

**NEW DEAL FOR DISABLED PEOPLE  
NATIONAL EXTENSION: FIRST  
WAVE OF THE FIRST COHORT OF  
THE SURVEY OF REGISTRANTS**

**CRSP478S**

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**November 2003**

# **DISCLAIMER**

The views in this report are the authors' own and do not necessarily reflect those of the Department for Work and Pensions.

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# Acknowledgements

We would like to thank NatCen's Red Team and their colleagues and the Telephone Unit at Brentwood, for managing fieldwork and data processing and Mike Hart for his work on the Blaise program. A huge thank you is also due to the interviewers who worked on this survey, without whom it would not have been successful, and to the respondents who gave so freely of their time.

We would also very much like to thank our colleagues in the consortium including the Advisory Committee and at the Department for Work and pensions, for their contributions and ongoing support.

# Abbreviations and Acronyms

BA	Benefits Agency
CLAIT	Computer Literacy and Information Technology
DEA	Disability Employment Adviser
DfEE	Department for Education and Employment
DfES	Department for Education and Skills
DSS	Department of Social Security
DWP	Department for Work and Pensions
ES	Employment Service
IBIS	A computerised system used to calculate if customers would be 'better off' in work.
LMS	Labour Market System. A computerised system used by Jobcentre Plus which includes information on job vacancies notified to Jobcentre Plus offices
NDDP	New Deal for Disabled People



# Executive summary

The New Deal for Disabled People (NDDP) is the major employment programme available to people claiming incapacity benefits. It is a voluntary programme that aims to help people on incapacity benefits move into sustained employment. It is delivered by around 60 Job Brokers, who are a mix of public, private, and voluntary sector organisations. Many provide services in partnership with other organisations. People wishing to participate in the programme must register with a Job Broker (and are referred to in this report as registrants).

This report outlines the findings from the first survey of people who have registered to take part in NDDP. The survey achieved 3,014 face-to-face interviews with people who were registered as NDDP customers between May and June 2002. Fieldwork was conducted between October and December 2002 (with a few interviews conducted in January 2003).

## Who participates?

Registrants were a diverse group of people, and their key demographic and socio-economic characteristics were as follows:

- The majority of respondents were male (63 per cent) and aged under 50 years (67 per cent). Although a substantial minority (33 per cent) were aged 50 and over.
- Just under a half of respondents (44 per cent) were living with a partner and one in five (21 per cent) was living with dependent children.
- Seventy seven per cent of respondents had a qualification of some type; about a third had attained NVQ Level 1 or 2, while around four in ten had reached Level 3 or above. However, nearly a fifth (18 per cent) of respondents reported having a problem with basic skills.
- Overall, NDDP has attracted people who wanted to do paid work but, in most but far from all cases, were not actively looking for jobs ahead of their registration.

## Registrants' Health and Quality of Life

- Ninety five per cent of registrants said they had an ongoing health condition or disability at the time of the survey interview.
- The most common main and secondary health conditions or disabilities were mental health conditions and problems with the neck or back.
- Most registrants (93 per cent) reported that their health condition or disability limited their ability to participate in activities, but only in 38 per cent of the cases was this limitation great. A half of the registrants self-assessed their condition or disability as limiting their ability to do paid work. Most respondents had experienced limitations on carrying out everyday activities or the ability to do paid work for some considerable time.
- Half of the registrants did not expect changes in their condition or disability, but one-third expected a positive change.

## Registrants' work aspirations, barriers and bridges

Key findings on the respondents' relationship to the labour market five months after registration are:

- One month before registration 88 per cent of registrants wanted to be or were in work, with 28 per cent actively looking for employment. Five months after registration nearly a third (31 per cent) of registrants were in paid work; a further four in ten were looking for work. Most of the remaining registrants were expecting to work in the future, usually within a year of the interview.

A large majority of registrants expressed positive attitudes towards work. Only six per cent of registrants had never worked.

- For respondents not yet in work the main factors that might enable them to work were: if they knew they could return to their original benefit if they needed to (71 per cent), if they could decide how many hours to work (65 per cent), if they could work at home (57 per cent) and if they were able to take breaks when they needed to during the day (54 per cent).
- The main factors that may be preventing them from working were: there were not enough suitable job opportunities locally (63 per cent), other people's attitudes to their health condition or disability prevented them from working (47 per cent), and they could not work because of their health condition or disability (45 per cent).
- The more respondents were affected by their health condition or disability, the more likely they were to see it as a barrier to work. Whereas a third (34 per cent) of those in good health said they could not work because of their disability, nearly three-quarters (73 per cent) of those in poor health identified this as a barrier.

### **Registration process**

- Job Brokers registered customers in two distinct ways. Forty one per cent of registrants had discussions with a member of the Job Broker staff before registering, while 59 per cent registered on the same day as their first discussion.
- There is limited evidence that having multiple Job Brokers operate in an area lead to a choice of Job Brokers. Only 18 per cent of registrants contacted another Job Broker before registering. The most common reason for registering with a particular May-June Job Broker was that it was the only one the respondents had heard of (42 per cent).
- Most registrants registered for NDDP at the Job Broker's office (52 per cent) and the registration process took an average of 43 minutes and the majority of registrants (83 per cent) felt the speed of the process was about right and 93 per cent found the process easy.
- At the time of the interview, 85 per cent of registrants were still registered with their May-June Job Broker, 13 per cent were no longer registered and two per cent did not know. Of those no longer registered with their May-June Job Broker, 20 per cent had registered with another Job Broker.

### **Services provided by Job Brokers and other organisations**

- Most registrants (88 per cent) had had further contact with their Job Broker since they registered, typically by telephone. The most common reasons why registrants were in contact with their Job Broker were: to discuss progress in relation to moving into work and finding a job (46 per cent); and to get help with looking for work and finding out about jobs (36 per cent).
- Most registrants had discussed with Job Brokers the type of work they might do (80 per cent), their previous work experience (73 per cent) and the hours they might work (70 per cent). Only half had discussed training and between a fifth and a third talked about specific types of work options such as: Therapeutic or Permitted Work; voluntary work; work trials; or supported employment. Over half of registrants who had talked about finding work with their Job Broker, either during registration or during subsequent contacts (59 per cent). Slightly more respondents had talked to their Job Broker about their health condition or disability in relation to finding work (68 per cent).
- Half of all registrants reported that they had increased their efforts to move towards work since registering with a Job Broker. Overall, over a third of registrants (35 per cent) who reported increasing their efforts to look for work since registering appear to have done so as a result of contact with their Job Broker.

- One-quarter of the registrants reported that they had contacted another organisation since registering with their May-June Job Broker. Contacts were most often made with a Jobcentre. Interestingly, only 13 per cent had contacted another Job Broker.

### **Registrants' assessment of the Job Broker service**

- Generally, registrants were positive about how the job broking service was delivered and the services provided by their Job Broker. They were made to feel welcome by their Job Broker, who usually explained matters and listened well to their customers. Registrants considered that Job Brokers were very well informed about work-related issue, but less informed about health and benefit related issues.
- When registrants were asked how helpful were their Job Brokers in helping them to find work, 57 per cent said that their Job Brokers were very or fairly unhelpful and 44 per cent said that they were very or fairly helpful.
- When asked how helpful had been their contact with the Job Broker so far 55 per cent that it was very or fairly helpful, and 45 per cent that it was fairly or very unhelpful. Fifteen per cent said that there was insufficient or no help with looking for work; 13 per cent that there was little or no contact; and 11 per cent that the help was of no use.
- Involvement with a Job Broker can be expected to have a number of 'soft' outcomes for the registrants. Overall, 43 per cent of registrants agreed that involvement with their Job Brokers had helped them to be more confident in relation to employment and less worried about their financial situation or receipt of benefits. However, 26 per cent disagree and 31 per cent felt neutral about these issues.

### **Early outcomes for registrants**

- Around one-third of respondents had started paid work at some time between registration and their survey interview. Those more likely to start work were: women; those living with a partner; those with a driving licence and access to a vehicle; those living in 'other' accommodation (often with a parent); customers who used the Jobcentre or a recruitment agency; and those having discussions with Job Brokers on how changes in health could affect their chances of working, the hours that they could work or how to present oneself at an interview. Those less likely to commence work had basic skills problems, an 'other' disability, and had discussed where to look for vacancies and the work they might do with Job Brokers.
- Typically, registrants entered lower paying jobs in the retail, manufacturing and elementary sectors of the labour market than those in which employees work nationally.
- It was estimated that between 58 per cent and 64 per cent of those in work would reach a 26 week sustainability threshold of continuous work. The evidence suggested that the longer people were in work, the less likely they were to leave their job. Factors associated with leaving work were: having a problem with your employer; having a mental health condition; and not liking the job because of a health condition. Whilst factors promoting job retention were: having a job that used a respondent's previous skills to a great extent; if they had a partner and no dependent children; and having a job they found intrinsically rewarding or valued the social opportunities it created.





# 1 Introduction

The New Deal for Disabled People (NDDP) is the major employment programme available to people claiming incapacity benefits, and it is an important part of the Government's welfare to work strategy. A consortium, lead by the Centre for Research in Social Policy (CRSP),<sup>1</sup> has been commissioned by the Department for Work and Pensions to evaluate the programme. This report outlines the findings from the first wave of the first cohort of a survey of people who have registered (that is, registrants) to take part in NDDP.

In this chapter the NDDP programme is briefly discussed in Section 1.1. The evaluation design and the survey methodology are outlined in Section 1.2. The final section summarises the structure of the report.

## 1.1 NDDP

### 1.1.1 Aim and scope of NDDP

The New Deal for Disabled People was implemented nationally in July 2001. It is a voluntary programme that aims to help people on incapacity benefits move into sustained employment. There is a large eligible population for the programme. About 2.7 million people, or 7.5 per cent of the working age population, receive incapacity benefits; and of these over three quarters of a million would like to work (DWP, 2002). Moreover, ministers have argued that work is the best route out of poverty and look to NDDP to provide innovative ways of assisting incapacity benefit recipients into paid work. There has also been concern expressed that some older people on Incapacity Benefit had 'effectively ... moved into early retirement' and additionally there was a growing number of communities 'with a particularly high reliance' on incapacity benefits (DWP, 2002).

The NDDP is available to people claiming one of the following 'qualifying benefits':

- Incapacity Benefit
- Severe Disablement Allowance
- Income Support with a Disability Premium
- Income Support pending the result of an appeal against disallowance from Incapacity Benefit
- Housing Benefit or Council Tax Benefit with a Disability Premium - provided customers are not in paid work of 16 hours a week or more, or getting Jobseekers Allowance
- Disability Living Allowance - provided customers are not in paid work of 16 hours a week or more, or getting Jobseekers Allowance
- War Pension with an Unemployability Supplement
- Industrial Injuries Disablement Benefit with an Unemployability Supplement
- National Insurance credits on grounds of incapacity
- Equivalent benefits to Incapacity Benefit being imported into Great Britain under European Community Regulations on the co-ordination of social security and the terms of the European Economic Area Agreement.

The national extension to NDDP introduced (Employment Service, 2000):

- A single gateway provided by Jobcentre (Plus) offices to new claimants of incapacity benefits
- A network of around 65 Job Brokers who provide services to help people gain employment
- Giving potential customers a choice of Job Broker, as in many areas more than one Job Broker operates
- A focus on sustained employment outcomes.

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<sup>1</sup> Other members of the consortium are: Abt Associates, Institute for Employment Studies, National Centre for Social Research, Social Policy Research Unit, University of Nottingham and the Urban Institute.

### **1.1.2 The Job Broker service**

#### ***Job Brokers***

Job Brokers are a mix of public, private and voluntary sector organisations. Many provide services in (formal and/or informal) partnership with other organisations. Some have specialist expertise in a specific disability whilst others are generalists; most have extensive experience of working with the client group. Job Brokers tendered to provide NDDP services for the period July 2001 to March 2004. They could bid to provide services in a single local authority or cover a larger area. Contracts were initially awarded to around 65 lead organisations.

#### ***Routes to Job Broker services***

In summary, potential customers can learn about NDDP and the Job Broker operating in their area through:

- The NDDP Gateway at a Jobcentre (Plus) office. Personal advisers conducting work focused interviews should inform new claimants of incapacity benefits of the NDDP and provide information about, and contact details for, local Job Brokers. Customers who are job ready will also be directed towards suitable job vacancies.
- A letter and leaflet sent by the Department for Work and Pensions. These mailshots are issued approximately every six weeks to people flowing onto incapacity benefits and to existing incapacity benefit claimants over the course of a year.
- Local marketing by Job Brokers.
- Referrals by professionals (principally medical practitioners and social workers), and other disability and advice agencies.

People may also contact a NDDP Helpline, which is advertised in Departmental mailshots and elsewhere, for details about the programme and local Job Brokers.

Having selected a Job Broker, customers may then register with that organisation. Customers can only register with one Job Broker at a time, but may de-register and register with another or withdraw from the programme at any time. Job Brokers should discuss the appropriateness of the programme with a prospective client, but a client can insist on joining the programme. A Job Broker can, following discussions with the Department, have a client de-registered.

#### ***Services provided by Job Brokers***

NDDP seeks to encourage innovation in service provision and delivery, and Job Brokers have been encouraged to develop their own package of services. As a consequence there is not a standard package or treatment offered across all Job Brokers; customers with similar circumstances may be offered different services. Nevertheless, Job Brokers will assist their customers in finding work, and can be expected, when necessary, to develop customers' skills. Some provide training (either in-house or through other (partner) organisations) and counselling services. Customers also have access to support programmes like Access to Work, but Job Brokers access these through Jobcentres/Disability Employment Advisers.

#### ***Funding regime***

Job Brokers operate under an outcome-related funding regime. They received a registration fee of around £100 per client, but their funding is mainly based on job entry and sustained employment outcomes.<sup>2</sup> Funded outcomes are: full- and part-time paid employment and self-employment, work placements and permitted or therapeutic work. Part-time work is defined as employment or self-

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<sup>2</sup> In July 2003 Government announced improvements to NDDP funding and service delivery. From 1 October 2003, for those Job Brokers meeting new performance standards, the registration fee is increased to £300 with a requirement to complete a Back to Work plan for all new registrants. However, for the period covered in this report, the funding regime described in the main text applied.

employment of eight to 15 hours per week, and full-time work as 16 or more hours per week. (Outcomes that are not funded are: supported employment; voluntary work, education and training and part-time paid work of less than eight hours.) Separate payments are made for job entries and sustained jobs; and the amounts paid vary for full-time and part-time work. Sustained jobs were defined by Government as jobs lasting for 26 out of the 39 weeks following the date of job entry.<sup>3</sup> The payments for job entries and sustained employment are usually the same for an individual Job Broker, but the actual amount does vary between Job Brokers depending upon what they bid for during the tendering exercise.

A possible consequence of this funding regime, which this report begins to address, is that it leads Job Brokers to concentrate on those registrants that are most job ready, in order to generate a cash flow. A corollary is that the report also begins to examine the experiences of those that might be considered to be 'hard to place', that is, it considers those sub-groups who might find it more difficult than others to find employment. In the context of this report this has meant focusing on those with poor basic skills, mental health conditions, low levels of educational attainment and those aged over 50.

## 1.2 Overview of Evaluation Design for New Deal for Disabled People

The evaluation of the New Deal for Disabled People (NDDP) is a comprehensive research programme designed to establish:

- the experiences and views of NDDP stakeholders, including Job Brokers, registrants, the eligible population and Jobcentre Plus staff
- the operational effectiveness, management and best practice aspects of the Job Broker service
- the effectiveness of the Job Broker service in helping people into sustained employment and the cost effectiveness with which this is achieved.

The **Survey of the Registrants** is designed to obtain information about NDDP participant characteristics, their experiences of and views on the programme. The survey involves three cohorts, with the first two having two waves of interviewing and the third one wave. This report is of the first wave of the first cohort.

Other elements of the evaluation include:

- The Survey of the Eligible Population, which is designed to obtain information about those eligible for the programme and invited to take part. The survey aims to establish the characteristics of this population, their work aspirations and their awareness of, attitude to and involvement with NDDP. The survey involves three waves of interviewing, and Woodward et al., (2003) reports on the first wave of interviewing.
- Qualitative Case Studies to explore the organisation, operation and impacts of the Job Broker service from the perspective of key stakeholders, including in-depth interviews with: the eligible population, NDDP participants, Job Broker managerial and front-line staff, Jobcentre Plus Personal Advisers, and Disability Employment Advisers. Findings from the first wave of qualitative research are reported in Corden et al., (2003).
- Qualitative Employer Research to assess employers' awareness, understanding and experiences of NDDP national extension and if/how these change over time. Again, the findings from the first wave of reporting have been separately reported in Aston et al., (2002).
- Documentary Analysis and a Survey of Job Brokers to establish information on the range and nature of individual Job Broker organisations, the services they provide and the costs of that provision.

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<sup>3</sup> From October 2004 the Job Broker may claim the sustained outcome payment after 13 weeks (bringing the timing of sustained employment into line with other New Deals), while still required to provide in work support for up to 26 weeks.

- Cost Effectiveness Analysis to provide an overall estimate of the extent and distribution of the costs (e.g. average cost per job entry) in the context of the apparent benefits of NDDP.

### **1.1.3 The survey of registrants**

The Registrants Survey is a survey of those who register with the New Deal for Disabled People. The main aims of the survey are to find out:

- registrants' circumstances before registration and approximately five months thereafter
- how registrants first found out about NDDP or Job Brokers
- how they got into contact with a Job Broker and why they registered
- the types of activities they have undertaken since registration
- the types of jobs they were entering
- their general attitudes to work, and towards bridges and barriers to work
- their opinions of NDDP and of Job Brokers.

There are to be at least two cohorts to the survey, based on different months of registration. The first cohort is based on May and June 2002 registrations<sup>4</sup>, and the second cohort is based on October and November 2002 registrations. Each cohort has two rounds of interviews, or 'waves', the first wave is four to five months after registration, and the second wave approximately one year after registration.

The first wave of the first cohort (Cohort 1 Wave 1), was conducted between October and December 2002 (with a few interviews conducted in January 2003), and comprised 3,014 face-to-face interviews.

The sampling frame was the New Deal for Disabled People Evaluation Database. As the number of May and June registrations was close to the sample required for the survey, the scope for boosting sub-groups was limited. However, as a relatively high proportion of registrations were concentrated among five Job Brokers (40 per cent), those who had registered with the five Job Brokers were slightly undersampled. Among these, the longer-term claimants were prioritised for undersampling.<sup>5</sup> Both of these measures were undertaken to maximise the numbers of registrants with 'small' Job Brokers and of recent claimants available for sub-group analysis.

Sample members were sent an advance letter informing them about the study, asking for their cooperation but also giving a clear opportunity to contact the National Centre for Social Research (NatCen) by telephone or letter to opt out of the survey. Sample members were also asked to let the interviewer know if they wanted someone else with them at the interview. Ten per cent of the sample chose to opt out.

Those who did not opt out were issued for interview. Telephone numbers were available for the majority of the sample, and in most cases interviewers made contact with respondents by telephone first and made an appointment. The interviews were conducted using Computer Assisted Personal Interviewing (CAPI), and lasted an average of one hour. Where the respondent had a partner living in their household, and the partner was available, a short interview with the partner was also conducted. If the partner was unavailable for interview it was possible for the interviewer to conduct the interview by proxy (with the respondent on behalf of the partner).

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<sup>4</sup> May also included registrations on 29<sup>th</sup> and 30<sup>th</sup> April, which fall in the first week of May and count as such in the Evaluation Database.

<sup>5</sup> Non-receipt of the letter about NDDP sent to recent claimants (those who claimed an incapacity benefit within six weeks of mailshot preparation) was taken as a proxy for longer-term claimants.

After the opt-out process, and after identifying those out of scope to the interviewer (for example those in hospital, too ill to be interviewed, or who had died), the field response rate was 79 per cent. The 3,014 interviews achieved represented 67 per cent of the original sample of 4,494.

Prior to analysis, the data was weighted to counteract the effect of the undersampling undertaken at the sample selection stage. The profile of respondents was also checked against the overall profile of all registrants in May and June, and it fitted very closely, so non-response weighting was not undertaken.

Further details of the research design are given in Annex B.

### **1.3      Structure of the report**

The socio-demographic characteristics of the May-June registrants are outlined in Chapter 2 and their health status and quality of life in Chapter 3. The registrants 'bridges and barriers' to leaving benefit and entering paid work are discussed in Chapter 4. Registrants routes to Job Brokers and their experiences of the registration process are presented in Chapter 5. Whilst Chapter 6 discusses the services provided to registrants by Job Brokers and other organisations. The registrants' own assessments of the Job Broker service and of NDDP are described in Chapter 7. Early outcomes for registrants, notably entries and exists from paid work are analysed in Chapter 8. Some early and tentative conclusions are drawn in Chapter 9.

In the tables presented in this report, percentages have been rounded and as a consequence may not always sum to 100 per cent. The following conventions have also been used in the tables:

- indicated that the unweighted number of case is less than 50.
- \* indicated that the percentage is less than 0.5 based on the weighted number of cases.



## 2 Who participates?

### Summary

This chapter outlines the key demographic and socio-economic characteristics of registrants. Key findings are:

- A diverse group of people have registered with Job Brokers. There is a notably even spread across age groups, with, for example, a third of registrants being aged 50 or over.
- Just under a half of respondents (44 per cent) were living with a partner at the time of the survey interview, while only about one registrant in five (21 per cent) was living with children under 16 years only. Many registrants (45 per cent) rented their homes; indeed slightly more did so than were homeowners (39 per cent).
- More than three-quarters of respondents had a qualification of some type (77 per cent), which is a higher proportion than found among the whole population which is eligible for NDDP. Many respondents (38 per cent) had both vocational and educational qualifications, while similar numbers had either the former (17 per cent) or the latter (22 per cent). The likelihood of having only an academic qualification decreased with age, while the likelihood of having a vocational qualification increased. About a third of respondents had qualifications equivalent to NVQ Level 1 or 2, while around four in ten had qualifications at Level 3 or above.
- Nearly a fifth (18 per cent) of respondents – but 31 per cent of those aged under 30 – reported having a problem with basic skills in English and Maths.
- One month before registration, the overwhelming majority of respondents were not in paid work (95 per cent). Over a quarter (28 per cent) had been looking for paid work at this time, with slightly more men (30 per cent) than women (25 per cent) engaged in job search. The majority of other registrants reported that they had wanted to work at that time – only 12 per cent were neither in work, looking for work nor wanting to work one before registration. Thus NDDP seems to have attracted people who had prior aspiration to do paid work but, in most but far from all cases, were not actively looking for jobs ahead of their registration.
- However, most registrants were active in other ways at this time: 36 per cent (50 per cent of women) were looking after their home or family; 13 per cent had been participating in education or training, 12 per cent were undertaking voluntary work and five per cent were caring for a sick or disabled adult. Respondents in good health were more likely to have been in training, or looking for paid work, or doing voluntary work than those in poor health, though the relationship between health status and activity was less strong than might have been expected.
- At the time of interview, most of the registrant population (72 per cent) were still in receipt of a NDDP qualifying benefit, though this figure was as low as 64 per cent among those aged 40 to 49 years.

### 2.1 Introduction

This chapter presents a profile of NDDP registrants. It outlines their personal (Section 2.2) and household (Section 2.3) characteristics, qualifications (Section 2.4), economic activity four weeks prior to registration (Section 2.5) and benefit status (Section 2.6). Information on the health and quality of life of registrants is provided in Chapter 3.

The background information on registrants is compared with that of the much larger population who are eligible to join NDDP in order to identify whether certain groups have been especially likely or unlikely to register. The extent to which respondents' characteristics are related to processes of registration and involvement in NDDP are explored in later chapters.

## 2.2 Personal characteristics

Table 2.1 shows that 63 per cent of respondents were men and, hence, 37 per cent were women. Registrants (both men and women) were quite widely dispersed across age groups (Table 2.2). Though a majority (67 per cent) of registrants were under 50 years of age, a substantial minority (33 per cent) were aged 50 and over.<sup>6</sup>

A large majority of registrants were White (91 per cent), though a significant minority were from Black (three per cent), Asian (three per cent) and Other<sup>7</sup> (three per cent) minority ethnic groups (Table 2.3).

**Table 2.1 Sex**

	Column per cent
	%
Men	63
Women	37
<i>Base: All respondents</i>	
<i>Weighted base</i>	3014
<i>Unweighted base</i>	3014

**Table 2.2 Age by sex**

	Column per cent		
	Men	Women	All
	%	%	%
16 to 29	15	17	16
30 to 39	22	22	22
40 to 49	27	33	29
50 to 59	29	27	28
60 or over	7	1	5
<i>Base: All respondents</i>			
<i>Weighted base</i>	1907	1107	3014
<i>Unweighted base</i>	1908	1105	3013

<sup>6</sup> As already mentioned (Section 1.3.2), the profile of respondents matches the overall profile of registrants very well. For example, the profile for all NDDP registrants up to February 2003 is 65 per cent male, and 30 per cent aged 50 or over (DWP (2003) *NDDP Project Board Paper*, March).

<sup>7</sup> White was defined in the questionnaire as White or White Irish; Black was defined as Black African, Black Caribbean or Other Black; and Asian was defined as Bangladeshi, Chinese, Indian, or Pakistani; in the table Other also includes None of the above, refused or did not know.



**Table 2.3 Ethnic group**

	Column per cent
	%
White	91
Black	3
Asian	3
Other	3
<i>Base: All respondents</i>	
<i>Weighted base</i>	3002
<i>Unweighted base</i>	3002

This ethnic profile of registrants matches very closely that of the population eligible for NDDP (Woodward et al., 2003). In terms of age and gender, registrants seem to reflect most closely the characteristics of recent benefit claimants.<sup>8</sup> As with registrants, under half of recent benefit claimants (40 per cent) were women, and around one-third (30 per cent) were aged 50 or over. Though the survey data cannot determine whether NDDP offers equality of access to all who are eligible, these findings give an encouraging sign that a diverse group of people have registered with the service.

## 2.3 Household characteristics

Just under a half of respondents (44 per cent) were living with a partner at the time of the survey interview (Table 2.4). Male registrants were more likely to be living with a partner than female registrants (47 per cent compared with 40 per cent;  $p < 0.01$ ), as were those aged 50 or over (58 per cent) compared with those under 50 (37 per cent;  $p < 0.01$ ). Again, registrants seem to be closer in household characteristics to recent benefit claimants, 46 per cent of whom were living with a partner, though longer-term claimants (52 per cent) differed little in this respect (Woodward et al., 2003).

Many registrants were living either on their own (28 per cent) or with their parents or relatives (12 per cent).

Only about one registrant in five was living with children, comprising 16 per cent who also lived with their partner and five per cent who were lone parents. Of this 21 per cent, over half had only one child in their household (54 per cent), nearly a third had two children (32 per cent) and a smaller 14 per cent had three or more children.

Just under half of registrants (45 per cent) rented their home, while slightly fewer owned their home outright or had a mortgage (Table 2.5).

<sup>8</sup> The eligible population was divided into two distinct groups: those who were already in receipt of NDDP qualifying benefit in September 2001 (around the time NDDP began to operate across England, Scotland and Wales), referred to as 'longer-term claimants' and those who began a period of receipt thereafter, referred to as 'recent claimants'.

**Table 2.4 Household type**

	Column per cent		
	Men %	Women %	Total %
Lives alone	29	27	28
Lives with partner and children	18	12	16
Children in household, no partner	2	12	5
Lives with partner, no children	29	27	28
Lives with parents or other relatives	14	10	12
Other type of household	9	11	10
<i>Base: All respondents</i>			
<i>Weighted base</i>	1908	1106	3014
<i>Unweighted base</i>	1908	1105	3013

**Table 2.5 Housing Tenure**

	Column per cent	
	%	%
Own house	39	
<i>Own it outright</i>		11
<i>Have a mortgage</i>		28
Renting	45	
<i>Rent from a Council or New Town</i>		22
<i>Rent from a Housing Association</i>		13
<i>Rent privately</i>		11
Living with parent/relative	13	
Living in residential home	1	
Living with partner/friend	1	
Other	1	
<i>Base: All respondents</i>		
<i>Weighted base</i>	2994	
<i>Unweighted base</i>	2994	

## 2.4 Qualifications

More than three-quarters of respondents had a qualification of some type (77 per cent), with just under a quarter therefore having no qualifications at all (23 per cent). Many had both vocational and educational qualifications (38 per cent). Slightly more respondents had only academic qualifications than had only vocational qualifications (22 per cent compared with 17 per cent of all respondents;  $p<0.01$ ).

Table 2.6 shows that women were slightly more likely than men to have both academic and vocational qualifications (41 per cent compared with 36 per cent;  $p<0.01$ ). They were also more likely to have only an academic qualification (26 per cent compared with 20 per cent for men;  $p<0.01$ ), but men were more likely to have only a vocational qualification (20 per cent compared with 12 per cent for women;  $p<0.01$ ).

In the eligible population survey, recent claimants were more likely to have qualifications than longer-term claimants (Woodward et al., 2003). Even so, recent claimants were still more likely (33 per cent) to have had no qualifications than registrants (23 per cent;  $p<0.01$ ).

**Table 2.6 Qualifications by sex**

	Column per cent		
	Men %	Women %	Total %
Has vocational and academic qualifications	36	41	38
Has academic qualifications only	20	26	22
Has vocational qualifications only	20	12	17
No qualifications	23	22	23
<i>Base: All respondents</i>			
<i>Weighted base</i>	1906	1104	3010
<i>Unweighted base</i>	1899	1102	3001

Types of qualification varied substantially by age group. The likelihood of having only an academic qualification decreased with age, while the likelihood of having a vocational qualification increased (Table 2.7). Those aged 50 or over were also less likely to have both vocational and academic qualifications than those under 50 (32 per cent compared with 41 per cent;  $p<0.01$ ), and more likely to have had no qualifications (27 per cent compared with 21 per cent;  $p<0.01$ ).

**Table 2.7 Qualifications by age**

	Column per cent				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
Vocational and academic	37	44	40	33	24
Academic only	34	28	20	16	8
Vocational only	8	11	17	26	30
No qualifications	21	17	23	25	38
<i>Base: All respondents</i>					
<i>Weighted base</i>	481	670	876	845	137
<i>Unweighted base</i>	479	671	875	854	125

Types of qualification also varied to some extent by type of health condition (Table 2.8). Those with a mental health condition were the most likely to have only an academic qualification: 28 per cent compared to 20 per cent of those with a musculoskeletal health condition ( $p<0.01$ ) and 18 per cent of those with a chronic/systemic/progressive health condition ( $p<0.01$ ). Correspondingly those with a mental health condition were less likely to have only a vocational qualification than the same two groups. Overall, those with a mental health condition were the least likely to have no qualifications (19 per cent), while those with learning difficulties were the most likely to have no qualifications (61 per cent).

**Table 2.8 Qualifications by type of main health condition\***

	Column per cent					
	Musculo- skeletal %	Chronic/ systemic %	Mental Health %	Sensory %	Learning %	Other %
Vocational and academic	36	40	39	36	13	42
Academic only	20	18	28	23	13	23
Vocational only	21	19	14	18	12	17
No qualifications	24	24	19	23	61	18
<i>Base: All respondents</i>						
<i>Weighted base</i>	911	615	937	104	67	375
<i>Unweighted base</i>	904	613	942	103	69	374

\*Speech impediment not included due to small base

Respondents were asked to state their highest qualifications, which, where possible, were then categorised according to NVQ equivalents (see Annex C). About a third of respondents had qualifications of NVQ Level 1 or 2, while around four in ten had qualifications at Level 3 or above (Table 2.9).

**Table 2.9 Highest qualifications**

	Column per cent
	%
NVQ Level 1	6
NVQ Level 2	26
NVQ Level 3	17
NVQ Level 4	20
NVQ Level 5	2
Unclassified level	6
No qualifications	23
Has qualification, does not know level	*
<i>Base: All respondents</i>	
<i>Weighted base</i>	3002
<i>Unweighted base</i>	3001

\*<0.5 per cent

Table 2.10 shows that younger respondents were more likely to have qualifications of NVQ Levels 1 or 2 than older respondents. The youngest cohort (aged 16-29) was the least likely to have had qualifications at NVQ Levels 3 and, especially, 4. The heterogeneity among the 40-49 and 50-59 age groups was striking: while around a quarter of these groups had no qualification at all, another quarter of these registrants were qualified to level 4 or 5.

**Table 2.10 Highest qualifications by age group**

	Column per cent				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
NVQ Level 1	12	9	6	2	2
NVQ Level 2	35	35	22	20	12
NVQ Level 3	13	15	19	18	27
NVQ Level 4	12	20	22	22	19
NVQ Level 5	2	1	4	2	-
Unclassified level	4	3	4	10	7
Has qualification, does not know level	*	*	*	*	-
No qualifications	21	17	23	26	34
<i>Base: All respondents</i>					
<i>Weighted base</i>	480	670	874	846	127
<i>Unweighted base</i>	479	667	875	854	125

Overall, partners of registrants were less qualified: just under two-thirds had a qualification (63 per cent, compared with 78 per cent of main respondents with partners;  $p < 0.01$ ), although the levels of education reached by those with a qualification were similar.

Nearly a fifth of respondents reported having a problem with basic skills (18 per cent), (Table 2.11). This did not vary by sex, but basic skills problems were substantially more common among younger respondents (Table 2.12): 31 per cent of 16 to 29 year olds said they had problems with basic skills, compared with 22 per cent of 30 to 39 year olds, 16 per cent of 40 to 49 year olds, and just 12 per cent of those aged 50 or over.

**Table 2.11 Problems with English or Maths**

	Column per cent
Whether has problems with English or Maths	%
Has problems with English and Maths	6
Has problems with English only	8
Has problems with Maths only	4
No problems with English or Maths	82
<i>Base: All respondents</i>	
<i>Weighted base</i>	3000
<i>Unweighted base</i>	3000

**Table 2.12 Problems with English or Maths by age**

	Column per cent				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
Has problems with English and Maths	11	8	5	3	2
Has problems with English only	11	9	8	7	1
Has problems with Maths only	9	5	3	3	2
No problems with English or Maths	69	78	84	87	95
<i>Base: All respondents</i>					
<i>Weighted base</i>	481	670	876	846	127
<i>Unweighted base</i>	479	667	876	854	124

Problems with basic skills did not vary among the three main types of health conditions (musculoskeletal, chronic/systemic/progressive, and mental health; Table 2.13). However in comparison to these three groups, those with sensory health conditions were more likely to have problems with English only (29 per cent;  $p < 0.01$ ), and problems with both English and Maths (11 per cent;  $p < 0.05$ ). Those with learning difficulties were the most likely to have problems with Maths only (15 per cent), or problems with both English and Maths (52 per cent), and a fifth had problems with English only.

**Table 2.13 Problems with English or Maths by type of health condition\***

	Column per cent					
	Musculo- skeletal %	Chronic/ systemic %	Mental Health %	Sensory %	Learning %	Other %
Problems with English & Maths	4	3	5	11	52	5
Problems with English only	7	9	6	29	20	8
Problems with Maths only	3	4	6	3	15	4
No problems	86	84	83	58	14	82
<i>Base: All respondents</i>						
<i>Weighted base</i>	911	612	938	104	66	374
<i>Unweighted base</i>	903	613	942	103	69	373

\*Speech impediment not included due to small base

## 2.5 Economic activity prior to registration

In order to understand respondents' circumstances before they joined NDDP, they were asked about their activities a month prior to registration. A period of one month was selected in preference to activities immediately before registration because of the possibility of some contact with Job Brokers prior to the formal registration date.

One month before registration, the overwhelming majority of respondents were not in paid work (95 per cent – Table 2.14). As one might expect, respondents' partners were much more likely to have been in work one month prior to the registration date (63 per cent).

**Table 2.14 Whether in paid work one month before registration**

	Column per cent	
	Respondent %	Partner %
Yes	5	63
No	95	37
<i>Base: All respondents</i>		
<i>Weighted base</i>	3011	1271
<i>Unweighted base</i>	3011	1264

Respondents were given a list of activities related to work, education, caring and housework, and asked if they spent any time doing these activities around one month before registration<sup>9</sup> (Table 2.15). Though few respondents were working, over a quarter (28 per cent) had been looking for paid work one month before registration. More than any other activity, 36 per cent were looking after their home or family. Similar numbers of respondents were in education or training as were doing voluntary work (13 per cent and 12 per cent respectively). Five per cent were caring for a sick or disabled adult, and a smaller two per cent were in hospital. Without being prompted, 15 per cent said they were sick or disabled, while a further fifth simply said they were not participating in any of these activities.

Looking at these activities by sex, we find significant differences in the activities participated in by men and women. Almost twice the proportion of women than men said that they were looking after the home (50 per cent and 26 per cent respectively;  $p < 0.01$ ). Slightly more men were looking for paid work than women (30 per cent and 25 per cent respectively;  $p < 0.01$ ), while more women were doing voluntary work than men (14 per cent and 10 per cent;  $p < 0.01$ ). Also, a noticeably larger 26 per cent of men were not participating in any of these activities compared with 15 per cent of women ( $p < 0.01$ ).

**Table 2.15 Activities one month before registration**

	Multiple response		
	Men %	Women %	Total %
Looking after the home or family	26	50	36
Looking for paid work	30	25	28
Spontaneous: Sick or disabled	16	14	15
Doing any education or training	13	13	13
Doing any voluntary work	10	14	12
Caring for a sick or disabled adult	5	6	5
Being a hospital inpatient	2	2	2
Spontaneous: Retired	*	-	*
None of these	26	15	22
<i>Base: All respondents</i>			
<i>Weighted base</i>	1909	1106	3014
<i>Unweighted base</i>	1909	1104	3014

\* < 0.5 per cent

<sup>9</sup> Respondents reported all activities they had participated in, not only the main one.

Some of the activities respondents participated in varied noticeably by age (Table 2.16). These included looking after the home or family (which a larger proportion of middle aged people did than the oldest and youngest cohorts) and doing education or training (which was done by a large proportion of people under 30, compared to any other age group). On the other hand, work-related activities (looking for paid work and doing voluntary work) did not vary by age. Overall, respondents in their forties and fifties were the least likely to say that they were not doing any of these activities, whereas the youngest and oldest respondents were the most likely to not be doing any of these activities.

**Table 2.16 Activities one month before registration by age group**

	Multiple response				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
Looking after the home or family	18	34	44	36	29
Looking for paid work	28	27	28	30	33
Spontaneous: Sick or disabled	15	14	15	17	12
Doing any education or training	20	13	12	11	10
Doing any voluntary work	10	11	12	13	12
Caring for a sick or disabled adult	2	3	6	8	5
Being a hospital inpatient	3	4	2	1	2
Spontaneous: Retired	-	-	-	-	*
None of these	27	24	19	20	27
<i>Base: All respondents</i>					
<i>Weighted base</i>	482	670	876	846	139
<i>Unweighted base</i>	480	667	876	854	136

\* <0.5 per cent

The activities respondents were participating in varied by health status<sup>10</sup> (Table 2.17), though the results need to be interpreted with caution because health status relates to the time of the survey interview and clearly may have been different prior to registration. As one might expect, respondents in good health were more likely to have been in education or training or looking for paid work than those in poor health. The better the respondent's health, the more likely they were to be looking for paid work: 38 per cent of those in very good health were looking for work, compared to 27 per cent of those in fair health, and 22 per cent of those in bad or very bad health ( $p < 0.01$ ). Those in very good health were also much more likely than all other respondents to have been in education or training (21 per cent compared with 13 per cent of all other respondents;  $p < 0.01$ ).

