partners, and strategic stakeholders such as local authority representatives per site focused on programme engagement, partnership working, implementation, including progress to date, programme benefits for participants and lessons learned.

These online interviews were conducted in two waves: during the setup phase of the programme: early implementation (September-October 2024), and five-six months

following the programme's implementation (February-March 2025). In total, 72 were interviewed, 28 in wave one and 44 in wave two; refer to Table 1.3 for a breakdown by respondent type.

Interviews were conducted with at least one HA staff member at each of the 10 pilot sites. The interviews with delivery partners showed less consistency across sites. We successfully conducted delivery partner interviews at six sites. Our ability to secure these interviews depended on the information provided by HAs, which resulted in us interviewing slightly fewer delivery partners than planned. The number of delivery interviews per site reflected differing levels of partnership working. Some sites did not have a community champion available or yet recruited at the time of fieldwork, resulting in a lower number of interviews conducted than planned.

These interviews formed case studies for each site, and the findings were themed around: partnership working, engagement and outreach, delivery, including enrolment, needs assessment, employment engagement, wider support, progress to date, and lessons learned.

Table 1.3: Number of achieved interviews by respondent type

	Number of interviews completed		
	Wave 1	Wave 2	Total
HA staff	19	19	38
Community champions	N/A	7	7
Delivery partners	6	13	18
Strategic stakeholders	3	5	8
Total	28	44	72

Source: IES

1.4.1 Depth interviews with participants

To gain insights into programme participants' interests in finding work, motivations for joining the programme and views about the support received, in-depth semi structured interviews were conducted for each pilot site in December 2024 and January 2025. Interviews predominantly took place face-to-face, with some interviews conducted by telephone or online for participants who were unavailable during the in-person visits. Housing Association staff facilitated the recruitment of these interviews, and all participants were compensated for their participation, receiving a £30 shopping voucher. A total of 47 participant interviews were completed from across all ten sites, out of an estimated 463 participants who registered on JobsPlus between July and March, as captured by the MI tool.

The interview data were analysed using a framework approach, drawing out key themes around motivations for participation, opinions, and experiences of participating in the support, as well as the outcomes achieved.

Breakdown of participants by demographic characteristics

Table 1.4: Participants by sex

Sex	N
Female	28
Male	18
Non-binary or other	1
Not recorded or prefer not to say	0
TOTAL	47

Table 1.5: Participants by age

Age banding	N
16-24	15
25-34	5
35-44	13
45-54	10
55-64	3
65+	1
TOTAL	47

Table 1.6: Participants by ethnic background

Ethnic background	N
Asian/Asian British	3
Black/Black British	11
Mixed or multiple ethnic groups	2
White British or Irish	23
White Other	3
Other ethnicity	5
Prefer not to say or not recorded	0
TOTAL	47

Table 1.7: Participants by caring responsibilities

Caring responsibilities	N
--------------------------------	----------

Yes	17
No	30
Not recorded or prefer not to say	0
TOTAL	47

Table 1.8: Participants by disabilities or long-term health condition

Disability or long-term health condition	N
Yes	20
No	27
TOTAL	47

Table 1.9: Participants by employment status

Employment status	N
Employed	9
Unemployed	38
TOTAL	47

Table 1.10: Participants by time out of work

Time out of work	N
Less than 3 months	4
3 to 6 months	4
6 months to a year	10
1-2 years	8
2-3 years	1
3-5 years	4
6-10 years	2
More than 10 years	4
Don't know, prefer not to say or not recorded	1
TOTAL	38

1.5 Ethics and data protection

The research adhered to IESs' internal ethical and professional standards, alongside guidance from the Social Research Association and the Government Social Research unit. A data privacy information notice was created to inform potential participants about how their data would be utilised before collecting personal information. For the online survey, participants were provided with information about the survey and were asked to give their consent to participate by selecting an option on the survey.

Participants' consent for sharing their MI data with the evaluation team (including both IES and L&W) was collected by case workers upon registration, which included permission to share details regarding participants' backgrounds and the support received with the evaluation team. Names and contact details of programme participants and representatives from partner organisations were disclosed to the evaluation team only after consent was obtained. To facilitate this, an information sheet was provided to participants. Informed consent was treated as an ongoing process, requiring re-confirmation at various stages, such as at the beginning of the survey, interviews, and observations, to ensure participants felt comfortable participating. MI data transfers between HAs and the evaluation team were securely managed via a SharePoint space.

1.6 Analysis approach

A descriptive analysis of the MI was used to explore the characteristics of participants, the number of people registering for JobsPlus, the type of support received, and the level of engagement with the programme. A descriptive analysis of the baseline survey was used to find out about participants' barriers to finding work, motivations for engaging with the programme, levels of wellbeing and Job Self-Efficacy.

Interview data were inputted into an analysis framework, developed using key themes in the topic guides. A content analysis was then used to identify and interpret key themes and meanings in the interview data. It was conducted to understand how the partnership worked, how the JobsPlus model operated in practice, the support provided, and the outcomes achieved. Observation data was analysed to understand how participants received the support provided, complementing the interview data.

The quantitative and qualitative data were triangulated where possible to provide evidence related to key questions, elements of support provided as part of the JobsPlus model, and the outcomes achieved by participants.