Those reporting good health were slightly less likely to say they did not participate in any of the activities listed (21 per cent) or to spontaneously say that they were sick or disabled (14 per cent)<sup>11</sup> than those in poor health (27 and 19 per cent respectively;  $p < 0.01$ ). One might, though, have expected a stronger relationship here; that is, for rather more of the registrants in good health and/or perhaps rather fewer of those in poor health to have been participating in the listed activities. This underlines the complex relationships between health condition/disability, health status and activity.

<sup>10</sup> Health status was self-assessed.

<sup>11</sup> Thirty two people said that their health was very good and 89 people said it was good, who also said that they were sick or disabled (and did not spend time doing any of the mentioned activities one month before registration).



Similarly, looking at these activities by impact of respondents' health condition or disability<sup>12</sup>, those whose health did not affect them at all were more likely to be looking for paid work than those whose health affected them a great deal (42 per cent compared with 23 per cent;  $p<0.01$ ). As with health status, 11 per cent of respondents who said that they were not affected at all by their health condition or disability also said spontaneously that they were sick or disabled, compared to 18 per cent of those whose health affected them a great deal ( $p<0.05$ ).

**Table 2.17 Activities one month before registration by health status**

	Multiple response						
	Good health %	Very good %	Good %	Fair %	Poor health %	Bad %	Very bad %
Looking after home and family	36	33	35	37	31	33	23
Looking for paid work	31	38	35	27	22	22	23
Spontaneous: Sick or disabled	14	12	13	15	19	17	27
Doing any education or training	14	21	13	13	10	10	10
Doing any voluntary work	12	16	14	11	10	11	8
Caring for sick/ disabled adult	5	6	6	5	5	5	1
Being a hospital inpatient	2	-	2	3	3	3	4
Spontaneous: Retired	*	-	-	*	-	-	-
None of these	21	20	19	22	27	28	23
<i>Base: All respondents</i>							
<i>Weighted base</i>	2274	267	690	1317	727	617	111
<i>Unweighted base</i>	2264	269	689	1306	737	625	112

Although the pattern of responses was fairly similar across all groups, there were some differences in activities one month before registration by type of health condition (Table 2.18). Those with learning difficulties were the most likely to have been doing a course (29 per cent), while those with a mental health condition were the least likely to have been looking for paid work ( $p<0.05$  in comparison to those with a musculoskeletal health condition). On the other hand, those with a musculoskeletal health condition were the least likely to have been doing any voluntary work ( $p<0.01$  in comparison to those with a mental health condition). Almost a fifth of those with a musculoskeletal health condition identified themselves as sick or disabled spontaneously, compared to just 13 per cent of those with a mental health condition ( $p<0.01$ ), ten per cent of those with sensory health conditions ( $p<0.05$ ), and eight per cent of those with learning difficulties ( $p<0.05$ ).

<sup>12</sup> Impact of health condition or disability refers to impact on ability to participate in normal everyday activities (see Chapter 3).

**Table 2.18 Activities one month before registration by type of health condition\***

					Multiple response	
	Musculo -skeletal	Chronic/ systemic %	Mental Health %	%	Learning %	Other %
Looking after home and family	36	35	34	31	16	37
Looking for paid work	31	27	26	32	33	27
Spontaneous: Sick or disabled	18	16	13	10	8	15
Doing any education or training	12	11	12	14	29	16
Doing any voluntary work	8	12	14	13	12	13
Caring for sick/ disabled adult	5	6	6	7	3	6
Being a hospital inpatient	2	4	3	1	-	1
Spontaneous: Retired	*	*	*	-	-	-
None of these	21	23	23	23	29	20
<i>Base: All respondents</i>						
<i>Weighted base</i>	912	614	936	104	67	376
<i>Unweighted base</i>	904	615	942	103	69	374

\*Speech impediment not included due to small base

Respondents who were not in work were asked whether, at that time, they had wanted paid work. This group, combined with those that were already in work or were actively looking for another job, comprised the overwhelming majority of respondents (88 per cent). Thus it seems that NDDP has attracted people who wanted to do paid work but, in most but far from all cases, were not actively looking for jobs ahead of their registration.

Whether respondents were in or wanted to be in work one month before registration did not vary significantly according to age or current health status (with all groups returning figures in the narrow range 87 to 90 per cent). The figures for those with a mental health condition (82 per cent) and those with learning difficulties (80 per cent), however stand out as low in comparison to the other types of health conditions (89 to 92 per cent).

## 2.6 Benefit status

When respondents registered for NDDP they had to be in receipt of a qualifying benefit. At the time of interview, most of the registrant population were still in receipt of an NDDP qualifying benefit (72 per cent), but 28 per cent no longer were (Table 2.19). Seventeen per cent were in receipt only of a benefit that was not a qualifying one for NDDP, while 12 per cent were not receiving any benefits.

Men were more likely still to be in receipt of an NDDP qualifying benefit (74 per cent compared to 65 per cent of women;  $p < 0.01$ ). The proportions not on any benefit were similar, while a quarter of women were in receipt only of a benefit that was not a qualifying one for NDDP (compared to 12 per cent of men;  $p < 0.01$ ).

**Table 2.19 Whether in receipt of NDDP qualifying benefit**

	Column per cent	
	%	%
Yes	72	
No, not in receipt of NDDP qualifying benefit	28	
<i>In receipt of non-qualifying benefit only</i>		17
<i>Not in receipt of any benefit</i>		12
<i>Base: All respondents</i>		
Weighted base	3014	
Unweighted base	3014	

Benefit receipt varied by age (Table 2.20), with those in their fifties being the most likely to still be in receipt of an NDDP qualifying benefit (80 per cent compared to 64/65 per cent of those 30-49 years old;  $p < 0.01$ ). Those 30 to 49 years old were the most likely to be in receipt only of a benefit that was not a qualifying one for NDDP, while a quarter of those aged 60 or over were not in receipt of any benefit.

**Table 2.20 Whether in receipt of NDDP qualifying benefit by age group**

	Column per cent				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
Yes	76	65	64	80	72
In receipt of non-qualifying benefit only	12	25	23	7	4
Not in receipt of any benefit	12	9	13	13	24
<i>Base: All respondents</i>					
Weighted base	482	670	876	846	139
Unweighted base	480	667	876	854	136

As might be expected, those in poor health, and those whose health affected them a great deal, were more likely to still be on an NDDP qualifying benefit: 78 per cent of those in poor health compared to 69 per cent of those in good health ( $p < 0.01$ ), and 75 per cent of those whose health affected them a great deal compared to 66 per cent of those whose health did not affect them at all ( $p < 0.01$ ). Receipt of NDDP qualifying benefits did not however vary by type of health condition.

Over half of all respondents received Incapacity Benefit (53 per cent) (Table 2.21). Less than a quarter received Income Support with a Disability Premium (22 per cent). Five per cent were in receipt of Severe Disablement Allowance, and a smaller three per cent received Jobseeker's Allowance. Fifty three per cent of respondents were in receipt of a range of other NDDP qualifying benefits.

Table 2.21 Benefit status at time of interview

	Multiple response	
	%	%
In receipt of Incapacity benefit	53	
In receipt of Income Support with a Disability Premium	22	
In receipt of Severe Disablement Allowance	5	
In receipt of other NDDP qualifying benefit	53	
<i>Housing or Council Tax Benefit with a Disability Premium</i>		10
<i>Disability Living Allowance</i>		29
<i>Industrial Injuries Disablement Benefit</i>		3
<i>Statutory Sick Pay</i>		*
<i>National Insurance Credits for Incapacity</i>		5
<i>Disabled Persons Tax Credit</i>		6
<i>Other, not specified</i>		*
In receipt of Jobseeker's Allowance	3	
In receipt of other non-qualifying benefit	17	
Not in receipt of any benefit	12	
<i>Base: All respondents</i>		
<i>Weighted base</i>	3014	
<i>Unweighted base</i>	3014	

## 3 Health and quality of life

### Summary

This chapter considers the health conditions, disabilities and the quality of life of registrants. Key findings are:

- Most registrants (53 per cent) reported at least one health condition or disability that was current at the time of their survey interview, the remainder reported two or more conditions. Most of the respondents (60 per cent) had permanent health conditions or disabilities.
- The most common main and secondary health conditions or disabilities were mental health conditions and problems with the neck or back. The prevalence of mental health conditions among women was significantly higher than among men, as were heart problems and high blood pressure among men compared to women.
- As was expected, some health conditions increased significantly with age: namely, problems with arms or hands, legs or feet, or neck or back; difficulties in hearing; chest or breathing problems; heart problems or high blood pressure; and diabetes. However, the prevalence of learning disabilities decreased with age.
- Most registrants reported that their health condition or disability limited their ability to participate in activities, but only in 38 per cent of the cases was this limitation great. A half of the registrants self-assessed their condition or disability as limiting their ability to do paid work.
- Most respondents had experienced limitations on carrying out everyday activities or the ability to do paid work for some considerable time. Around one-tenth of registrants had incurred such a limitation within the last two years. In the remainder of the cases it was earlier.
- Half of the registrants did not expect changes in their condition or disability, but one-third of them expected an improvement.
- One-quarter of the respondents required assistance or support, but eight out of ten required only one type of support; usually provided by a friend or relative carer.
- Most of the registrants had participated in at least one social or leisure activity over the last four weeks prior to the survey interview, but in most of the cases this activity was watching TV or listening to the radio or music; fewer numbers visited friends or relatives or ate out. A fifth (21 per cent) were classified as socially and culturally excluded.
- One-half of registrants were generally satisfied with their life. Several personal and health characteristics were associated with this life satisfaction score, including whether they had a good opinion about their involvement with Job Brokers over work related issues. However, the direction of causality is unclear, so this should not necessarily be taken to mean that a good experience with a Job Brokers leads to a higher life satisfaction score.

### 3.1 Introduction

Participants in the New Deal for Disabled People had, by definition, an incapacitating health condition and/or disability. Their health conditions, disabilities and associated quality of life, are likely to have important influences on the decision, and opportunity, to start work and to remain in sustained employment, without adversely affecting their own health.

A conceivable outcome of the NDDP programme is that registrants report an improvement in their health and quality of life. Any improvement, in whole or in part, may be attributable to the New Deal for Disabled People, for example, their self-confidence might have increased or they feel less socially isolated.

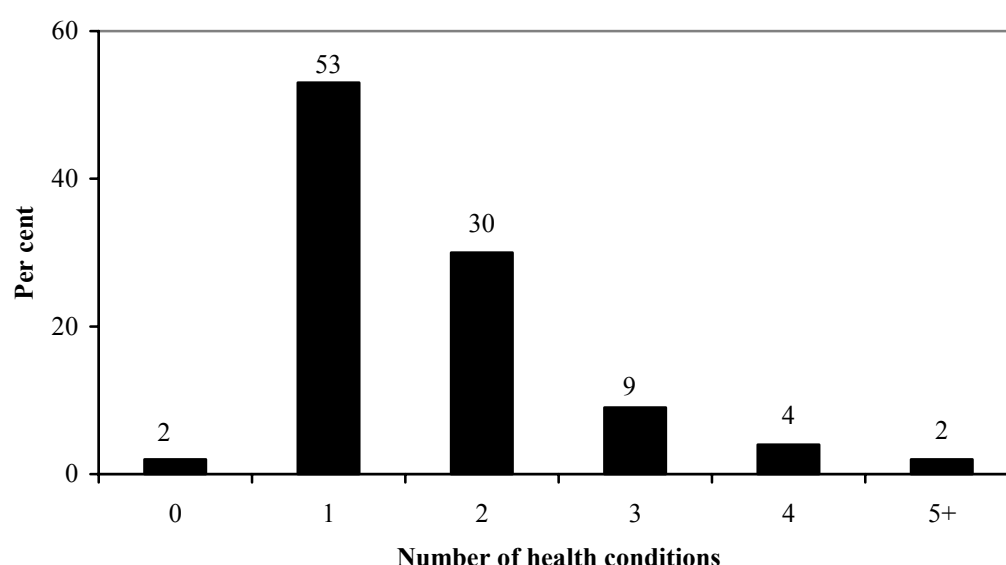
The results presented in this chapter are divided into three sections. The first considers registrants' general health status (Section 3.2), the second is related to customers' health conditions and their impact (Section 3.3) and the last covers quality of life, as assessed through their participation in

specific social and leisure activities and an assessment of their overall satisfaction with life (Section 3.4).

## 3.2 General health status

Ninety five per cent of registrants said they had an ongoing health condition or disability at the time of the interview. Of the five per cent who did not currently have a health condition or disability, 70 per cent had previously had a health condition or disability within the last year and 20 per cent said they had a fluctuating or recurring condition. Altogether, half of the registrants (53 per cent) reported only one condition or disability, 30 per cent reported two, and 15 per cent said three or more health conditions or disabilities (Figure 3.1), 98 per cent of the registrants reported at least one health condition or disability now or in the past.

**Figure 3.1 Registrants by number of health conditions or disabilities reported**



*Base: All Registrants*  
*Weighted base = 3014*  
*Unweighted base = 3014*

## 3.3 Types of health condition and disability and their impacts

### 3.3.1 Types of health condition and disability

The most frequently reported main and secondary health condition or disability was a mental health condition. This was reported by one-third (32 per cent) of the registrants as their main condition and by 17 per cent as a secondary condition. Overall, 37 per cent of registrants reported at least one mental health condition (Table 3.1).

Substantial proportions of registrants also had physical impairments affecting the neck or back (26 per cent), legs or feet (20 per cent), or arms and hands (12 per cent). A further tenth (11 per cent) had circulatory problems arising from heart problems or blood pressure.

In terms of their main health condition or disability, registrants were not typical of the population of disabled people as a whole. Mental health conditions were more prevalent, as a main condition,

among registrants than among the eligible NDDP population (23 per cent); (Woodward et al., 2003). Conversely, the prevalence of other health conditions, for example, chest and breathing problems, heart problems, and diabetes was lower among registrants than among the NDDP eligible population. These differences could reflect individuals' differing opinions about their likelihood of obtaining work. For instance, registrants with mental health conditions might expect that their health will improve in the future and they are, or will be, able to work. They might also believe that work could help them to improve their mental health, a view that non-registrants may not share. It is also feasible that people with other chronic health conditions, particularly if their problems are permanent and possibly deteriorating, are less likely to see work as a viable option and therefore do not register for NDDP.

**Table 3.1 Main and secondary health conditions**

	Main condition (%)	Secondary condition (%)	Multiple response
			Both (main or secondary) (%)
Mental health condition	32	17	37
Problems with their neck or back	21	16	26
Problems with their legs or feet	15	15	20
Problems with their arms or hands	8	9	12
Heart problems or blood pressure	6	14	11
Problems relating to the stomach, liver, kidney or digestion	4	12	8
Progressive illness not covered above	4	2	5
Epilepsy	3	2	4
Difficulty in seeing	2	3	4
Chest or breathing problems	2	13	8
Diabetes	2	6	4
Learning difficulties	2	2	3
Difficulty in hearing	1	7	4
Skin conditions or allergies	1	4	2
A Speech impediment	*	1	1
Other	13	15	18
Prefer not to say	*	*	*
<i>Base: Registrants who reported a main condition, secondary condition or both together</i>			
<i>Weighted base</i>	<i>2951</i>	<i>1295</i>	<i>3007</i>
<i>Unweighted base</i>	<i>2950</i>	<i>1295</i>	<i>3007</i>

\* Less than 0.5 per cent.

There were some gender differences in the type of condition or disability. Women were more likely than men to report having problems with their arms or hands (13 per cent compared to 11 per cent), chest or breathing problems (ten per cent compared to seven per cent), mental health conditions (39 per cent compared to 35 per cent), or other progressive illnesses (six per cent compared to four per cent). Whereas, men were more likely than women to report having heart problems or high blood pressure (13 per cent compared to eight per cent), and diabetes (five per cent compared to three per cent) ( $p < 0.05$ ). These gender differences reflect those seen more generally in the national population of working adults, as reported in the Autumn 2001 Labour Market Survey (Smith and Twomey, 2002).

It is well known that the prevalence and incidence of health conditions or disability increases with age. Not surprisingly, the frequency of problems in arms or hands, legs or feet, or neck or back, of difficulty in hearing, of chest or breathing problems, heart problems or high blood pressure, and of diabetes increased significantly with age ( $p<0.01$ ). However, the prevalence of learning difficulties decreased significantly with age ( $p<0.01$ ).

### **3.3.2 Classification of health conditions and disabilities**

Since the number of different health conditions and disabilities is large and the number of cases in each sub-group is relatively small, the conditions have been grouped by taking into consideration some communalities between them.

The final classification is as follows:

- I. Physical disability: musculoskeletal conditions
  - a. Problems with neck, back, legs, feet, arms and hands
- II. Physical disability: chronic and or systemic conditions
  - b. Heart problems or blood pressure
  - c. Problems with the stomach, liver, etc.
  - d. Progressive illness not covered above
  - e. Epilepsy
  - f. Chest or breathing problems
  - g. Diabetes
  - h. Skin conditions or allergies
- III. Mental health conditions or disabilities
- IV. Sensory Disabilities
  - a) Difficulty in seeing
  - b) Difficulty in hearing
- V. Learning disability
- VI. Speech impediment
- VII. Other

### **3.3.3 Characteristics of registrants with a particular type of health condition or disability**

#### ***I. Physical disability: Musculoskeletal conditions.***

People who reported a musculoskeletal condition were more likely to be 36 years old or over (90 per cent compared to 68 per cent without this condition) and to have a partner living with them (58 per cent compared to 38 per cent).

This group reported significantly less problems with basic skills (14 per cent compared to 21 per cent). There was a higher proportion of people with Level 2 and 3 qualifications (35 per cent compared to 43 per cent) among those who reported this type of disability ( $p<0.05$ ). There were no significant differences in the distribution of ethnic groups between those with musculoskeletal problems and those without them.

Those having this condition were more likely to be home-owners (49 per cent compared to 35 per cent), to have a full licence to drive (74 per cent compared to 57 per cent), to have a full licence and access to a car (66 per cent compared to 46 per cent) and access to a car even if they did not have a licence (89 per cent compared to 80 per cent).



They had responsibility for children under 16 years old with more frequency than those without a musculoskeletal condition (34 per cent compared to 28 per cent) but there were no differences in the responsibility for adults with disabilities or illnesses. This group was involved in fewer social and leisure activities than those without the condition and even though there were no differences in life satisfaction scores, they were more likely to be socially and culturally isolated (74 per cent compared to 81 per cent).

A significantly higher proportion of people with this condition reported that it began affecting their everyday activities (45 per cent compared to 37 per cent) and their paid work (54 per cent compared to 42 per cent) in the last five years. They reported with more frequency that their condition will deteriorate in the future (22 per cent compared to nine per cent) and less often that their condition will improve or stabilise (21 per cent compared to 35 per cent).

The proportion of those reporting themselves as working at the time of the interview was significantly higher among those having a musculoskeletal condition (35 per cent compared to 30 per cent) but among those who were not working the proportion of who are not expecting to work in the future was also higher (14 per cent compared to 10 per cent). There were no significant differences in the time in which they were expecting to work in the future.

## ***II. Physical disability: Chronic and or systemic conditions.***

People reporting this group of conditions were more frequently men (68 per cent compared to 62 per cent without this condition) and 45 year old or over (53 per cent compared to 41 per cent). With more frequency they had a partner living with them (51 per cent compared to 43 per cent) and were living in their own property (44 per cent compared to 38 per cent). They were less likely to have problems with arithmetic (seven per cent compared to 11 per cent) or basic skills in general (16 per cent compared to 19 per cent).

Even though they reported that their condition will deteriorate in the future (16 per cent compared to 13 per cent) or was terminal (1.3 per cent compared to 0.6 per cent) with more frequency than those who did not report this group of conditions, they were more likely to be satisfied with their life (58 per cent compared to 51 per cent).

There were no other significant differences in the characteristics of this group.

## ***III. Mental health conditions.***

The proportion of women was higher among those reporting a mental health condition (40 per cent compared to 36 per cent without a mental health condition). Sixty five per cent of those who reported a mental health condition were aged under 45 years old compared with 50 per cent among those who did not have this condition. Those who did not report a mental health condition were more likely to have a partner living with them (52 per cent compared to 33 per cent). There were no observed differences by ethnic group.

Those who reported a mental health condition as their main illness or disability had a significant higher level of education (70 per cent of those with mental conditions reported Level 2 or a higher level compared to 62 per cent among those who did not have a mental condition). The proportion of those reporting no qualifications was higher among those who did not have a mental health condition (25 per cent compared to 19 per cent). At the same time those with a mental health condition were less likely to report problems reading and writing (12 per cent compared to 16 per cent).

The proportion of people in work was lower among those reporting a mental health condition (29 per cent compared to 32 per cent) but this later group was expecting to work in the future with greater frequency (65 per cent compared to 59 per cent). However, those who did not report a mental health condition and were expecting to work in the future, were expecting to move into work sooner (within six months) than those with mental health conditions (55 per cent compared to 52 per cent).

Those who had a mental health condition were more likely to be renting their home or be living with relatives or friends (67 per cent compared to 54 per cent). Those who did not report a mental health condition were more likely to say that they had a licence to drive (64 per cent compared to 59 per cent) or possessed a licence with access to a car (57 per cent compared to 45 per cent).

There were no significant differences in the proportion of respondents who had responsibilities for children under 16 years old or adults with an illness or disability. No differences were found in the number of social and leisure activities in which they participate.

People reporting a mental health condition were less likely to be satisfied with their own life (41 per cent compared to 59 per cent). However, with more frequency they said that their condition did not affect their everyday activities (nine per cent compared to seven per cent) or that they started to affect them between two to five years ago (32 per cent compared to 27 per cent). People having a mental health condition reported more often that the condition started to affect the paid work they could do between two to five years ago (36 per cent compared to 31 per cent).

Those who had a mental health condition were expecting their condition to improve or stabilise in the future (74 per cent compared to 65 per cent) and were either less likely to expect that it will deteriorate (six per cent compared to 19 per cent) or that it will not change (38 per cent compared to 52 per cent).

#### ***IV. Sensory disabilities.***

People with sensory disabilities were more likely to be aged under 30 years (30 per cent compared to 17 without sensory disabilities) or over 56 years old (17 per cent compared to 14). The proportion of Asian people was significantly higher (eight per cent compared to three per cent). People with sensory disabilities reported more problems with basic skills (42 per cent compared to 18 per cent). They were also less likely to have a licence to drive (38 per cent compared to 63 per cent) and to possess a license and have access to a car (37 per cent compared to 62 per cent).

They reported with more frequency that their disability started to affect their everyday activities (77 per cent compared to 54 per cent) or the paid work they could do (67 per cent compared to 46 per cent) five or more years ago.

Even though the proportion of those expecting their condition to deteriorate (17 per cent compared to 13 per cent) or at least not to change (70 per cent compared to 46 per cent) in the future was higher among those having sensory disabilities, they were significantly more satisfied with their life than those without this condition (71 per cent compared to 52 per cent).

There were no other significant differences to report.

#### ***V. Learning disabilities (only 65 cases).***

Those with learning disabilities were more likely to be aged under 40 years old (86 per cent compared to 40 per cent without a learning disability) and Asian (six per cent compared to three per cent). As expected, the proportion of people having problems basic skills (86 per cent compared to 17 per cent) was higher among this group. They were more likely to have no qualification (61 per cent compared to 22 per cent) or a Level 1 qualification (ten per cent compared to six per cent).

They were less likely to have a partner living with them (nine per cent compared to 45 per cent), have a licence to drive (12 per cent compared to 63 per cent) or have responsibilities for children under 16 (four per cent compared to 30 per cent) or caring responsibilities for adults with chronic conditions or illnesses (two per cent compared to eight per cent).

People with learning disabilities were more likely to live in their parents, relatives or friends' home (47 per cent compared to 13 per cent), and participate in more social and leisure activities (that is six or more) (57 per cent compared to 39 per cent).

The proportion of people who reported that their disability affected their everyday activities (21 per cent compared to seven per cent) or the paid work they could do (66 per cent compared to 46 per cent) more than five years ago, or that it has not affected them at all (21 per cent compared to seven per cent and 22 per cent compared to seven per cent respectively), was higher among people with learning difficulties. Most of those with a learning disability were not expecting their condition to change in the future (82 per cent compared to 46 per cent in the group without learning difficulties).

There were no other significant differences to report.

#### ***VI. Speech impediment.***

It was not possible to analyse this sub-group as there are only 12 cases.

#### ***VII. Other disabilities or conditions.***

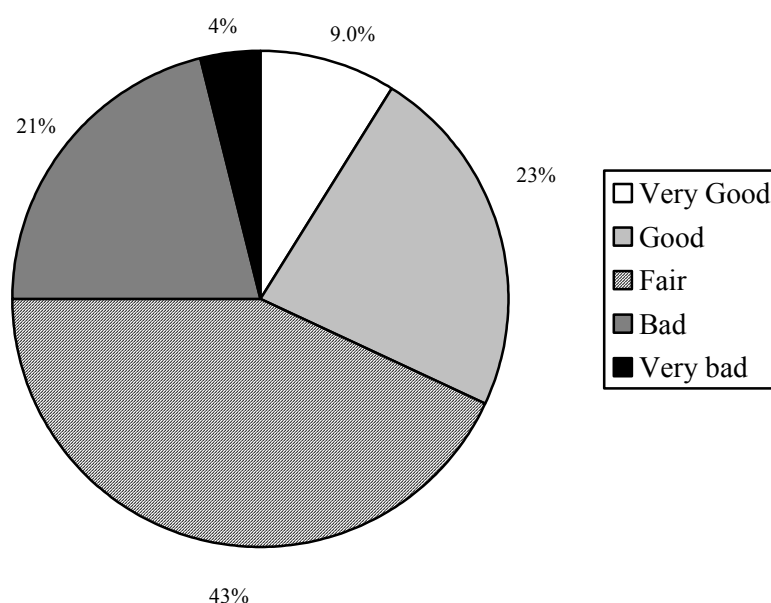
The proportion of women was higher among those having other health conditions (46 per cent compared to 35 per cent without an 'other disability'), as was the proportion of people living in their own home (42 per cent compared to 38 per cent) and having access to a car (88 per cent compared to 83 per cent).

There were no other significant differences to report.

### **3.3.4 Self-assessment of health status**

The use of self-reported measures of health status is not unproblematic; and they may be unreliable measures of actual health status. Nevertheless, the registrant's own assessment may help to explain their responses to Job Brokers' services and their outcomes. Overall, the majority of respondents judged their health to be 'fair' (43 per cent) or as bad or very bad (25 per cent). Only one-third (32 per cent) saw their health as good or very good (Figure 3.2). (One person was too distressed and/or ill to continue and 12 registrants did not know their health status.)

**Figure 3.2 Self-assessment of health**



Base: All registrants

Weighted base = 3014 Unweighted base = 3014

A logistic regression model was used to examine characteristics that were related to negative versus positive perceptions of health (Annex A.3). The results revealed a number of factors that were associated with a positive (that is, good or very good) perception of health status: people with learning disabilities, those without a disability and those whose condition began to affect their activities more than six months before the survey interview (Table 3.2, that is coefficients with odds ratios less than one). The latter finding could indicate that their health had improved over time and/or that they had 'adjusted' to their health status and no longer viewed it negatively. Factors associated with a negative or fair perception of their health were: being a woman, reporting a problem with the neck or back, the chest or with breathing, the heart or high blood pressure or some other progressive illness, having a higher number of health conditions or disabilities, expecting changes in health status (particularly if they expected a negative change), and the lack of participation in recreational activities such as eating or drinking out, using computers, email or the internet or going to the gym/aerobics/swimming/jogging/cycling and being generally dissatisfied with life. The direction of causation for a number of these variables is unclear. For instance, do people have a negative view of their health because they are more socially isolated or does their poor health status lead them not to engage in social and leisure activities?

**Table 3.2 Logistic regression: factors affecting a negative self-assessment of health status**

	Odds
Female	1.4**
Problem with neck or back	1.5**
Chest and breathing problems	1.8**
Heart problems or high blood pressure	2.4**
Learning disabilities	0.4**
Other progressive illness	2.2**
Number of health conditions	1.4**
Presence of disability now/in past	0.2**
People whose condition started more than two years ago	0.8**
People who expected changes in their health in the future	1.1**
People who did not eat or drink out in the last four weeks	1.5**
People who did not use computers, email or the internet (including at work)	1.3*
People who did not go to the gym/aerobics/swimming/jogging/cycling	1.5**
People dissatisfied with their own life	2.5**
Constant	0.3

*Reference groups: Male; people who did not self-report having problems with neck or back, chest or breathing problems, problems with heart or blood pressure, learning disabilities, or other progressive illness; fewer health conditions; people with no current health condition or disability; people whose condition started within the last two years, people who were not expecting changes in their health condition or disability in the future; people who ate or drank out, used computers, email or the internet (including at work) or went to the gym/aerobics/ swimming/jogging/cycling within the four weeks before the interview; and people who are satisfied with their life. \* $p < 0.05$  \*\* $p < 0.01$*

### 3.3.5 Impact of health conditions or disabilities on activities

Ninety three per cent of the registrants reported that their health condition or disability limited their ability to participate in normal everyday activities, which is approximately the same percentage as was found among the eligible NDDP population (Woodward et al., 2003). However, only 38 per cent of this sub-group of registrants reported that their health conditions or disabilities limited them a great deal, which is substantially lower than the percentages reporting this limitation in the overall eligible NDDP population<sup>13</sup> (Woodward et al., 2003). Forty two per cent of registrants reported some degree of limitation and 13 per cent a little. It therefore seems likely that a disabled person's perception of the limiting nature of their health condition is related to the likelihood of registration, with, not surprisingly, people who feel less limited by their impairment or illness being more likely to register.

Registrants were asked when their health condition or disability started to affect their normal everyday activities and their ability to do paid work. Most respondents had been affected by their health condition or disability for a relatively long period of time (that is, five or more years). Fifty five per cent of respondents said that their condition started to affect general activities more than five years ago, 29 per cent between two and five years ago and only nine per cent said that it was in the last two years (Table 3.3).

<sup>13</sup> Sixty seven per cent of longer-term claimants and 50 per cent of recent claimants.

**Table 3.3 When health condition or disability began to affect activities in general, and the ability to do paid work**

	Column percentages	
	General activities	Ability to do paid work
In the last two years	9	14
Two to five years ago	29	35
More than five years ago	55	46
It does not affect activities	7	4
<i>Base: All registrants</i>		
<i>Weighted base</i>	3009	3006
<i>Unweighted base</i>	3008	3006

Almost half (47 per cent) of the respondents said that their health condition or disability started to affect their ability to do paid work five years ago or more, 32 per cent between two and five years, and 14 per cent reported that it was in the last two years (Table 3.3).

Ninety three cases (three per cent of those who reported that their condition started to affect the ability to do paid work) claimed to have recovered the ability to do paid work.

Overall, registrants were not very optimistic about their future health status. Whilst over one-fifth (22 per cent) thought that their health condition or disability would improve in the year ahead, almost half of the respondents (48 per cent) were not expecting changes in their health condition or disability. Indeed, 13 per cent believed that their health condition or disability would deteriorate (Table 3.4).

Views on future health status varied by gender, age, whether socially and culturally excluded and type of condition:

- Men more often than women thought that their condition was not going to change (48 per cent compared to 44 per cent) or that it would deteriorate (15 per cent compared to 12 per cent), while women more frequently said that it would improve (25 per cent compared to 20 per cent) ( $p < 0.01$ ).
- As might be expected, the proportion of those who said that their health condition or disability would improve decreased significantly with age from 38 per cent among those 16-20 years to 11 per cent among those 61-64 years; and the proportion claiming it would deteriorate increased from five per cent to 31 per cent among the same age groups ( $p < 0.01$ ).

**Table 3.4 How registrants' thought their health conditions or disabilities would change in the year ahead**

	Column percentage
	%
No expected changes	48
Condition will improve	22
Condition will stabilise	9
Condition will deteriorate	13
Condition is variable	*
Do not know if condition will change	7
Condition will change, but do not know how	1
Condition is terminal	1

*Base: Registrants who reported a current condition or a past condition but that could be recurrent*

*Weighted base: 2890*

*Unweighted base: 2893*

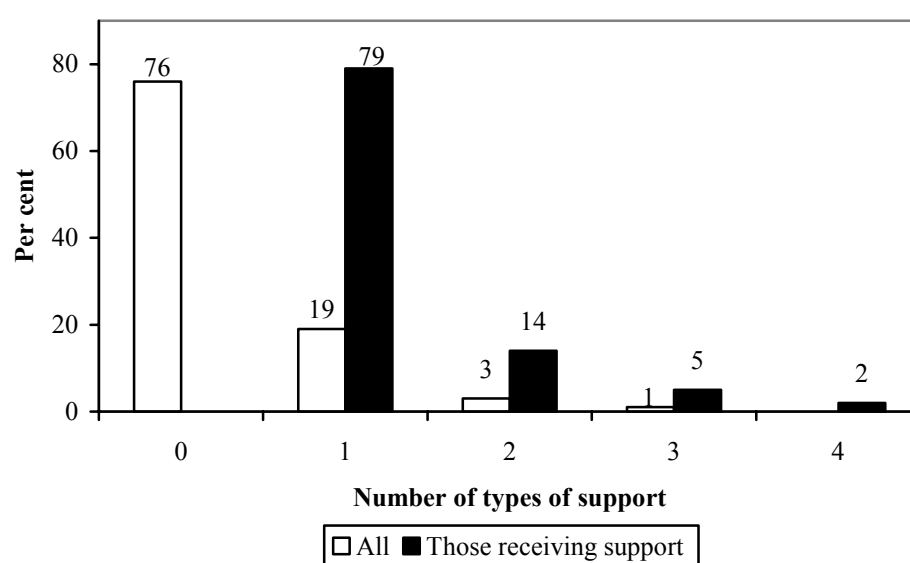
\* Less than 0.5 per cent

- Registrants that were not socially and culturally excluded (see below) more frequently reported that their condition would improve or stabilise in the future (18 per cent and 23 per cent respectively compared to seven per cent and ten per cent respectively for those who were socially and culturally excluded). Socially excluded registrants were more likely than their non-excluded counterparts to have said that their condition would deteriorate in the future (18 per cent compared to 12 per cent) ( $p < 0.01$ ).
- People who had problems with their arm or hands (25 per cent compared to 12 per cent), legs or feet (23 per cent compared to 11 per cent), neck or back (23 per cent compared to ten per cent), difficulty in seeing (24 per cent compared to 13 per cent), chest or breathing problems (17 per cent compared to 13 per cent), heart problems or high blood pressure (19 per cent compared to 13 per cent), problems relating to the stomach, liver, kidney or digestion (20 per cent compared to 13 per cent), diabetes (28 per cent compared to 13 per cent) or a progressive illness (24 per cent compared to 13 per cent) were more likely than people without these problems to think that their condition will deteriorate in the future ( $p < 0.01$ ).
- As already mentioned people with a mental health condition were more likely than those without a health condition to say that they were expecting their condition to improve in the future (35 per cent compared to 14 per cent), while those with a learning disability more often said that they were not expecting any changes compared to people without a learning disability (72 per cent compared to 46 per cent) ( $p < 0.01$ ).

### 3.3.6 Assistance or support required

Some of the registrants had a health condition or disability that meant that they needed personal support or assistance. One-quarter of all registrants (24 per cent) required some form of personal support or assistance. Seventy nine per cent of these requiring support or assistance required only one form, 14 per cent required two forms and seven per cent of three or more forms of assistance or support (Figure 3.3).

**Figure 3.3 Registrants needing support or assistance by number of types received**



Base: All registrants and registrants that were receiving support  
 Weighted base = 3014 and 720 Unweighted base = 3014 and 734

Support or assistance was typically provided by a carer, usually a friend or relative. Three in five (62 per cent) of those receiving only one type of support said that they required a relative or friend to help them, and one in ten (12 per cent) required a paid carer. Nineteen per cent reported that they required some other type of unspecific help (Table 3.5).

**Table 3.5 Personal support or assistance required by registrants**

Type of support	All (%)	Those receiving support (%)	Multiple response
			Those receiving only one type of support (%)
Carer (Relative or Friend)	16	67	62
Carer (Paid)	4	16	12
Driver	3	14	5
Communicator for hearing impaired people	0	2	1
Escort	1	6	1
Reader for visually impaired people	0	2	0
Other personal assistance	6	24	19
None of these	76	--	--
<i>Base: All Registrants, registrants that were receiving support and those receiving only one type of support</i>			
<i>Weighted base</i>	<i>3014</i>	<i>720</i>	<i>572</i>
<i>Unweighted base</i>	<i>3014</i>	<i>734</i>	<i>585</i>

As mentioned above, some respondents required more than one type of support or assistance and the three most common types used in combination are a paid carer, an unpaid carer (friend or relative) and a driver.



### 3.4 Quality of life

#### 3.4.1 Participation in activities and social isolation/exclusion

Registrants were asked if they had participated in a number of social and cultural activities during the previous four weeks. Table 3.6 shows that most (98 per cent) respondents watched TV and/or listen to the radio or music. The second most common activity was visiting friends or family (85 per cent), which was followed by eating or drinking out (59 per cent), using computers, email or the internet (57 per cent), and/or walking as a leisure activity (55 per cent). Less than half of the registrants were participating in other social or leisure activities.

**Table 3.6 Registrants who reported having participated in social activities during the last four weeks**

Activities	Multiple response %
Watching TV/listening to the radio/listening to music	98
Visiting friends or family	85
Eating or drinking out	59
Using computers, email or the internet (including at work)	57
Walking as a leisure activity (Going out for a walk)	55
Visiting countryside, seaside, zoo, park, gardens	43
Gardening/DIY	33
Going to the cinema, to a concert, to the theatre	24
Going to the gym/Aerobics/Swimming/Jogging/Cycling	21
Going to a live sport event	10
Team sports	5

*Base: All registrants*

*Weighted base: 2970*

*Un-weighed base: 2967*

In order to develop a measure of social and cultural inclusion/exclusion, the activities in which registrants participated were summed. When registrants were involved in three or less activities during the last month, they were classified as socially and culturally excluded and when they were involved in four or more they were considered to be socially and culturally included. Although the measure used here is not a comprehensive measure of social exclusion, it does provide a general indicator of respondents' involvement, or engagement, in social and cultural activities; and will provide a reference against which to compare registrants' degree of exclusion at the second interview.

All the registrants were involved in at least one activity over the past four weeks. More than half of the registrants (58 per cent) participated in four, five or six activities (with an average of five) and 21 per cent participated in seven or more. However, a fifth (21 per cent) participated in three or fewer activities, and so can be considered to be at risk of social and cultural exclusion using our measure (Table 3.7).

**Table 3.7 Number activities in which they are involved**

Column percentages	
Number of activities	
1	*
2	6
3	15
4	20
5	20
6	18
7	12
8	6
9+	3
‘Socially excluded’	21

*Base: All registrants*

Weighted base: 2969

*Un-weighted base: 2967*

*\*Less than 0.5 per cent based on weighted sample*

A logistic regression suggests that the factors associated with social exclusion were (Table 3.8):

- being aged 50 or over
- being from a minority ethnic group
- having attained lower levels of qualification
- self-rating health status as bad or very bad
- reporting that a health condition or disability limited them great deal
- having multiple health conditions or disabilities.