Finally, the findings and evidence were mapped to outcomes in the ToC and synthesised to provide emerging evidence on which components of the JobsPlus model appear to have led to the achievement of outcomes, and the extent to which the mechanisms of change in the ToC can be evidenced at this early stage.

2 Pilot sites: contextual overview

This chapter summarises key statistics for the 10 pilot sites, focusing on: local labour market and social indicators, including caring responsibilities, employment rates, unemployment, inactivity, qualifications, health, disability, housing tenure, at the Lower layer Super Output Area (LSOA) level¹. An overview of the key statistics mentioned in the summary is provided in Table 2.1 below. This is followed by a more detailed breakdown of these indicators by site.

Some pilot areas are wholly contained within a single LSOA, while others are spread across parts of several different LSOAs. It should be noted that LSOAs are generally larger than the area covered by pilots, so this data should be treated as a general guide rather than providing specific information about the pilot geographies.

Particular caution should be applied in the case of Sittingbourne because its geography includes parts of 11 different LSOAs, often with only a small overlap. Most of these areas are not especially deprived, so the average figures provided in this report may not accurately reflect the areas targeted by the pilot.

It should also be noted that percentages given in this report are rounded to 1 decimal place. Because of this rounding, it is possible that sums of these figures do not equal 100% in some cases. For clarity, areas are referred to throughout this report by the area name in the table below rather than the LSOA name. Statistics given are for those of the LSOA covered by the pilot programme rather than the entirety of that local authority or area.

Summary of the site contextual data

Barnet has a larger proportion of residents aged 16-34 than most pilots (32.4%) and the national average (24.2%). It also has a more ethnically diverse population and a higher proportion of economic inactivity (30.3%) compared to the national average (22.5%). This is primarily due to its larger student population. This area boasts the highest qualification levels and the highest percentage of employed individuals in higher-level jobs among the pilot areas, with a disability rate that is lower (16.6%) than the national average (17.3%).

Borehamwood broadly reflects national averages. However, residents are less likely to be employed and more likely to be economically inactive (27.6%). They are also less likely to be highly qualified, and employed residents are less likely to hold graduate-level jobs, with a larger percentage than the national average in lower-skilled jobs (41.0% vs 34.1%).

¹ LSOAs are a small geographic area used for census statistics. They comprise between 400 and 1,200 households and have a usually resident population between 1,000 and 3,000 persons.

Leyton has a very ethnically diverse population with a high proportion of residents aged between 35 and 49 (26.2%). Despite a high unemployment rate (11.2% vs the national average, 2.9%), it has fewer workless households than most pilot areas (23.9% vs 28.9%), and its disability rate (13.8%) is the lowest of all the pilot areas.

Penge has a diverse population, with over a quarter of residents identifying as Black. It has relatively few households with dependent children (33.1% vs the national average 36.3%). Residents are generally more qualified and likely to hold higher-level positions than those in most pilot areas.

Rotherham site has a low proportion of non-white residents. Residents face more unpaid caring responsibilities (12.1%) and higher rates of disability (23.2%) compared to other pilots. It has a high employment rate (60.5% vs national average 71.0%), but a higher percentage of residents have low or no qualifications (25.2%). Those in work are most likely to be in lower-level occupations (62.7%). It is the only area where most households are rented privately.

Sheffield site has an ethnically diverse population, with the largest proportion of households having dependent children (45.3%). It also features high proportions of individuals with unpaid caring responsibilities (12.6%) and residents who are economically inactive (38.2%), often due to their caregiving roles within the home and family. Its residents are the most likely to lack formal qualifications, and those in work are more likely to be in lower-skilled roles (55.6%).

Sittingbourne's data should be used cautiously, given the large number of LSOAs in the pilot area. The figures generally indicate that the area is less deprived than most, with the lowest unemployment rate (4.6% vs national average 2.9%). However, residents tend to be less qualified, and those in work are more likely to occupy lower-level positions (39.5%) compared to the national average (34.1%).

Stockton-on-Tees has the highest unemployment rate of any pilot area (13.1%). It also has a high proportion of economically inactive residents (38.0%) with high levels of disability (23.4%). Employed residents are more commonly found in lower-level occupations (57.9%), with their qualification levels generally being low.

Toxteth has a young, ethnically diverse population with the lowest households with dependent children (30.7%). It has the highest economic inactivity rate (41.2%) and similar graduate-level employment to the national average. However, the proportion of residents with no qualifications is higher (20.4%), and more workers are employed in lower-level occupations (43.4%), indicating a high level of inequality.

Wirral Residents are predominantly white and are more likely to perform unpaid caring responsibilities (13.7%). Unemployment (12.5%) and economic inactivity rates are high (39.6%), with the highest percentage of workless households (48.9%) and with its disability rate being the highest of the pilot areas (28.0%). Employed residents are more likely to be in lower-level occupations (61%), and this area has the highest proportion of socially rented homes (60.9%).

Table 2.1: Key statistics for pilot sites

Area	Dependent children (%)	Caring duties (%)	Unemployment (%) ²	No. employed adults in household (%)	Economically inactive (%) ³	Lower-skilled jobs (%) ⁴	No quals (%)	Social rented (%)	Disabled under Equality Act (%)
Barnet	35.6	9.9	8.5	34.3	30.3	35.2	13.6	48.2	16.6
Borehamwood	40.8	10.2	6.8	34.8	27.6	41.0	18.0	51.7	19.6
Leyton	40.9	8.3	11.2	23.9	31.2	44.4	16.4	54.8	13.8
Penge, Bromley	33.1	8.2	7.1	27.3	23.8	34.8	14.1	45.3	16.4
Rotherham	36.4	12.1	9.5	38.7	31.0	62.7	25.2	20.3	23.2
Sheffield	45.3	12.6	8.9	38.6	38.2	55.6	27.7	55.2	21.6
Swale	42.3	10.3	4.6	22.0	19.8	39.5	13.9	13.6	16.9
Stockton-on-Tees	37.0	13.6	13.1	43.9	38.0	57.9	22.6	35.1	23.4
Toxteth, Liverpool	30.7	9.1	11.9	42.1	41.2	43.4	20.4	52.1	22.6
Wirral	40.4	13.7	12.5	48.9	39.6	61.0	22.9	60.9	28.0
England average	36.6	9.9	2.9	28.9	22.5	34.1	12.4	17.1	17.3

Source: 2021 census

² Per the main report, this is the rate of economically active individuals, not the overall population

³ This excludes individuals who have retired, regardless of age

⁴ This is the proportion of those in employment rather than the total population

2.1 Demographics of residents

2.1.1 Gender

Table 2.2 shows that most of the pilot sites closely match national averages in terms of gender, with a slight majority of females. The exception is Toxteth, which has the lowest proportion of females at 49.6%. Leyton has the highest proportion of females, at 53.8%.

Table 2.2: Breakdown of gender by area

Pilot area	% female	% male
Barnet	50.9	49.1
Borehamwood	53.6	46.4
Leyton	53.8	46.1
Penge, Bromley	53.3	46.7
Rotherham	51.7	48.3
Sheffield	52.7	47.3
Sittingbourne	50.7	49.3
Stockton-on-Tees	51.7	48.3
Toxteth, Liverpool	49.6	50.4
Wirral	51.2	48.8
England average	51	49

Source: 2021 census

2.1.2 Age

Table 2.3 indicates that most pilot areas have a younger demographic than the national average, featuring more young adults aged 16 - 34 and fewer individuals aged 65 and above. Toxteth has more residents aged 20-24 (10.0%) than most areas, and above the national average (6.0%). Toxteth has a sizeable cohort in the 20-24 and 25-34 age brackets, accounting for almost a third of its population. Over a quarter of Leyton residents (26.2%) and almost a quarter of Penge residents (24.7%) are aged 35-49, considerably higher than the national average (19.4%).

Table 2.3: Breakdown of age by area

Pilot area	Age banding (%)						
	16-19	20-24	25-34	35-49	50-64	65-74	75+
Toxteth, Liverpool	3.9	10.0	21.0	21.3	14.1	5.1	3.3
Barnet	5.8	9.6	17.0	21.0	17.8	5.1	4.4
Leyton	6.1	7.2	17.7	26.2	14.1	3.4	2.7

Rotherham	5.0	6.9	17.2	17.4	18.5	6.6	5.0
Sheffield	5.3	6.5	16.0	19.4	15.8	6.1	4.6
Stockton-on-Tees	5.2	6.4	14.3	18.6	21.0	7.1	4.4
Wirral	4.7	6.0	13.0	20.0	20.7	7.5	4.4
Sittingbourne	4.9	5.9	15.1	20.7	18.7	7.9	5
Penge, Bromley	5.2	5.4	18.1	24.7	18.6	5.1	2.8
Borehamwood	5.3	5.3	13.9	21.0	19.0	6.7	6.1
England average	4.6	6.0	13.6	19.4	19.4	9.8	8.5

Source: 2021 census

2.1.3 Ethnicity

Table 2.4 shows that Rotherham and Wirral have predominantly white populations, while Sittingbourne and Stockton-on-Tees are also less diverse than England overall.

In Borehamwood, the white population is similar to England's (79.1% vs 81%), with Sheffield, Barnet, Leyton, Penge, and Toxteth having a higher proportion in more ethnically diverse groups than the national average. Leyton is a very ethnically diverse area, with similar proportions of white, black and Asian populations. Penge has a large black population (27.1% compared with 4.2% nationally) while also having a lower proportion of Asian residents than the national average; this pattern is true to a lesser extent in Borehamwood.

Table 2.4: Breakdown of ethnicity by area

Area	Ethnicity				
	% White	% Asian, British Asian	% Black, Black British, Caribbean or African	% Mixed or multiple	% Other
Rotherham	96.7	0.8	0.6	1.2	0.7
Wirral	96.6	2.2	0.1	0.7	0.5
Sittingbourne	89.2	2.1	6.0	2.1	0.6
Stockton-on-Tees	86.4	4.5	5.6	1.4	2.1
Borehamwood	79.1	6.0	8.8	3.4	2.8
Sheffield	59.2	16.6	10.9	6.4	6.9
Penge, Bromley	53.5	6.9	27.1	9.1	3.4
Barnet	49.5	17.9	14.6	6.9	11.1
Toxteth, Liverpool	48.4	13.1	14.2	8.9	15.4
Leyton	29.2	28.1	27.9	6.8	8.0
England average	81.0	9.6	4.2	3	2.2