**Table 3.8 Factors associated with social exclusion – logistic regression**

	Odds
Those aged 50 or over	1.3*
Non-white ethnic group	1.3*
Higher level of qualifications	0.9**
Health self-rating is bad or very bad	1.9*
Health/disability limits a little or not at all ability	0.6**
Higher number of health conditions	1.1*
Constant	0.2**

*Reference group: those aged under 50, white ethnic group, lower level of qualification, those with self-assessment of health as good or very good, health condition or disability limited them a great deal, lower number of health conditions.*

*\* $p < 0.05$  \*\* $p < 0.01$*

### 3.4.2 Life satisfaction

A global indicator of ‘life satisfaction’ was constructed from a set of six questions in the survey that covered respondents’ level of satisfaction with different aspect of their lives<sup>14</sup>. Globally, over half of the registrants (53 per cent) were satisfied (very or fairly) with their life, 17 per cent were dissatisfied and the rest were neither satisfied nor dissatisfied (Table 3.9).

Registrants were the most satisfied with the frequency with which they see and/or speak to friends, neighbours, and family (77 per cent). Seventy three per cent reported that they were satisfied with their home. Three in five registrants (59 per cent) said that they were satisfied with the things they do for fun. Half of them said that they were satisfied with the amount of control they have over their life (48 per cent) and with their life in general (52 per cent). However, they were least satisfied with their financial situation (Table 3.9). Financial concerns were reported to be an important driver, for some, in the motivation to find work in the qualitative interviews with registrants (Cordon et al., 2003), although by no means the only source of motivation (see also Chapter 8).

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<sup>14</sup> Further details about this scale are given in Annex A.2.

**Table 3.9 Registrants' satisfaction with different aspects of their life**

	Very satisfied	Fairly satisfied	Satisfaction Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Row percentages	
						Base	
						Weighted	Un-weighted
How satisfied they were with their home	41	32	11	9	7	2968	2965
How satisfied they were with the frequency in which they see/speak to friends, neighbours, and family	44	33	12	8	4	2969	2966
How satisfied they were with their financial situation	7	24	18	23	29	2966	2963
How satisfied they were with the things they do for fun	22	37	16	14	11	2968	2965
How satisfied they were with the amount of control they have over their life	17	31	15	21	16	2966	2963
How satisfied they were with their life in general	15	37	17	20	12	2967	2964
Global indicator of life satisfaction	14	39	31	15	2	2970	2967

A logistic regression was used to reveal the characteristics of those with a positive life satisfaction score (that is, those who were very or fairly satisfied). A binary variable was created of those satisfied (very satisfied and fairly satisfied) and dissatisfied (neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied). Regressed against a number of personal characteristics this showed that those more likely to be satisfied with their life were registrants who (Table 3.10):

- were in work at the time of the survey interview or were expecting to work in the future
- had a good opinion about the result of their involvement with Job Brokers over work-related issues
- were aged 50 years or over
- had achieved lower levels of qualification
- were not socially and culturally excluded
- did not have a mental health condition or problems with their neck or back
- self-rated their health as good or very good and did not have a health condition or disability that limited their ability a great deal
- did not require personal support or assistance.

**Table 3.10 Factors associated with life satisfaction among registrants**

	Odds
Those who were expecting to work in the future	1.3**
Opinion on how helpful the involvement with the JB in work related issues	1.3**
Those aged 50 years or over	1.1**
Lower level of Qualification	1.1**
Those who were not socially excluded	1.4**
Those who did not have a mental health condition	2.6**
Self-evaluation of health as good or very good	2.0**
Health/disability limit ability a little	1.5**
Those who did not have problems with their neck or back	1.5**
Condition will not change in year ahead	1.1**
Those who did not required other type of personal assistance	1.4**
Visited friends or family	1.6**
Ate or drank out	1.7**
Constant	0.0

*Reference groups: Those who did not expect to work in the future, who said that the involvement with the Job Broker was very unhelpful, those under 50 and with a higher level of qualification, those socially excluded, who had a mental health condition or a problem in the neck or back, those who self-evaluated their health as bad or very bad, those whose disability affects their ability a great deal, those whose condition is terminal or could change in the future, those who required of other personal assistance, those who did not visit friends or go out to eat or drink.*

\* $p < 0.05$  \*\* $p < 0.01$

One of these factors, age is not subject to any sort of policy intervention, but the remainder may be modified, to some extent. However, most of these factors are beyond the Job Brokers' sphere of influence or area of responsibility. Several factors related to the customers' health condition, or disability, of which amelioration depends partly on the delivery of high quality health and social care. This suggests that Job Brokers need to be well informed about how customers' health conditions can affect work and quality of life outcomes, but Chapter 7 shows that many customers were least happy about the performance of Job Brokers on health-related issues.

The potential of work for enabling participation in social and cultural activities, which would increase life satisfaction scores, should not be ignored. As Chapter 8 will show, enjoyment with the job for the

social contact it provided was strongly related to job retention (see also Cordon et al., 2003). It is conceivable that paid work will contribute to improving the quality of life, at least for some registrants, by reducing their social isolation.

One of the factors that reduced life satisfaction was the need for other personal assistance or support, which implies that provision of such support or assistance, where it is required, can considerably enhance customers' quality of life.

## 4 Work aspirations, barriers and bridges

### Summary

- One month before registration 88 per cent of registrants wanted to be or were in work, with 28 per cent actually looking for employment. Five months after registration nearly a third (31 per cent) of registrants were in paid work; a further four in ten (40 per cent) were looking for work. Most of the remaining registrants were expecting to work in the future, usually within a year of the interview. More specifically:
  - Women were slightly more likely to be working than men (36 per cent compared with 29 per cent), but men were more likely to be looking for work than women (43 per cent compared with 36 per cent).
  - Both older and younger respondents were more likely to be looking for work than middle age registrants; 46 per cent of those aged under 30 years and 45 per cent of those over 60 were looking for work, compared with no more than 40 per cent of other registrants.
  - Respondents in good health were more likely to be in work than those in poor health (35 per cent and 19 per cent). Fourteen per cent of those in poor health did not expect or were unsure if they will work in the future, compared to only four per cent of respondents in good health.
  - Current work status varied slightly by type of health condition. Respondents with a musculoskeletal health condition were more likely to be in work (35 per cent compared to 30 per cent of all other groups), while those with a sensory health condition were less likely to be in work (21 per cent compared to 32 per cent of all other groups). Many of those with a sensory health condition and not in work were however looking for work. Among registrants neither in work nor looking for work, those with a mental health condition were especially likely to expect to work in the future (86 per cent compared to 76 per cent of those with a chronic/systemic/progressive health condition, and 69 per cent of those with a musculoskeletal health condition). Those with a musculoskeletal health condition therefore showed slightly more variation in work status and expectations than other groups.
- Only six per cent of respondents had never worked, though many had last worked either more than five years ago (19 per cent) or two to five years previously (21 per cent).
- A large majority of registrants - of both genders and all age groups - expressed positive attitudes towards work. For example, over nine in ten agreed that having a job was important to them, three-quarters felt that they would still want to work even if they had enough money and just over half said that they were prepared to take any job they could do. Attitudes towards work were relatively consistent across different types of health condition, although those with a mental health condition showed slightly lower levels of attachment to work. For instance, 72 per cent agreed strongly that having a job is very important to them, compared with 80 per cent of those with a musculoskeletal condition.
- High numbers of registrants identified with various 'bridges' to work (the ten statements were read to respondents not yet in work regarding factors that might enable them to work). The most salient were if they knew they could return to their original benefit if they needed to (71 per cent), if they could decide how many hours to work (65 per cent), if they could work at home (57 per cent) and if they were able to take breaks when they needed to during the day (54 per cent). Only six per cent did not respond positively to any of this set of statements. People's health status had some influence on the bridges they identified:
  - Respondents in poor health were more likely than those in good health to say being able to take breaks when needed would help them to work (64 per cent compared with 50 per cent). The same was true of having someone to offer support (43 per cent compared with 36 per cent) and being able to work at home (61 and 56 per cent).
  - Respondents most affected by their health condition or disability were more likely than those least affected to identify six or more 'bridges to work' (31 per cent compared with 19 per

cent) and less likely to indicate only one or two bridges (17 per cent compared with 28 per cent).

- Similarly, registrants identified a number of ‘barriers’ to work (a dozen statements were read to respondents not in work concerning factors that may be preventing them from working) The most often mentioned reason was that there were not enough suitable job opportunities locally (63 per cent identified this as a barrier). Just under half felt that other people’s attitudes to their health condition or disability prevented them from working, and that they could not work because of their health condition or disability (47 and 45 per cent respectively). Only four per cent of respondents thought that none of the factors posed a barrier to work. A quarter cited one or two barriers, just over half felt that there were between three and five barriers stopping them working and a fifth agreed that six or more barriers applied to them. Again, health status was influential, this time especially so:
  - o Where a third of those in good health said they could not work because of their disability, nearly three-quarters of those in poor health identified this as a barrier (34 per cent and 73 per cent).
  - o The more respondents were affected by their health condition or disability, the more likely they were to see their disability as a barrier to work. Being told not to work by their doctor was identified as a barrier to work by 13 per cent of those affected a little or not at all by their health condition or disability and by a much larger 40 per cent of those who were affected a great deal.
  - o Respondents with a mental health condition were more likely than all other respondents not to feel confident about work. Those with a mental health condition were also the most likely to see their disability as a barrier to work (49 per cent), compared with just a third of those with a sensory health condition (31 per cent).
- The barriers registrants faced are substantial, particularly among the older age groups and those in poorer health, but these groups also identified many bridges, providing opportunities for Job Brokers to help registrants move towards employment.

## **4.1 Introduction**

This chapter outlines respondents’ relationship to the labour market five months after registration (at the time of the survey interview) and their attitudes towards employment (Section 4.2), the factors that may be preventing them from working (Section 4.3) and those that may enable them to work (Section 4.4).

## **4.2 Work commitment**

This section looks at respondents’ current work status, their most recent work experience, their work expectations and their attitudes to employment.

In Chapter 2 it was shown that a month before registration, 88 per cent of registrants wanted to be in work, including five per cent who were working. Twenty eight per cent recalled that they were actually looking for work at that time. Hence the majority of respondents were not active in the labour market ahead of their registration, despite their work aspirations.

Five months or so after registration (at the time of survey interview) a very different picture emerged. By this time nearly a third (31 per cent) of registrants were in paid work<sup>15</sup>; a further four in ten (40 per cent) were looking for work. That is, at least 70 per cent were active in the labour market. Moreover, most of the remaining registrants were expecting to work in the future, in most cases within a year of the interview. Of all registrants, six per cent were not looking for work and did not expect or did not

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<sup>15</sup> This includes paid work, Permitted Work, supported work, work placements and being self-employed.



know if they would work in the future (Table 4.1). (Entries into work are discussed further in Chapter 8.)

A larger proportion of women than men were in work (36 per cent compared with 29 per cent;  $p < 0.01$ ), but more men than women were looking for work (43 per cent compared with 36 per cent;  $p < 0.01$ ).

**Table 4.1 Current work status**

	Column per cent		
	Men %	Women %	All %
In work now	29	36	31
Currently looking for work	43	36	40
Expects work - but not looking	22	23	22
<i>Expects work - next sixth months</i>	8	7	8
<i>Expects work - more than sixth months &amp; less than one year</i>	6	7	6
<i>Expects work - more than one year</i>	6	7	6
<i>Expects work - does not know when</i>	2	2	2
Does not expect/ unsure about working in the future	6	6	6
<i>Base: All respondents</i>			
<i>Weighted base</i>	1905	1104	3009
<i>Unweighted base</i>	1906	1103	3009

Current work status also differed somewhat by age group (Table 4.2). One in four respondents under 30 were in work, which rose to one in three respondents in their forties and fifties. This trend was inverted for those looking for work: 46 per cent of the youngest age group and 45 per cent of the oldest age group were looking for work, compared with no more than 40 per cent of everyone else. So, again, around 70 per cent of respondents in all groups were active in the labour market.

However, among registrants who were neither in work nor looking for work, younger respondents nearly all expected to work in the future, whereas increasing proportions of those in older age groups did not share this expectation.

**Table 4.2 Current work status by age group**

	Column per cent				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
In work now	25	30	33	34	30
Currently looking for work	46	40	39	38	45
Expects to be able to work in the future (but not looking)	25	28	22	18	10
Does not expect/ unsure about working in future (and not looking)	3	3	6	9	16
<i>Base: All respondents</i>					
<i>Weighted base</i>	481	669	875	846	139
<i>Unweighted base</i>	479	666	875	853	135

Respondents in good health were more likely to be in work than those in poor health (35 per cent compared with 19 per cent), with similar proportions in both groups looking for work (Table 4.3).<sup>16</sup> Very few (four per cent) of those in good health did not expect to, or were unsure about, working in the future. Substantially more (14 per cent;  $p<0.01$ ) of those in poor health had this expectation, though it is noteworthy that twice as many (28 per cent) of this group expected to work at some point despite neither being in work nor looking for work when interviewed.

**Table 4.3 Current work status by health status**

	Column per cent						
	Good health %	Very good %	Good %	Fair %	Poor health %	Bad %	Very bad %
In work now	35	34	39	34	19	19	17
Currently looking for work	41	47	39	41	39	40	30
Expects to be able to work in the future (but not looking)	20	17	19	22	28	28	28
Does not expect/ unsure about working in future (and not looking)	4	3	3	4	14	13	25
<i>Base: All respondents</i>							
<i>Weighted base</i>	2270	266	690	1313	728	618	111
<i>Unweighted base</i>	2260	268	689	1303	737	625	112

Current work status varied slightly by type of health condition (Table 4.4). Respondents with a musculoskeletal health condition were more likely to be in work (35 per cent compared to 30 per cent of all other groups;  $p<0.01$ ), while those with a sensory health condition were less likely to be in work (21 per cent compared to 32 per cent of all other groups;  $p<0.01$ ). Many of those with a sensory health condition and not in work were however looking for work.

Among registrants neither in work nor looking for work, those with a mental health condition were especially likely to expect to work in the future (86 per cent compared to 76 per cent of those with a chronic/systemic/progressive health condition, and 69 per cent of those with a musculoskeletal health condition;  $p<0.01$ ). Those with a musculoskeletal health condition therefore showed slightly more variation in work status and expectations than the other groups, with both a relatively high proportion in work as well as a relatively high proportion not expecting to work in the future (within the group neither in work nor looking for work).

<sup>16</sup> Respondents stating that their health was Very Good, Good, or Fair were defined as in 'good health', and respondents stating that their health was Bad or Very Bad were defined as in 'poor health'.

**Table 4.4 Current work status by main health condition\***

	Column per cent					
	Musculo- skeletal %	Chronic/ systemic %	Mental Health %	Sensory %	Learning %	Other %
In work now	35	31	30	21	35	28
Currently looking for work	39	40	40	45	34	44
Expects to be able to work in the future (but not looking)	18	22	26	28	25	22
Does not expect/ unsure about working in future (and not looking)	8	7	4	6	6	6
<i>Base: All respondents</i>						
<i>Weighted base</i>	910	613	938	104	65	373
<i>Unweighted base</i>	903	614	942	103	68	373

\*Speech impediment not included due to small base

#### 4.2.1 Most recent work experience

Most respondents had experience of paid work (94 per cent), though six per cent had never worked (this included work since registration) (Table 4.5). Respondents who were not in work at the time of interview but had worked in the past split into three groups of similar size: those who had worked in the two years preceding the survey interview (23 per cent), those who had last worked two to five years previously (21 per cent) and those who had not worked for at least five years (19 per cent).

Men and women were equally likely never to have worked or to have last worked over five years ago, but somewhat more men unemployed at the time of interview had last worked within the last five years (47 per cent had compared with 40 per cent of women,  $p < 0.01$ ).

**Table 4.5 Most recent work experience by sex**

	Column per cent		
	Men %	Women %	All %
Currently in work <sup>17</sup>	29	36	31
Has worked within last two years	23	21	23
Last worked two to five years ago	23	18	21
Last worked over 5 years ago	19	19	19
Has never worked	6	6	6
<i>Base: All respondents</i>			
<i>Weighted base</i>	1906	1104	3010
<i>Unweighted base</i>	1907	1104	3011

Looking at the work experience of respondents by health status (Table 4.6), it is apparent that those in poor health were more likely than those in good health to have said they had worked in the last two to five years or over five years ago (28 and 26 per cent respectively compared with 19 and 17 per cent

<sup>17</sup> This includes paid work, Permitted Work, supported work, work placements and being self-employed.

per cent for those in good health;  $p < 0.01$ ). However, those in poor health were no more likely to have never worked. A larger proportion (12 per cent) of those in very good health compared to other health status (five per cent to eight per cent;  $p < 0.05$ <sup>18</sup>) had never worked.

**Table 4.6 Most recent work experience by health status**

	Column per cent						
	Good health %	Very good %	Good %	Fair %	Poor health %	Bad %	Very bad %
Currently in work	35	34	40	33	19	19	17
Has worked within last two years	22	23	21	23	23	22	25
Last worked two to five years ago	19	20	18	20	28	28	27
Last worked five or more years ago	17	12	15	19	26	26	26
Has never worked	6	12	8	5	5	5	5
<i>Base: All respondents</i>							
<i>Weighted base</i>	2273	265	689	1316	729	617	111
<i>Unweighted base</i>	2263	269	689	1305	737	625	112

Similar trends were observed for work experience of respondents by impact of their health condition or disability on activities. That is, those affected a great deal or to some degree were more likely to have last worked several years ago, whereas those affected not at all included the highest proportion that had never worked. Looking at type of health condition, a relatively high proportion of those with a sensory health condition had last worked five or more years ago (28 per cent), or had never worked (14 per cent).

## 4.2.2 Attitudes to work

Respondents were read seven statements concerning attitudes to work and asked how much they agreed or disagreed with each (Table 4.7, statements are ordered by per cent that agreed strongly). The overwhelming majority of respondents, 92 per cent, agreed that having a job was important to them, making it the most agreed with statement (76 per cent agreed strongly and 16 per cent agreed slightly). Only three per cent of respondents disagreed slightly or strongly with this statement. A very large majority of respondents (88 per cent) also agreed that it was their responsibility to find a job (63 per cent agreed strongly and 25 per cent agreed slightly). Again, only a small proportion disagreed slightly or strongly with this statement (five per cent). Just over three-quarters of respondents (76 per cent) felt that they would still want to work even if they had enough money, including just under half who agreed strongly with this statement (49 per cent). Just over half (56 per cent) of respondents felt that having any job was better than being unemployed, but over a third (36 per cent) disagreed. Similar proportions agreed (55 per cent) and disagreed (35 per cent) that they were prepared to take any job they could do. Once again, just over half (52 per cent) said that it is important to hang on to a job even if you do not like it, while a substantial minority (36 per cent) held the opposite view.

The final statement (the only one with some negative connotation in relation to work) asked respondents if they thought they should not be expected to take a job earning less than a previous one. This statement was met with the most ambivalence and the most negativity, with nearly a quarter of respondents answering ‘neither agree nor disagree’ (24 per cent), 42 per cent demonstrating overall disagreement and 33 per cent agreeing.

<sup>18</sup> The difference between very good and good is not significant (12 per cent and eight per cent) although the difference is obviously in line with the trend across the table.

Respondents were also read two statements addressing their attitude towards voluntary work (also Table 4.7). Very large majorities of registrants held the view that voluntary work can improve someone's confidence (87 per cent) and improve one's chances of getting paid work (82 per cent).

**Table 4.7 Attitudes to employment**

						Row per cent
	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Base: Weighted (Unweighted)
Having a job is very important to me	76	16	5	2	1	3005 (3004)
It is my responsibility to look for a job	63	25	7	3	2	3000 (2999)
Even if I had enough money, I would still want to work	49	27	7	6	12	3005 (3004)
Having almost any job is better than being unemployed	34	22	8	15	21	3003 (3002)
I am prepared to take any job I can do	31	24	10	18	17	3002 (3001)
Important to hang on to a job, even if you do not like it	24	28	12	19	18	3005 (3004)
Should not be expected to take a job earning less than I was earning in any previous job	19	15	24	24	18	2975 (2975)
Voluntary work can improve someone's confidence	61	26	9	2	2	2974 (2974)
Voluntary work can improve your chances of getting paid work	48	34	12	4	3	2959 (2958)

*Base: All respondents*

Attitudes towards work were relatively consistent across different types of health condition, although those with a mental health condition showed slightly lower levels of attachment to work: 72 per cent agreed strongly that having a job is very important to them, compared to 80 per cent of those with a musculoskeletal condition ( $p < 0.01$ ). They were also less likely to agree strongly that having almost any job is better than being unemployed (26 per cent), or that they were prepared to take any job they could do (25 per cent). Nineteen per cent of the same group agreed strongly that it is important to hang on to a job even if you do not like it, compared to 26 per cent of those with a musculoskeletal health condition ( $p < 0.01$ ).

The small group with learning difficulties showed similar levels of enthusiasm about work to other groups, with similar levels of agreement to having a job being important to them, to having almost any job being better than being unemployed, to being prepared to take any job they could do, and to the importance of hanging on to a job even if you do not like it. On the other hand, only about two-thirds (compared to about 90 per cent for all other groups) agreed strongly or slightly that it is their responsibility to look for a job ( $p < 0.01$ ).

Some observations about the respondents' overall attitudes towards work can be made by summarising responses to these seven statements (Table 4.8 – See Annex A.1 for detail of derivation). Nearly three-quarters had a positive overall attitude to work (72 per cent), and whilst only one per

cent demonstrated a negative overall attitude to work and 27 per cent appeared to be neither positive nor negative.

**Table 4.8 Overall attitude to work**

	Column per cent
	%
Positive	72
Neither positive nor negative	27
Negative	1
<i>Base: All respondents</i>	
<i>Weighted base</i>	3006
<i>Unweighted base</i>	3006

These attitudes did not differ across genders. However, when looked at against age (Table 4.9), the youngest group of people, aged 16 to 29, were a little more likely to have a positive attitude to work than any other age group (76 per cent compared with 67 to 72 per cent among other age groups;  $p < 0.05^{19}$ ).

**Table 4.9 Overall attitude to work by age group**

	Column per cent				
	16-29	30-39	40-49	50-59	60 or over
Positive	76	69	72	71	67
Neither positive nor negative	23	30	26	28	28
Negative	1	1	2	1	5
<i>Base: All respondents</i>					
<i>Weighted base</i>	482	670	877	846	130
<i>Unweighted base</i>	480	667	876	854	128

Overall attitude to work also differs slightly across health status. Almost three-quarters of those in good health had a positive attitude to work, compared with just over two-thirds of those in poor health (73 per cent and 67 per cent;  $p < 0.01$ ). However, no significant differences in overall attitude to work were observed in regard to impact of health condition or disability on activities.

### 4.3 Bridges to work

During the course of the interview, a series of statements about the kinds of things that might enable people to work were read to respondents who were not in work (or were working less than eight hours per week and wanted to work more hours). For each statement, they were asked whether it applied to them. The items in Table 4.10 are listed in order of their salience to registrants. The factor that respondents were most likely to identify with as a bridge to work was if they knew they could return to their original benefit if they needed to (71 per cent). This seems to imply that awareness, understanding or confidence in the administration of the benefit linking rules is low.

Being able to decide the hours of work was also important for respondents, with 65 per cent saying that this applied to them. Over half the respondents (57 per cent) said that they would be able to work

<sup>19</sup> The difference between 16 to 29 year olds and 40 to 49 year olds is not significant (76 per cent compared to 72 per cent).

if they could work from home and a similar proportion (54 per cent) said they could work if they were able to take breaks when they needed during the day. Thirty eight per cent of respondents felt that they would be able to work if someone could support them at work at least some of the time. Thirty five per cent of those responsible for children said they would be able to work if they had access to affordable childcare. Issues to do with transport produced the same proportion of respondents in agreement: 30 per cent said that they would be able to work if public transport was better or if they had their own transport. Nineteen per cent of respondents felt they needed special equipment to be able to work.

As many as 38 per cent said that there was some factor other than those read to them that would help them work. Most of these respondents (29 per cent of all respondents) mentioned finding the right job, which included finding a job they were interested in or felt they could do. Support and advice about finding and staying in work was mentioned by 19 per cent of respondents, which suggests some registrants had not found sufficient support within either NDDP or other services. Having more skills, education or training, having improved health, and having financial help were also mentioned (11 to 17 per cent).

This group of registrants were much more likely than the eligible population as a whole to cite each of these bridges as potential routes to paid work. For example, while two-thirds of registrants said deciding their hours could enable them to work, less than half of both longer-term (35 per cent) and more recent claimants (48 per cent) in the eligible population survey expressed this view. The one exception to this pattern involved the least salient factor for registrants, special equipment. More of the eligible population (26-30 per cent) thought this could make a difference to their work prospects (Woodward et al., 2003).

Registrants aged 50 or over showed a very similar pattern of response to their younger counterparts with respect to half of the suggested bridges, including deciding upon hours of work and working at home (also in Table 4.10). For five bridges, however, there were significantly more positive responses from the younger age group: returning to original benefit, having support at work, access to affordable childcare, better transport and own transport. Age was a more important factor among the eligible population, where those under 50 years reacted more positively to almost all bridges (with the biggest differences in attitudes among the longer-term claimants).

**Table 4.10 Bridges to work by age**

	Cell per cent		
	Under 50	50 or over	All
I knew I could return to my original benefit if I needed to	74	66	71
I could decide how many hours I worked	65	66	65
I could work at home	58	55	57
I was able to take breaks when I needed to during the day	55	53	54
Someone could support me at work at least some of the time	42	30	38
Something else would help me to work	38	39	38
I had access to affordable childcare	39	10	35
Public transport was better	33	24	30
I had my own transport	34	23	30
I had special equipment to do a job	20	18	19
<i>Base: All those not in work/ want to work more hours<sup>20</sup></i>			
<i>Weighted base</i>	(295) 1445-1457	(50) 654-658	(346) 2104-2111
<i>Unweighted base</i>	(294) 1454-1466	(50) 664-669	(344) 2121-2130

As with age, health status was associated with responses to some bridges but not others (Table 4.11). The two most salient factors - returning to original benefit and deciding hours - were not related to health status. However, being able to take breaks when needed was a more commonly identified bridge for those with poor health than for those with good health (64 per cent compared with 50 per cent;  $p<0.01$ ), as, to a lesser extent, were having someone to offer support (43 per cent compared with 36 per cent;  $p<0.01$ ), being able to work at home (61 and 56 per cent;  $p<0.05$ ) and having special equipment (22 per cent and 18 per cent;  $p<0.05$ ). Having better public transport was the only bridge that those in good health were much more likely to identify than those in poor health (32 per cent and 25 per cent respectively;  $p<0.01$ ).

**Table 4.11 Bridges to work by health status**

	Cell per cent	
	Good health	Poor health
I knew I could return to my original benefit if I needed to	72	70
I could decide how many hours I worked	65	66
I could work at home	56	61
I was able to take breaks when I needed to during the day	50	64
Someone could support me at work at least some of the time	36	43
Something else would help me to work	37	41
I had access to affordable childcare	36	32
Public transport was better	32	25
I had my own transport	31	29
I had special equipment to do a job	18	22
<i>Base: All those not in work/want to work more hours</i>		
<i>Weighted base</i>	(241) 1502-1512	(105) 595-602
<i>Unweighted base</i>	(240) 1513-1523	(104) 602-609

Table 4.12 shows bridges to work by impact of health condition or disability. Respondents who were more affected by their health condition or disability were more likely to identify most bridges (except

<sup>20</sup> Bases in brackets for the statement 'If I had access to affordable childcare' which only applied to those who said they were responsible for children in their household.



those concerning transport and childcare) than those who were unaffected or slightly affected by their health condition or disability. This was especially true of the bridges concerning being able to take breaks, being able to work at home, and being able to decide what hours to work.

**Table 4.12 Bridges to work by impact of health condition or disability**

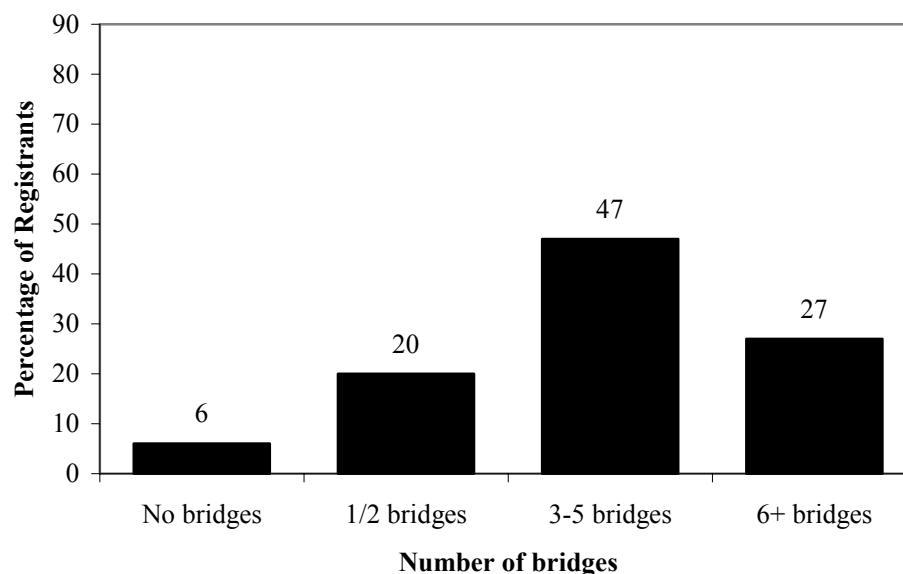
	Cell per cent		
	Affected a little or not at all %	Affected to some extent %	Affected a great deal %
I knew I could return to my original benefit if I needed to	64	76	71
I could decide how many hours I worked	57	67	68
I could work at home	47	59	60
I was able to take breaks when I needed to during the day	38	53	63
Someone could support me at work at least some of the time	35	35	42
Something else would help me to work	34	39	39
I had access to affordable childcare	26	40	33
I had my own transport	34	30	30
Public transport was better	34	31	27
I had special equipment to do a job	11	17	25
<i>Base: All those not in work/ want to work more hours</i>			
<i>Weighted base</i>	<i>(54) 376-381</i>	<i>(149) 849-855</i>	<i>(137) 842-849</i>
<i>Unweighted base</i>	<i>(57) 386-390</i>	<i>(145) 850-856</i>	<i>(137) 850-857</i>

Just a few bridges stood out as differing in importance by type of health condition. Knowing whether they could return to their original benefit was particularly important for those with a mental health condition (76 per cent compared to 69 per cent of those with another health condition,  $p < 0.01$ ), as well as having their own transport (35 per cent compared to 28 per cent,  $p < 0.01$ ). For those with a musculoskeletal health condition, working at home (63 per cent), being able to take breaks (63 per cent) and having special equipment (27 per cent) were all more important than for those with other types of health conditions ( $p < 0.01$ ). Those with sensory health conditions were much more likely to identify with needing support at work (59 per cent), and needing special equipment (58 per cent) ( $p < 0.01$ ).

Only six per cent of respondents did not respond positively to any of the statements about circumstances that might enable them to work (Figure 4.1). Just under half of respondents said that there were three to five bridges that would enable them to work (47 per cent). Twenty per cent identified one or two bridges that would help them into work, and 27 per cent identified six or more bridges.

Statements began with the phrase ‘I would be able to work ...’, so even a single bridge could be sufficient to enable the person to work. In other words, the finding that many respondents identified many bridges does not imply that these registrants need several enabling factors in order to work. On the other hand, one does have to account somewhat for the abstract nature of the questions, that is they were not being answered in the context of specific job or job offer that might or might not be satisfactory in other ways. It would still be prudent to interpret responses as indicating ways in which people could well be helped rather than definitely would be helped into work. Nevertheless that substantial numbers of registrants could be helped further in a wide range of ways is a striking finding.

**Figure 4.1**      **Number of bridges identified**



*Base: All those not in work/ want to work more hours*

*Weighted base: 2121*

*Unweighted base: 2140*

The extent to which these registrants differ from the eligible population is highlighted by this count of bridges. Whereas only six per cent of the registrants could not identify any bridges that would help them into work, 45 per cent of the longer-term and 37 per cent of the recent claimants within the eligible population survey could not identify any such bridge (Woodward et al., 2003).

The number of bridges to work varied only modestly by health status. However, a larger proportion of those in good health than those in poor health identified one or two bridges (22 per cent compared to 15 per cent;  $p < 0.01$ ). Looking at number of bridges by impact of health condition or disability (Table 4.13), those most affected by their health condition or disability were much more likely than those least affected to mention six or more bridges to work (31 per cent compared with 19 per cent;  $p < 0.01$ ) and less likely to identify one or two bridges to work (17 per cent compared with 28 per cent;  $p < 0.01$ ).

**Table 4.13** Number of bridges to work by impact of health condition or disability

	Column per cent		
	Affected a little or not at all %	Affected some %	Affected a great deal %
No bridges	8	4	6
1 or 2 bridges	28	21	17
3 to 5 bridges	46	49	46
6 or more bridges	19	27	31
<i>Base: All those not in work want to work more hours</i>			
<i>Weighted base</i>	380	855	851
<i>Unweighted base</i>	390	856	857

#### 4.4 Barriers to work

Respondents who were not working or working less than eight hours per week were read a series of potential barriers to work.<sup>21</sup>

The factors are again sorted by the most salient reasons (Table 4.14). The main reason for the registrant population was that there were not enough suitable job opportunities locally (63 per cent identified this as a barrier). Half of the respondents expressed concern over not being sure if they would be able to work regularly. Just under half felt that other people's attitudes to their health condition or disability prevented them from working (47 per cent), and 45 per cent of respondents felt that they cannot work because of their health condition or disability.<sup>22</sup>

About a third of respondents (35 per cent) did not feel confident about working, and saw this as preventing them from doing so. Similar proportions agreed with the statements that they were not sure if they would be better off in work than on benefits (32 per cent) and felt that because of their age they were unlikely to get a job (31 per cent). Twenty nine per cent said that their doctor had told them not to work. Out of those who identified with this barrier, almost half (47 per cent) were nevertheless looking for work (compared to 60 per cent of those for whom this barrier did not apply;  $p < 0.01$ ).

Childcare responsibilities prevented 15 per cent of respondents with children from working, while family pressures (six per cent) and other caring responsibilities (four per cent) were the least likely barriers to be identified.

In comparison to the population eligible for NDDP, registrants were much more likely to agree that there are not enough suitable job opportunities locally (only 29 per cent of longer-term claimants and 44 per cent of more recent claimants cited this barrier). In contrast, a disability or health condition was much less likely to be identified as a barrier by registrants (45 per cent compared with 89 per cent of longer-term claimants and 72 per cent of recent claimants in the eligible population). Also, registrant respondents were much less likely to have been told not to work by their doctor (29 per cent compared with 69 and 63 per cent among the eligible population) (Woodward et al., 2003).

Three of the four most salient barriers - job opportunities, concern about working regularly and not being able to work due to disability or health condition - were cited by very similar proportions of respondents aged under 50 and 50 or over (also in Table 4.14). For the younger group, other people's

<sup>21</sup> 119 respondents were working less than eight hours per week.

<sup>22</sup> This was the last statement to be read out.

attitudes to their disability, not having the qualifications or experience to find the right work and not feeling confident about working were more commonly identified as barriers to work. As would be expected, a much larger proportion of those aged 50 or over, compared with those under 50, thought their age was a barrier to getting a job (66 per cent compared with 16 per cent;  $p < 0.01$ ). This is supported by findings in qualitative research that found older people reported fears about age discrimination from employers, in addition to the discrimination they faced because of their health condition or disability (Corden et al., 2003).

**Table 4.14 Barriers to work by age**

	Cell per cent		
	Under 50	50 or over	All
There are not enough suitable job opportunities locally	62	65	63
I am not sure I would be able to work regularly	49	53	50
Other people's attitudes towards my health condition or disability make it difficult for me to work	51	40	47
I cannot work because of my health condition or disability	45	46	45
I have not got enough qualifications and experience to find the right work	46	35	42
I do not feel confident about working	37	30	35
I am not sure I would be better off in work than on benefits	16	66	32
I am unlikely to get a job because of my age		29	31
My doctor has told me not to work	28	30	29
I cannot work because of my childcare responsibilities	18	5	16
My family do not want me to work	5	8	6
I cannot work because I am caring for someone who has a health condition or disability	4	3	4
<i>Base: All those not in work/working &lt; eight hours</i>			
<i>Weighted base</i>	<i>1366-1478</i>	<i>610-669</i>	<i>(380)1983-2148</i>
<i>Unweighted base</i>	<i>1373-1486</i>	<i>619-680</i>	<i>(378)2007-2166</i>

Looking at barriers to work by health status, there were many differences between the views of those in good health compared to those in poor health (Table 4.15). For most barriers (except that there are not enough suitable jobs locally, not having enough qualifications and experience and childcare responsibilities), respondents in poor health were more likely to identify the statement as a barrier than those in good health. Seventy per cent of respondents in poor health compared with 42 per cent in good health said that they were not sure if they would be able to work regularly ( $p < 0.01$ ). Issues about disability were barriers for a significantly larger proportion of those in poor health than those in good health. Where 34 per cent of those in good health said they could not work because of their disability, 73 per cent of those in poor health identified this as a barrier ( $p < 0.01$ ).

**Table 4.15 Barriers to work by health status**

	Cell per cent	
	Good health	Poor health
There are not enough suitable job opportunities locally	64	59
I am not sure I would be able to work regularly	42	70
Other people's attitudes towards my health condition or disability make it difficult for me to work	44	57
I cannot work because of my health condition or disability	34	73
I have not got enough qualifications and experience to find the right work	43	41
I do not feel confident about working	30	45
I am unlikely to get a job because of my age	30	36
I am not sure I would be better off in work than on benefits	30	36
My doctor has told me not to work	21	48
I cannot work because of my childcare responsibilities	18	12
My family do not want me to work	5	6
I cannot work because I am caring for someone who has a health condition or disability	3	5
<i>Base: All those not in work/working &lt; eight hours</i>		
<i>Weighted base</i>	<i>1422-1540</i>	<i>558-606</i>
<i>Unweighted base</i>	<i>1432-1550</i>	<i>566-614</i>

As with those experiencing poor health, the more respondents were affected by their health condition or disability, the more likely they were to see their disability as a barrier to work (Table 4.16). For example, where 21 per cent of those who were affected a little or not at all by their health condition or disability said that they could not work because of it, 38 per cent who were affected to some degree agreed with the statement and 65 per cent of those affected a great deal agreed. Being told not to work by their doctor was identified as a barrier to work by 13 per cent of those affected a little or not at all by their health condition or disability and by a much larger 40 per cent of those who were affected a great deal ( $p < 0.01$ ).