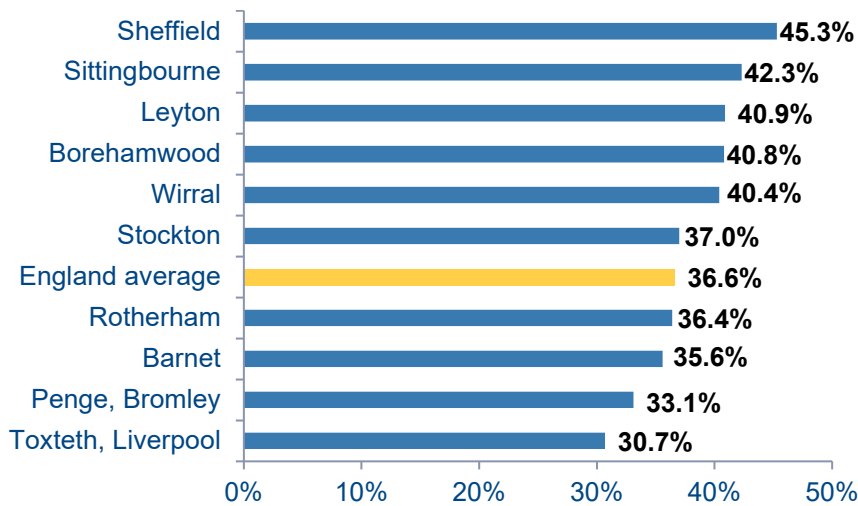
Source: 2021 census

2.2 Caring responsibilities

2.2.1 Households with dependent children

Figure 2.1 indicates that Sheffield has the largest proportion of households with dependent children (45.3%). In contrast, Sittingbourne, Leyton, Borehamwood, Wirral and Stockton-on-Tees also have a larger proportion of households with dependent children than the average (36.6%). Toxteth (30.7%) has the lowest proportion of households with dependent children, followed by Penge.

Figure 2.1: Proportion of households with dependent child(ren) (%)

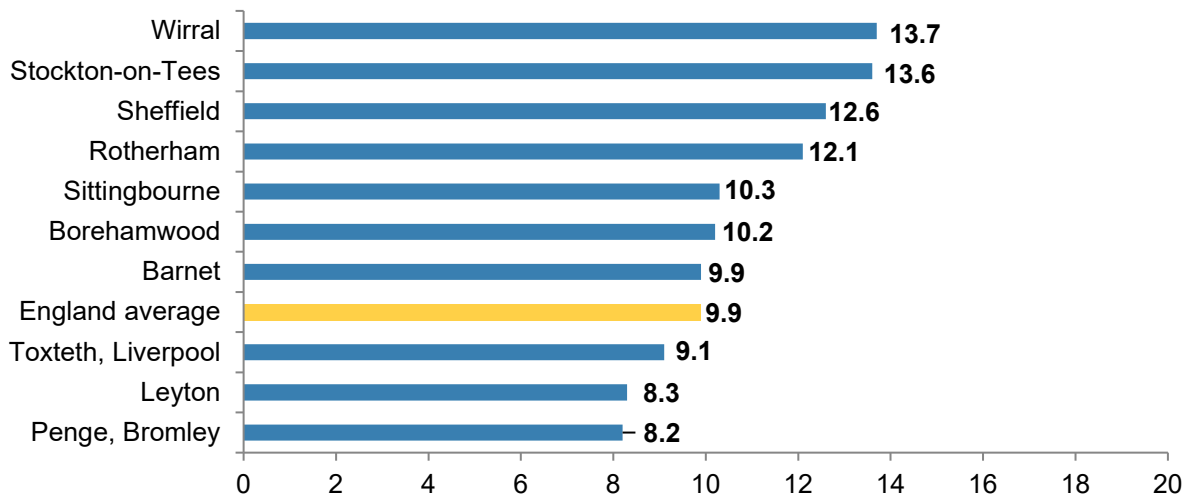


Source: 2021 census. This data excludes those households containing only people aged 65 and over.

2.2.2 Caring responsibilities

At many sites, the proportion of the population with unpaid caring responsibilities exceeds the national average, indicating that caring responsibilities may pose a barrier to employment for some individuals (see Figure 2.2 below). This proportion is greatest in Wirral and Stockton-on-Tees (13.7% and 13.6%). The proportion of people taking on caring responsibilities is also higher than the national average in Sheffield, Rotherham, Sittingbourne, and Borehamwood.

Figure 2.2: Proportion of residents aged 16-64 with unpaid caring responsibilities (%)



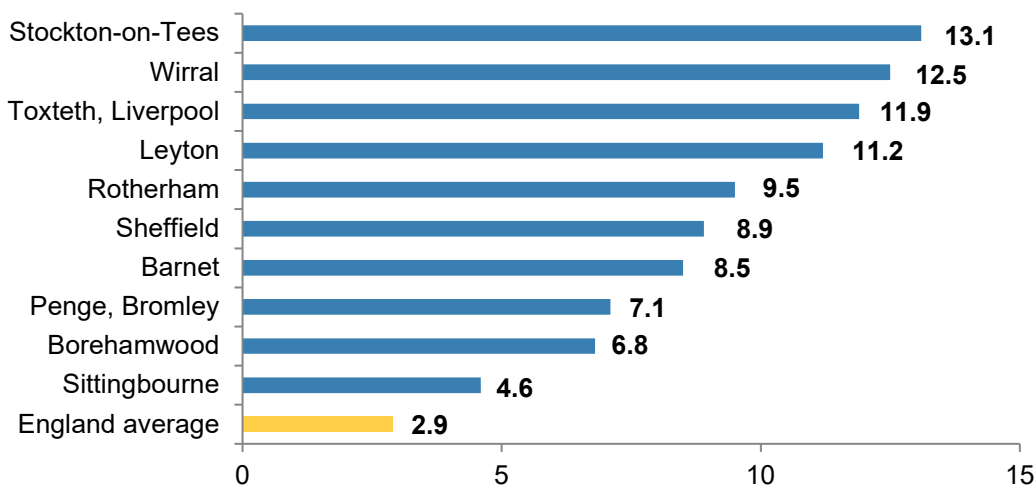
Source: 2021 census.