**Table 4.16 Barriers to work by impact of health condition or disability**

	Cell per cent		
	Affected a little or not at all %	Affected to some extent %	Affected a great deal %
There are not enough suitable job opportunities locally	66	61	63
I am not sure I would be able to work regularly	27	47	65
Other people's attitudes towards my health condition or disability make it difficult for me to work	45	45	52
I cannot work because of my health condition or disability	21	38	65
I have not got enough qualifications and experience to find the right work	43	41	43
I do not feel confident about working	25	34	39
I am unlikely to get a job because of my age	27	31	35
I am not sure I would be better off in work than on benefits	27	32	33
My doctor has told me not to work	13	26	40
I cannot work because of my childcare responsibilities	18	17	13
My family do not want me to work	5	6	6
I cannot work because I am caring for someone who has a health condition or disability	2	3	5
<i>Base: All those not in work/working &lt; eight hours</i>			
<i>Weighted base</i>	<i>(57) 354-382</i>	<i>(168) 800-872</i>	<i>(150) 794-874</i>
<i>Unweighted base</i>	<i>(59) 362-392</i>	<i>(164) 801-874</i>	<i>(150) 799-869</i>

Further analysis showed that respondents with a mental health condition were much more likely than all other respondents not to feel confident about work (Table 4.17). Just over half of the respondents with a mental health condition said that they did not feel confident about working (compared with around a quarter of all other respondents - 52 per cent and 26 per cent respectively;  $p < 0.01$ ). Those with a mental health condition were also the most likely to see their disability as a barrier to work (49 per cent), compared to just a third of those with a sensory health condition (31 per cent,  $p < 0.01$ ). Both groups, however, showed concern about other people's attitudes to their health condition – two-thirds of those with a sensory health condition (64 per cent) and 55 per cent of those with a mental health condition ( $p < 0.01$  compared to 41 per cent of those with a musculoskeletal disability).

The findings on those with a mental health condition concur with the qualitative research (Corden et al., 2003), which found that concerns about respondents' health conditions arose particularly amongst people with mental health conditions, those with fluctuating health conditions and those with potentially life threatening conditions. The major concern amongst these respondents was discrimination from employers.

One of the less prominent barriers, family disapproval of work, was more important for those with a chronic/systemic/progressive health condition, with twice as many identifying it as a barrier compared to other groups (ten per cent compared to five per cent,  $p < 0.01$ ).

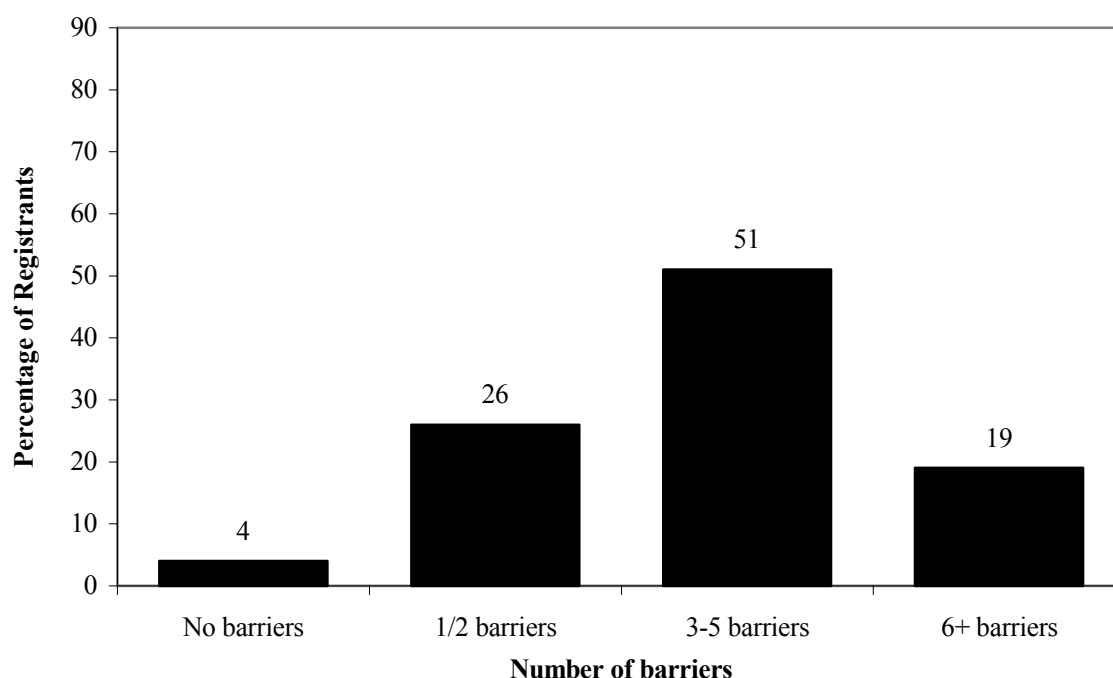
**Table 4.17 Barriers to work by type of health condition\***

	Cell per cent					
	Musculo- skeletal %	Chronic/ systemic %	Mental Health %	Sensory %	Learning %	Other %
There are not enough suitable job opportunities locally	62	66	58	73	[69]	66
I am not sure I would be able to work regularly	55	52	49	28	[29]	55
Other people's attitudes towards my health condition or disability make it difficult for me to work	41	46	55	64	[49]	43
I cannot work because of my health condition or disability	46	45	49	31	28	45
I have not got enough qualifications and experience to find the right work	43	43	44	39	[71]	33
I do not feel confident about working	24	27	52	23	26	32
I am not sure I would be better off in work than on benefits	27	34	35	32	[36]	31
I am unlikely to get a job because of my age	36	36	26	37	[5]	30
My doctor has told me not to work	34	31	30	15	12	24
My family do not want me to work	4	10	5	5	2	6
I cannot work because I am caring for someone who has a health condition or disability	3	4	4	7	2	3
<i>Base: All those not in work/working &lt; eight hours</i>						
<i>Weighted base</i>	565-610	407-441	632-684	77-84	41-51	256-285
<i>Unweighted base</i>	563-609	409-442	647-698	78-84	42-53	257-287

\* Speech impediment not included due to small base

Only four per cent of respondents thought that none of the statements posed a barrier to work (Figure 4.2). Twenty six per cent felt that there were one or two circumstances that stopped them from working. Just over half felt that there were three to five barriers stopping them working (51 per cent). A significant 19 per cent identified more than six barriers.

**Figure 4.2 Number of barriers identified**



*Base: All those not in work, or working less than eight hours weighted – 2155, Unweighted – 2174*

The number of barriers identified differed by age groups (Table 4.18), with younger respondents identifying somewhat fewer barriers than older respondents.

**Table 4.18 Number of barriers by age group**

	Column per cent				
	16-29 %	30-39 %	40-49 %	50-59 %	60 or over %
No barriers	5	4	3	4	6
1 or 2 barriers	30	26	27	24	21
3 to 5 barriers	49	53	52	51	55
6 or more barriers	15	18	18	21	17
<i>Base: All those not in work/working &lt; eight hours</i>					
<i>Weighted base</i>	371	488	619	575	98
<i>Unweighted base</i>	373	487	627	589	97

Respondents in good health identified fewer barriers to work than those in poor health (Table 4.19). Whereas 31 per cent of those in good health identified one or two barriers, only 14 per cent of those in poor health did the same ( $p < 0.01$ ). Correspondingly, six or more barriers were identified by many more of those in poor health (32 per cent) than of those in good health (13 per cent;  $p < 0.01$ ).



**Table 4.19** Number of barriers to work by health status

	Column per cent	
	Good health %	Poor health %
No barriers	5	1
1 or 2 barriers	31	14
3 to 5 barriers	51	53
6 or more barriers	13	32
<i>Base: All those not in work/ working &lt; eight hours</i>		
<i>Weighted base</i>	1540	607
<i>Unweighted base</i>	1551	615

Similar trends found in the number of barriers to work by health status can be seen in the number of barriers to work by impact of health condition or disability. Looking at Table 4.20 the less affected respondents were by their health condition or disability, the fewer barriers they were likely to identify, and vice versa. The number of barriers however did not vary by type of health condition.

**Table 4.20** Number of barriers by impact of health condition or disability

	Column per cent			
	Affected not at all %	Affected a little %	Affected to some extent %	Affected a great deal %
No barriers	10	6	4	3
1 or 2 barriers	44	35	29	17
3 to 5 barriers	42	49	53	53
6 or more barriers	4	10	15	28
<i>Base: All those not in work/working &lt; eight hours</i>				
<i>Weighted base</i>	134	248	874	862
<i>Unweighted base</i>	138	254	875	870

The bridges and barriers to work faced by those not working at the time of interview help to contextualise the prevalent positive attitudes to employment, and positive expectations for the future. These registrants' relationship with the labour market is dependent on a wide range of factors, including their own enthusiasm and confidence, but also their health, and external forces such as labour market opportunities and employer attitudes. The barriers faced are substantial, particularly among the older age groups and those in poorer health, but these groups also identified many bridges, providing opportunities for Job Brokers to help registrants move towards employment.



## 5 Registration

### Summary

This chapter explores respondents' experiences of the registration process, from when they first heard of New Deal for Disabled People and/or Job Brokers, through first contact and the registration process to, in some cases, de-registration. Key findings are:

- The most common ways registrants reported *first hearing* about NDDP were through a letter or leaflet from the Department for Work and Pensions (32 per cent) and via the Jobcentre (23 per cent). Thirty two per cent of registrants said they had received *further information* on NDDP from another source before registering. In total, 60 per cent of registrants recalled receiving a letter about NDDP and 40 per cent had obtained information from the Jobcentre.
- Twenty five per cent of registrants had telephoned the NDDP Helpline, most commonly to obtain general information about NDDP (43 per cent). Some variation in satisfaction with the service was found: over half of those who spoke to a Helpline operator got all the information they wanted (53 per cent), and a third (34 per cent) got some of the information they wanted, but over a tenth (12 per cent) did not receive the information they wanted.
- Partners could have a pivotal role in the registration process. Sixty per cent of registrants in a couple discussed registering with a Job Broker with their partner and 14 per cent discussed which Job Broker to register with.
- Three-quarters of registrants initiated their first contact with Job Brokers themselves, while 23 per cent had been contacted by the Job Broker. Job Brokers registered customers in two distinct ways. Forty one per cent of registrants had discussions with a member of the Job Broker staff before registering, while 59 per cent registered on the same day as their first discussion.
- There is limited evidence that having multiple Job Brokers operate in an area lead to a choice of Job Brokers. Only 18 per cent of registrants contacted another Job Broker before registering. The most common reason for registering with a particular May-June Job Broker was that it was the only one the respondents had heard of (42 per cent).
- Unsurprisingly, the most common reason given for registering with NDDP was that it would help registrants move into work (80 per cent).
- Over half of registrants registered for NDDP at the Job Broker's office (52 per cent) and a quarter registered at the Jobcentre (26 per cent). The registration process took an average of 43 minutes and the majority of registrants (83 per cent) felt the speed of the process was about right and 93 per cent found it easy.
- At the time of the interview, 85 per cent of registrants were still registered with their May-June Job Broker, 13 per cent were no longer registered and two per cent did not know. Of those no longer registered with their May-June Job Broker, 20 per cent had registered with another Job Broker.

### 5.1 Introduction

This chapter examines the registration process from when customers first hear about NDDP or Job Brokers through first contact and registration to some cases of de-registration. Section 5.2 explores routes taken to register with a Job Broker. Some background information on the marketing of NDDP is outlined, then the section considers how registrants first heard of NDDP and from which sources they obtained further information before registration. Three sources of information: the NDDP letter, Jobcentre advisers and the NDDP Helpline are examined in more detail. Discussions with partners about registering with NDDP and pre-registration contact with Job Brokers are also discussed in this section.

The process of choosing a Job Broker is discussed in Section 5.3. This section looks at registrants' awareness of the number of Job Brokers available in their area and the extent to which they had 'shopped around' for a suitable Job Broker. Registrants' reasons for registering with NDDP and with their particular Job Broker are also discussed in this section. The registration process and registrants' assessments are considered in Section 5.4 and reasons for any de-registrations are examined in the final section (5.5).

## **5.2 Routes to the Job Broker**

Registrants could have heard of NDDP or Job Brokers in a number of ways. First, there was national marketing of NDDP. The Department for Work and Pensions sought to inform the eligible population about the programme by means of a letter or a Jobcentre Plus interview. There was also some additional national advertising. Secondly, the Job Brokers themselves may have advertised their services or made personal contact with potential customers. Thirdly, people may have found out about the programme at the Jobcentre, through other organisations (such as, health and social services), through media reporting or from friends and relatives.

### **5.2.1 National marketing<sup>23</sup>**

From November 2001 onwards, the Department for Work and Pensions sent letters about NDDP to people already in receipt of the qualifying benefits (see Section 1.1.1) whose claim's duration was 42 days or more (longer-term claimants). These letters were to be sent out in six weekly batches on the basis of the recipients' National Insurance number and the intention was that all of the stock would have been posted at least one letter over the course of the year. However, longer-term claimants would not have been sent a letter if they registered with a Job Broker before their particular batch of letters were mailed.

People who started receiving qualifying benefits after November 2001 and whose claim duration was less than 42 days (recent claimants) can be divided into two groups. As with all new benefit claimants living in a Jobcentre Plus area, they had to attend a mandatory work-focused interview, at which they should have been told about NDDP. Those not living in a Jobcentre Plus area were sent a letter about NDDP. This letter was similar to the letter to longer-term claimants, and it included a leaflet giving further information about NDDP. As there could be administrative delays in claimants' details being recorded on the system, some recent claimants may not have received a letter, and they had to wait until they received their 'longer-term claimant' letter.

In addition, around April 2002, letters were sent out to people who were doing Therapeutic Work informing them of the introduction of the Permitted Work rules, and these letters also mentioned NDDP.<sup>24</sup> There was also national marketing pointing people towards the NDDP Telephone Helpline, which provided information on NDDP and the Job Brokers operating in the caller's area.

### **5.2.2 How registrants first heard of NDDP or Job Brokers**

The most common way registrants first heard of NDDP was from a Departmental source. A third heard through a letter or leaflet from the Department of Work and Pensions (32 per cent) and a fifth

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<sup>23</sup> England, Scotland and Wales only.

<sup>24</sup> Therapeutic Work was work with limited hours and pay which people on disability benefits could do provided they had their doctor's approval. This was replaced by Permitted Work, for which doctor's approval is not needed. Permitted Work is also for limited hours and pay, and in many cases is time-limited.

via the Jobcentre (23 per cent) (15 per cent from a member of staff and nine per cent in a Jobcentre Plus interview) (Table 5.1).

Eighteen per cent of registrants first heard of NDDP through the media; 13 per cent through newspapers and magazine, four per cent via the television or radio and one per cent via the internet. This could have been reporting of the establishment of NDDP, national marketing or advertising by individual Job Brokers. Indeed, some people first become aware of the Job Broker service rather than the NDDP programme as such; seven per cent first heard through a Job Broker personal contact or advertising.

A referral from health and social work professionals, information from disability or voluntary organisations, or advice from welfare rights workers was how a tenth (11 per cent) of registrants first heard of NDDP, and five per cent of registrants were told by a friend or relative.

**Table 5.1 How registrants first heard of NDDP or Job Brokers**

	Column per cent %
DWP letter/leaflet	32
Jobcentre	23
Media	18
Referrals/other organisations	11
Job Broker contact	7
Friend or relative	5
Other	2
Don't Know	[1]
<i>Base: All registrants</i>	
<i>Weighted base</i>	3014
<i>Unweighted base</i>	3014

[1] - unweighted number of case is less than 50

### 5.2.3 Pre-registration sources of further information

In addition to questions on how they first heard about NDDP, registrants were asked if they obtained further information prior to registering and 32 per cent of registrants had done so. Table 5.2 shows the proportion of registrants who used each of the listed sources of information on NDDP before registering with a Job Broker.

Registrants who had not mentioned receiving a letter, getting information from the Jobcentre or via the NDDP Helpline were asked specifically if they obtained information from each of these sources, thus boosting the overall numbers who said they heard about the service from a letter, the Jobcentre or the NDDP Helpline. It is possible that a few registrants obtained information from these sources after registration, but for many it is likely that these questions simply aided memory recall of a process which took place four to six months before the survey interview.

#### DWP Letter

Of all the registrants, 32 per cent first heard of NDDP through the NDDP letter, the Permitted Work letter or the NDDP leaflet (Table 5.1), and 40 per cent got information from one of these letters before registering (Table 5.2). However, after a survey question asking registrants directly if they remember

receiving a letter about NDDP, a total of 60 per cent recalled receiving one. As registrants are left out of Departmental mailshots after registering, it can be assumed that the majority of those who recall receiving a letter received it prior to registering.

**Table 5.2 How registrants got information about NDDP or Job Brokers before registration**

	Multiple response %
Department for Work and Pensions' letter/leaflet	40
Jobcentre	28
Media	20
Referrals/other organisations	12
Job Broker contact	13
Friend or relative	6
NDDP Telephone Helpline	6
<i>Base: All registrants</i>	
<i>Weighted base</i>	3014
<i>Unweighted base</i>	3014

### **Jobcentre Plus**

Twenty three per cent of registrants first heard of NDDP via the Jobcentre (Table 5.1) and 28 per cent mentioned hearing about NDDP through the Jobcentre before registration (Table 5.2). However, a question specifically about the Jobcentre raised the total of registrants who recalled obtaining information about NDDP from a member of staff at the Jobcentre or through an interview at the Jobcentre at some point to 40 per cent. Of these, 29 per cent had had one interview and 20 per cent had had more than one interview or discussion with a Jobcentre adviser during the 12 months before registering with a Job Broker. Twenty six per cent of the registrants who had had an interview in the 12 months before registering said they had to attend an interview in order to claim a benefit.

Those whose interview was with a Personal Adviser or Disability Employment Adviser were asked whether they discussed any of the items in Table 5.3.<sup>25</sup> The New Deal for Disabled People in general was discussed with 63 per cent of these registrants and 52 per cent of registrants were told what Job Brokers were available to them. The NDDP Helpline was mentioned least often, possibly because the adviser thought they were able to give registrants the information available through the Helpline. Other services offered by Disability Employment Advisers (35 per cent) and other organisations providing training (32 per cent) and help into work (16 per cent) were mentioned less often than NDDP.

<sup>25</sup> Those whose interview was with a Financial Adviser were not asked these questions.

**Table 5.1 What the Jobcentre adviser talked about with the respondent**

	Multiple response %
The New Deal for Disabled People in general	63
What Job Brokers were available to you	52
The services offered by Jobcentres' Disability Employment Advisers	35
Organisations that provide training	32
Other organisations helping people into work	16
The New Deal for Disabled People Helpline	15
None of these	15
<i>Base: Respondents who had an interview or discussion with a Personal Adviser or Disability Employment Adviser at a Jobcentre in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	571
<i>Unweighted base</i>	573

Of those 52 per cent of registrants who were told what Job Brokers were available to them, 62 per cent recall being told how many Job Brokers were available. This comprises 47 per cent who could still remember the actual number and 15 per cent who could not (weighted n=139 and 46 respectively).

Advisers provide people with a list of Job Brokers in their area but are not supposed to recommend specific Job Brokers. However, over half of registrants (56 per cent) recall the adviser recommending Job Brokers to them; and 42 per cent could remember the name of the Job Broker (weighted n=125 and 40 respectively). One possible explanation for why customers thought a Job Broker had been recommended is that the adviser might have had information on only some Job Brokers and customers may have interpreted what was said as recommending some rather than others. There are also a small number of Job Brokers who specialise in helping certain client groups and this may have been pointed out to some respondents by the adviser.

### Telephone Helpline

When asked if they received any further information before registering six per cent of registrants said they had called the NDDP Helpline. A further 18 per cent said they had telephoned the NDDP Helpline in the past 12 months and got through and one per cent (weighted n=32) had tried but failed to get through.

The most common reason for telephoning the NDDP Helpline was to obtain general information about NDDP (43 per cent) (Table 5.4). Other reasons included wanting to find out about work (16 per cent) and wanting a job (nine per cent). The Helpline was also used to get contact information for Job Brokers by 12 per cent of registrants.

**Table 5.2 Why registrants telephoned the NDDP Helpline**

	Multiple response %
To obtain general information about NDDP	43
To find out about work	16
To get contact information for Job Brokers	12
I wanted a job	9
I saw the number on NDDP advertising	7
Interested in registering or finding out how to register	[7]
To find out about benefits	[4]
To get advice on job search	[4]
To arrange an interview or appointment	[3]
To find out about therapeutic/Permitted Work	[3]
It was recommended to me	[3]
To find out if registration was compulsory	*
Other	[3]
<hr/>	
<i>Base: Registrants who telephoned the NDDP Helpline</i>	
<i>Weighted base</i>	761
<i>Unweighted base</i>	767

[] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases.

Three fifths of registrants had been told which Job Brokers were available with the helpline operator (59 per cent) (Table 5.5). Registrants were also given information on the New Deal for Disabled People in general (46 per cent), services offered by Disability Employment Advisers (18 per cent) working whilst claiming benefits (24 per cent) and benefits and tax credits (16 per cent). A small number of registrants (three per cent) were not able to get the information they needed from the operator or were referred elsewhere. Helpline operators work to a script and their remit is primarily to provide contact details of Job Brokers in the caller's area or to send out standard leaflets. If the client needs further information this is provided by the NDDP Policy and Performance Team.



**Table 5.3 What was talked about during calls to NDDP Helpline**

	Multiple response %
Which Job Brokers were available to you	59
The New Deal for Disabled People in general	46
Working whilst claiming benefits/The Permitted Work Rules	24
The services offered by Jobcentres' Disability Employment Advisers	18
Benefits and/or tax credits	16
Other organisations helping people into work	8
Nothing (Lack of information/referral)	[3]
Other	[2]

*Base: Registrants who spoke to a Helpline operator excluding don't knows*  
*Weighted base*  
*Unweighted base*

[] - unweighted number of case is less than 50

Of those 59 per cent of registrants who had been told the Helpline operator what Job Brokers were available to them, 67 per cent recall being told how many Job Brokers were available; and this comprises 55 per cent who could remember how many had been available and 12 per cent who could not.

Over half of those who spoke to a Helpline operator got all the information they had wanted (53 per cent), 34 per cent had received some of the information they wanted and 12 per cent had received none of the information they wanted. Table 5.6 shows the topics that the Helpline operator could not provide information or enough information on. The Helpline was set up to provide general information on NDDP and, particularly, to give specific contact details of Job Brokers in the caller's area so the fact that these issues were mentioned by 20 per cent and 17 per cent respectively of customers wanting further information is somewhat concerning. There were no significant differences between registrants who got all, some or none of the information they wanted.

**Table 5.4 What the Helpline did not provide information / enough information on**

	Multiple response %
General information on NDDP	
Information and advice on work	19
Specific contact details of Job Brokers	
Information about benefits/tax credits	[13]
Information given was unclear/vague	
Information about training	[7]
Information on therapeutic/Permitted Work	[5]
Information about a better off calculation	[1]
Other	[13]

*Base: Registrants wanting further information from the NDDP Helpline*  
*Weighted base*  
*Unweighted base*

[] - unweighted number of case is less than 50

## Partner

Four in ten registrants (44 per cent) had a partner living with them, and they tended to have an important role in the registration decision. Of those for whom a partner questionnaire was completed (96 per cent), 60 per cent of couples discussed registering with a Job Broker and 14 per cent discussed which Job Broker to register with.

Nearly three-quarters of partners thought it was a good idea for their partner to register with NDDP (73 per cent), only seven per cent thought it was not a good idea and 19 per cent had no opinion either way.

## Job Broker Contact

Three-quarters of registrants had made the initial contact with the Job Broker themselves while over a fifth (23 per cent) had been contacted by the Job Broker.

Job Brokers had two distinctive registration processes. Forty one per cent of registrants had discussions with a member of the Job Broker staff *before* registering, while 59 per cent registered on the *same day* as their first discussion. Of those that had discussions with the Job Broker before registering, the mean length of the discussion was an hour (median was half an hour).

## 5.3 Choosing a Job Broker

The NDDP was designed so that people could choose from a number of Job Brokers operating in their local area. However, there is little evidence of customers actively choosing a Job Broker. One-fifth (21 per cent) thought there was only one Job Broker they could have registered with (Table 5.7). Over half of registrants (52 per cent) could not remember how many Job Brokers they could have contacted before they registered. A small proportion of this group (five per cent) had contacted other Job Brokers, but 49 per cent had registered with the only Job Broker they had heard of (See Section 5.3.2).

**Table 5.5 Number of Job Brokers registrants knew were available**

	Column per cent
	%
Did not know how many	52
1	
2	10
3	7
4	
5 or more	
<i>Base: All respondents</i>	
<i>Weighted base</i>	2987
<i>Unweighted base</i>	2986

Only 18 per cent of respondents had contacted another Job Broker before registering with their May-June Job Broker, of whom 21 per cent had previously been registered with one other Job Broker and three per cent with more than one. This suggests that the majority of people who had had contact with

other Job Brokers prior to registering with the Job Broker for which they were sampled were going through the process of choosing their first Job Broker.

Table 5.8 shows the number of other Job Brokers contacted by registrants choosing their first Job Broker in May or June. Half of this group contacted only one other Job Broker only, although for a few registrants (four per cent) the process of choosing a Job Broker involved contacting five or more other Job Brokers.

**Table 5.6 Number of other Job Brokers registrants contacted before registering with Job Broker in May–June (those not previously registered with a Job Broker)**

	Column per cent
	%
	50
2	27
3	[12]
4	[7]
5 or more	
<i>Base: Respondents who contacted another Job Broker before registering with their Job Broker in May–June and had not previously registered with a Job Broker</i>	
	328
<i>Unweighted base</i>	331
[] - unweighted number of case is less than 50	

### 5.3.1 Reasons for registering with NDDP

The most cited reason for registering with NDDP was to get help moving into work (Table 5.9). This reason, the principal aim of the NDDP programme, was given by eight out of ten registrants. A recommendation by someone was important for one in ten registrants (ten per cent) and the fact it was for people with disabilities was also a reason for registering (nine per cent). Other reasons were wanting help to find training (six per cent) and advice on benefits (five per cent). Only a small number of registrants had registered because they thought they would lose their benefit if they did not.

**Table 5.7 Reasons for registering with New Deal for Disabled People**

	Multiple response
	%
To help me move (back) into work	80
Someone recommended it	10
	9
To help me find training	
To get advice on benefits	5
I thought I would lose benefits if I did not	[1]
Other	[1]
Don't know	*
<hr/>	
<i>Base All respondents who gave an answer</i>	
<i>Weighted base</i>	3010
<i>Unweighted base</i>	3009

[ ] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases

When asked if they had wanted a regular paid job when they registered with their May-June Job Broker, a large majority (89 per cent) said they had. However, of those who said they did not want a regular paid job; 68 per cent had cited getting help moving into work as a reason for registering with NDDP and 13 per cent mentioned help getting training. It is possible that this group may see a regular paid job as a longer-term goal or possible if circumstances change; indeed, eight per cent had wanted a regular paid job one month before registering.

Similarly, some registrants who said they wanted a regular paid job when they registered for NDDP had not wanted one a month before registering (14 per cent). The most common reason given for this change in attitude was an improvement in health (36 per cent) (Table 5.10). Other factors were greater financial need, feeling ready and more confident and needing to be occupied.

**Table 5.8 Why registrant changed their mind about entering work**

	Multiple response
Health improved	36
Greater financial need	
Felt ready	
Greater need to be occupied/to be out of the house	
Increased confidence	
Course ended	[3]
Found therapeutic/Permitted Work	[2]
Found other suitable work	[2]
Other changes in attitudes	[14]
Other change in circumstances	[10]
	[1]
Don't Know	*
<i>Base: Respondents who did not want paid work one month before registration but wanted paid work at registration</i>	
<i>Weighted base</i>	
<i>Unweighted base</i>	240

[] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases

### 5.3.2 Reasons for registering with May-June Job Broker

Respondents were also asked their reasons for registering with their Job Broker in May-June (Table 5.11). The most common reason for choosing their particular Job Broker was having heard only of their Job Broker (42 per cent). As already mentioned above, this shows that many registrants did not go through a process of choosing a suitable Job Broker.

Location was a reason for 15 per cent of registrants who chose the Job Broker that was closest or most convenient to get to. The service provided was also cited: registrants said their Job Broker seemed helpful (eight per cent), the help was tailored to their needs (eight per cent) and that the Job Broker seemed to provide a good service (five per cent). Referrals from the Jobcentre (five per cent), health professionals or other professionals (two per cent) and from the NDDP helpline were also mentioned. Advertising (five per cent), direct contact (three per cent) and leaflets (three per cent) from the Job Broker had been important for some registrants and a small number (one per cent) were already receiving help from the Job Broker's organisation. Some registrants (five per cent) mentioned a personal recommendation.

**Table 5.9 Why registered with Job Broker in May-June**

	Multiple response
	%
This was the only Job Broker I'd heard of	42
Closest/most convenient	15
	8
Help provided more tailored to my needs	8
Referral from Jobcentre	5
Personal recommendation	5
	5
	5
	3
I saw/was given a leaflet/other marketing material	3
Referral from health professional/other professional	2
I was already receiving help from this organisation	[1]
	[1]
	*
Other	5
	*
<i>Weighted base</i>	2988
<i>Unweighted base</i>	2987

[] - unweighted number of case is less than 50

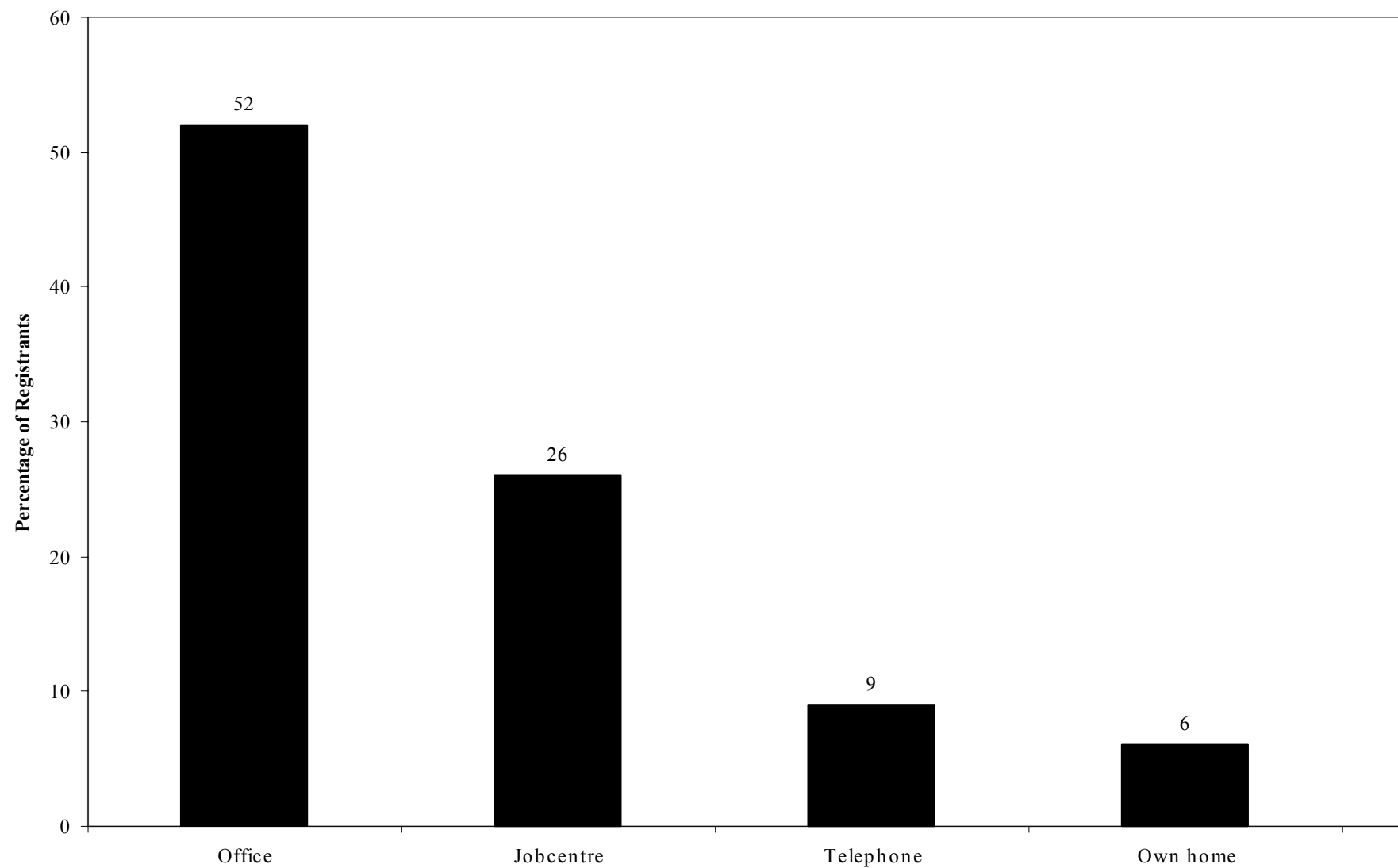
\* - percentage is less than 0.5 based on the weighted number of cases

## 5.4 The registration process

This section focuses on registration process; where registration took place, how long it lasted and the registrants' assessment of the process.

Over half of registrants registered for NDDP at the Job Broker's office (52 per cent) and a quarter registered at the Jobcentre (26 per cent) (Figure 5.1). Nine per cent of registrations took place over the telephone and six per cent took place in registrants' homes. Other places where registrations took place included libraries, cafes, community centres, daycentres, colleges, and hospitals.

**Figure 5.1**     **Where NDDP registration took place**



(Base=All registrants, n = 3012)

The registration process took an average of 47 minutes. For 83 per cent of registrants the speed of the registration process was about right, for ten per cent it was too quick and for seven per cent it was too slow. For those who felt the process was about right, the average time taken for the registration process was 49 minutes. For those who felt it was too quick the average time was 35 minutes and for those who felt it was too slow it was 50 minutes.

Registrants who found the process too quick were:

- those without a partner living with them (10.8 per cent compared with 8.5 per cent of partnered registrants,  $p<0.05$ );
- those without a driving licence (11.8 per cent compared with 8.5 per cent of those with driving licence,  $p<0.01$ );
- those with basic skills problems (13.4 per cent compared with 8.9 per cent of registrants without basic skills problems,  $p<0.01$ );
- those aged 16 to 49 (10.8 per cent compared with 7.7 per cent of those aged 50 and over,  $p<0.05$ );
- those in rented or other accommodation (10.9 per cent compared with 8.1 per cent of homeowners,  $p<0.05$ ).

The proportion of people saying the process was too quick also increased with the length of time they expected to take moving into paid work ( $p<0.01$ ). This might reflect that they would take longer to enter the labour market and therefore expected a greater input from the adviser, and/or the advisers, aware of their greater distance from gaining employment, decided not to devote as much time as they did to more job ready customers.

Just over half those who thought the registration process was too quick had felt rushed (51 per cent) (Table 5.12). Registrants who thought the process was too quick also mentioned that they did not have enough time to think about the process (39 per cent), ask questions (32 per cent) or discuss it with others (24 per cent).

**Table 5.10 Why did you feel the registration process was too quick?**

	Multiple response
	%
I was being rushed	51
I didn't have enough time to think about it	
There wasn't time to ask questions	32
I would have liked a chance to discuss it with others	24
I wasn't given enough information	[7]
Not enough information gathered about me	[6]
There wasn't enough contact	[4]
I didn't understand it at all	[1]
Other reason	[4]
<i>Base: Respondents who felt the registration process was too quick</i>	
<i>Weighted base</i>	290
<i>Unweighted base</i>	299

[ ] - unweighted number of case is less than 50

The principal reason for feeling that the registration process was too slow was the impression that the Job Broker was inefficient (43 per cent) (Table 5.13). The amount of paperwork involved (21 per cent) and wanting a job quickly (15 per cent) were other main reasons given. A small number (nine per cent) also mentioned that there was a long time between first contact and registration.



**Table 5.11 Why did you feel the registration process was too slow**

	Multiple response %
They were inefficient	43
Too much paperwork	[21]
I wanted a job quickly	
Long time between first contact and registration	[9]
I knew what job I wanted	
Asked too many questions	[6] [12]
<i>Weighted base</i>	195
<i>Unweighted base</i>	200

[ ] - unweighted number of case is less than 50

The vast majority of registrants found the process easy; 53 per cent found it very easy and 40 per cent fairly easy. However, five per cent of registrants found it fairly difficult and two per cent found it very difficult.

Nineteen per cent of registrants who had found the process too quick found it difficult, compared with 22 per cent who found it too slow and four per cent who found it about right ( $p < 0.01$ ). Some groups found the process more difficult than others: those without a physical musculoskeletal condition ( $p < 0.05$ ); those with a mental health condition ( $p < 0.05$ ); those without a partner living with them ( $p < 0.01$ ); those without a driving licence ( $p < 0.01$ ); registrants with basic skills problems ( $p < 0.01$ ); those aged 16-49 compared with those aged 50 and over ( $p < 0.01$ ); women ( $p < 0.01$ ); registrants with none/level one or 'other' qualifications compared with those with levels two to five ( $p < 0.01$ ); those in rented or other tenure compared with homeowners ( $p < 0.05$ ); those in work or looking for work at the time of the survey compared with those not looking for work ( $p < 0.01$ ); those whose disability limited their ability to carry out normal day to day activities to some extent compared with those it limited a great deal and those it limited a little or not at all ( $p < 0.05$ ).

The main reasons given for finding the registration process difficult were that the information was confusing or complicated (26 per cent) and the forms were difficult (15 per cent) (Table 5.14). Thirteen per cent of these registrants thought the Job Broker was not sufficiently clear, while 12 per cent blamed their health or level of concentration.

Table 5.12 What made the registration process difficult

	Multiple response
	%
Confusing/complicated information	26
The difficulty of the forms	[15]
Job Broker not sufficiently clear	[13]
My health/concentration	[12]
The high volume of forms/paperwork	[9]
Too much information	[8]
Other specific problem with Job Broker	[8]
Job Broker not understanding	
My English	
Other specific problem with myself	[11]
Other reason	[3]
<i>Base:</i>	
<i>Weighted base</i>	207
<i>Unweighted base</i>	208

[ ] - unweighted number of case is less than 50

## 5.5 De-registrations

At the time of the survey interview typically between four and six months after registration, 85 per cent of respondents were still registered with the Job Broker they registered with in May-June, 13 per cent were no longer registered and two per cent did not know whether they were still registered. Of those who were no longer registered with the Job Broker they registered with in May-June, a fifth (20 per cent) had registered with another Job Broker.

This group were asked why they did not stay with the Job Broker they registered with in May-June. Although it should be noted that the numbers are small, Table 5.15 shows just under two-thirds expressed dissatisfaction with the Job Broker: either they were not helpful (54 per cent, weighted n=42), did not seem interested in the registrant (five per cent, weighted n=4) or did not keep in contact (five per cent, weighted n=4). For 12 per cent (weighted n=9) of registrants their de-registration was a consequence of their Job Broker closing down and six per cent (weighted n=5) de-registered because their Job Broker was in an inconvenient location.

**Table 5.13 Why registrants didn't stay with the Job Broker they registered with in May-June**

	Column per cent
	%
They were not helpful/couldn't do anything for me	[54]
The Job Broker closed down	[12]
They were in an inconvenient location	[6]
	[5]
They did not keep in contact	[5]
Other	[19]
<i>Weighted base</i>	78
<i>Unweighted base</i>	81

[ ] - unweighted number of case is less than 50

Registrants who had registered with a previous Job Broker *before* they registered with their May-June Job Broker in May- June gave similar reasons, although Job Broker closure does not seem to have been an issue at that time (see Table 5.16).

**Table 5.14 Why registrants didn't stay with their previous Job Broker(s)**

	Multiple response
	%
They were not helpful/couldn't do anything for me	[56]
They were in an inconvenient location	[6]
They did not seem interested in me	[5]
They did not keep in contact	[14]
Other	[28]
<i>Base: Registrants who had subsequently registered with another Job Broker</i>	
<i>Weighted base</i>	85
<i>Unweighted base</i>	85

[ ] - unweighted number of case is less than 50



## 6 Services provided

### Summary

This chapter explores the services provided by Job Brokers and other organisations to registrants. Key findings are:

- Most registrants had had further contact with their Job Broker since they registered (88 per cent).
- The most common reasons why registrants were in contact with their Job Broker were: to discuss progress in relation to moving into work and finding a job (46 per cent); and to get help with looking for work and finding out about jobs (36 per cent).
- Just eight per cent of registrants who had been in contact with their Job Broker since registering were formally assessed through the completion of practical exercises, written or number work. As might be expected, registrants who reported having problems with basic skills (English and maths) were significantly more likely to have been formally assessed than those who did not (seven per cent) ( $p < 0.05$ ) but this still only accounted for 11 per cent of registrants with basic skills problems.
- Most registrants had discussed the type of work they might do (80 per cent), their previous work experience (73 per cent) and the hours they might work (70 per cent). Only half had discussed training (51 per cent) and between a fifth and a third talked about specific types work options such as: Therapeutic or Permitted Work; voluntary work; work trials; or supported employment.
- Over half of registrants who had been in contact with their Job Broker since registering had talked about finding work with their Job Broker, either during registration or during subsequent contacts (59 per cent). Slightly more respondents had talked to their Job Broker about their health condition or disability in relation to finding work (68 per cent).
- Half of all registrants reported that they had increased their efforts to move towards work since registering with a Job Broker (50 per cent). Overall, over a third of registrants (35 per cent) who reported increasing their efforts to look for work since registering appear to have done so as a result of contact with their Job Broker.
- Over half of registrants (60 per cent) had looked for work since they had registered with a Job Broker. The most common method used was looking at job adverts (68 per cent), followed by visiting the Jobcentre (44 per cent). Since registering with a Job Broker, 44 per cent of registrants had applied for paid work. However, less than a third of registrants who had applied for paid work appear to have done so as result of contact with a Job Broker (28 per cent).
- Overall, very few registrants (two per cent) did a work experience placement or work trial. Eighteen per cent had started a training scheme or education programme and nine per cent had started a basic skills programme. Of those with self-reporting basic skills problems (19 per cent) just half had started a basic skills programme. Only three per cent of respondents had started a Work Preparation programme since their May-June registration and only nine per cent had participated in Therapeutic or Permitted Work. Around three-quarters of registrants who had contact with their Job Broker after registration talked about financial issues.
- Around half of all respondents had discussed in-work support with their Job Broker. The in-work support could comprise further advice or support from the Job Broker and/or help with a particular service. Of those respondents who were in a post-registration job or a pre-registration job that had changed since registration, the most common form of support was further advice and support (35 per cent). Other services had been provided to only between one and eight per cent of this group.
- One-quarter (25 per cent) of the registrants reported that they had contacted another organisation since registering with their May-June Job Broker. Contacts were most often made with a Jobcentre: a personal adviser (41 per cent) and/or a Disability Employment Adviser (24 per cent). Interestingly, only 12 per cent of those contacting other organisations contacted another Job Broker. However, other organisations do not appear to be substitutes for the Job Broker services in respect to work-related or financial/benefits-related issues.

## **6.1 Introduction**

This chapter explores the services provided by Job Brokers, before looking briefly at support from other sources. Section 6.2 considers the contact respondents had with their Job Brokers after registration, focusing on the methods of contact, duration, the reasons for contacts and whether working and training was discussed. The next section (6.3) examines whether the registrant was assessed through the completion of practical exercises.

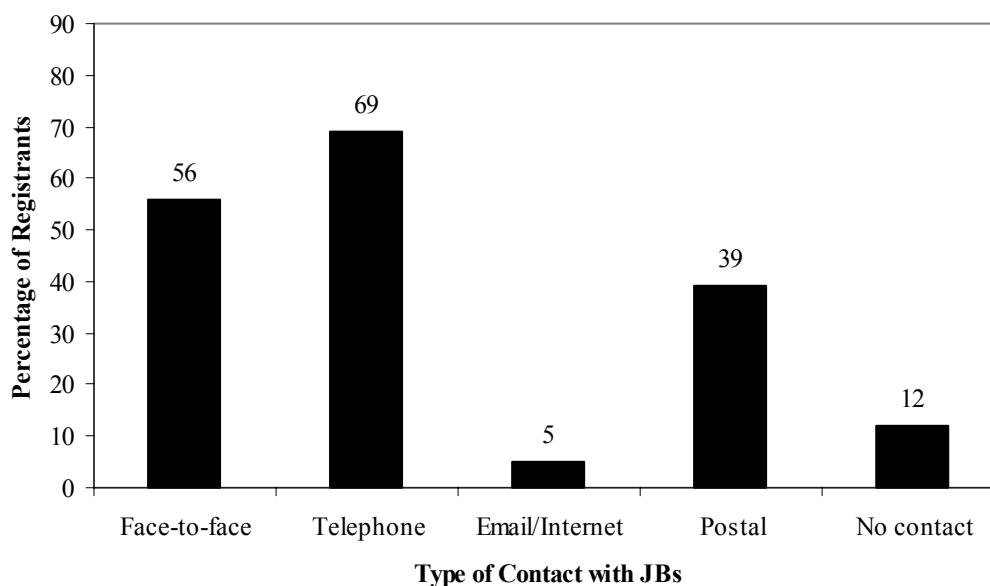
Finding work is discussed in Section 6.4. First, it looks at whether registrants discussed issues around finding and moving into work and their health condition or disability and working. Then, it explores whether registrants had increased their efforts to move towards work, methods used to look for work and reasons for wanting work. Finally, it looks at job applications, interviews, job offers and, in some cases, reasons for turning down job offers.

Work experience placements (6.5), training and education programmes (6.6), Therapeutic/Permitted Work (6.7) and voluntary work (6.8) are discussed in subsequent sections. Section 6.9 considers the financial advice provided by Job Brokers. In-work support is discussed in Section 6.10, examining if it was discussed, then, focusing on those in a post-registration job or whose pre-registration job had changed, it looks at what kinds of support were needed and what was provided. Section 6.11 examines other sources of support respondents had used since registration. This is then compared with Job Broker support, before looking briefly at support from registrants' partners.

## **6.2 Contacts with Job Brokers after registration**

### **6.2.1 Number and type of contacts**

Most registrants had had further contact with their Job Broker since they registered (88 per cent). The most common type of contact with Job Brokers was via the telephone with more than two-thirds having spoken to their Job Broker over the telephone, followed by face-to-face meetings or interviews that just over half of registrants had received. Fewer registrants had postal correspondence with their Job Broker (39 per cent) and only a small minority had email or internet contact (five per cent) (Figure 6.1). Since registering with a Job Broker 12 per cent of registrants reported having had no further contact and three registrants could not remember whether they had any further contact or not.

**Figure 6.1** Contact with Job Brokers since registration

(Base = All registrants, n=3014)

Of those who had been in contact with their Job Broker, the majority of registrants had used two or three different contact methods (61 per cent), compared to just 37 per cent who had used only one method - typically the telephone. Only two per cent of registrants had used all four methods of contact with their Job Broker.

The most common methods used by those who had used just two methods were telephone conversations combined with face-to-face meetings or interviews, accounting for 21 per cent of all registrants who had been in contact with their Job Broker since registering. The most common methods used by those who had used three different methods were, telephone conversations combined with face-to-face meetings and postal correspondence, accounting for 23 per cent of all registrants who had been in contact with their Job Broker since registering (Table 6.1).

**Table 6.1 Methods used for contacts with Job Brokers since registering**

No. of methods used	Method	% of Registrants
1 method only:	telephone	17
	face-to-face	14
	post	5
	email/internet	*
2 methods:	telephone and face-to-face	21
	telephone and email/internet	[1]
	telephone and post	12
	face-to-face and post	2
	face-to-face and email/internet	*
3 methods:	telephone, face-to-face and post	23
	telephone, face-to-face and email/internet	[1]
	telephone, post and email/internet	[1]
4 methods:	telephone, face-to-face, post, email/internet	2

*Base: All registrants who had been in contact with their Job Broker since registering*  
*Weighted base: 2655*  
*Unweighted base: 2650*

[ ] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases

The number of face-to-face meetings or interviews that registrants had attended varied widely, with one registrant reporting having attended 70 face-to-face meetings or interviews. However, most registrants who had had face-to-face contact attended between just one and four meetings (76 per cent), with 27 per cent attending just one. Overall, registrants attended an average of four meetings. The average length of face-to-face meetings or interviews with Job Brokers was 52 minutes per meeting.

Similarly, the number of telephone conversations that registrants had with their Job Broker varied widely, with one registrant claiming to have had 100 contacts by telephone. The average number of telephone contacts, however, was just five, with 70 per cent of registrants who had contact by telephone having between one and five telephone contacts. The average length of telephone conversations was 13 minutes per telephone call.

The number of telephone conversations and face-to-face meetings that registrants had with their Job Broker varied significantly according to the registrants' relationship to work ( $p < 0.01$ ). Those who were either in work (at the time of the interview) or looking for work, had around one more telephone conversation (5.4 and 5.3 respectively) and around one more face-to-face meeting on average (3.8 and 4.1 respectively), compared to registrants who were not in work and who were not looking for work. (average of 4.1 telephone conversations and 3.0 face-to-face meetings). The number of telephone conversations that registrants had since registering also varied significantly by health status: those who described their health status as good or fair had one more telephone conversation on average (5.3) than those who described their health as bad (4.3) ( $p < 0.01$ ). Registrants who had a positive attitude to work also had significantly more telephone contact with their Job Broker (5.2) compared to those who were neutral or negative (4.6) ( $p < 0.01$ ).



### 6.2.2 Reasons for contacts with Job Brokers

These differences in the number of contacts made are also reflected in the reasons for the contacts. The most common reasons why registrants were in contact with their Job Broker were: to discuss progress in relation to moving into work and finding a job (46 per cent); and to get help with looking for work and finding out about jobs (36 per cent) (Table 6.2). Contact with Job Brokers as a follow-up to registration, or as part of regular meetings was reported by 29 per cent of registrants and over a fifth of registrants were in contact with their Job Broker to get help with applying for jobs (22 per cent).

**Table 6.2 Reasons for contacts with Job Brokers**

	Multiple response %
To discuss progress in getting a job/moving into work	46
To help me look for work/To find out about jobs	36
Regular meeting/follow up meeting to registration	29
To help me apply for a job/help with applications/CV	22
To see how I am getting on at work (general follow-up)	8
Job Broker found me a (possible) training course	7
Job Broker found me a (possible) job	7
Help with preparing for an interview	7
To let them know I found a job	6
To discuss benefits/financial aid	6
Attending a training course at Job Broker site	5
Job Broker found me a (possible) work placement/trial	5
Help with taking up a job	5
Problems at work	3
To withdraw from NDDP/deregister	[2]
To discuss my health	[2]
Job Broker found me (possible) voluntary work	*
Other	4
Don't know	*

*Base: All registrants who had been in contact with their Job Broker since registering*  
*Weighted base: 2653*  
*Unweighted base: 2647*

[ ] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases

Only a minority of registrants who had been in contact with their Job Broker since registering had not talked with their Job Broker about work or training (six per cent) (Table 6.3). Most had discussed the type of work they might do (80 per cent), their previous work experience (73 per cent) and the hours they might work (70 per cent). Only half had discussed training (51 per cent) and between a fifth and a third talked about specific types work options, such as Therapeutic or Permitted Work, voluntary work, work trials, or supported employment.

**Table 6.3 Discussions with Job Brokers about work and training**

	Multiple response %
The work you might do	80
Your previous work or other experience	73
The hours you might work	70
Training or qualifications you might need	51
Your concerns about working	51
What you expect to earn	39
Doing unpaid or voluntary work	36
Therapeutic/Permitted Work	35
Work trials, including Job Introduction Scheme	22
Supported employment	20
Jobseeker or employee rights	18
None of these	6
Don't know	*

*Base: All registrants who had been in contact with their Job Broker since registering*  
*Weighted base: 2653*  
*Unweighted base: 2647*

\* - percentage is less than 0.5 based on the weighted number of cases

## 6.3 Assessments

Just eight per cent of registrants who had been in contact with their Job Broker since registering recall being formally assessed through the completion of practical exercises, written or number work. The majority of registrants who completed assessments were told why they were doing them (86 per cent). The most common reason given was to assess their general skills and training needs (40 per cent) (Table 6.4). To assess basic skills/training needs and to establish what jobs might be suitable were the next most mentioned reasons for assessing registrants (22 per cent each). One in seven registrants who were asked to complete formal assessments were not given an explanation for why they needed to do this, or could not recall whether it was explained to them or not (14 per cent).

**Table 6.4 Reason given for completing assessments**

	Multiple response %
To assess general skills/training needs	40
To assess basic skills/training needs	[22]
To establish what jobs might be suitable	[22]
To assess IT skills/training needs	[12]
To establish effect of health conditions/suitability for work	[10]
Other reason	[13]
No - was not given a reason why	[12]
Don't know	[2]

*Base: All registrants who completed formal assessments*  
*Weighted base: 211*  
*Unweighted base: 221*

[] - unweighted number of case is less than 50

As might be expected, registrants who reported having problems with basic skills (English and mathematics) were significantly more likely to have been formally assessed than those who did not (seven per cent) ( $p < 0.05$ ); but this still only accounted for 11 per cent of registrants with basic skills problems.

Other statistically significant differences among registrants who completed assessments related to registrant's relationship to work, age, education and social background, rather than to the nature or severity of their health condition or disability. However, the picture as to which registrants were formally assessed was not clear. Younger registrants, under the age of 50 were more likely to have a formal assessment (nine per cent) than those who were older (five per cent) ( $p < 0.01$ ), as were registrants who described their housing tenure as 'other' (includes living with parents, friends or relatives and those living in a residential or care home) (11 per cent), compared to registrants who owned their own home (seven per cent) or rented (eight per cent) ( $p < 0.05$ ). However, registrants who were socially and culturally excluded were less likely than those who were not to be formally assessed (four per cent compared to eight per cent) ( $p < 0.01$ ).<sup>26</sup> In terms of employment background, registrants who had never done a paid job (14 per cent) were more likely to be assessed than those who had done paid work (eight per cent) ( $p < 0.05$ ). Similarly registrants who were not expecting to work in the future (and were not looking for work) were least likely to be formally assessed (three per cent), compared to those in work (six per cent), those not looking for work but who did expect to work in the future (nine per cent), and those looking for work (ten per cent) ( $p < 0.01$ ).

## 6.4 Finding Work

### 6.4.1 Discussions about finding and moving into work

Over half of registrants who had been in contact with their Job Broker since registering had talked about finding work with their Job Broker, either during registration or during subsequent contacts (59 per cent). Half had discussed where to look for suitable vacancies (51 per cent) and one-third had discussed how to complete job applications (32 per cent). Only around a quarter of registrants had discussions with their Job Broker about preparing for job interviews (28 per cent) and how to present themselves during an interview (22 per cent) (Table 6.5).

**Table 6.5 Discussions about getting a job**

	Multiple response %
Where to look for suitable vacancies	51
How to complete a job application	32
How to prepare for job interviews	28
Advice on how to present yourself at a job interview	22
None of these	41
Don't know	*

*Base: All registrants who had been in contact with their Job Broker since registering*

*Weighted base: 2653*

*Unweighted base: 2647*

\* - percentage is less than 0.5 based on the weighted number of cases

<sup>26</sup> The measure of social and cultural exclusion used in this study is discussed in Chapter 3.

Registrants who had a positive attitude towards work ( $p<0.01$ ), and had a closer relationship to work, that is, were either in work or were looking for work ( $p<0.01$ ), were significantly more likely to have talked to their Job Broker about each of the above discussion topics regarding getting a job than those without these characteristics (see Table 6.6). There were also statistically significant differences according to registrants' education levels ( $p<0.05$ ). Overall, registrants with higher levels of qualifications were more likely to have discussed with their Job Broker where to look for suitable vacancies, but were less likely to have talked with their Job Broker about how to complete a job application or how to prepare for a job interview, perhaps this was because they did not need as much assistance.

Discussions between registrants and Job Brokers also varied statistically according to registrants' health condition or disability. Registrants who described their general health as good or fair were more likely to have talked to their Job Broker about where to look for suitable vacancies, how to complete job applications and how to prepare for job interviews than those who described their general health as bad ( $p<0.01$ ,  $p<0.05$  and  $p<0.05$  respectively). Similarly registrants with health conditions or disabilities which limited their ability to carry out normal day-to-day activities a great deal were less likely to have talked about where to look for suitable vacancies, how to prepare for job interviews and how to present themselves at a job interview, than those whose health condition or disability had little or no impact on their carrying out daily activities ( $p<0.05$ ).

Registrants with basic skills problems were more likely than those without to have discussed how to present themselves at a job interview ( $p<0.05$ ), while women ( $p<0.05$ ) and those aged 16-49 were more likely to have discussed how to prepare for a job interview.

**Table 6.6 Discussions about getting a job**

	Where to look to for suitable vacancies %	How to complete a job application %	How to prepare for job interviews %	How to present yourself at job interviews %
Education level <sup>27</sup> :				
None/NVQ Level 1	46	33	28	21
NVQ Level 2	53	35	31	24
NVQ Level 3	50	29	25	21
NVQ Level 4 to 5	52	28	25	19
Other	56	35	35	28
Relationship to work:				
Currently in work	53	37	33	27
Looking for work	59	35	31	23
Expects to work in the future (but not looking)	35	21	18	13
Does not expect to work in the future (and not looking)	25	26	15	13
Attitude to work:				
Positive	52	34	30	23
Neutral/negative	47	28	24	18
Health status:				
Very good/good	53	35	30	23+
Fair	52	32	28	22+
Bad/very bad	45	28	24	20+
Severity of condition:				
Limits a great deal	47	30+	25	20
Limits to some extent	52	33+	29	22
Limits a little/not at all	54	35+	32	25
All	51	32	28	22
<i>Base: All registrants who had been in contact with their Job Broker since registering:</i>				
<i>Weighted base: 2653</i>				
<i>Unweighted base: 2647</i>				
+ Not statistically significant; significance calculated using chi-square tests				

<sup>27</sup> For information about the education levels see Annex C.1

Slightly more registrants who had been in contact with their Job Broker since registering had talked to their Job Broker, either during registration or during subsequent contacts, about their health condition or disability in relation to finding work (68 per cent). Over half had discussed how their health condition or disability might limit the work they could do (57 per cent) and just under half had discussed how work might affect their health condition or disability (48 per cent) (Table 6.7). Almost a third of registrants discussed with their Job Broker how their health condition or disability might change in the future (31 per cent). Talking about how to present their health condition or disability to employers in job applications or job interviews was less common (27 per cent) and only a minority of registrants discussed the Disability Discrimination Act (1995) (DDA) with their Job Broker (14 per cent). These findings suggest that Job Brokers placed slightly more emphasis on talking to registrants about their own personal circumstances in relation to work, rather than talking about work per se.

**Table 6.7 Discussions about health condition/disability in relation to work**

	Multiple response
	%
How health condition/disability might limit work	57
How work may affect health condition/disability	48
How health condition/disability might change in the future	31
How to approach health condition/disability on applications or at job interviews	27
The Disability Discrimination Act	14
None of these	31
Don't know	*

*Base: All registrants who had been in contact with their Job Broker since registering*

*Weighted base: 2653*

*Unweighted base: 2647*

\* - percentage is less than 0.5 based on the weighted number of cases

As could be expected, the more registrants' health condition or disability affected their ability to carry out day-to-day activities and the worse their health status, the significantly more likely they were to have discussed: how their health condition or disability might limit the work they could do ( $p<0.01$ ), how work might affect their health condition or disability ( $p<0.01$ ) and how their health condition or disability might change in the future ( $p<0.05$ ). However, people with a mental health condition were significantly less likely to have discussed how it might affect the work they could do (52 per cent) than those without (61 per cent) ( $p<0.01$ ) and they were also significantly less likely to have discussed the DDA (12 per cent compared with 16 per cent ( $p<0.05$ )).

The health and disability issues discussed also varied significantly with different relationships to work. Respondents who had worked before and those who had a positive attitude to work were more likely to have discussed how work may affect their health condition or disability ( $p<0.01$  and  $p<0.05$  respectively). Those with a positive attitude to work were also more likely to discuss how their health condition or disability might change in the future ( $p<0.01$ ). Those in work or looking for work at the time of interview appeared more likely than those who expected to look for work in the future and those who did not expect to look for work in the future to have discussed: how their health condition might limit the work they could do ( $p<0.05$ ); how to approach their health condition or disability in an application form or at an interview ( $p<0.01$ ); and the Disability Discrimination Act ( $p<0.01$ ). Those in work appeared more likely to have discussed how work might affect their health condition or disability and how their health condition or disability might change in the future compared to other groups ( $p<0.01$ ).

Those without basic skills problems were more likely to have discussed how their health condition or disability might limit the work they could do and how their health condition or disability might change in the future ( $p<0.05$ ). Housing tenure was significant for three possible topics of discussion. Those who owned or rented their home were most likely to discuss how work may affect their health condition or disability ( $p<0.05$ ) and how their health condition or disability might change ( $p<0.01$ ) than those with other types of tenure. Those who own their home were more likely to discuss how their health condition or disability might limit the work they could do than those who rented, and those renting were more likely to discuss it than those with other types of tenure ( $p<0.05$ ). Respondents under 50 were more likely to discuss how to approach their health condition or disability on application forms or in interviews than those over 50 ( $p<0.05$ ). Education level attained was also significant for discussing how work may affect their health condition or disability, how their health condition or disability may change in the future and how to approach their health condition or disability on application forms, but no clear pattern emerged ( $p<0.01$ ). There was a general increase by attainment, but those with NVQ Level 2 qualifications appeared to be more likely to have discussed these issues than those with NVQ Level 3 qualifications (how their health condition or disability might change in the future), and those with NVQ Level 4/5 (how work may affect their health condition or disability and how to approach their health condition or disability on application forms).

Respondents who had never had a paid job or were not looking for work ( $p<0.05$ ), those whose health condition or disability had little or no affect on their day-to-day activities ( $p<0.01$ ), and (as might be expected) those in good health ( $p<0.01$ ) were most likely not to have discussed any of these issues with their Job Broker.

#### 6.4.2 Job-search

Half of all registrants reported that they had increased their efforts to move towards work since registering with a Job Broker (50 per cent). However, almost two-thirds of these would have increased their efforts to move towards work at this time anyway (65 per cent). (See Table 5.10 for reasons why registrants who had not wanted a paid job a month before registration wanted one at the time of registration.) A fifth of registrants who had increased their efforts would have been unlikely to do this had they not registered with a Job Broker (22 per cent), whilst a further 13 per cent of registrants who had increased their efforts to move towards work since registering, would have done so anyway, but at a later date. Overall, over a third of registrants (35 per cent) who reported increasing their efforts to look for work since registering appear to have done so as a result of contact with their Job Broker. This represents 17 per cent of all registrants.

Factors significantly associated with an increased effort to move towards work are:

- having no basic skills problems (52 per cent compared with 39 per cent with basic skills problems;  $p<0.01$ )
- having a mental health condition (53 per cent compared with 48 per cent without a mental health condition;  $p<0.01$ )
- not being socially and culturally excluded (53 per cent compared with 40 per cent of those socially and culturally excluded;  $p<0.01$ )
- having a positive attitude to work (53 per cent compared with 43 per cent of those without;  $p<0.01$ )
- being a home owner (53 per cent compared with 48 per cent who rent or have another form of tenure;  $p<0.05$ ).

With the exception of having a mental health condition, the above factors are those that could be expected to be associated with someone who was more likely to be job ready, and hence looking for employment.

The better the respondent's health status and the less their health condition or disability impacted on their ability to carry out day-to-day activities, the more likely they were to have increased their effort to move towards work. Fifty five per cent of respondents with very good or good health and 52 per cent of respondents with fair health increased their efforts, compared with 39 per cent with bad or very bad health ( $p<0.01$ ). Fifty seven per cent of those whose health condition or disability had little or no affect on their day-to-day activities and 52 per cent for whom it had some affect increased their efforts compared with 44 per cent of those it affected a great deal ( $p<0.01$ ). Educational attainment was also statistically significant but no pattern emerged; there was an increase by attainment, but those with NVQ Level 2 qualifications appeared to have increased their efforts to a greater extent than those with NVQ Level 3 qualifications.

However, men (68 per cent compared with 60 per cent of women;  $p<0.01$ ) and those with a stronger relationship to work - in work (66 per cent) or looking for work (67 per cent) - were significantly more likely to say they would have increased their efforts at that time anyway (compared with 54 per cent of those not currently looking who expected to work in the future and 60 per cent not looking and didn't think they would work in the future or didn't know;  $p<0.05$ ).

Over a third of registrants (37 per cent) had prepared a CV since registering with a Job Broker. Of those who had not prepared a CV, half already had a CV (50 per cent). Thus around a third of all registrants (31 per cent) did not have a CV four to five months on from registering with a Job Broker.

Over half of registrants (58 per cent) had looked for work since they had registered with a Job Broker. Those more likely to have looked for work since registration were:

- men (60 per cent compared with 55 per cent of women;  $p<0.01$ )
- respondents without basic skills problems (59 per cent compared with 54 per cent with basic skills problems;  $p<0.05$ )
- those not socially and culturally excluded (60 per cent compared with 50 per cent of those socially and culturally excluded;  $p<0.01$ )
- those with a positive attitude towards work (60 per cent compared with 54 per cent of those with a negative attitude;  $p<0.01$ )
- those with a better health status (64 per cent for those with very good or good health, 59 per cent for fair health and 49 per cent for bad or very bad health;  $p<0.01$ ).

Educational attainment was also significant but no pattern emerged; the proportions looking for work increased with attainment, but more of those with NVQ Level 2 qualifications appeared to have looked for work than those with NVQ Level 3 qualifications ( $p<0.01$ ).

Of those who had looked for work, the most common method used was looking at job adverts (68 per cent), followed by visiting the Jobcentre (44 per cent) (Table 6.8).



**Table 6.8 Methods used to look for work as a result of contact with a Job Broker**

	Multiple response %
Looked at adverts in papers, magazines, shop windows etc	68
Went to the Jobcentre	44
Asked friends or relatives	30
Used the internet	28
Directly contacted employer	28
Contacted Job Broker	24
Went to a private recruitment agency	15
Talked to a Disability Employment Adviser	16
Used an organisation that helps disabled people find work	13
Tried to find self-employed work or odd jobs	9
Other ways	-
Don't know	4

*Base: All registrants who had looked for work since registering with a Job Broker*

*Weighted base: 1750*

*Unweighted base: 1754*

The main reason why registrants wanted paid work was money (72 per cent). Personal/social reasons, such as to get out of the house, self-respect, to be part of the working world, and to make a contribution, were also common reasons why registrants had either looked for, applied for, or started paid work (Table 6.9).

**Table 6.9 Reasons for wanting paid work**

	Multiple response %
Money	72
To avoid boredom/have company/to get out of the house	53
Self-respect	40
To be part of the working world	38
To enjoy work and make a contribution (feel useful)	35
To get off benefit	21
To improve health	18
To use or develop skills	13
Other	*

*Base: All registrants who had looked for, applied for, or started paid work since registering (in this instance, paid work includes Permitted Work, supported employment, work placement or self-employment)*

*Weighted base: 2237*

*Unweighted base: 2229*

□ - unweighted number of case is less than 50

\* is less than 0.5 based on the weighted number of cases.

### **6.4.3 Job applications**

Since registering with a Job Broker 44 per cent of registrants had applied for paid work. However, less than a third of registrants who had applied for paid work appear to have done so as result of contact with a Job Broker (28 per cent): 17 per cent would have been unlikely to have applied for paid work had they not registered; and 11 per cent would have, but at a later date. This represents just 12 per cent of all registrants. The majority of registrants who had applied for paid work would have done so anyway, regardless of their registering with a Job Broker (71 per cent).

Factors significantly associated with applying for paid work are:

- having previously had a paid job (37 per cent compared with 29 per cent with no previous job experience;  $p<0.05$ )
- not having basic skills problems (45 per cent compared with 38 per cent with basic skills problems;  $p<0.01$ )
- not being socially and culturally excluded (46 per cent compared with 37 per cent of those socially and culturally excluded;  $p<0.01$ )
- being a home owner (47 per cent compared with 40 per cent who rented and 45 per cent of those with another type of tenure).

In addition, the better the respondent's health status the more likely they were to have applied for work (very good or good health 50 per cent, fair health 44 per cent and bad or very bad health 34 per cent;  $p<0.01$ ). Educational attainment was also significant but no pattern emerged; the proportions who had applied for paid work increased with attainment, but more of those with NVQ Level 2 qualifications appeared to have looked for work than those with NVQ Level 3 qualifications ( $p<0.01$ ). However, men (75 per cent compared with 66 per cent of women;  $p<0.01$ ) and those not socially and culturally excluded (73 per cent compared with 64 per cent socially and culturally excluded;  $p<0.01$ ) were more likely to say they would have applied for paid work at that time anyway.

Using a wider definition than applying for 'paid work' (as used above), when registrants were asked how many 'jobs' they had applied for, either by completing an application form, contacting an employer, or getting someone to ask on their behalf, 63 per cent reported applying for one or more jobs. Among those who had applied for jobs, the average number of jobs applications was 12, although 50 per cent had only applied for one to three jobs. Among the 44 per cent of registrants who reported applying for 'paid work', the average number of jobs applied for was higher at 11, with a median score of four. Respondents who said their health status was good or fair had applied for more than those who had said their health status was bad (11 and ten compared with six applications;  $p<0.01$ ).

Again, based on the wider definition of applying for 'jobs', as opposed to 'paid work', of the 63 per cent of registrants who had applied for jobs since registering, the majority were successful in getting an interview (72 per cent). Women were significantly more likely to have got an interview than men (78 per cent compared with 68 per cent;  $p<0.01$ ). Among those who were successful in getting a job interview, the average number of interviews attended was two, although the majority (52 per cent) attended just one interview.

Of the 63 per cent of registrants who applied for jobs just over half (52 per cent) were offered a job, with a minority being offered more than one job (14 per cent). The proportion of registrants who were offered a job represents a third of all registrants (33 per cent). Of those registrants who received job offers, only 39 per cent reported having a one or more of their job offers being made as a result of help received from the Job Broker – this is equivalent to 13 per cent of all registrants. Women were significantly more likely to have been offered a job (58 per cent compared with 49 per cent of men;  $p<0.01$ ), as were those without basic skills problems (54 per cent compared with 44 per cent with basic skills problems;  $p<0.01$ ). Health status was also significant with 54 per cent of those with very

good or good health, 53 per cent of those whose health was fair and 47 per cent of those with bad or very bad health having been offered a job ( $p<0.05$ ).

However, a quarter of those who applied for jobs and were offered a job, turned it down. The main reason given for rejecting job offers was because registrants did not feel able to do the job because of their health condition or disability (26 per cent). Other common reasons were because of various problems with the job: registrants did not like the job (18 per cent); the pay was too low (14 per cent); or the hours were wrong – the wrong number of hours (13 per cent), wrong type of hours (ten per cent). Some registrants declined job offers because there were better alternatives - either they were more interested in other work (15 per cent), or had received a better offer (12 per cent). Lack of adequate transport was also a barrier to some registrants taking up a job offer (seven per cent). There were no significant differences in the characteristics of those who turned down a job offer compared with those who did not.

**Table 6.10 Reasons for turning down a job offer**

	% of Registrants
Health condition/disability meant I could not do the job	26
Didn't like the job on offer	[18]
More interested in other work	[15]
Pay was too low	[14]
Not the number of hours I wanted to work	[13]
Had better offer	[12]
Not the type of hours I wanted to work	[10]
No adequate transport	[7]
Too far away	[5]
Health condition/disability worsened	[4]
Decided not ready for work	[3]
Work was temporary/seasonal/casual	[3]
Affected my benefit	[2]
Unpleasant working conditions	[2]
No personal assistance	[1]
Employer attitude to disability	[1]
No childcare	*
Other	[2]

*Base: All registrants who turned down a job offer*  
*Weighted base: 243*  
*Unweighted base: 243*

[ ] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases

Twenty nine per cent of registrants had started 'paid work'. Women were significantly more likely to have started paid work than men; 33 per cent compared with 28 per cent ( $p<0.01$ ). Health was also significant with 35 per cent of those with very good or good health, 31 per cent of those describing their health as fair, and just 19 per cent of those whose health was bad or very bad having started paid work ( $p<0.01$ ). Those with a positive attitude towards work were more likely to have started paid work compared to those who had a neutral or negative attitude; 31 per cent compared 26 per cent ( $p<0.01$ ). As were those with no basic skills problems (31 per cent compared with 22 per cent with basic skills problems ( $p<0.01$ )) and who were not socially and culturally excluded (31 per cent compared with 24 per cent who were socially and culturally excluded ( $p<0.01$ )). Registrants who owned their own home were more likely to have entered paid work (35 per cent), followed by those in other types of accommodation (29 per cent) and those who were renting (25 per cent). Educational

attainment was also significant but no pattern emerged ( $p < 0.01$ ); 34 per cent of those with NVQ Level 2 qualifications had started paid work compared with 31 per cent of those with NVQ Level 3 qualifications, 28 per cent with NVQ level four/five, 27 per cent with none or NVQ level one qualifications and 28 per cent of those with other qualifications.

## **6.5 Work experience placements**

Overall, very few registrants undertook a work experience placement or work trial. Only 67 (65 weighted) registrants had done so, equivalent to just two per cent. Most had done just one placement, with only five registrants attending more than one, up to a maximum of four. Around two-thirds of placements were organised by the Job Broker (66 per cent), although only 21 per cent placements which were registrants' second, third or fourth placements had been organised by the Job Broker. The average length of work experience placements was about a month at 21 days.

## **6.6 Training and education programmes**

Four out of ten respondents (42 per cent; weighted  $n=1273$  (unweighted  $n=1266$ )) had engaged in some form of training or education activity since their May-June registration. A quarter (26 per cent) of registrants had explored possible training schemes or education programmes, and nearly a fifth (18 per cent) had started on a scheme or programme (Table 6.11). Only one in ten respondents (nine per cent) had attended a basic skills course - this is despite twice that number (19 per cent) self-reporting problems with basic skills. Even fewer respondents had looked into, applied or started a Work Preparation programme.

**Table 6.11 Training and Education programmes looked into, applied for and started**

	Multiple response %
Looked into possible training schemes or education programmes	26
Started a training scheme or education programmes	18
Applied for a training scheme or education programmes	13
Attended basic skills training	9
Looked into a Work Preparation programme	4
Started a Work Preparation programme	3
Applied for a Work Preparation programme	2
None of these	58
<i>Base: All respondents</i>	
<i>Weighted base: 3012</i>	
<i>Unweighted base: 3011</i>	

Nearly three-quarters (72 per cent) of the respondents undertaking these training or educational activities said they would have done them at that time (56 per cent) or at some point in the future (16 per cent) without having registered with a Job Broker.

Those more likely to have engaged in some form of training or educational activity - looking for, applying for, or starting a training or education programme or a Work Preparation programme:

- Were aged under 50 years (46 per cent compared to 35 per cent of those aged 50 or over;  $p < 0.01$ ).
- Had a mental health condition (46 per cent compared to 40 per cent of those without a mental health condition;  $p < 0.01$ ).

- Were more likely to hold a qualification (a range of 42 per cent to 48 per cent compared with 34 per cent of those with no qualifications;  $p < 0.01$ ).

However, there was no evidence that people with problems with basic skills were more or less likely to take part in training or educational activities.

### 6.6.1 Course and programme details

Of those 691 respondents (n=694 unweighted) attending a basic skills course or starting a training scheme or education programme nearly eight out of ten (79 per cent) attended only one course or programme. One in seven (14 per cent) attended two and one in 20 (five per cent) three courses or programmes; and the maximum number of training or educational activities attended was seven (n=2). The courses lasted for any average of 15 days; with a range of half a day to 50 days.

Training provision was mainly aimed at those customers who appeared to be most job ready, as the courses and programmes were mainly of a vocational nature (71 per cent) (Table 6.12). Although nearly a third of respondents also attended educational (including basic skills) courses, and a fifth (23 per cent) courses to help customers prepare for work.

**Table 6.12 Type of course or programme attended**

	Multiple response %
Vocational training/work skills development including NVQs	55
Educational including basic skills	23
Job training	7
Pre-vocational/employment awareness	7
Job-search/how to look for work	(3)
Other	(5)

*Base: Training courses or education programmes attended.*

*Weighted base: 894*

*Unweighted base: 899*

[ ] – unweighted number of case is less than 50

Typically these courses and programmes were run by ‘other organisations’ (84 per cent). Job Brokers only ran 13 per cent of the courses and programmes and Jobcentres three per cent of them.

### 6.6.2 Work Preparation

Only three per cent of all respondents (or six per cent of those undertaking some form of training or educational activity) started a Work Preparation programme since their May-June registration. The majority (83 per cent) attended one programme; only four respondents claimed to have attended more than this, although ten (13 per cent) did not know how many they had been to.

However, it is possible that some of the programmes mentioned by respondents were not formally Work Preparation programmes, but other training and educational programmes. This is because some of the programmes lasted too long. The mean duration for programmes was 13 days<sup>28</sup>, and the median, which may be a more realistic estimate, six days.

<sup>28</sup> This mean excludes an extreme value of 900 days; a three year course in hairdressing and beauty therapy.

In over half of the cases (54 per cent) the Job Broker delivered the Work Preparation programme, rather than some other organisation.

## **6.7 Therapeutic or Permitted Work**

Only a minority of registrants - nine per cent - had participated in Therapeutic or Permitted Work since registering. Women were more likely than men to have done Therapeutic or Permitted Work; 11 per cent compared with eight per cent ( $p<0.01$ ). Those with a mental health condition were more likely than those without a mental health condition (11 per cent compared with eight per cent;  $p<0.05$ ), and those with basic skills problems were less likely than those without basic skills problems (six per cent compared with nine per cent;  $p<0.05$ ) to have done Therapeutic or Permitted Work. Those who described their health as fair were most likely to have done Therapeutic or Permitted Work (11 per cent) compared with those whose health was very good or good (seven per cent) and those whose health was bad or very bad (eight per cent) ( $p<0.01$ ). This may be because those with good health were trying to enter the regular labour market and those with bad health were not as work ready.

Most had done just one spell of Therapeutic/Permitted Work (88 per cent), up to a maximum number of ten spells, which just two registrants had done. In contrast to work placements, the majority of Therapeutic or Permitted Work had not been organised by Job Brokers; only 29 per cent had been organised by the Job Broker. Very few second and subsequent Therapeutic/Permitted Work spells were organised by the Job Broker, just two out of 47, compared to 34 per cent of first spells. The average number of weeks Therapeutic/Permitted Work lasted was 15.