2.3 Employment and qualifications

2.3.1 Employment and unemployment rates

The pilot sites were selected for the programme because they have higher unemployment rates than the national average. They range from 13.1% in Stockton-on-Tees to 4.6% in Sittingbourne, compared to a national average of 2.9% (see Figure 2.3).

Figure 2.3: Unemployment rate (%)

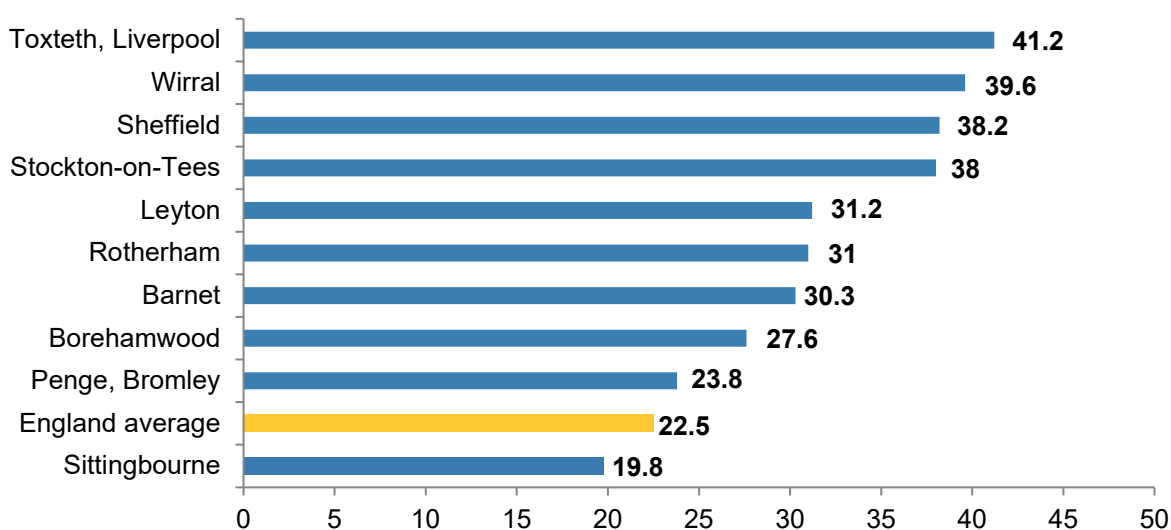


Source: 2021 census. This figure is the proportion of 'economically active' adults who are out of work, excluding the economically inactive (such as students and the retired) and under 16s

Figure 2.4 shows Toxteth, Wirral, Sheffield, and Stockton-on-Tees have very high proportions of the population who are economically inactive, with around two-fifths of non-retired adults falling into this category, compared to the national average of 22.5%.

Leyton, Rotherham, Barnet, and, to a lesser extent, Borehamwood all have higher proportions of economically inactive residents and lower employment rates than the national average. In contrast, the proportion of the population in Penge who are employed or economically inactive is fairly similar to England's overall.

Figure 2.4: Economic inactivity rate among the non-retired (%)



Source: 2021 census. This figure excludes individuals who have retired (regardless of age) and the under 16s

Table 2.5 shows most areas have lower employment rates than the average (71.0%). In Toxteth, less than half of individuals were employed, the lowest rate of any pilot (47.8%). However, Sittingbourne stands out as having higher employment rates (74.3%) and lower rates of economic inactivity than the national average (see Figure 2.4 above).

Table 2.5: Employment rate (%)

Area	% Employed (exc. full-time students)
Toxteth, Liverpool	47.8
Wirral	50.8
Stockton-on-Tees	52.1
Sheffield	53.8
Leyton	58.1
Barnet	59.2
Rotherham	60.5
Borehamwood	65.7
Penge, Bromley	68.5
Sittingbourne	74.3