## **6.8 Voluntary work**

A similar proportion of registrants had done voluntary work since registering - nine per cent. Again, women (11 per cent) were more likely than men (eight per cent) to have done voluntary work ( $p<0.01$ ), as were registrants who were not socially and culturally excluded (ten per cent) compared with those socially and culturally excluded (six per cent) ( $p<0.01$ ). Those who had attained a NVQ Level 4 or 5 educational qualification were more likely to have done voluntary work; 13 compared with seven per cent of those with no qualifications or NVQ Level 1 and eight per cent of those with NVQ levels 2 or 3 ( $p<0.01$ ). In terms of motivation for doing voluntary work, two-thirds of registrants who undertook voluntary work would have done so at around that time anyway (66 per cent). Just under a quarter of those who did voluntary work (23 per cent) would not have been likely to do so had they not registered. Registering with a Job Broker also encouraged a further 11 per cent of registrants to do voluntary work that they would not otherwise have done until a later date. Thus overall, it appears that Job Brokers played a role in encouraging a third of registrants who volunteered to do so (34 per cent) - equivalent to three per cent of all registrants. Again, those with NVQ Level 4 or 5 educational attainment were more likely than those with lower qualifications to have started voluntary work at that time anyway ( $p<0.05$ ).

For most registrants who volunteered the type of work they undertook did make use of their existing skills or previous work experience (69 per cent), to greater or lesser extents. For just over a quarter of registrants who did voluntary work (27 per cent), the type of work they did not make much, or any, use of their skills or experience.

The average length of time that registrants had been doing voluntary work was 14 weeks. Twenty per cent of those who volunteered had been doing so for more than 20 weeks, up to a maximum of 52 weeks, indicating that they had been doing this since before they registered with a Job Broker. The average number of hours per week that volunteers worked was ten, although two-thirds of registrants (65 per cent) volunteered for between one and nine hours per week.

At the time of the survey fieldwork, around four to five months after registration, most (72 per cent) were still doing voluntary work. Among those who had stopped doing voluntary work (28 per cent, equivalent to 76 (or 75 weighted) registrants in total), their health condition or disability was a factor in stopping for less than half - 31 registrants in total.

## 6.9 Financial Advice

Around three-quarters of registrants who had contact with their Job Broker after registration talked about financial issues (72 per cent) (Table 6.13). The most common areas of discussion were about how starting work could impact on the benefits and tax credits registrants claimed (56 per cent) and about in-work benefits/tax credits (45 per cent). Less than a third of registrants who had contact with their Job Broker after registration discussed in-work better off calculations (29 per cent).

**Table 6.13 Discussions about financial issues**

	Multiple response %
How work may effect benefits/tax credits	56
Benefits/tax credits you can claim while working	45
In work better off calculation	29
Other benefits/tax credits	26
Offered help to complete other forms	21
Offered help with completing benefit/tax credit forms	17
Referred to another organisation for financial advice	8
Any other financial issues	8
None of these	28
Don't know	*

*Base: All registrants who had been in contact with their Job Broker since registering*  
*Weighted base: 2653*  
*Unweighted base: 2647*

\* - percentage is less than 0.5 based on the weighted number of cases

Although many registrants (who had been in contact with their Job Broker since registering) discussed financial issues with their Job Broker, amongst all registrants, most did not take any action to apply for other benefits, or other financial assistance (75 per cent). The findings suggest that either registrants were correctly claiming all the benefits they were entitled to, or that Job Brokers did not give the kind of advice that prompted registrants to take action. A minority of registrants - 15 per cent - had applied for a different benefit since registering and nine per cent had used a benefit enquiry help line. Just six per cent made a claim for Jobseeker's Allowance and one per cent applied for a career development loan. Few registrants who made a claim for Jobseeker's Allowance did so following advice received from their Job Broker (20 per cent). Over half did so of their own accord (54 per cent), and a further 27 per cent made a claim for Jobseeker's Allowance following advice from someone else. This again suggests that Job Brokers did not give registrants specific advice on claiming benefits, but rather discussed financial issues in a broader sense.

## 6.10 In-work support

A key feature of the New Deal for Disabled People is that Job Brokers can provide post-employment support and services to customers. In-work support is provided to ensure that any employment is sustainable and all those in paid work are eligible. Here paid work is defined as ‘regular’ full- or part-time employment and self-employment, as well as Permitted Work, supported work and work placements.

All respondents who had had contact with their Job Broker since registration were asked if they had discussed in-work support with their Job Broker. Just under half of respondents had not discussed these issues (49 per cent) (Table 6.14). For those who had discussed in-work support the topics most often discussed were training while in work (28 per cent), help or support to keep a job (23 per cent) and special adaptations or equipment at work (20 per cent). In addition, 18 per cent had discussed help with transport to work and use of a personal assistant or job coach was discussed by 15 per cent and 13 per cent respectively.

**Table 6.14 In-work support discussed**

	Multiple response %
Any training you might need while in work	28
Any help or support you might need to keep a job	23
Any special adaptations or equipment you might need in work	20
Help with transport to work	18
Help you might need from a personal assistant/support worker	15
Job coach or mentor, i.e. doing the job with you at the start	13
Help with childcare	4
None of these	49

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*Base: All registrants who have been in contact with their Job Broker since registration*  
*Weighted base: 2653*  
*Unweighted base: 2647*

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Of the 3014 respondents at wave one there were 1177 (or 1198 weighted (that is, 40 per cent)) who obtained paid work after their May-June registration or whose pre-registration job had changed since registration. This group were asked about any in-work support they needed and what support, if any, they received. The in-work support could comprise further advice or support from the Job Broker and/or help with a particular service. Table 6.15 lists the type of in-work advice and support needed by respondents, but not necessarily provided.



**Table 6.15 In-work support needed**

	Multiple response %
Further advice or support	n/a
Help with travel to, or in, work	11
Temporary helper/jobcoach	n/a
Use of special adaptations or aids	8
Use of personal assistant/support worker	5
Incentive payment (including Job Introduction Scheme)	n/a

*Base: All registrants who started a post-registration job or whose pre-registration job had changed after registration*

*Weighted base: 1198*

*Unweighted base: 1177*

*n/a - respondents not asked if they needed this support*

Of those specific in-work services respondents were asked if they needed, all were associated with the respondents' age, health status and disability, the availability of support from a partner and/or whether the respondents had problems with basic skills. Thus:

- Those aged under 50 years were more likely to need help with travel to, or in, work (12 per cent of those aged 16-49 compared with eight per cent aged 50-65;  $p<0.05$ ), as were those without a partner living with them (13 per cent compared with eight per cent with a partner;  $p<0.01$ ), those with basic skills problems (21 per cent compared with nine per cent without basic skills problems;  $p<0.01$ ) and those with a self-reported health status of bad or very bad (16 per cent compared to nine per cent of those whose health was fair and ten per cent of those with good/very good health;  $p<0.05$ ). As might be expected, those who found using public transport difficult or impossible were more likely to need help with travel arrangements (21 per cent and 15 per cent respectively compared with those who could use public transport easily ( $p<0.01$ )).
- As might be expected, those who self-reported a health condition or disability that limited normal day-to-day activities a great deal (12 per cent) were more likely to require aids or adaptations than those with a health condition or disability that limited their activities to some extent (seven per cent), or a little or not at all (three per cent) ( $p<0.01$ ). Similarly, those with a mental health condition were less likely to require aids or adaptations than those without a mental health condition (five per cent compared to ten per cent;  $p<0.01$ ). Registrants who had a partner living with them were more likely to need aids and adaptations (ten per cent) compared with those without a partner (six per cent;  $p<0.05$ ), as were those who found using public transport difficult or impossible (14 per cent and 17 per cent respectively) compared with those who could use public transport easily (five per cent) ( $p<0.01$ ).
- Respondents aged under 50 were more likely to need help from a personal assistant or support worker (seven per cent aged 16-49 compared with three per cent aged 50-65;  $p<0.01$ ), as were those who did not have a partner living with them (seven per cent compared to four per cent with a partner;  $p<0.01$ ), and those with basic skills problems (14 per cent compared with four per cent without basic skills problems;  $p<0.01$ ). Those who self-reported a health or disability condition that limited normal day-to-day activities a great deal were more likely to need a personal assistant or support worker (eight per cent) compared to those health condition/disability limited them to some extent, a little or not at all (four per cent) ( $p<0.05$ ). As were those who assessed their health status as very good/good (eight per cent) rather than as fair or bad/very bad (four per cent) ( $p<0.05$ ). Suggesting they felt well enough to work, but needed aids and adaptations to enable this.

It is not clear why younger respondents are more likely to require help with travel arrangements and personal assistance/support than those aged 50 and over, unless they are accepting more demanding jobs and/or working further away from home.

Table 6.16 shows the in-work support services provided by Job Brokers and these are discussed in turn below.

**Table 6.16 In-work support provided**

	<b>Cell per cent</b>
	<b>%</b>
Further advice or support	35
Help with travel to, or in, work	8
Temporary helper/jobcoach	7
Use of special adaptations or aids	5
Use of personal assistant/support worker	[4]
Job Introduction Scheme incentive payment	[1]

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*Base: All registrants who started a post-registration job or whose pre-registration job had changed after registration*

*Weighted base: 1198*

*Unweighted base: 1177*

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[ ] - unweighted number of case is less than 50

### **6.10.1 Further advice and support**

Over a third (35 per cent) of those who started post-registration jobs or whose pre-registration job had changed after registration, received further advice or support from their Job Broker. In most cases these contacts were of a general nature, and entailed some sort of progress meeting - for seven out of ten respondents (72 per cent) it was about how the job was going and for six per cent the contacts were part of a planned or regular meeting (Table 6.17). Although for over a tenth (13 per cent) of respondents further advice or support was required on benefits or tax credits.

**Table 6.17 Reasons for seeking further advice or support when in-work**

	Multiple response %
Contact about how the job was going	72
Benefits/tax credits for people in work	[13]
I needed someone to talk to	[8]
My health condition	[7]
Regular/planned meeting	[6]
Getting extra help and support	[5]
My career prospects	[4]
The hours I work	[4]
Having problems at work - with employer	[4]
Pay, holidays, etc	[3]
Giving up work	[2]
Training	[2]
Having problems at work - with work colleagues	[2]
Having problems at work - with customers	[1]
Dismissed/lost job	[1]
Time off work	*
Employer requested it/said I should	*
Other	20

*Base: All registrants who started a post registration job or whose pre-registrant job had changed after registration, seeking further advice or support*

*Weighted base: 415*

*Unweighted base: 403*

[] - unweighted number of case is less than 50

\* - percentage is less than 0.5 based on the weighted number of cases

As Table 6.17 also shows, there were a ‘small’ number of contacts that appear to be driven by:

- Personal or work related problems that might have been more urgent, for instance, eight per cent of respondents needed someone to talk to, seven per cent had an issue over their health condition, five per cent needed to discuss getting extra help and four per cent had a ‘problem’ with their employer.
- The terms and conditions of employment, for example, four per cent wanted to discuss the hours they worked with a Job Broker and three per cent pay, holidays, etc.
- A wish to discuss careers prospects (four per cent).

These in-work support contacts were generally initiated by the Job Broker (56 per cent) or by both parties (21 per cent). They involved a median of three contacts (with a fifth (21 per cent) involving only a single contact). Typically they were conducted over the telephone (71 per cent), with a further 21 per cent at the Job Broker office. Only 15 per cent were conducted at the respondents’ place of work, suggesting that most either desired privacy or the workplace did not offer suitable meeting facilities. Although, of course, some of the telephone calls may have been made from the workplace. One in 13 contacts (eight per cent) took place in the respondents’ home. Only two per cent (n=9) were conducted at a Jobcentre.

A fifth (19 per cent) of those approaching a Job Broker for further advice and support also received support or advice from someone else after moving into work. These respondents received advice and help mainly from unspecified others (27 per cent), Jobcentre staff (24 per cent), friends or family (24 per cent) and employers (20 per cent) and work colleagues (12 per cent) (Table 6.18).

**Table 6.18 Other sources of in-work support received**

	Multiple response %
Jobcentre (Plus) staff	[24]
Friends or family	[24]
Employer	[20]
Work colleagues	[12]
Nurse/Doctor	[9]
Other disability organisation	[7]
Social worker	[6]
Advice centre	[5]
Other	[27]

*Base: Respondents in post-registration employment who received in-work support from other non-Job Broker sources*  
*Weighted base: 79*  
*Unweighted base: 78*

[] - unweighted number of case is less than 50

### 6.10.2 Incentive payments

One in seven respondents (15 per cent) said they discussed with their Job Broker the possibility of a payment to an employer so that they might gain a job or placement. Just under half, possibly more, of these respondents were referring to the Job Introduction Scheme, others may have been referring to Work Trials or even payments made direct by the Job Broker. Under the Job Introduction Scheme the Jobcentre paid a weekly grant of £75 to the employer for the first six weeks of employment, and in exceptional circumstances this might be extended to 13 weeks. Whilst a Work Trial would allow a respondent to fill a vacancy for up to 15 working days while continuing to receive benefits as well as some travel and subsistence payments.

However, in only 12 cases had the discussion of such incentive payments led to an actual payment being made to an employer under the Job Introduction Scheme. It would appear that there is little use of either existing Department for Work and Pensions schemes or of any Job Broker designed employer subsidy schemes.

### 6.10.3 Help with travel arrangements

A tenth of respondents (11 per cent - see Table 6.15) needed help with travel to, or in, work, and of these three-quarters (75 per cent) actually received help with travel arrangements. The help provided varied, and entailed:

- funding of fares (25 per cent)
- provision of a driver (21 per cent)
- lift from a relative (17 per cent)
- lift from an unspecified party (13 per cent)
- lift from employer or work colleague (11 per cent)
- other arrangement (11 per cent).

In under a third of these cases (31 per cent) the travel arrangements were funded by the respondent themselves. The main other funders were their employers (19 per cent), the Job Broker (16 per cent) and the Jobcentre/Access to Work scheme (14 per cent).<sup>29</sup>

#### **6.10.4 Temporary helper/jobcoach**

One in fifteen respondents (seven per cent) had someone from outside of their employing organisation, such as a jobcoach, to work alongside them for a while, showing them how their work was done. On average this person only stayed for a few days, the median was two days (the mean six days), with a third of respondents (35 per cent) having this support for only one day. Although 11 respondents had support for ten or more days, including two with help for 60 or more days.

For three-quarters of the respondents (76 per cent) this provision was funded by their employer. Funding was also provided by Job Brokers (nine per cent) and unspecified other sources (ten per cent).<sup>30</sup>

Those with basic skills problems were more likely to have a temporary worker/jobcoach than those without (19 per cent compared to five per cent;  $p < 0.01$ ).

#### **6.10.5 Aids and adaptations**

One in 13 (eight per cent) thought they required adaptations or equipment whilst in work. Of these respondents two-thirds (69 per cent) secured some of these adaptations or equipment. Examples of what was provided are: specific computer equipment or software, more suitable chairs or desks, and work-related clothing.

These aids and adaptation were primarily funded by employers (41 per cent) and the Jobcentre/Access to Work scheme (22 per cent). Although Job Brokers funded 15 per cent of the respondents' aids and adaptations and 11 per cent of respondents funded the aids and adaptations themselves.

#### **6.10.6 Provision of personal assistance/support worker**

Of those in post-registration employment, one in 20 (five per cent) wanted help from a personal assistant or support worker, and of these three-quarters (74 per cent) obtained the help sought. The service provided included signers, help with lifting heavy objects, and mentoring arrangements. These were funded mainly by employers (39 per cent) and Job Brokers (28 per cent), although social services also provided funding in 16 per cent ( $n=7$ ) of cases.

### **6.11 Other sources of support**

This section examines other sources of support for registrants, including in-work support. It concentrates on support from other organisations, but also considers the role of respondents' partners.

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<sup>29</sup> There was also a relatively large 'other funding' group (20 per cent;  $n=20$ ) who may or may not comprise friends and family.

<sup>30</sup> In addition, two respondents said they funded this provision themselves and one respondents had funding from the Jobcentre.

### 6.11.1 Support from other organisations

One-quarter (25 per cent) of the registrants reported that they had contacted another organisation since registering with their May-June Job Broker. The majority had contacted just one other organisation (83 per cent), 15 per cent had contacted two organisations and just 20 respondents (three per cent) had contacted three or more.

The percentage of registrants who approached another organisation was higher among men (28 per cent compared to 21 per cent of women); those who were expecting to work within the next six months, and those who were not socially and culturally excluded (19 per cent compared to 27 per cent socially and culturally excluded) ( $p < 0.05$ ). The proportion increased with the respondents' level of qualification attained (from 19 per cent among those who did not have a qualification to 38 per cent among those who had NVQ Level 5) ( $p < 0.05$ ).

In most cases the contact was made with a Jobcentre: a Jobcentre (Plus) adviser (41 per cent) and/or a Disability Employment Adviser/Disability Service Team (24 per cent) (Table 6.19). Another quarter (24 per cent) contacted recruitment agencies and 16 per cent contacted charities and voluntary organisations. Interestingly, 13 per cent of those contacting other organisations contacted another Job Broker.

**Table 6.19 Other organisations contacted**

	Multiple response %
Jobcentre/Jobcentre Plus Adviser	41
Disability Employment Adviser/Disability Service Team	24
Recruitment Agencies	24
Charities/voluntary organisations	16
Another Job Broker	13
Other	10

*Base: Registrants who contacted another organisation*

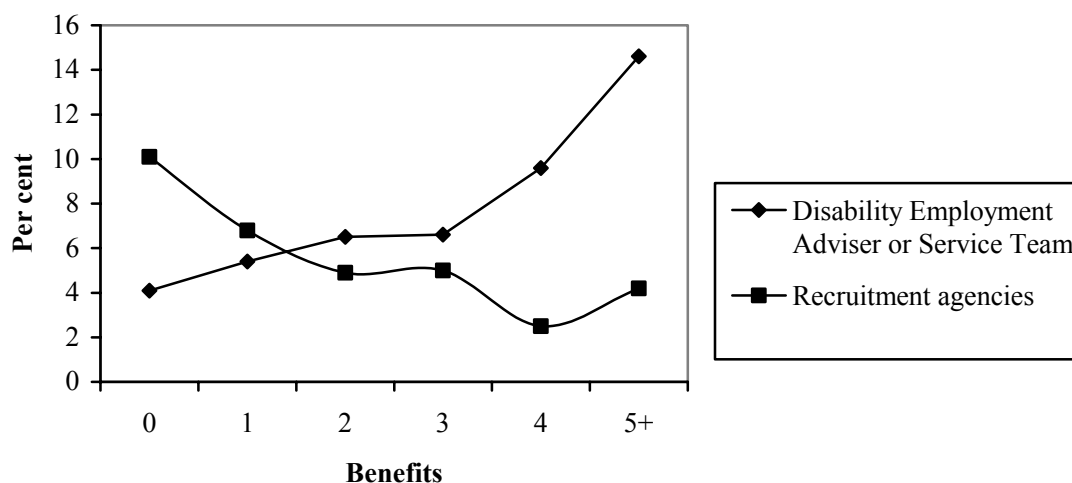
*Weighted base: 770*

*Unweighted base: 763*

As might be anticipated, those who expected to move into paid work within the next six months contacted the Disability Employment Adviser/Disability Service Team, the Jobcentre (Plus) and the recruitment agencies more often than those who were expecting to work within six and twelve months or those who were expecting to start paid work later ( $p < 0.05$ ).

The proportion of those visiting the Disability Employment Adviser/Disability Service Team increased with the number of benefits received and the proportion of those who contacted recruitment agencies decreased with it (Figure 6.2) ( $p < 0.05$ ). This may reflect differences in the respondents' concerns about what happens to their benefits if, and when, they move into employment. Those claiming more benefits might have needed additional reassurance about their post-employment benefit status.

**Figure 6.2** Proportion of registrants who contacted the Disability Employment Adviser/Disability Service Team or Recruitment Agencies



Again, as would be expected, the Jobcentre (Plus) adviser tended to be contacted by those registrants who were receiving Jobseeker's Allowance (30 per cent compared to ten per cent) ( $p < 0.05$ ).

Recruitment agencies and charities were contacted more frequently by men than by women (eight per cent compared to four per cent and five per cent compared to three per cent respectively); and those who were not socially and culturally excluded than those that were socially and culturally excluded (four per cent compared to seven per cent and two per cent compared to five per cent) ( $p < 0.05$ ).

In addition, recruitment agencies were contacted more often by those who held a driving license<sup>31</sup> (seven per cent compared to five per cent); those not receiving Disability Living Allowance (five per cent compared to seven per cent) and the proportion increased with the respondents' level of qualification attained (from three per cent among those without a qualification to 15 per cent among those with a NVQ Level 5 qualification) ( $p < 0.05$ ).

The most common way for respondents to have heard about the other organisation(s) they contacted was through a member of staff at Jobcentre (Plus) (26 per cent), followed by personal contacts (12 per cent), newspapers or magazines (ten per cent), their Job Broker telling them (ten per cent), advertising (eighth per cent), and from friends or relatives (seven per cent) (Table 6.20).

<sup>31</sup> The importance of holding a driving license has come up in a number of studies of movements off benefits into work. The reason why it is significant is unclear (see for example, Stafford et al., 1999) .

**Table 6.20 How registrants heard about the other organisation(s) they contacted**

	Multiple response %
Member of staff at Jobcentre, Jobcentre Plus	26
Personal contact	12
Newspaper or magazine	10
Job Broker told them	10
Advertising	8
Friend or relative	7
Leaflet	[5]
Personal letter	[4]
Doctor or other medical professional	[4]
Email/Internet	[3]
Social worker/social services worker	[3]
Voluntary/Disability organisation	[3]
Referred by Job Broker	[2]
Training provider	[2]
Employer	[2]
Radio or TV	[1]
Advise or Welfare rights worker	[1]
Other	10

*Base: Registrants who contacted another organisation*

Weighted base: 761

Unweighted base: 767

[ ] - unweighted number of case is less than 50

More than one-third (37 per cent) of registrants reported that they became involved with the organisation because they thought it would be useful for them. Twenty one per cent said that the other organisation offered something that they had not been offered elsewhere, 14 per cent said that they had been referred by their Job Broker, 13 per cent reported that people in the other organisation(s) understood them better, and ten per cent thought the other organisation(s) seem more efficient (Table 6.21).



**Table 6.21 Reasons for becoming involved with another organisation**

	Multiple response %
Thought it would be useful for me	37
They offered something I hadn't been offered elsewhere	21
Referred by Job Broker	14
They understood me better	13
They seem more efficient	10
I felt more comfortable talking to them	10
They seem more professional	9
It was more convenient	8
Another way to help me to find work	8
More accessible	8
They more friendly	7
Promise them employment	[6]
Already involved with another organisation	[3]
They offered a financial incentive	[3]
Lack of support from main Job Broker	[2]
They contacted me	[1]
Other	7

*Base: Registrants who contacted another organisation*

*Weighted base: 765*

*Unweighted base: 772*

[ ] - unweighted number of case is less than 50

Registrants who were in contact with another organisation were asked if they talked about some specific work-related, health-related or financial/benefits related issues. More than half (57 per cent) of the registrants said that they talked about the work that they might do, 46 per cent talked about their previous work or other experience, 43 per cent said that they talked about the hours that they might work, 33 per cent reported that they talked about training or qualifications they might need, 28 per cent about their concerns about working or what they expect to earn and 27 per cent talked about where to look for suitable vacancies. Doing unpaid or voluntary work, Therapeutic/Permitted Work, how to complete a job application, how to prepare for job interviews, supported employment or advice on how to present yourself at job interviews were reported by less than a quarter of the registrants (Table 6.22). Only one-quarter of the registrants reported that they did not talk about work-related issues (24 per cent).

**Table 6.22 Work related issues discussed with other organisations**

Topic on work related issues	Multiple response %
The work they might do	57
Their previous work or other experience	46
The hours they might work	43
Training or qualifications they might need	33
Their concerns about working	28
What they expect to earn	28
Where to look for suitable vacancies	27
Doing unpaid or voluntary work	22
Therapeutic/Permitted Work	17
How to complete a job application	17
How to prepare for job interviews	16
Supported employment	14
Advice on how to present themselves at job interviews	14
None of these	24
<i>Base: Registrants who contacted another organisation</i>	
<i>Weighted base: 615</i>	
<i>Unweighted base: 621</i>	

Around one-quarter of this group of registrants reported that they talked about how their health condition or disability might limit the work they can do (26 per cent), about training they might need while in work (23 per cent) or about how the work may affect their health condition or disability (23 per cent). Other issues were reported by 15 or fewer per cent of the registrants (Table 6.23). Half of the registrants did not talk about health related issues at all.

**Table 6.23 Health related issues discussed with other organisations**

Topic on health related issues	Multiple response
	%
How your health condition or disability might limit the work they can do	26
Any training they might need while in work	23
How work may affect their health condition or disability	23
How to approach their health condition or disability on applications or at interviews for jobs	15
Any help or support they might need to keep a job	15
Any special adaptations or equipment they might need while in work	15
How their health condition or disability might change in the future	14
Help with transport to work	14
Help they might need from a personal assistant or support worker	13
Job coach or mentor, such as someone doing the job with them at the start	11
Help with childcare	[3]
None of these	50

*Base: Registrants who contacted another organisation*

*Weighted base: 615*

*Unweighted base: 620*

[3] - unweighted number of case is less than 50

More than half (57 per cent) of the registrants did not talk about financial or benefit issues with the other organisation. If they did, the most common topic discussed was how work may affect their benefits/tax credits (30 per cent), followed by benefits/tax credits they could claim whilst working (25 per cent). Seventeen per cent said that they calculated whether they would be better off in work and 14 per cent talked about other benefits/tax credits. Only nine per cent of respondents were offered help to fill in benefit/tax credit forms (Table 6.24).

**Table 6.24 Financial/benefits related issues discussed with other organisations**

	Multiple response
	%
Talked about how work may affect their benefits/tax credits	30
Talked about benefits/tax credits they can claim while they are working	25
Calculated whether they would be better off in work	17
Talked about other benefits/tax credits	14
Offered to help them fill in other forms	14
Any other financial issues	12
Offered to help them fill in benefit/tax credit forms	9
None of these	57

*Base: Registrants who contacted another organisation*

*Weighted base: 614*

*Unweighted base: 619*

Registrants were asked to assess how helpful they found the other organisation(s) they contacted. Forty four per cent found the organisation(s) very helpful, 16 per cent found them fairly helpful, 24 per cent found them fairly unhelpful and 24 per cent found them very unhelpful. The majority (60 per cent) of the registrants were still in contact with the other organisation(s) at the time of their survey interview.

### **6.11.2 Support from other organisations compared with Job Broker support**

Tables 6.25 to 6.27 show which topics registrants discussed with Job Brokers and other organisations. The tables tentatively suggest that the other organisations contacted did not substitute for the discussions with Job Brokers with respect to work-related or financial/benefits-related issues. Proportions for those who contacted other organisations are almost always lower (between 50 per cent and 72 per cent of the percentage observed for the Job Broker) in any topic discussed except for “other financial issues”.

However, the percentages of registrants who had discussions with other providers on health related issues are closer to proportions reported for the Job Broker (between 65 per cent and 87 per cent of the percentage reported for the Job Broker). The smaller difference could reflect the preference of the registrant to discuss health related issues with other professionals or negative opinions on the helpfulness of discussions with the Job Broker on those specific issues (see Chapter 7).

**Table 6.25 Discussions with others organisations and Job Brokers on work-related issues**

<b>Work related issues</b>	<b>Multiple response</b>	
	<b>Other Organisation %</b>	<b>Job Broker %</b>
The work they might do	57	80
Their previous work or other experience	46	73
The hours they might work	43	69
Training or qualifications they might need	33	51
Their concerns about working	28	51
What they expect to earn	28	39
Where to look for suitable vacancies	27	51
Doing unpaid or voluntary work	22	36
Therapeutic/Permitted Work	17	35
How to complete a job application	17	32
How to prepare for job interviews	16	28
Supported employment	14	20
Advice on how to present themselves at job interviews	14	22
Jobseeker or employee rights		18
None of these	24	6
<i>Base: Registrants who contacted another organisation</i>		
<i>Weighted base</i>	<i>615</i>	<i>2653</i>
<i>Unweighted base</i>	<i>621</i>	<i>2647</i>

**Table 6.26 Discussions with others organisations and Job Brokers on health-related issues**

<b>Health related issues</b>	<b>Multiple response</b>	
	<b>Other Organisation</b>	<b>Job Broker</b>
	<b>%</b>	<b>%</b>
How your health condition/disability might limit work	26	57
Any training they might need while in work	23	28
How work may affect their health condition/disability	23	48
How to approach health condition/disability on applications or at job interviews	15	27
Any help or support they might need to keep a job or to get a job	15	23
Any special adaptations or equipment they might need while in work	15	20
How their health condition or disability might change in the future	14	31
Help with transport to work	14	18
Help they might need from a personal assistant or support worker	13	15
Job coach or mentor, such as someone doing the job with them at the start	11	13
Help with childcare	[3]	4
The Disability Discrimination Act		14
None of these	50	49
<i>Base: Registrants who contacted another organisation</i>		
<i>Weighted base</i>	615	2653
<i>Unweighted base</i>	620	2647

[ ] - unweighted number of case is less than 50

**Table 6.27 Discussions with others organisations, Jobcentre advisers and Job Brokers on financial/benefits-related issues**

<b>Financial or benefits related issues</b>	<b>Multiple response</b>	
	<b>Other Organisation</b>	<b>Job Broker</b>
	<b>%</b>	<b>%</b>
Talked about how work may affect their benefits/tax credits	30	56
Talked about benefits/tax credits they can claim while they are working	25	45
Calculated whether they would be better off in work	17	29
Talked about other benefits/tax credits	14	26
Offered to help them fill in other forms	14	21
Any other financial issues	12	8
Offered to help them fill in benefit/tax credit forms	9	17
Referred them to another organisation to get financial advise		8
None of these	57	28
<i>Base: Registrants who contacted another organisation</i>		
<i>Weighted base</i>	614	2653
<i>Unweighted base</i>	619	2647

### 6.11.3 Support from a partner

Forty four per cent of registrants had a partner living with them. Of those for whom a partner questionnaire was completed (96 per cent), 41 per cent had received help with their job search from their partner. By far the most common form of support was help with and checking application forms (81 per cent). Twelve per cent of those receiving help from their partner had discussed their job applications, and nine per cent had received emotional support.

**Table 6.28 How partners helped registrants with job search**

	Multiple response %
Helping with/checking application forms	81
Discussion of job applications	11
Emotional support	[9]
Remembering previous jobs and dates	[4]
Transport to interviews	[3]
Other	[5]
<i>Base: All registrants who had a partner for whom a partner questionnaire had been completed, and whose partner helped them with job search</i>	
<i>Weighted base: 518</i>	
<i>Unweighted base: 516</i>	

[ ] - unweighted number of case is less than 50

For those partnered registrants who were in work or had previously been in work (weighted n=1183), 17 per cent of partners had helped them in some way, 11 per cent had helped sometimes and 73 per cent had not helped. Transport to work was the by far the most common way of helping (84 per cent), with looking after the home and family (nine per cent) and emotional support (seven per cent) also mentioned.

**Table 6.29 How partners helped registrants when they were in work**

	Multiple response %
Transport to work	84
Looking after the home and family	[9]
Emotional support	[7]
Other	[11]
<i>Base: All registrants who had a partner for whom a partner questionnaire had been completed, who are/have been in work and whose partner helps them when in work</i>	
<i>Weighted base: 325</i>	
<i>Unweighted base: 323</i>	

[ ] - unweighted number of case is less than 50

## 7 Registrants' assessment of Job Brokers' Service

### Summary

This chapter considers the respondents' own assessment of NDDP and Job Brokers' service. Key findings are:

- Generally, registrants were positive about the services provided by their Job Brokers - both pre- and post-employment. They had a very positive view about how the job broking service was delivered: they were made to feel welcome by their Job Brokers, who usually explained matters and listened well to their customers.
- Overall, those with more positive views tended to be female, have a positive attitude towards working, expected to work in the future and were more satisfied with their lives. However, the causal direction of some of these associations is unclear; for example, whether having positive attitudes about obtaining work led to respondents viewing the discussions with Job Brokers as helpful, or vice versa.
- Registrants considered that Job Brokers were very well informed about work-related issues, but less informed about health and benefit related issues.
- More qualified registrants were less likely to have a positive view of the services provided by Job Brokers, possibly because they had higher expectations.
- Registrants who had had contact with their Job Brokers since registration were asked if there was anything that they wanted from the New Deal for Disabled People that Job Brokers could/did not offer (Section 7.4.5). Almost four out of ten registrants (37 per cent) maintained that there was something that Job Brokers could/did not offer. Not unexpectedly, what most (24 per cent) respondents wanted from the programme was a job.
- Over three-quarters (78 per cent) of the registrants agreed that their Job Brokers considered the type of job that they wanted, but when registrants were asked how helpful their Job Brokers were in helping them to find work, their views were highly polarised. Fifty seven per cent said that Job Brokers were unhelpful and 53 per cent said that they were helpful.
- However, respondents' assessment of how helpful contact with their Job Brokers had been so far was slightly more negative than other indicators. Two in five (40 per cent) said that it had been very helpful, 15 per cent that it was fairly helpful, and 45 per cent that it was unhelpful (fairly or very). Fifteen per cent said that there was insufficient or no help with looking for work; 13 per cent that there was little or no contact; 11 per cent that the help was of no use; and less than ten per cent reported that their Job Brokers had not done anything or that they had not found them a job.
- Involvement with Job Brokers can be expected to have a number of 'soft' outcomes for the registrants (Section 7.4.7). Overall, 43 per cent of registrants agreed that involvement with their Job Brokers had helped them to be more confident in relation to employment and less worried about their financial situation or receipt of benefits. However, 26 per cent disagree and 31 per cent felt neutral about these issues. Nearly a half of respondents were keener to be in paid work (47 per cent) and were more confident about getting a job (44 per cent). However, views were polarised, with a third also disagreeing that involvement with Job Brokers had made them more confident about getting a job or that they were less worried about their financial situation once in work.

### 7.1 Introduction

This chapter focuses on the registrants' opinions of Job Brokers' service. Their views are likely to be influenced by a range of factors including personal circumstances, previous experiences, expectations, outcomes achieved and the wider social and economic environment. As a consequence the view

expressed about the service itself do not simply relate to how well it is organised and delivered. This should be borne in mind when interpreting the results reported below.

This chapter covers: respondents' discussions with advisers at Jobcentres (Section 7.2), the NDDP Helpline (Section 7.3) and with Job Brokers (Section 7.4). The latter is covered in more detail and includes registrants' views of the Job Brokers helpfulness and their assessment of the service provided.

## **7.2 Discussions with the adviser at the Jobcentre**

Only 19 per cent of registrants reported that they had discussions or interviews with a Jobcentre adviser in the 12 months before registering with a Job Broker. Those who had a discussion or interview with a Personal Adviser<sup>32</sup> or Disability Employment Adviser were asked how helpful this had been. The majority (60 per cent) who had discussed at least one topic with an adviser found it helpful (very or fairly). However, two in five (40 per cent) said that it was unhelpful (very or fairly). Somewhat surprisingly, discussions on what they may do to get a job (50 per cent) and on the training that they may need (45 per cent) were reported to be unhelpful with greater frequency (Table 7.1).

There was little variation by customers' personal characteristics in views about the helpfulness of discussions with a Jobcentre adviser. Except that (Table 7.1):

- Registrants living with a partner or spouse were more likely to consider overall (global opinion) that the discussions with Jobcentre advisers were unhelpful (44 per cent compared to 30 per cent for those without a partner) ( $p < 0.05$ ), especially those discussions about work and health (46 per cent compared to 31 per cent) ( $p < 0.05$ ). It is not clear why this might be the case, unless they simply had different and unmet advice or support needs.
- Views on the helpfulness of the discussions with Jobcentre advisers about training were significantly more positive among those who, even though not in paid work at the time, were expecting to work in the future (55 per cent compared to 25 per cent) ( $p < 0.05$ ). Presumably staff were able to indicate the sort of training or steps they needed to take to obtain work in the future.

**Table 7.1 How helpful were discussions with the adviser at the Jobcentre**

Topic	Opinion				Row per cent	
	Very unhelpful (%)	Fairly Unhelpful (%)	Fairly helpful (%)	Very helpful (%)	Weighted	Unweighted
Work they may do	15	27	23	36	476	474
Training they may need	20	25	23	32	301	301
What they may do to get a job	16	34	21	30	310	309
Support/need if they got a job	16	28	20	36	294	295
Benefits/financial help	14	28	18	40	261	261
Work and health	14	28	25	34	459	459
Global opinion	14	27	35	25	552	550

*Base: Registrants who had an interview or discussion on specific issues with a Personal Adviser or Disability Employment Adviser in the 12 months before registering with NDDP.*

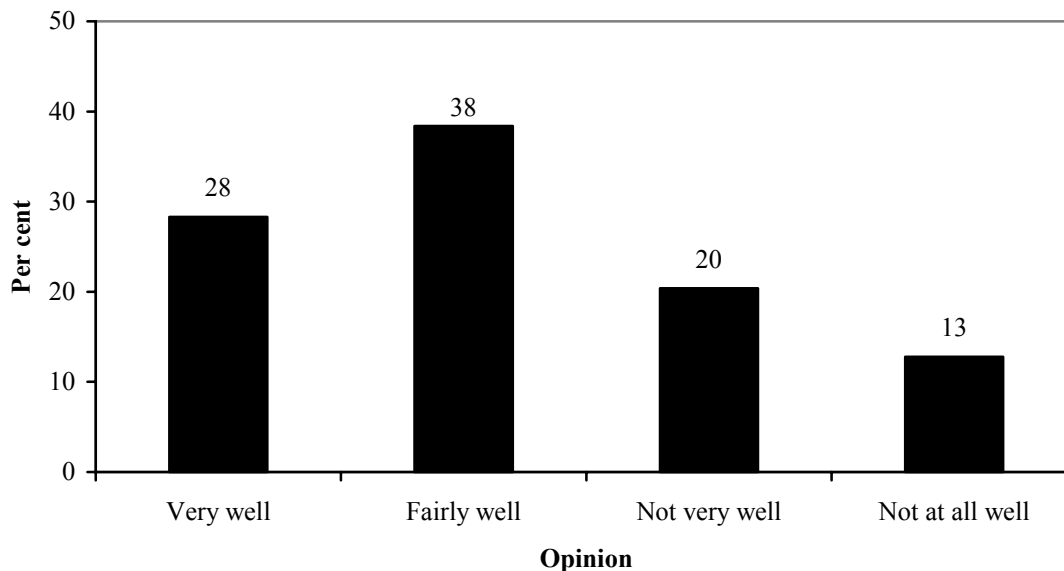
Whilst two-thirds (66 per cent) of registrants said that the adviser at the Jobcentre was well informed (very and fairly) on health issues, a significant minority (13 per cent) said that staff were not at all

<sup>32</sup> Those whose interview was with a Financial Adviser were not asked these questions.



well informed (Figure 7.1). There was a significant association between this variable and the respondents' opinions of how helpful the discussions about health and work were. Sixty five per cent of those who said that the adviser was very well informed reported that discussions were very helpful and 17 per cent reported them as unhelpful (fairly or very). Ninety two per cent of those who said that the adviser was not at all well informed said that discussions were unhelpful ( $p < 0.05$ ).