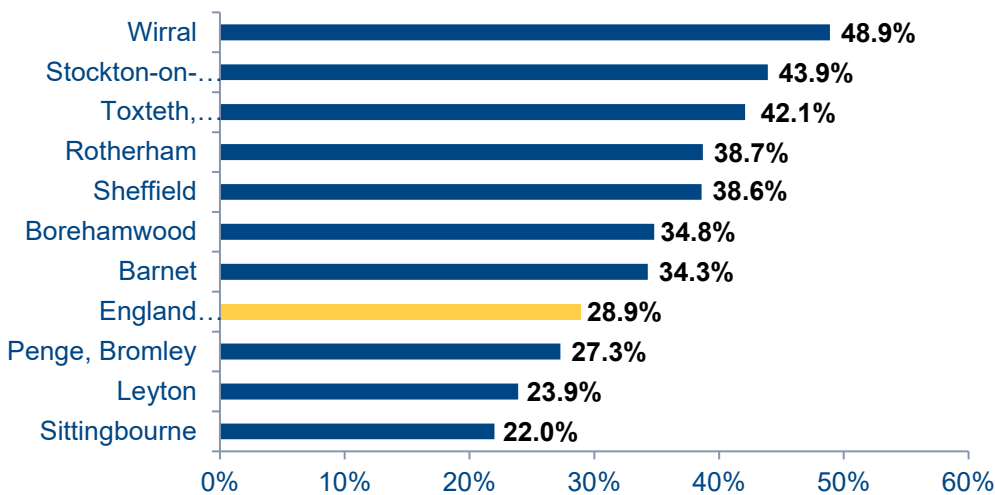
England average 71.0

Source: 2021 census. Included those aged 16- 65 years. People indicating that they have retired and the under 16s are excluded from these proportions.

2.3.2 Households with no employed adults

Figure 2.5 shows that most pilot areas have a high proportion of households with no employed adults. Wirral has the highest (48.9%), with nearly half of households workless, followed by Stockton-on-Tees (43.9%) and Toxteth (42.1%). These areas also show the highest unemployment rates (see Figure 2.3 above). Sittingbourne has the lowest proportion of workless households (22%), which is consistent with its low unemployment rate (see Figure 2.3 above). Surprisingly, Leyton (23.9%) has fewer workless households than the national average, despite having a higher unemployment rate.

Figure 2.5: Percentage of households with no adults in employment



Source: 2021 census. Excluding households containing only people aged 65 and over.

2.3.3 Reasons for economic inactivity

Table 2.6 shows that Wirral, Stockton-on-Tees, Rotherham, and Toxteth have the highest long-term sickness or disability rates, exceeding the national average (14.7%, 12.1%, and 11.1%, compared to 5.2% nationally). These areas also have many adults caring for their families.

Rates in Barnet and Sittingbourne are slightly below the national average (5.2%). Barnet's larger student population (13.1%) explains its higher economic inactivity rate. Toxteth also has many students (12.1%), but its residents are more economically inactive compared to the national averages due to health, family care, or other reasons. Sittingbourne, Rotherham, Wirral, and Borehamwood have fewer students than average (4.6%, 4.7%, 5.8% compared to 7.2% nationally).

Sheffield has the highest proportion of individuals who are economically inactive due to caring for the home or family at 13.0%, more than double the national average of 6.1%. Penge is the only pilot area with a rate lower than the national average, at 5.4%.

Table 2.6: Reasons for economic inactivity, excluding individuals who have retired⁵

Area	Long-term sick or disabled (%)	Looking after home or family (%)	Student (%)	Other (%)
Wirral	14.7	11.4	5.8	7.7
Stockton-on-Tees	12.1	10.4	7.7	7.8
Rotherham	11.1	10.0	4.7	5.2
Toxteth, Liverpool	11.1	9.8	12.1	8.3
Sheffield	9.9	13.0	8.5	6.9
Borehamwood	7.5	7.9	6.5	5.8
Leyton	6.4	9.6	9.4	5.8
Penge, Bromley	6.3	5.4	7.5	4.6
Barnet	5.1	7.1	13.1	4.8
Sittingbourne	4.8	6.8	4.6	3.5
England average	5.2	6.1	7.2	4.0

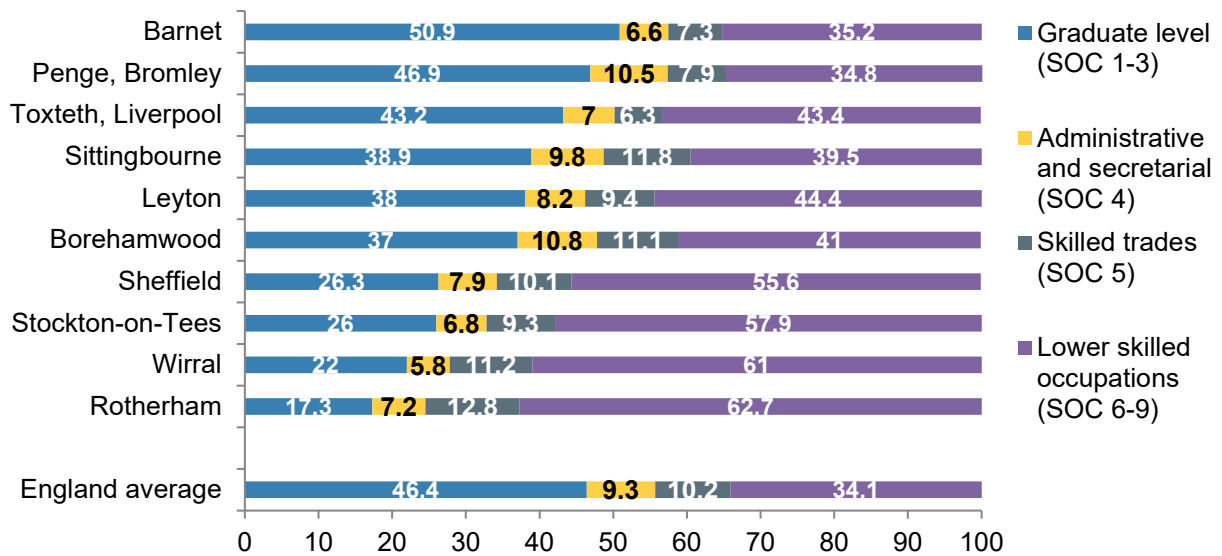
2.3.4 Employment profile

As Figure 2.6 shows, most areas have a higher percentage of residents in lower-level occupations (SOC codes six-nine) compared to the average (34.1%) and a lower percentage in graduate-level positions (SOC codes one-three) than the average (46.4%). Barnet has the highest skilled occupations, with over half (50.9%) at graduate level, exceeding the national average (46.4%). It also has a smaller percentage in administrative, secretarial, or skilled trades roles (6.6%) than the average (9.3%).

Similar trends are seen in Wirral (22.0%), Stockton-on-Tees (26.0%), and Sheffield (26.3%), where fewer workers hold graduate-level positions and more residents occupy lower-level jobs (61.0%, 57.9%, 55.6%) than the national average. This pattern also appears, albeit to a lesser extent, in Sittingbourne, Leyton, and Borehamwood. The occupation breakdown in Penge is similar to the national average.

⁵ Proportions given are as a proportion of the total non-retired adult population, and not just the economically inactive. Most commonly given reason in each area in bold and underlined. We have excluded individuals who have indicated that they are retired, regardless of age.

Figure 2.6: Occupation breakdown by pilot



Source: 2021 census

2.3.5 Qualifications

The percentage of residents with no qualifications exceeds the national average (12.4%) in all areas. Sheffield, Rotherham, Wirral, and Stockton-on-Tees have the least qualified residents, with over one-fifth lacking qualifications. Most areas are in line with the national average or above for level 1 qualifications, apart from Toxteth, who have qualifications below the national average (8.8%). Less than a quarter (under 25%) in each area have level 4 qualifications or above, compared to over a third nationally (37.1%). Similarly, Sittingbourne and Borehamwood report higher rates of no qualifications (13.9%, 18.0%) and lower level 4 qualifications (26.3%, 30%) than the national average. Barnet and Penge boast the highest qualification rates, with over two-fifths (over 40%) holding level 4 or above, surpassing the national average. Toxteth has a slightly higher proportion of level 4 qualifications (39.4%) and a larger group without qualifications (20.4%) compared to the national average. Leyton generally aligns with the national average in each category (see Table 2.7).

Table 2.7: Levels of qualification⁶

Area	% No qualifications	Level 1 and entry level (%)	Level 2 (%)	Level 3 (%)	Level 4 and above (%)
Barnet	13.6	9.6	10.9	15.2	45.2
Borehamwood	18.0	14.2	15.9	15.0	30.0
Leyton	16.4	10.0	12.6	17.7	37.4
Penge, Bromley	14.1	10.0	12.6	14.5	43.0
Rotherham	25.2	14.9	20.4	16.8	15.9
Sheffield	27.7	12.5	13.8	14.3	24.9
Sittingbourne	13.9	13.0	18.2	21.1	26.3
Stockton-on-Tees	22.6	12.8	19.5	19.0	19.5
Toxteth, Liverpool	20.4	8.8	9.9	15.9	39.4
Wirral	22.9	11.6	18.4	18.1	21.2
England	12.4	9.9	14.8	19.5	37.1

Source: Census 2021

2.4 Housing tenure

Sites were selected for the pilot because a high proportion of accommodation is owned by Housing Associations (HA). Conversely, these areas have lower than average proportions of households which owned their accommodation outright or with a mortgage or has shared ownership (see Table 2.8 below). Across all pilots except Sittingbourne, most households were in social housing, exceeding the national average of 17% (see 4.13 below). In Wirral, Sheffield, Toxteth, Leyton, and Borehamwood, the majority of households were in social housing. In Sittingbourne, only 13.6% of households were in social housing and the proportion of households which owned their own homes with a mortgage, or were in shared ownership accommodation is above the national average (43.4% vs 29.8%). In Penge, Rotherham and Stockton-on-Tees, Toxteth, a higher-than-average number of households rent in the private sector or live rent-free, compared with the national average (see Table 2.8 below).

Table 2.8: Housing tenure

Area	% Own outright	% Own with a mortgage/ shared ownership	% Socially rented	% Privately rented/live rent free
------	----------------	---	-------------------	-----------------------------------

⁶ Most commonly given category per area is in bold and underlined

Barnet	11.8	20.6	48.2	19.4
Borehamwood	15.4	21.1	51.7	11.8
Leyton	3.7	23.0	54.8	18.4
Penge, Bromley	7.6	20.3	45.3	26.8
Rotherham	25.5	18.0	20.3	36.2
Sheffield	16.4	14.7	55.2	13.7
Sittingbourne	25.4	43.4	13.6	17.6
Stockton-on-Tees	17.4	18.2	35.1	29.2
Toxteth, Liverpool	7.6	7.7	52.1	32.6
Wirral	11.8	14.2	60.9	13.1
England average	32.5	29.8	17.1	20.6

Source: 2021 census

2.5 Disability and health

Table 2.9 shows that six out of 10 sites have a higher-than-average proportion of individuals defined as disabled under the Equality Act, with Wirral having the highest proportion (28.0% compared to 17.3%), followed by Stockton on Tees (23.4%) and Rotherham (23.2%). Residents in Leyton were the least likely among the pilot areas to report having a disability (13.8%), while Penge, Barnet, and Sittingbourne also have disability rates below the national average of 17.3%.