**Figure 7.1** How well informed was the adviser at the Jobcentre was on health issues

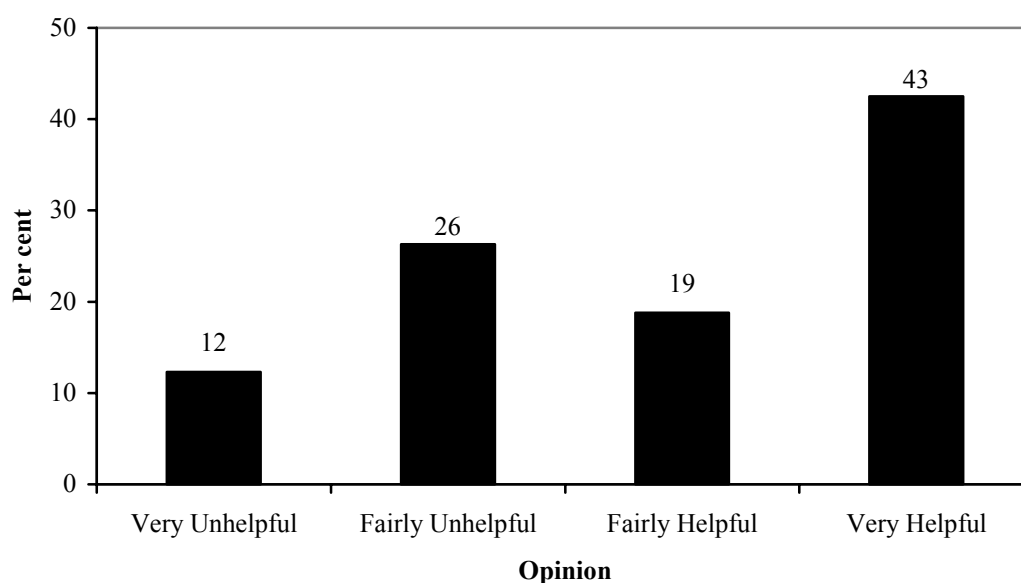


*Base: Registrants who had an interview or discussion with a Personal Adviser or Disability Employment Adviser in the 12 months before registering with NDDP*  
*Weighted base = 554 Unweighted base = 552*

### 7.3 Discussions with the New Deal for Disabled People Helpline operator

Twenty four per cent of registrants spoken to a New Deal for Disabled People's helpline operator up to 12 months before registration (see Section 5.2.3). Overall 62 per cent of registrants considered that discussions with the Helpline operator were helpful (very or fairly) (Figure 7.2).

**Figure 7.2 Opinion on the helpfulness of discussions with the Helpline operator**



*Weighted base = 729 Unweighted base = 724*

*Base: Registrants who had spoken to a New Deal for Disabled People Helpline operator in the 12 months*

Opinions about the helpfulness of the Helpline were related to views on the substantive content of the discussions with operators. Eighty six per cent of those who reported that the Helpline operator was able to provide all the information that they needed said that discussions were helpful, compared with 41 per cent of those who said that the operator could not provide some of the information they needed and 14 per cent of those who reported that the operator could not provide the information that they needed ( $p < 0.01$ ).

Registrants with a more favourable opinion of the discussions with the Helpline operator tended to be aged under 50 years ( $p < 0.05$ ).

## **7.4 Views on services provided by Job Brokers**

### **7.4.1 Opinions on the helpfulness of the discussions with Job Brokers**

In general, respondents thought that their discussions with Job Brokers were more helpful than those with Helpline operators and Jobcentre advisers. In most of the categories reported in this sub-section more than 40 per cent of registrants stated that discussions with Job Brokers were very helpful, and between 19 per cent and 25 per cent reported that they were helpful. The least helpful discussions were on training, where 17 per cent of the registrants reported that they were very unhelpful. Overall, almost 70 per cent of the registrants said that discussions with Job Brokers on work and training were helpful (Table 7.2).

**Table 7.2 How helpful were discussions about work and training with Job Brokers**

	Very unhelpful (%)	Opinion		Very helpful (%)	Row per cent	
		Unhelpful (%)	Helpful (%)		Weighted	Base Unweighted
The type of work they might do	11	23	21	45	2456	2466
Training	17	23	19	42	1336	1337
What they might do to get a job	9	22	22	47	1559	1563
Support/help they would need in a job	9	21	24	47	1334	1343
Financial/benefit issues	12	23	21	44	1865	1891
Health and work	9	23	25	43	1791	1807
Global opinion	12	20	32	36	2570	2562

*Base: Registrants who had discussed work, training or financial issues with a Job Broker*

The proportions who had positive opinions about their discussions with Job Brokers varied for each topic by a number of personal characteristics:<sup>33</sup>

- *Type of work:* Those with a more positive opinion on discussions held about the type of work they might do tended to be aged over 50 years (69 per cent compared to 66 per cent for younger registrants), from a white ethnic group (67 per cent compared to 64 per cent or less for the other ethnic groups); socially and culturally excluded (70 per cent compared to 67 per cent for those not socially and culturally excluded); and had a positive attitude towards working<sup>34</sup> (70 per cent compared to 50 per cent) ( $p < 0.05$ ).
- *Training:* Registrants with a more positive opinion about the discussions on training were those who were expecting to work in the future (59 per cent compared to 46 per cent for those not expecting to work in the future), and possessed a driving license (63 per cent compared to 59 per cent for those without a license) ( $p < 0.05$ ).
- *Getting a job:* Those with a more positive view about the discussions on what they might do to get a job were more likely to be women (74 per cent compared to 67 per cent for men), and to have had a positive attitude towards working (72 per cent compared to 64 per cent) ( $p < 0.05$ ).
- *Support/help needed:* Registrants with a more favourable view of the discussions on the support or help they could need if they got a job were more likely to be aged 50 or over (77 per cent compared to 69 per cent for those aged under 50 years), expecting to work in the future (67 per cent compared to 51 per cent for those not expecting to work in the future), and had a positive attitude towards working (75 per cent compared to 54 per cent) ( $p < 0.05$ ).
- *Finance/benefit issues:* A more positive view about the discussions on financial/benefit issues was observed if respondents had access to a car, van or motorcycle (68 per cent compared to 59 per cent for those with no such access), if they had responsibility for any children aged 16 or under (74 per cent compared to 65 per cent for those with no dependent children), had a positive attitude towards working (68 per cent compared to 38 per cent), and did not have a mental health condition (69 per cent compared to 63 per cent for those with a mental health condition) ( $p < 0.05$ ).
- *Health and work:* Respondents with a positive opinion about their discussions on health and work issues tended to be female (70 per cent compared to 68 per cent for men), did not have any problems with the English (70 per cent compared to 62 per cent for those with such problems), and had a positive attitude towards working (71 per cent compared to 50 per cent) ( $p < 0.05$ ).

<sup>33</sup> The same set of general characteristics were tested for each topic, but only significant differences ( $p < 0.05$ ) are reported.

<sup>34</sup> For further details on this indicator see Annex A.1.

No clear pattern emerged between respondents' views and their personal characteristics, although the above analysis suggests that women, those aged 50 and over, and those with a positive attitude towards working are more likely to hold a positive view of the helpfulness of Job Brokers' service. This is largely confirmed by a global helpfulness score based on this set of variables that shows that those with more positive views were women (70 per cent compared to 67 per cent for men), expected to work in the future (64 per cent compared to 52 per cent), and had a positive attitude towards working (70 per cent compared to 53 per cent) ( $p < 0.05$ ).

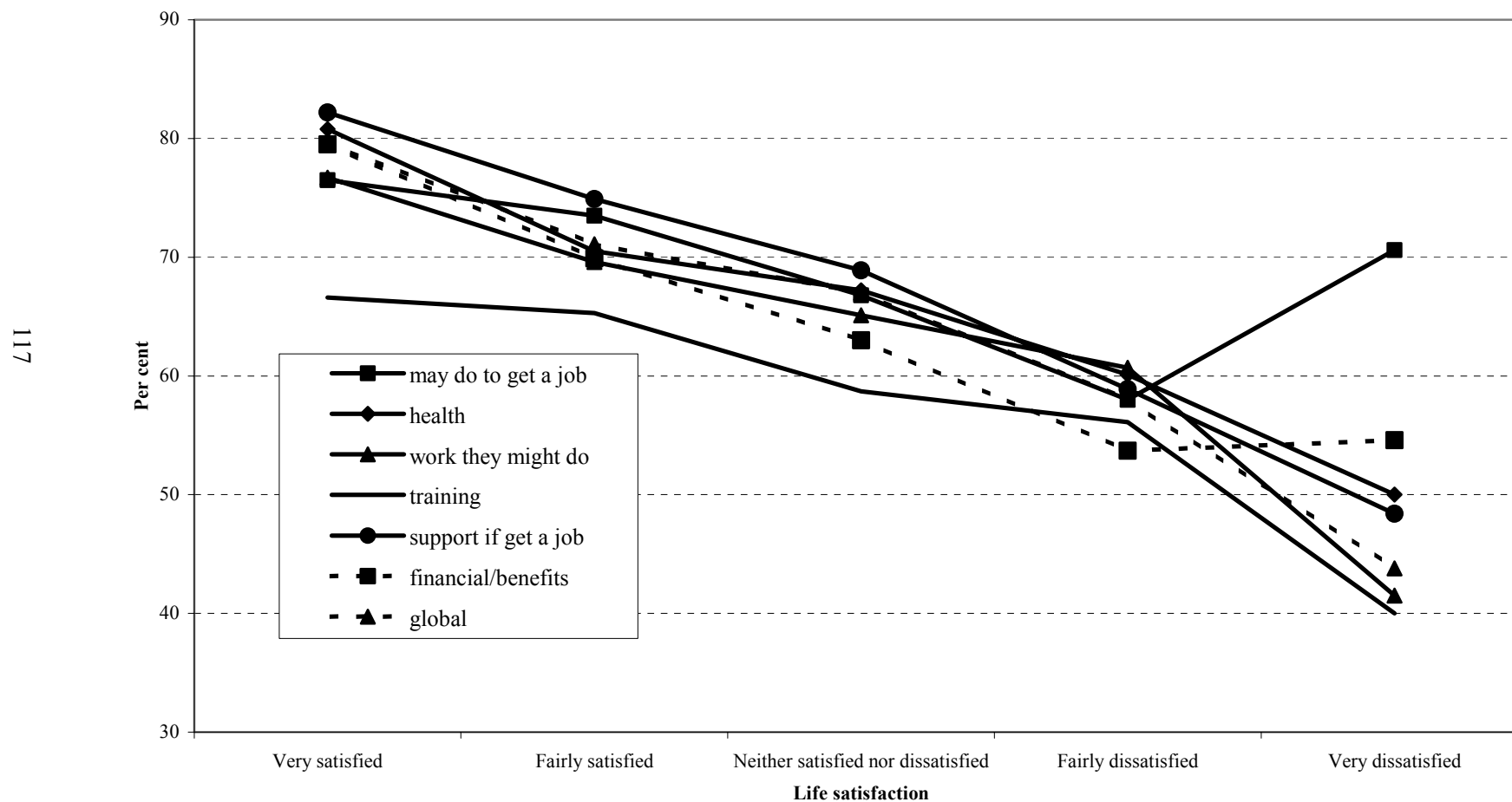
Moreover, there was a relationship between the respondents' life satisfaction score<sup>35</sup> and opinions about the helpfulness of the discussions with their Job Brokers (Figure 7.3). Significant associations between these variables were observed for all topics and for the global score ( $p < 0.05$ ). The more satisfied respondents were with their life, the higher the opinion they held about the helpfulness of discussions with their Job Brokers.

What is unknown, of course, is the causal direction of these various associations. For instance, whether having positive attitudes about obtaining work led to respondents viewing the discussions with Job Brokers as helpful; or vice versa.

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<sup>35</sup> This indicator is based on a set of six variables included in the questionnaire (see Chapter 3 and Annex A.2).

**Figure 7.3** Relation between life satisfaction and proportion of people with a positive opinion about discussions with their Job Brokers on work and training issues



## 7.5 Job Brokers helpfulness in finding employment

When registrants were asked how helpful their Job Brokers was in helping them to find work, their views were highly polarised. Thirty seven per cent said that their Job Brokers was *very* unhelpful and 33 per cent said that they were *very* helpful. A fifth (20 per cent) of the respondents reported that they were fairly unhelpful and 11 per cent that they were fairly helpful. Those who did not have a partner or spouse living with them, those who expected to work in the future, and those who were more satisfied with their life were more likely to credit Job Brokers with being helpful in finding them employment ( $p < 0.05$ ).

### 7.5.1 Opinions on the helpfulness of services provided since registering with Job Brokers

People who participated in training courses, work placements, or Therapeutic/Permitted Work were asked how helpful they considered them to be. Table 7.3 summarises the average opinion of respondents independently of the number of activities that they undertook. In general, these activities were seen as helpful. Overall 57 per cent of the registrants who attended one of these activities said that they were very helpful, 26 per cent that they were fairly helpful and eight per cent that they were unhelpful (fairly or very) (Table 7.3). The proportion of registrants assessing an activity as helpful (very or fairly) was highest for training courses and lowest for work placements, with almost a eleven percentage points difference between them. A significant minority (17 per cent) felt that work placements were unhelpful; indeed a tenth (eleven per cent) considered that placements were very unhelpful. Only those with a positive attitude towards working expressed a better than average opinion about taking part in these activities (86 per cent compared to 60 per cent) ( $p < 0.05$ ).

**Table 7.3 The helpfulness of the activities registrants were involved in**

	Very helpful (%)	Fairly helpful (%)	Opinion Neither helpful nor unhelpful (%)	Fairly unhelpful (%)	Very unhelpful (%)	Row per cent	
						Weighted	Unweighted
Training	60	25	7	4	4	688	685
Work experience placements	49	29	6	6	11	67	65
Work preparation programmes	58	22	9	3	8	67	67
Therapeutic/Permitted Work	57	26	10	4	3	243	246
Global score	57	26	9	4	4	948	945

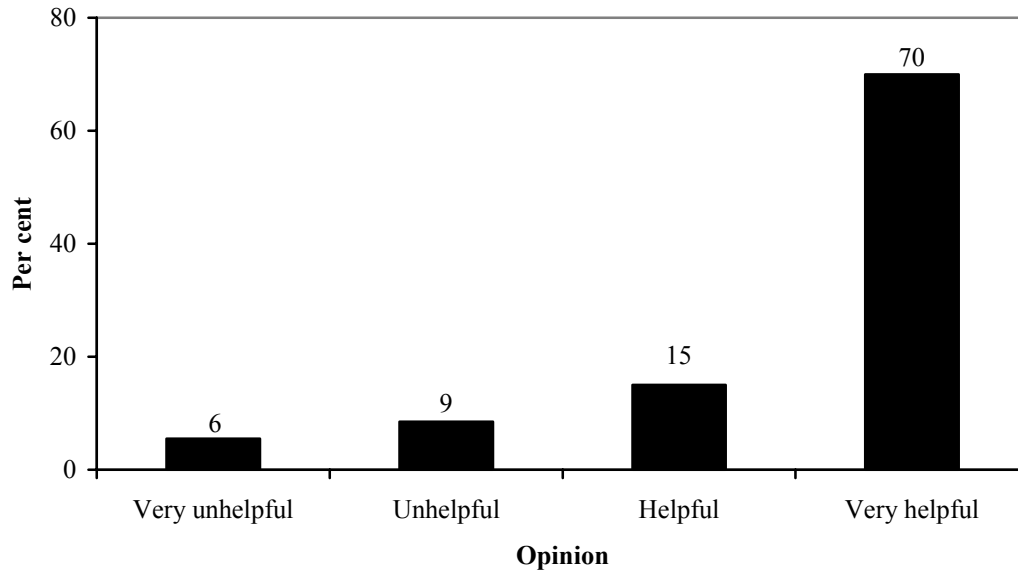
*Base: Registrants who had attended training courses, work placements, work preparation programmes, or therapeutic/permitted work independently of the number of activities attended.*

### 7.5.2 Views on the Job Brokers' in-work support

Post-employment, there was a small group of registrants that contacted their Job Brokers to discuss a number of possible issues (see Chapter 6). Most of the registrants in this sub-group believed that the

support that they received from Job Brokers was very helpful (70 per cent) or fairly helpful (15 per cent) (Figure 7.4). There are no significant differences to report by respondents' personal characteristics.

**Figure 7.4 Opinions on the helpfulness of Job Brokers while respondents were in work**

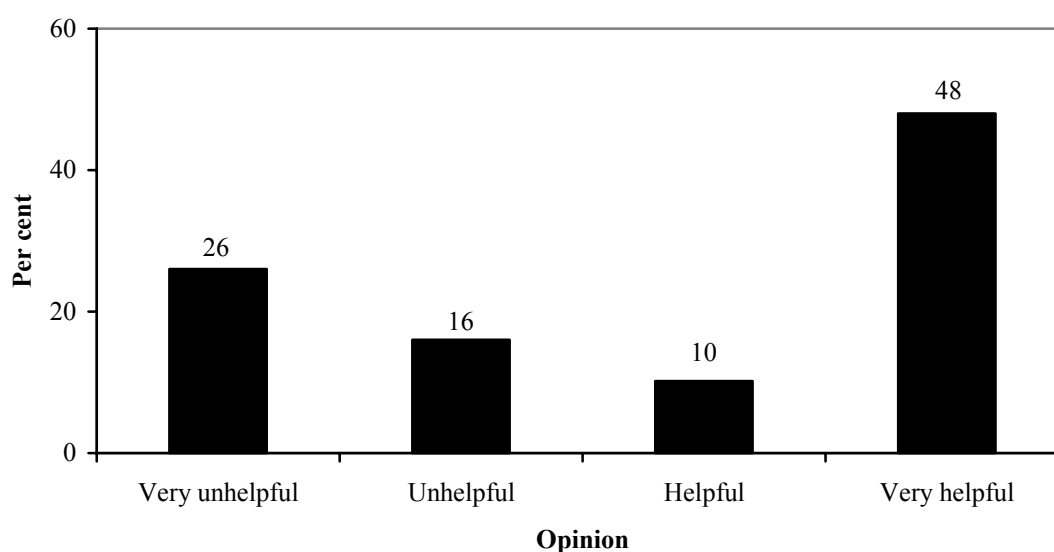


*Base: Registrants who have had post-employment contact with Job Brokers to receive further advice and support*

*Weighted base = 401 Unweighted base = 413*

There was an even smaller group that contacted Job Brokers because they were having problems at work. Almost half of this sub-group of registrants (48 per cent) said that their discussions with Job Brokers were very helpful; although over a quarter (26 per cent) said that they were very unhelpful (Figure 7.5). There were no significant differences to report, but small sample sizes limited further analysis.

**Figure 7.5** How helpful were discussions with Job Brokers about the problems with the respondents' job



*Base: Registrants who have had contact with Job Brokers to receive further advice and support because they had a problem at work*

*Weighted base = 128 Unweighted base = 130*

### 7.5.3 Respondents' additional requirements

Registrants who had contacted their Job Brokers since registration were asked if there was anything that they wanted from the New Deal for Disabled People that Job Brokers could/did not offer. This provides a measure of the adequacy of the service provided. Almost four out of ten registrants (37 per cent) maintained that there was something that Job Brokers could/did not offer (weighted base = 2630; unweighted base = 2635). Those who said that there was something else that they wanted from the service were more likely to be dissatisfied with their life ( $p < 0.01$ ), and had a negative attitude towards working (47 per cent compared to 35 per cent) ( $p < 0.05$ ).

Not unexpectedly, what most (24 per cent) respondents wanted from the programme was a job (Table 7.4). Eighteen per cent said they wanted more information or advice on jobs, 18 per cent wanted more help with actual job search, 16 per cent wanted another training course, and 11 per cent sought financial aid. More information on Therapeutic/Permitted Work, a work placement and a computing/IT course was sought by a minority of registrants.

**Table 7.4** What they wanted that Job Brokers did not offer

	Multiple response %
A job	24
More information or advice on jobs	18
More help with actual job search	18
Other training course	16
Financial aid	11
More information on Therapeutic/Permitted Work	3
A work placement	3



A computing/IT course	2
Other	20
<i>Base: Registrants who had contact with Job Brokers since registration and wanted something that they did not offer</i>	
<i>Weighted base</i>	964
<i>Unweighted base</i>	982

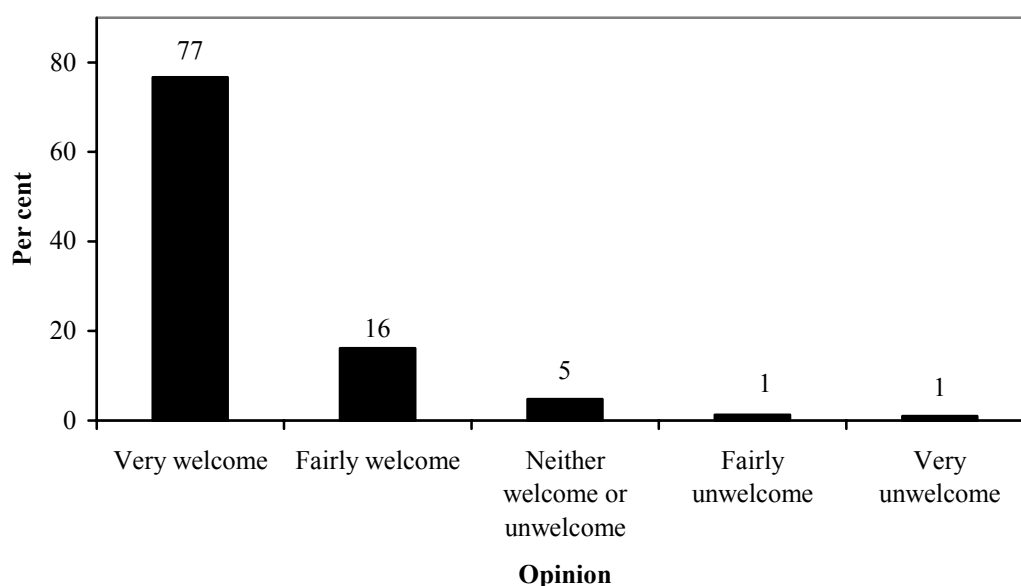
Those who did not have a mental health condition reported more often that what they wanted was a job compared to those with a mental health condition ( $p<0.05$ ).

The proportion of those who claimed that they wanted financial aid was significantly higher among those who had responsibility for children under 16 years (18 per cent compared to nine per cent for those without dependent children), and those under 50 years old (13 per cent compared to seven per cent for older respondents) ( $p<0.05$ ).

#### 7.5.4 Respondents' assessment of service delivery by Job Brokers

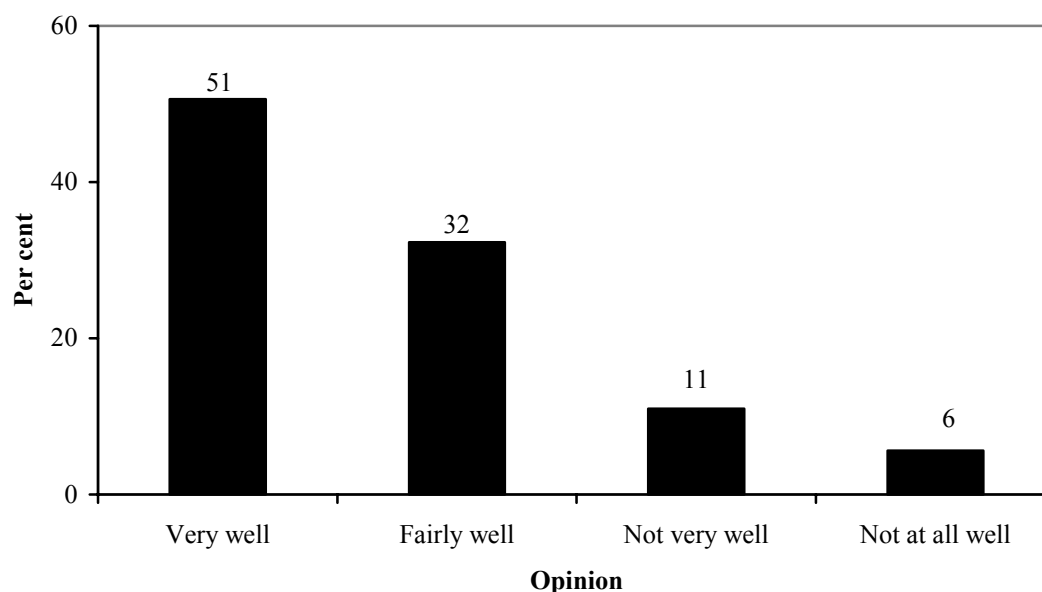
In general, the respondents had a very positive view about how the job broking service was delivered: they were made to feel welcome by their Job Brokers, who usually explained matters and listened well to their customers. All registrants were asked how welcome their Job Brokers had made them feel. As shown in Figure 7.6, most reported that Job Brokers made them feel welcome; however, there were some significant differences. White registrants were more likely to say that their Job Brokers made them feel welcome than those from other ethnic groups. Other sub-groups that reported that their Job Brokers made them feel very welcome were those who did not have problems with English or with basic skills in general; those who did not have a mental health condition; and those who were very satisfied with their life or had a positive attitude towards working ( $p<0.05$ ). This suggests that certain sub-groups may require a more tailored introduction to the service.

**Figure 7.6** How welcome Job Brokers made registrants feel



*Base: All registrants*  
*Weighted base = 2997 Unweighted base = 2998*

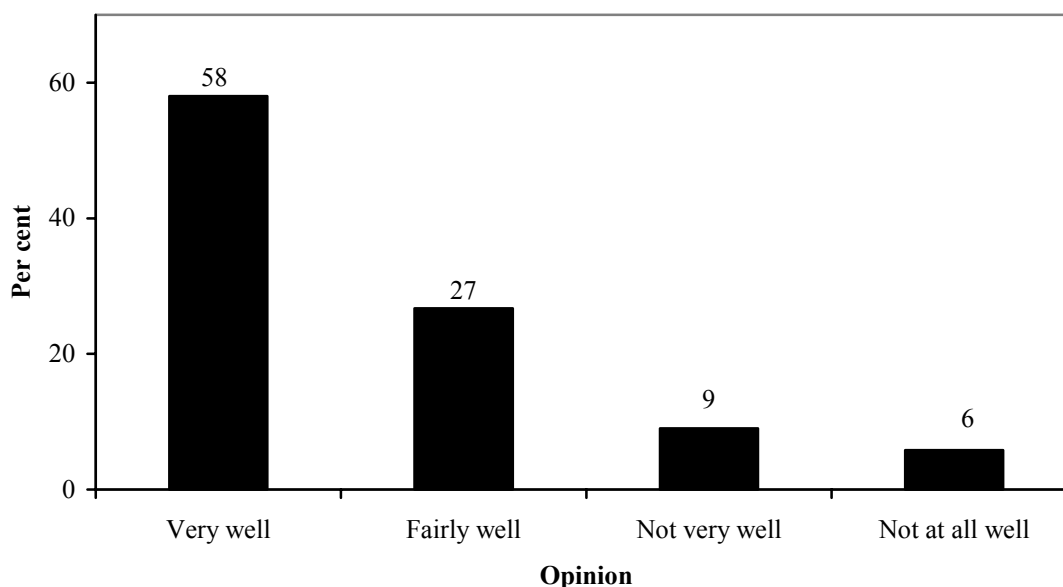
Half of the registrants (51 per cent) said that Job Brokers explained very well what help they could provide; and almost one-third (32 per cent) said that they explained fairly well (Figure 7.7). Again, white respondents, those who were very satisfied with their life or had a positive attitude towards working reported with more frequency that Job Brokers explained very well what help they could provide ( $p < 0.05$ ).

**Figure 7.7** How well Job Brokers explained what help they could provide

Base: All registrants

Weighted base = 2986 Unweighted base = 2987

Slightly more said Job Brokers listened and understood well what the respondent was saying. Fifty eight per cent reported that Job Brokers listened and understood very well and 27 per cent said they understood fairly well (Figure 7.8).

**Figure 7.8** How well Job Brokers listened and understood what they said

Base: All registrants

Weighted base = 2978 Unweighted base = 2980

The percentage of registrants who reported that Job Brokers listened and understood very well what they said increased directly with age (from 49 per cent among those aged 16-20 years old to 63 per cent among those over 50 years ( $p < 0.01$ )). The proportion was also higher among white respondents

(60 per cent compared to 50 per cent or less for the other ethnic groups), those who did not have problems with maths (60 per cent compared to 50 per cent for those with such problems) or with English (60 per cent compared to 52 per cent for those with problems with English), those who were socially and culturally included (60 per cent compared to 55 per cent for those socially and culturally excluded), and those with a positive attitude towards working (62 per cent compared to 44 per cent) ( $p<0.05$ ).

Moreover, two in five (42 per cent) registrants said that Job Brokers were very well informed about work-related issues and one-third (34 per cent) said they were fairly well informed. The proportion of those who considered that they were very well informed about benefit issues was three percentage points lower, whilst the lowest proportion (34 per cent) was for health-related issues (Table 7.5).

**Table 7.5 How well informed the respondents considered Job Brokers to be on different issues**

Topic	Opinion				Base	
	Very well (%)	Fairly well (%)	Not very well (%)	Not at all well (%)	Weighted	Unweighted
Work-related issues	41	35	18	6	2883	2889
Health issues	34	36	19	11	2771	2770
Benefit issues	38	35	17	11	2689	2697
Global opinion	21	45	24	10	2966	2969

*Base: All registrants*

The proportion of those who reported that Job Brokers were very well informed about work-related, health and benefit issues increased directly with their life satisfaction score ( $p<0.05$ ). Those more satisfied with their life were more likely to say that Job Brokers were knowledgeable about these selected issues, as were those respondents with a positive attitude towards working. Significant associations between these and a number of key socio-economic variables are summarised in Table 7.6. For example, women were more likely than men to report that their Job Brokers was very well informed on work related issues ( $p<0.05$ ).

**Table 7.6 Significant associations between key socio-economic variables and respondents' views on how well informed Job Brokers were about selected issues**

	Work-related	Health	Benefits
Women	√	X	X
Access to a car or motorcycle	√	X	X
White ethnic group	X	√	√
Caring for an adult with disabilities	X	√	X
Problems with English language	X	X	√
Problems with arithmetic	X	X	√

Significance level  $p<0.05$

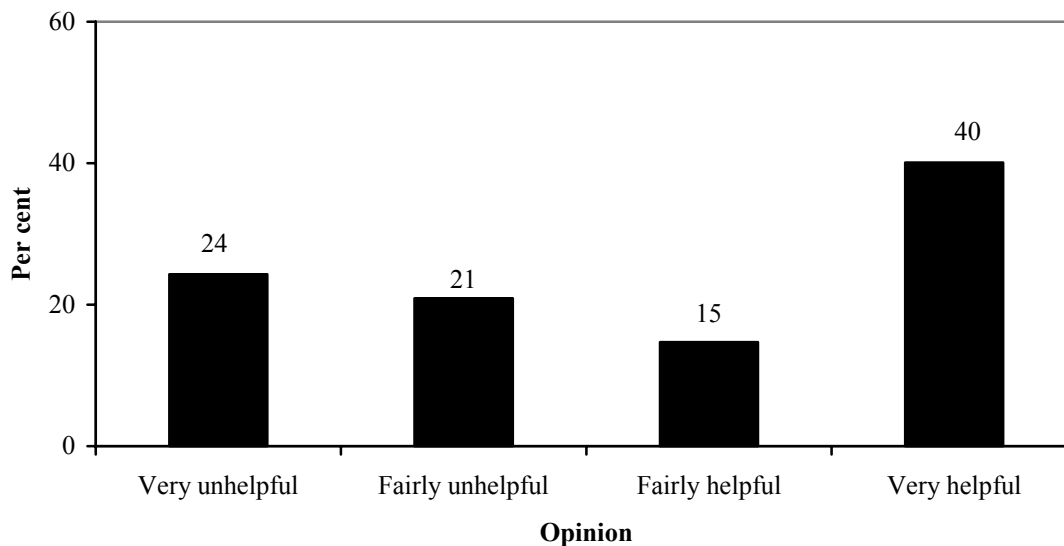
√= Significant association. X= Non-significant association.

Over three-quarters (78 per cent) of the registrants agreed that their Job Brokers considered the type of job that they wanted (weighted base = 2912; unweighted base = 2912). Respondents saying this were more likely to expect to work in the future (77 per cent compared to 70 per cent), have caring responsibilities for children under 16 years (83 per cent compared to 78 per cent for those without

dependent children), and to be socially and culturally included (80 per cent compared to 75 per cent for those socially and culturally excluded) ( $p < 0.05$ ).

The respondents' assessment of how helpful the contact with their Job Brokers had been so far was slightly more negative than the other indicators. Two in five (40 per cent) said that they had been very helpful, 15 per cent that they were fairly helpful, and 45 per cent that they were unhelpful (fairly or very) (Figure 7.9).

**Figure 7.9** How helpful had the contact with Job Brokers been so far



*Base: All registrants*

*Weighted base = 2994 Unweighted base = 2995*

The proportion of those who considered that their contact with Job Brokers had been helpful (fairly or very) was higher among women (59 per cent compared to 54 per cent for men); those aged 50 or over (57 per cent compared to 55 per cent aged for those under 50 years); those with access to a car or motorcycle (57 per cent compared to 51 per cent for those without this access), and those with a positive attitude towards working (58 per cent compared to 40 per cent) ( $p < 0.05$ ). This proportion also rose with increments in the life satisfaction score, but decreased as the number of benefits received increased ( $p < 0.05$ ).

Forty per cent of the registrants said that they gave their particular assessment simply because Job Brokers had been helpful or very helpful, 14 per cent because Job Brokers showed understanding or concern and less than ten per cent that because they were friendly, listened to them, or answer all their questions (Table 7.7). However, 15 per cent said that there was insufficient or no help with looking for work; 13 per cent that there was little or no contact; 11 per cent that the help was of no use; and less than ten per cent reported that Job Brokers had not done anything or that had not found them a job.

**Table 7.7 Reasons for stated assessment of Job Brokers**

<b>Reason</b>	<b>Per cent</b>
(Very) helpful	40
Showed understanding/concern	14
Other positive reason	7
(Very) friendly	7
Listened to them	6
Answered all their questions	5
Insufficient or no help with looking for work	15
Little or no contact	13
Help of no use	11
Other negative reason	10
Hasn't done anything	7
Hasn't found me a job	6
Found job before Job Broker had a chance to help	1
Other	2
<hr/>	
<i>Base: All registrants</i>	
<i>Weighted base</i>	<i>2995</i>
<i>Unweighted base</i>	<i>2997</i>

**Table 7.8 Respondents' opinions on whether their involvement with a Job Broker had changed their confidence or concerns**

Change	Opinion						Row per cent	
	Agree strongly (%)	Agree slightly (%)	Neither agree nor disagree (%)	Disagree slightly (%)	Disagree strongly (%)	Not applicable (%)	Base Weighted	Unweighted
More confident about getting a job	25	19	21	10	23	2	2997	2997
More keen to be in paid work	26	21	25	11	17		2995	2996
Less worried about losing their benefits	21	18	32	11	19		2985	2986
Less worried about their financial situation in work	17	19	32	13	20		2981	2983
Global opinion	17	27	31	16	10		3003	3004
<i>Base: All registrants</i>								

### 7.5.5 Changes observed as a result of the involvement with Job Brokers

Involvement with Job Brokers can be expected to have a number of ‘soft’ outcomes for the registrants. Overall, 44 per cent of registrants agreed that involvement with their Job Brokers had helped them to be more confident in relation to employment and less worried about their financial situation or receipt of benefits (see global opinion, Table 7.8). However, 26 per cent disagree and 31 per cent felt neutral about these issues.

Following their involvement with Job Brokers nearly half of the respondents were keener to be in paid work (47 per cent) and more confident about getting a job (44 per cent). However, views were polarised, with a third disagreeing that involvement with Job Brokers had made them more confident about getting a job or that they were less worried about their financial situation once in work (Table 7.8).

There were several significant associations with this set of ‘soft’ outcomes, and they are summarised in Table 7.9. For example, women reported more often than men that involvement with Job Brokers made them feel less worried about their financial situation. People aged under 50 years were more likely to agree that their involvement with Job Brokers had made them feel more confident about getting a job, more keen to be in paid work and less worried about losing their benefits.

**Table 7.9 Significant associations between key socio-economic variables and respondents’ opinions on how involvement with Job Brokers increased confidence and reduced their concerns**

	More confident about getting a job	More keen to be in paid work	Less worried about losing their benefits	Less worried about their financial situation in work
Women	X	X	X	√
People under 50 years old	√	√	√	X
Did not have a partner or spouse	√	√	X	X
Did not have a driving licence	√	√	X	X
Did not have access to a car or motorcycle	√	X	X	X
Caring for children under 16 years	X	X	X	√
Did not have problems English	X	X	√	X
Problems with basic skills in general	√	√	X	X
Expected to work in the future	√	√	√	√
Expected to work within a year	√	√	√	X
People with musculoskeletal conditions	X	√	X	X
Socially and culturally excluded	√	X	√	√
People with mental health conditions	X	√	X	X

Significance levels  $p < 0.05$ .

√= Significant association. X= Non-significant association.

Respondents were also asked to rate the helpfulness of their Job Brokers with respect to work related issues. This reveals lower rates of helpfulness, with 44 per cent considering that their involvement with Job Brokers was helpful and 56 per cent that they were unhelpful. The proportion of registrants who considered that the involvement with their Job Brokers had been unhelpful (very or fairly) was highest in relation to ‘finding someone to support them at work’ (56 per cent), ‘finding out about special equipment to do a job’ (51 per cent), ‘obtaining enough qualifications and/or experience’ (51



per cent) and 'finding out about flexible work' (49 per cent) (Table 7.10). Registrants considered that their involvement had been more helpful (very or fairly) in respect to "feeling confident about working" (62 per cent) and "knowing whether they could work regularly" (58 per cent).