The proportion of the population who reported that a physical or mental health condition limits their day-to-day activities significantly is above the national average (7.3%) in seven out of the 10 pilot sites. Wirral has the highest proportion of the population in this group (14.9%), followed by Stockton-on-Tees (11.8%) and Toxteth (11.2%).

Table 2.9: Disability

Area	Day-to-day activities limited a lot (%)	Day-to-day activities limited a little (%)	Disabled under Equality Act ⁷ (%)	Long-term condition but not limiting (%)	No long-term conditions (%)
Barnet	6.9	9.7	16.6	5.0	78.4
Borehamwood	9.2	10.4	19.6	5.2	75.2
Leyton	6.4	7.4	13.8	4.0	82.2
Penge, Bromley	7.3	9.1	16.4	5.4	78.2
Rotherham	10.2	12.9	23.2	6.7	70.1
Sheffield	10.7	10.9	21.6	4.3	74.1

⁷ This column reports the proportion of people who selected either the 'day-to-day activities limited a lot' or the 'day-to-day activities limited a little'. Because these figures are rounded to 1 decimal place, this may not match the total of the numbers recorded in this table.

Sittingbourne	7.2	9.7	16.9	7.3	75.9
Stockton-on-Tees	11.8	11.5	23.4	5.9	70.9
Toxteth, Liverpool	11.2	11.4	22.6	5.1	72.3
Wirral	14.9	13.0	28.0	5.6	66.4
England average	7.3	10.0	17.3	6.8	75.9

Source: 2021 census

2.6 Deprivation

The Indices of Multiple Deprivation (IMD) ranks areas from 1 = most to 10 = least deprived.⁸ As one might expect, most of the LSOAs covered (other than those in the Sittingbourne pilot site) are significantly deprived, with many falling within the 10% most deprived areas in England. While one of the areas covered by the Borehamwood pilot is less deprived than others (in the fifth decile nationally), the pilot site also covers another very deprived area (see Table 2.10 below).

Table 2.10: LSOAs per pilot area and IMD decile

Pilot area	LSOA	IMD decile ⁹
Barnet	Barnet 027C	3
Borehamwood	Hertsmere 006B	5
	Hertsmere 006C	1
Leyton	Waltham Forest 020H	2
Penge, Bromley	Bromley 009C	3
	Bromley 009D	2
	Bromley 009E	3
	Bromley 009F	4
Rotherham, Wybourn	Rotherham 020D	1
Sheffield, Maltby	Sheffield 027A	1
	Sheffield 075A	1
	Sheffield 075C	2
	Sheffield 075E	1
	Sheffield 075F	1
Sittingbourne	Swale 007B	7
	Swale 007C	4
	Swale 007D	5

⁸ IMD covers proportion of individuals experiencing deprivation in seven domains: Income, Employment, Education, Health, Crime, Barriers to Housing and Services, and Living Environment. The data is used to rank areas across England based on their levels of deprivation.

⁹ In some cases, the geographies used for the most recent IMD figures in 2019 have since been split up into two or more LSOAs. In these cases, the figure given refers to the overall area as defined in 2019.

	Swale 007F	3
	Swale 007I	4
	Swale 007J	4
	Swale 009B	5
	Swale 009E	4
	Swale 009F	4
	Swale 009G	4
	Swale 009H	4
	Swale 010B	1
Stockton-on-Tees	Stockton-on-Tees 012B	1
	Stockton-on-Tees 012C	1
	Stockton-on-Tees 012E	1
Toxteth, Liverpool	Liverpool 043C	1
	Liverpool 043D	1
	Liverpool 044D	1
	Liverpool 037D	1
Wirral	Wirral 011B	1

Source: Indices of Multiple Deprivation 2019 analysis

3 Additional tables: financial support provided by JobsPlus

Tables 3.1 to 3.4 show the extent and level of financial support received by participants, based on MI data recording the various forms of support provided by JobsPlus providers. Financial support refers to financial assistance provided to help participants find or enter work, excluding the in-work incentives. Common forms of financial assistance included covering the costs of childcare, travel and interview clothes.

Table 3.1: Financial support received by participants

Received support		Childcare	Travel	Interview clothes	Other
Yes	Frequency	-	18	11	55
	Percentage	-	4	2	12
No	Frequency	461	445	452	408
	Percentage	100	96	98	88
Total	Frequency	463	463	463	463
	Percentage	100	100	100	100

Base: 463

Source: JobsPlus MI analysis, IES, 2025

Table 3.2: Any form of financial support received by participants

Received support	Frequency	Percent
Yes - received financial support of any kind	74	16
Did not receive financial support of any kind	389	84
Total	463	100

Base: 463

Source: JobsPlus MI analysis, IES, 2025

Table 3.3: Amount of financial support received by participants

Amount of financial support received	Frequency	Percent
Low (£1–£49)	18	4
Moderate (£50–149)	26	6

Higher (£150–299)	21	4
High (£300–599)	6	1
Very High (£600–1500+)	3	1
Missing information or no support received	389	84
Total	463	100

Base: 463

Source: JobsPlus MI analysis, IES, 2025

Table 3.4: Mean, median and mode average financial support received by participants

	N	£
Mean		162.23
Median		85.00
Mode		50.00

Base: 74

Source: JobsPlus MI analysis, IES, 2025