**Table 7.10 Respondents' opinions on how helpful their involvement with Job Brokers has been given for issues**

	Opinion				Base	
	Very unhelpful (%)	Fairly unhelpful (%)	Fairly helpful (%)	Very helpful (%)	Weighted	Unweighted
Obtaining enough qualifications and/or experience	18	33	19	30	1118	1122
Feeling confident about working	10	28	22	40	1930	1930
Knowing whether they would be better off in work	10	28	20	41	1888	1873
Knowing whether they could work regularly	11	31	21	37	1721	1713
Finding someone to support them at work	19	37	15	29	796	806
Finding out about flexible work	17	32	21	30	1186	1190
Finding out about special equipment to do a job	18	33	13	37	646	648
Global indicator	33	23	23	21	2832	2834

*Base: All registrants with exception of those in which the question do not apply*

Significant associations between these variables and key socio-economic indicators are as follows:

- The proportion of registrants who said that their involvement with Job Brokers had been helpful (very or fairly) in obtaining enough qualifications/and or experience was higher among those aged under 50 years old (51 per cent compared to 42 per cent for those aged 50 years and over); those who had problems with mathematics (55 per cent compared to 48 per cent who did not); those who were expecting to work in the future (47 per cent compared to 33 per cent among those who were not expecting to work in the future); and those who had a positive attitude towards working (48 per cent compared to 31 per cent) ( $p<0.05$ ).
- The percentage of respondents reporting that their involvement with Job Brokers had been helpful (very or fairly) in making them feel more confident about working was higher among women (66 per cent compared to 59 per cent for men); those expecting to work in the future (55 per cent compared to 42 per cent not expecting to work in the future); those expecting to work within the next six months (55 per cent compared to 50 per cent among those who expected to work in six months to one year, and to 46 per cent among those who expected to start to work in more than one year); those with a positive attitude towards working (65 per cent compared to 54 per cent among those with a neutral attitude and to 22 per cent among those with a negative attitude towards working); and those without a mental health condition (64 per cent compared to 58 per cent for those with a mental health condition) ( $p<0.05$ ).
- Registrants who said that involvement with Job Brokers had been helpful (very or fairly) in knowing whether they would be better off in work was higher among those expecting to work in the future (55 per cent compared to 49 per cent); those expecting to move into work within the next six months (60 per cent compared to 45 per cent among those who expected to work in six months to one year, and to 50 per cent among those who expected to start to work in more than one year), and those with a positive attitude towards working (65 per cent compared to 52 per cent among those with a neutral attitude, and to 33 per cent among those with a negative attitude towards working) ( $p<0.05$ ).
- Those saying that involvement with Job Brokers had been helpful (very or fairly) in knowing whether they could work regularly was higher among those expecting to work in the future (52 per cent compared to 39 per cent not expecting to work in the future); those expecting to move into work within the next six months (54 per cent compared to 46 per cent among those who expected to work in six months to one year, and to 39 per cent among those who expected to start to work in more than one year) and those who had a positive attitude towards working (63 per cent compared to 47 per cent among those with a neutral attitude, and to 27 per cent among those with a negative attitude towards working).
- Registrants who did not have a partner, had problems with basic skills, or had a positive attitude towards working said more often that their involvement with Job Brokers has been helpful (very or fairly) in finding someone to support them at work ( $p<0.05$ ).
- Registrants expecting to work in the future (48 per cent compared to 36 per cent) and who had a positive attitude towards working (53 per cent compared to 48 per cent among those with a neutral attitude, and to 13 per cent among those with a negative attitude towards working) said more often that their involvement with Job Brokers has been helpful (very or fairly) in finding out about flexible work ( $p<0.05$ ).
- The proportion of registrants who said that their involvement with Job Brokers had been helpful (very or fairly) in finding out about equipment to do a job was higher among those did not have a mental health condition, those with a musculoskeletal health condition, and those with a positive attitude towards working ( $p<0.05$ ).

**Table 7.11 Respondents' opinions on how helpful their involvement with the New Deal for Disabled People had been**

						Row per cent	
	Very helpful (%)	Fairly helpful (%)	Opinion Neither helpful nor unhelpful (%)	Fairly unhelpful (%)	Very unhelpful (%)	Weighted Base	Unweighted
Feeling reasonably happy	19	29	37	7	7	2954	2958
Having confidence in themselves	20	28	42	5	5	2952	2956
Improving their health	6	12	72	5	6	2951	2995
Global indicator	9	35	45	8	4	2962	2959

Analysing respondents' views on the effect of the New Deal for Disabled People on their health and happiness is more problematic, as many respondents opted for the 'neither helpful nor unhelpful' category. One explanation could be that respondents did not want to compromise or label themselves with a negative or positive statement, or they really felt that Job Brokers' service was neither helpful nor unhelpful. Nonetheless, 48 per cent believed that Job Brokers had helped them feel reasonably happy, and a similar proportion felt Job Brokers had helped their confidence (Table 7.11).

The proportions of those who reported that the New Deal for Disabled People had been unhelpful (very or fairly) with respect to feeling reasonably happy, improving their health or having confidence in themselves increased with the respondents' level of qualifications.

The associations between key socio-economic variables and the percentages of those who said that involvement with the New Deal for Disabled People had been very unhelpful is shown in Table 7.12. For example, men reported more often than women that involvement with the New Deal for Disabled People had been unhelpful with having confidence in themselves. Those who did not expect to work in the future reported the service as 'unhelpful' with more frequency than those who were expecting to work in the future for all three measures ( $p < 0.05$ ).

**Table 7.12 Significant associations between key socio-economic variables and involvement with Job Brokers having been very unhelpful in changing aspects of the respondent's personal life**

	Feeling reasonably happy	Having confidence in themselves	Improving their health
Men	X	√	X
Not expecting to work in the future	√	√	√
Socially excluded	√	√	√
Negative attitude towards working	√	√	√
People with mental health conditions	X	√	√

*Significance levels  $p < 0.05$ .*

√= Significant association. X= Non-significant association.



## 8 Early outcomes for registrants

### Summary

This chapter explores early outcomes for people with a health condition or disability who had registered with a Job Broker. Key findings are:

- Around one-third of people who had registered for NDDP had started paid work, principally as an employee, at some time between registration and their survey interview. Those more likely to commence work were:
  - Women, a finding that has been noticed before among the unemployed population leaving benefits.
  - Living with a partner with or without children possibly through partners providing support or the family being a source of motivation.
  - Having a driving licence and access to a vehicle, although it is unknown to what extent this event occurs through increased travel to work boundaries or easier access to a place of work. (It is unlikely that it increases opportunities for access to jobs that require a licence because having a licence but no access to a vehicle showed no association with entering work.)
  - People living in 'other' accommodation (often with a parent). Parents may be providing some form of help, advice or support, such as not charging for lodgings or driving registrants to job interviews or work.
- On the negative side, the 18 per cent of registrants with basic skills problems stood less chance of finding work than their counterparts, although educational attainment had no influence. The importance of health was confirmed; although only those in the category of 'other disabilities' were at a relative disadvantage compared to other registrants.
- It was not possible exactly to determine which job search activities resulted in work, but customers who used the Jobcentre or a recruitment agency tended to be more successful. A reliance on advertisements in papers, magazines and shop windows, or contacts with friends and family did not modify the chances of success.
- It appears that discussions between the client and Job Brokers about finding work are more likely to be limited to general issues with registrants who are less job-ready. This deduction arises from the findings that such discussions are associated with lower chances of entry to work, when other client characteristics are taken into account. However, when considered in isolation, it is clear these general discussions also occur with many who do find work, but for these people the discussions appear to progress through to further action. More beneficial were discussions about how changes in health could affect chances of working and discussions about the hours that could be done. Job Brokers advice on presenting oneself at an interview was also advantageous in helping to get people into work.
- Typically, registrants entered lower paying jobs in the retail, manufacturing and elementary sectors of the labour market than those in which employees work nationally. This phenomenon is not surprising given that re-entries to the labour market among unemployed people also show these characteristics (Ashworth and Liu, 2001). It undoubtedly reflects barriers to work from reduced human capital accruing to time spent out of the labour market through ill health and disabilities.
- Earnings and job prestige were linked to educational attainment, with higher earners and more professional and skilled jobs more likely to be found among people who were better qualified. Similarly, people with basic skills problems tended to earn less and to work in the retail, manufacturing and elementary sectors. Health also affected earnings, with poor health associated both with lower earnings and lower hours of work, a phenomenon also seen for people with mental health conditions and learning disabilities. The impact of a health condition on everyday life and caring responsibilities were not associated with levels of earnings. Sex differences in earnings and sector of employment reflected those seen nationally. Men tended to earn more and

work for longer hours and were more likely to work in the industrial sector (Skilled Trade and Process, Plant and Machinery) and Elementary sector. Women were more likely to work in the service sector (Administrative and Secretarial, Personal Services and Sales and Customer Services).

- Job satisfaction was most apparent through enhancing social opportunities and from intrinsic aspects of job performance. Money and increased general life satisfaction were less likely to be mentioned. Job dislikes tended to be diffuse in nature, but workplace conditions were a source of dislike for around one-tenth of workers.
- People with mental health conditions were more likely to leave work in any given week than were people without. They were both more likely to resign (their most common reason for leaving) and to be dismissed from work than people without mental health conditions. It is possible that greater job dissatisfaction occurs among people with mental health conditions, as they earn less and work in less skilled and professional jobs, and that this is associated with early exits from work. Higher levels both of voluntary separations and dismissals would support this deduction.
- Registrants having a partner and no dependent children were least likely to leave work in any one week than people in other family circumstances. Why this is so is not entirely clear but might reflect in-work support from a partner or again the family as a source of motivation not only to start working but also continue working.
- People who contacted their Job Brokers whilst in work appeared to do so because they were going to leave work. However, having the Job Broker contact was not associated with staying in work, whether this reflects a positive intervention to a negative situation or no impact remains an open question.
- Satisfaction with the job increased the chances of staying in work where people found it intrinsically rewarding or valued the social opportunities it created. Conversely, dissatisfaction led to increased chances of leaving work. This was apparent where ill-health caused a problem with work, or made the job difficult, and for the small minority who had problems with their employer.

## **8.1 Introduction**

This chapter explores early outcomes for people with a health condition or disability who had registered with a Job Broker. The principal aim of NDDP is to help people with disabilities into sustained employment, which for the period covered by this report was defined as employment of 26 weeks duration or more over the first 39 weeks since job entry.

Sustained employment results from the successful outcomes of two distinct processes. The first is getting a job and the second is remaining in that job, in this case, for a minimum of 26 weeks over a 39 week period. Getting work and job retention are studied separately in this chapter. This has the advantage that it is possible to examine the extent to which personal characteristics and circumstances are common to both outcomes, and also to explore influences that are outcome specific. As the period of time between registration and the survey interview is limited, for the majority of people in the study, it was not possible here to explore fully entry to sustained employment. However, event history techniques are used to identify characteristics that are related to higher and lower weekly risks of leaving work, so that it is possible to deduce the characteristics of people with disabilities who are more likely to remain in sustained employment. Analysis of the second wave of survey interview data, once it is available, will permit a more detailed investigation of sustained employment outcomes.

Potential barriers to work are many and varied and individuals may face one or many barriers in combinations that differ between individuals. People with disabilities not only face the same barriers as unemployed people, or those who are otherwise economically inactive, but are further challenged by social constraints arising from their disability and many also appear to suffer multiple, compounding barriers (Ashworth et al., 2001). Barriers to work can be classified into those relating to socio-demographic risk groups, human capital (such as work experience, educational and professional



qualifications and so forth), and personal circumstances (e.g. the nature and type of disability or caring responsibilities) and the labour market (e.g. the availability of work in the local area). Local labour market condition is also an issue, one that is beyond the scope of this report, but will be included in the analysis of the next wave of data.

Section 8.2 explores the extent to which barriers arising from personal characteristics are related to entering work and also examines the impact of client and Job Broker interactions.

The characteristics of work that registrants find is the subject of Section 8.3, which explores the quality of work in relation to earnings, hours and occupational sector. Job satisfaction is also explored, looking at factors that people like and dislike about their job.

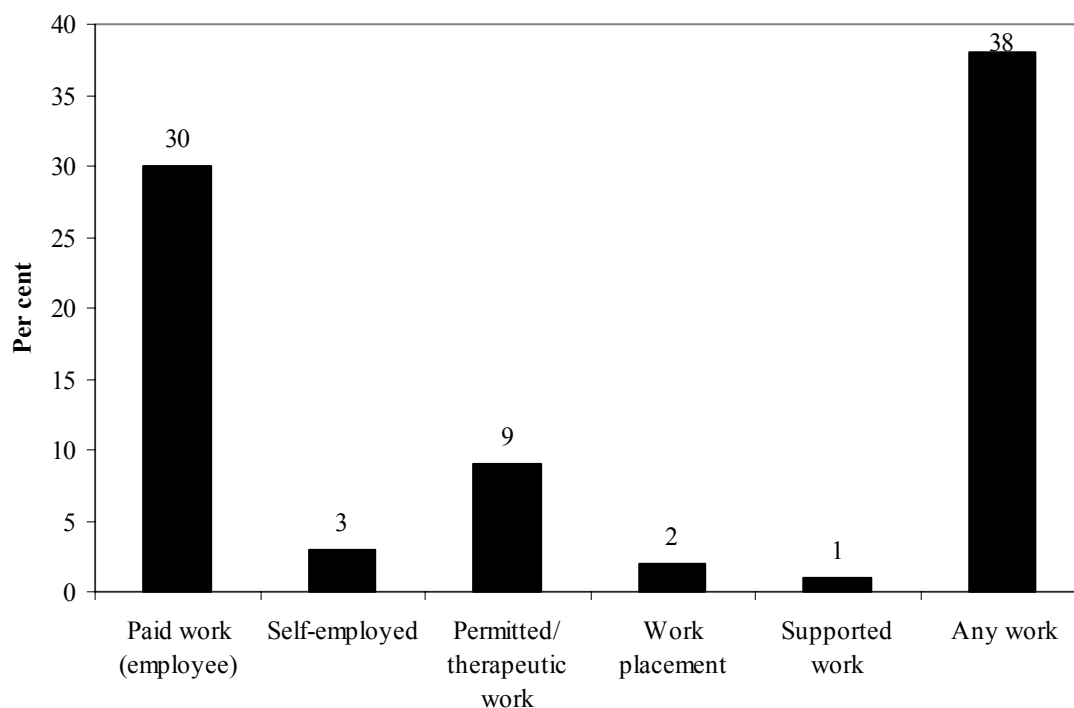
Leaving work is explored in Section 8.4. The influence on job separation rates relating to characteristics of the individual, the job and the interaction between customers and Job Brokers are all explored and a brief exploration is made of why jobs ended.

## 8.2 Entering work

Over one-third of registrants had started paid work of one type or another since registering with their Job Broker (38 per cent) (Figure 8.1). Primarily, people who entered work had done so as a paid employee (30 per cent), although nearly one in ten (nine per cent) had started Therapeutic/Permitted Work. Relatively few people had become self-employed (three per cent), started a work placement (two per cent) or had undertaken supported work (one per cent). Of these outcomes, Job Brokers would not have received an outcome payment for supported work.

These different experiences of work were grouped into two types: unsupported work, defined as employment or self-employment; and work-experience, defined as supported employment, work placement or Therapeutic/Permitted Work.

**Figure 8.1** Type of work undertaken by registrants



### **8.2.1 Relationships with personal characteristics**

this section explores the association between commencing work and various personal characteristics of registrants. Previous research on movements off benefit into employment has shown that the personal characteristics of claimants can have a key role in explaining why some people do or do not enter work.

The respondents' personal characteristics were distinguished into three groups, reflecting different conceptual barriers and opportunities to work:

- Socio-demographic: identifying potential key target groups.
- Human capital assets: characteristics reflecting knowledge and skills linked with work. Information on work history, which is likely to have important influences, was not available with this tranche of data, but will be available from the next wave of survey data.
- Personal circumstances: reflecting health and caring responsibilities that might limit work activities.

The analysis involves an examination of each of the two-way association between personal characteristics and outcomes, and this helps either to illuminate particular groups who appear either well or poorly placed in terms of finding work, or to inform some of the processes that appear more or less successful in gaining work. However, as many of these characteristics and Job Broker interactions are themselves inter-related, logistic modelling was also used to identify those characteristics that showed independent associations with starting work. In the logistic regression modelling, unsupported work and work experience positions were combined into a single category and distinguished from no work. The results of the 'best fit' model are given in Table 8.9 (and this in turn is based a analysis that included a wider range of variables and is presented in Annex A.3), and reference to the results is given throughout Section 8.2.

#### **8.2.1.1 Socio-demographic characteristics**

Female registrants (34 per cent) were more likely to find work than male registrants (30 per cent) (Table 8.1). This phenomenon has been observed among the unemployed population (Shaw et al., 1995; Smith et al., 2000), but was not previously apparent among people with disabilities participating in the NDDP pilot scheme (Loumidis et al., 2001). Similarly, amongst Incapacity Benefit claimants, women have not been found to enter work more rapidly than men (Dorsett et al., 1998). In fact, the results of the logistic model, using the NDDP survey data, showed that the chances of women finding work were nearly one and a half times those of men (1.4) (Table 8.9 and Annex A.3). It is well established that, in the adult population, men are more likely to be in work than women. However, amongst people with a disability, the differential in employment rates between men and women is smaller than it is for people without disabilities (National Statistics, March 2003). It would therefore appear that NDDP might further decrease this sex differential amongst people with disabilities. However, this impact is likely to be small because the number of people with disabilities registering for NDDP represents only a small fraction of the eligible population (Woodward et al., 2003).

The employment prospects of older people have been of concern to policy makers for some time, prompting the government to implement the New Deal for 50 plus to help older people into work. Previous research (e.g. Loumidis et al., 2001) found that disabled claimants aged 50 or over were less likely to find work under the NDDP pilots than were their younger counterparts. This finding could not be corroborated here. In fact, registrants aged 50 and above were actually slightly more likely to have found work (34 per cent) than younger registrants (30 per cent) (Table 8.1). However, this effect was not significant in the logistic model because it was associated with the person holding a driving

licence and having access to a vehicle; it was this factor that appeared to carry the association between age and entering finding work (figures not shown in table).

Starting work appeared to be influenced by registrants' family circumstances. Single people without children (25 per cent) were less likely than couples or lone parents to have found work (around 38 per cent) (Table 8.1), a result confirmed by the logistic model (Table 8.9 and Annex A.3). Loumidis et al., (2001) also found a similar pattern of results in the NDDP pilot study. It is not clear why single people with no dependants took longer to find work, but perhaps there is less urgency for them to do so because they have no dependants. Or, perhaps partners provide some support, although this would not apply to lone parents.

People with disabilities from a minority ethnic background were less likely to have found work than were white people (Table 8.1). However, when other factors were controlled for, no difference was found between whites and people from black or Asian ethnic minority groups (Table 8.9 and Annex A.3). However, these results should be treated with caution because very few respondents from a minority ethnic background were available for analysis.

People who own their own home (with or without a mortgage) were more likely to be in work (37 per cent) than people in other tenures (Table 8.1). However, once other factors were taken into account people living in 'other' accommodation (often with a parent) were most likely to be in work (Table 8.9 and Annex A.3). Parents may also be providing some form of help, advice or support, such as not charging for lodgings or driving registrants to job interviews or work (e.g. Stafford et al., 1998).

People who hold a full current driving licence and have access to a vehicle (38 per cent) were more likely to find work than those without access to a vehicle (22 per cent) or those without a licence (24 per cent) (Table 8.1), a finding confirmed by the model. Access to a vehicle increased the chances of work by 1.72 times (Table 8.9 and Annex A.3). The mechanism for this relationship is not clear. It could be that having a vehicle increases the travel-to-work area, and/or enables easier travel to work. Another possibility is that it increases the range of jobs people can undertake (including driving related jobs). However, people with a licence but no access to a vehicle were no more likely to enter work than those with no licence. Presumably a licence, irrespective of personal access to a vehicle, might also enable access to driving jobs, at least if a vehicle were to be provided.

**Table 8.1 Socio-demographic characteristics associated with starting work**

	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed
<b>Sex*</b>			
Male	64	6	30
Female	58	8	34
<b>Age</b>			
16-49	63	7	30
50 or above	59	7	34
<b>Family Type**</b>			
Couple with children	57	6	37
Couple without children	54	8	38
Lone parent	59	(3)	38
Single without children	68	7	25
<b>Ethnic Group**</b>			
White	61	7	32
Black	71	10	19
Asian	72	7	21
Other	82	3	15
<b>Tenure**</b>			
Owner/mortgagee	56	7	37
Rent	66	7	27
Other	63	7	30
<b>Holds current full driving licence**</b>			
No	69	7	24
Yes – access to vehicle	55	7	38
Yes – no access to vehicle	72	7	22
All	62	7	31

*Base: all registrants. Weighted N varies between 2993 and 3014, unweighted N varies between 2993 and 3014.  
 \* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.*

### 8.2.1.2 Human capital assets

Perhaps surprisingly, there was not a monotone relationship between a person's educational qualification level and the probability of entering work (Table 8.2). In fact, it appeared that people with Level 2<sup>36</sup> qualifications were most likely to be in work. However, when other factors were controlled for in the model, this finding was no longer apparent, and qualification attainment was not related to starting work (Annex A.3).

<sup>36</sup> The equivalent of 5+ A\*-C GCSE examination passes (see Annex C).

More important was the presence of numeracy or literacy problems. Around one in five (18 per cent) registrants reported such problems and they were less likely to be in work (22 per cent) than their counterparts without such problems (33 per cent) (Table 8.2). When controlling for other factors, having these basic skills problems reduced the chances of being in work to around two-thirds those of people without basic skills problems (Table 8.9 and Annex A.3).

**Table 8.2 Human capital asset characteristics associated with starting work**

	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed
<b>Highest Education Qualifications</b>			
None/Level 1	64	8	28
Level 2	58	7	36
Level 3	63	5	32
Level 4 and above	63	8	30
Other	62	6	31
<b>Basic Skills</b>			
Literacy/numeracy problems	72	6	22
No literacy/numeracy problems	60	7	33

*Base: all registrants. Weighted N varies between 2996 and 3014, unweighted N varies between 2995 and 3014.*

*\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.*

### 8.2.1.3 Personal circumstances

The health of a person with disabilities has previously been shown to be an important influence on their movement into work (e.g. Dorsett et al., 1998; Ashworth et al., 2001). This finding is again replicated here. People who rated their health as very bad or bad were much less likely to be in work (20 per cent) than were those who said their health was fair (33 per cent) or very good/good (37 per cent) (Table 8.3). The importance of health was confirmed by the results of the logistic modelling (Annex A.3).

The impact of a person's disability on their life was also influential. People who reported that their disability had little or no effect on their ability to carry out day-to-day activities were most likely to be in work (39 per cent) (Table 8.3). As the disability became more limiting, the chances of entering work receded. Consequently, 32 per cent of those who stated some limitations on their daily activities entered work, compared to 26 per cent of those who reported that their disability greatly limited their daily activities. However, impact on everyday life did not show any significant effect in the logistic model (Table 8.9 and Annex A.3).

**Table 8.3 Personal circumstance characteristics associated with starting work**

	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed
<b>Health Summary**</b>			
Very/good	57	6	37
Fair	59	7	33
Very/bad	73	7	20
<b>Severity of Disability**</b>			
Little/not at all	56	5	39
Some	61	7	32
Great deal	66	8	26
<b>Cares for Adult</b>			
No	62	7	31
Yes	59	8	34

*Base: all registrants. Weighted N varies between 2926 and 3011, unweighted N varies between 2924 and 3011.  
 \* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.*

The type of disability also appeared to be influential. The proportion of registrants who became employed or self-employed after registration was significantly higher among those having a musculoskeletal disability (Table 8.4). However, when this variable was adjusted by other factors in the logistic model the association persisted but was not statistically significant (Table 8.9 and Annex A.3).

In the opposite direction, people reporting sensory disabilities and ‘other disabilities’ were significantly less likely to start working. When those two variables were included in the logistic regression model, only the category ‘other disabilities’ had an independent negative effect, with a 50 lower probability of registrants starting work (Table 8.9 and Annex A.3). Given the variety of health conditions covered in this category it is not easy to explain this finding. Although it might be due to the complexity of conditions and disabilities covered.

No other significant associations were found by type of disability.

Table 8.4 Associations between the type of disability and starting work

Row per cent	Cell base = 100%			
	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed	Percentage having the disability
Musculoskeletal disabilities**	58	5	36	30
No musculoskeletal disabilities	64	8	28	
Other physical systemic disabilities	64	7	30	20
No other physical systemic disabilities	62	7	31	
Mental health conditions*	60	9	31	31
No mental health conditions	62	7	31	
Sensory disabilities**	76	7	18	3
No sensory disabilities	62	7	40	
Learning disabilities	(62)	(12)	(26)	2
No learning disabilities	63	7	31	
Other disabilities*	69	(7)	25	12
No other disabilities	62	7	31	

Base: all registrants. Both weighted and unweighted  $N = 3014$ .

\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.

There were only 12 cases of speech impediment. No further analysis is reported for this group.

Caring responsibilities for another adult did not influence registrants' chances of entering work. There was no significant difference between people who cared for an adult (34 per cent) and those with no such caring responsibilities (31 per cent) (Table 8.3).

## **8.2.2 Job Broker activities with customers**

Job Brokers may help people into work in a variety of ways (Chapter 6). Some of these methods can be expected to be more effective than others; indeed a few might be counter-productive. According this section focuses on specific interactions between registrants and their Job Brokers. For the purposes of the analysis three broad types of activity were investigated, namely:

- Job search methods
- Job application and interview techniques
- Discussions with Job Brokers about how the respondents' health affects work.<sup>37</sup>

### **8.2.2.1 Job search**

Information about job vacancies can be found through a variety of sources, some of which may be more effective methods of finding work than others. The potential efficacy of job search methods was addressed here through establishing which methods were most strongly associated with getting work. However, as people actively looking for work typically undertake more than one job search activity, it is not possible to determine from the data available, when work was found, which method was actually associated with finding that job. Consequently, the results presented in Tables 8.5 and 8.6 should be interpreted with this caveat in mind.

Registrants were asked two sets of questions about their job search activities. The first referred to the job search methods they were using around the time that they registered. The second asked about job search activities that occurred as a result of their contact with the Job Broker.

Prior to registration, looking through papers, magazines, shop windows etc. was the most frequently used job search method (23 per cent), followed by using the Jobcentre (19 per cent) (Table 8.5). At first inspection, both of these activities seem effective, being associated with 44 per cent of those using the Jobcentre and 40 per cent of those looking at advertisements who had formal work. In fact, except for using the internet and searching for work through contacting a Job Broker, all of the pre-registration job search methods in Table 8.5 appeared effective, as indicated by statistical significance tests. However, this conclusion should be viewed with a great deal of caution. As stated above, the actual activity used to find work was not identified in the questionnaire, so that the effective activity is not apparent where multiple methods have been used. Moreover, around 58 per cent of people said they had changed their job search activities as a result of contact with a Job Broker (result not shown in the table). Consequently, these post-registration job search activities are more likely to be important in understanding the link between effective job search and finding work, as these activities will supersede pre-registration techniques, particularly for people who had not found work before discussing job search activities with their Job Broker.

In fact, when controlling for all other factors, the only pre-registration job search activity that was associated with finding work was use of the Jobcentre (Table 8.9 and Annex A.3).

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<sup>37</sup> Two questions arising from a separate battery of questions were included under this section. This was done to avoid the unnecessary presentation of a further nine questions that added little to understanding of processes involved in finding work.



Table 8.5 Job search activities prior to registration: associations with starting work

Row per cent	Cell base = 100%			
	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed	Percentage doing activity
Looked at adverts in papers, magazines etc.**	53	7	40	23
Did not look at adverts in papers, magazines etc	65	7	28	
Used the internet	57	6	37	8
Did not use the internet	62	7	31	
Went to the Jobcentre**	49	7	44	19
Did not go to the Jobcentre	65	7	28	
Went to private recruitment agency**	45	6	49	5
Did not use private recruitment agency	63	7	30	
Used an organisation that helps people to find work*	52	8	41	5
Did not use an organisation that helps people to find work	63	7	31	
Tried to find self-employed work or odd jobs**	47	(4)	49	4
Did not try to find self-employed work or odd jobs	62	7	30	
Asked friends or relatives**	50	7	43	10
Did not ask friends or relatives	63	7	30	
Directly contacted employer**	47	6	48	7
Did not directly contact employer	63	7	30	
Talked to a Disability Employment Adviser**	51	10	39	8
Did not talk to a Disability Employment Adviser	63	7	30	
Contacted Job Broker	57	9	34	5
Did not contact Job Broker	62	7	31	

Base: all registrants. Both weighted and unweighted N = 3014.

\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.

Corden et al., (2003) reported that job search assistance was a ‘primary expectation’ of NDDP customers. However, not only did individual customers’ needs vary but also so did the extent to which they got the support they needed.

Post-registration job search activities, occurring as a result of contact with the Job Broker, tended to show an increase in all forms of activities (Table 8.6), except for two activities that remained constant: considering self-employment and talking to a Disability Employment Adviser.

All but three post-registration activities showed significant two-way associations with finding work. However, which activities were actually effective was again unknown. The model suggested that one activity was independently effective: using a private recruitment agency (Table 8.9 and Annex A.3). It is possible that those using a recruitment agency are more job ready and proactive in seeking employment than other registrants.

Table 8.6 Job search activities after registration: associations with starting work

Row per cent	Cell base = 100%			
	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed	Percentage doing activity
Looked at adverts in papers, magazines etc.**	60	6	35	39
Did not look at adverts in papers, magazines etc	63	8	29	
Used the internet	62	6	32	16
Did not use the internet	62	7	31	
Went to the Jobcentre**	55	6	39	25
Did not go to the Jobcentre	64	8	28	
Went to private recruitment agency**	45	5	50	8
Did not use private recruitment agency	64	7	29	
Used an organisation that helps people to find work	58	6	36	8
Did not use an organisation that helps people to find work	62	7	31	
Tried to find self-employed work or odd jobs**	59	2	39	5
Did not try to find self-employed work or odd jobs	62	7	31	
Asked friends or relatives**	60	5	35	17
Did not ask friends or relatives	62	8	30	
Directly contacted employer**	53	6	42	16
Did not directly contact employer	64	7	29	
Talked to a Disability Employment Adviser	60	7	33	9
Did not talk to a Disability Employment Adviser	62	7	31	
Contacted Job Broker**	57	6	37	14
Did not contact Job Broker	63	7	30	

Base: all registrants. Both weighted and unweighted N = 3014.

\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.

### **8.2.2.2 Discussions with Job Brokers: from finding work to job interviews**

Registrants were asked a suite of questions concerning discussions with their Job Broker covering the process of finding work through to the job interview. The general pattern of results showed a decline in the number of registrants that advanced to each successive stage of the process. Just under one-half (45 per cent) of registrants recalled discussing where to look for suitable vacancies with their Job Broker, 28 per cent recalled discussing how to complete a job application, 25 per cent discussed preparations for interviews and 19 per cent were given advice about job interviews (Table 8.7).

It seems probable, though not conclusive, that Job Brokers were selective in choosing more job ready people to focus their discussions on at each stage. However, the percentage of people who reported finding work tended to increase, albeit slightly, as the stage in the process advanced. One-third of registrants who discussed where to look for vacancies found work, as did 37 per cent of those who discussed how to complete a job application, 38 per cent of those who discussed interview preparation and 40 per cent who discussed self-presentation at interview (Table 8.7).

When these factors were included in the model, the only one that emerged independently as adding to the chances of finding work was advice on self-presentation at interviews, increasing the chances of finding work to around 76 per cent those of people not receiving such advice (Table 8.9 and Annex A.3). Clearly, this discussion is something that Job Brokers should be encouraged to undertake, however, whether this is something best reserved until the client is well-advanced in their job finding process requires further investigation. Discussions about completing job applications were also found to be advantageous, but this effect did not quite reach statistical significance. Discussions with customers about where to look for vacancies were negatively related to finding work, when controlling for other factors. The probable reason for this is that it reflects a subgroup of people who are not particularly job ready.

Table 8.7 Job interview discussions: associations with starting work

Row per cent	Cell base = 100%			
	No work	Supported employment, work placement or permitted/therapeutic work	Employee/self-employed	Percentage doing activity
Discussed where to look for suitable vacancies*	59	7.4	33	45
Did not discuss where to look for suitable vacancies	64	7	29	55
Discussed how to complete job application**	55	9	37	28
Did not discuss how to complete job application	65	6	29	72
Discussed how to prepare for job interviews**	54	8	38	25
Did not discuss how to prepare for job interviews	64	7	29	76
Given advice on presenting self at job interviews**	51	9	40	19
Was not given advice on presenting self at job interviews	65	7	29	81

Base: all registrants. Both weighted and unweighted  $N = 3014$ .

\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.

### 8.2.2.3 Discussions about health and work

Various discussions took place concerning the relationship between health and work. Most commonly registrants discussed how their health condition/disability might affect the work they could do (50 per cent) and how work could affect their health condition/disability (43 per cent) (Table 8.8). In all cases, people who had health and work related discussions were more likely to have found work than registrants who had not had these discussions. Most notable were those people (27 per cent) that had discussed how their health could change in the future, 37 per cent had found work compared to 29 per cent who had not discussed this issue. In the model, this was the only significant health related association with finding work, increasing the chances by just over one-third compared to those having no such discussion (Table 8.9 and Annex A.3).

A further two questions were considered in Table 8.8, these were discussions about the work the registrant might do and the hours they might work. Both of these topics were relatively common topics of discussion, 71 per cent discussing work they might do and 61 per cent discussing hours. In addition, it was apparent that both, when considered in isolation, were associated with finding work. However, when other factors were controlled for in the model, discussions about hours worked were associated with increased chances of finding work (by a factor of about 60 per cent) (Table 8.9 and Annex A.3). Discussions about what work the registrant might do were associated with a reduction in chances of finding work to around 70 per cent those not having the discussion. Again, when other

factors are taken into account, it appears that simple discussions about finding work are indicative of a group of people who are less job ready than others.

**Table 8.8 Health discussions: associations with starting work**

<b>Row per cent</b>	<b>Cell base = 100%</b>			
	<b>No work</b>	<b>Supported employment, work placement or permitted/therapeutic work</b>	<b>Employee/self-employed</b>	<b>Percentage doing activity</b>
Discussed how work may affect health condition/disability**	57	9	35	43
Did not discuss how work may affect health condition/disability	66	6	28	57
Discussed how health condition/disability might limit work**	59	8	33	50
Did not discuss how health condition/disability might limit work	65	6	29	50
Discussed presenting health condition/disability on job applications/interviews**	57	7	37	24
Did not discuss presenting health condition/disability on job applications/interviews	64	7	29	76
Discussed how health condition/disability might change in future**	54	9	37	27
Did not discuss how health condition/disability might change in the future	65	6	29	73
Discussed Disability Discrimination Act*	55	8	37	12
Did not discuss Disability Discrimination Act	63	7	30	88
Discussed work that might be done*	61	7	33	71
Did not discuss work that might be done	65	8	27	29
Discussed hours that could be worked**	57	8	35	61
Did not discuss hours that might be worked	69	6	25	39

*Base: all registrants. Both weighted and unweighted N = 3014.*

*\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.*

Table 8.9 Best fit logistic model to explain movements into work

	Odds
<b>Personal characteristics</b>	
Rented accommodation	0.940
Other type of tenure	1.454**
No problem with basic skills	1.450**
Couple with children	1.473**
Couple with no children	1.619**
Lone parent	1.339
Male	0.695**
General health good/very good	2.010**
General health fair	1.784**
Other type of disability	0.650**
Has a driving licence: no access to vehicle	0.832
Has driving licence and access to vehicle	1.720**
<b>Job search activities after registration</b>	
Used Jobcentre	1.755**
<b>Job search activities after registration</b>	
Used Recruitment Agency	1.698**
<b>Discussions with Job Broker about:</b>	
Where to look for vacancies	0.800*
Presentation at job interviews	1.761**
Work might do	0.724**
Hours might work	1.590**
How health condition could change in future	1.389**

Base: 2893 respondents. Significant differences: \* =  $P < 0.05$ , \*\* =  $P < 0.01$

Reference group: owns own home, has literacy or numeric problems, single without children, female, bad/very bad overall health, no other type of disability, no driving licence or access to a vehicle, did not use the Jobcentre to search for jobs before registration or Recruitment Agencies after registration; Job Broker did not: help look for vacancies, advise on presentation at job interviews, discuss work might do, discuss hours might work, discuss how health condition might change in the future.

## 8.3 Characteristics of work

### 8.3.1 Hours, earnings and occupation

#### 8.3.1.1 Socio-demographic characteristics

Overall, registrants who started work<sup>38</sup> earned an average of £5.44 an hour (Table 8.10), which is less than half of the average employee earnings (£11.70) in Britain in 2002<sup>39</sup>. Whilst this might be a result of restricted entry to higher earning jobs because of lost human and social capital arising from time out of employment due to an impairment or illness, Bardasi et al., (2001) reported that men with disabilities tended to be low earners prior to the onset of their disability, implying that low return to work earnings stem from factors that predate their disability. However, Loumidis et al., (2001) reported that NDDP registrants in the pilot scheme who left benefit for work saw a decrease in

<sup>38</sup> In this section, all references to work exclude self-employed workers.

<sup>39</sup> All comparisons to national figures in this section are made with reference to data presented in Labour Market Trends, (February and March) 2003. All earnings data, national and NDDP registrant survey, refer to 2002 wages.

earnings between the pre and post benefit jobs, although it is not clear whether this arose from a change in hourly earnings or a change in hours.

Not only did disabled people enter low paid work, the hours they worked, on average (26), were substantially lower than those worked by the British population in general (40) and their resultant gross weekly earnings (£143) are less than one-third of those of the national average (£464).

Women entered slightly less remunerative work than men (average hourly earnings were £5.26 and £5.56, respectively). Compared to the national average, disabled women worked for an hourly rate of just over one half (51 per cent) of the national average (£10.22), which contrasts with 45 per cent for disabled men compared to men overall (£12.50). Female registrants worked an average of 21 hours a week compared to an average of 38 hours for women overall, whereas male registrants worked 29 hours a week compared to 41 for men overall. Consequently, male registrants (£165) earned substantially more over the course of the week than female registrants (£111) and were slightly closer to the overall male weekly earnings average (32 per cent) than were women (29 per cent).

Younger workers (age 16-49) tended to have higher weekly earnings (£152) than older workers (£128), a difference caused by younger people working for longer hours (27 compared to 24, respectively), as both groups of workers were employed in similarly remunerative jobs (£5.36 an hour).

People who lived with a partner and dependent children worked in higher paying jobs and for more hours a week than did people living in different family circumstances. Consequently, their weekly earnings were somewhat greater than were those of others, as indeed is desirable to reflect their greater level of need. However, it should be emphasised that lone parents had the lowest earnings, giving cause for concern about the potential negative implications of this both for their own and their children's welfare. But, it is not known if they were still in receipt of benefits or tax credits to offset this difference.

Home-owners earned more per hour than people in other sectors (£5.71), which is to be expected, as this characteristic tends to reflect previous work experience allowing access to home ownership. People in the rented sector (£5.29) had higher hourly earnings than people in 'other' tenures (£5.04). As people in these different tenures worked, on average, for the same number of hours per week, weekly earnings reflected the differential rates of pay.

Registrants who possessed a driving licence<sup>40</sup> (£5.60) were in more remunerative work than people without a licence (£5.08), worked longer weekly hours (27 and 23, respectively) and earned substantially more over a week (£155 and £116, respectively).

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<sup>40</sup> There were too few respondents who did not have access to a vehicle, were in work and who provided earnings data to separate from those with access to a vehicle.



Table 8.10 Earnings and hours by socio-demographic characteristics

	Gross weekly earnings (£)	Net weekly earnings (£)	Average hourly pay (£)	Mean Hours worked
<b>Sex</b>	**	**		**
Male	165	136	5.56	29
Female	111	99	5.26	21
<b>Age</b>	**	**		**
16-49	152	129	5.36	27
50 or above	128	107	5.37	24
<b>Family Type</b>	**	**		**
Couple with children	181	153	6.12	30
Couple without children	141	116	5.31	25
Lone parent	128	115	5.10	24
Single without children	131	112	5.30	25
<b>Tenure</b>				
Owner	150	127	5.71	26
Rent	136	115	5.29	26
Other	142	119	5.04	26
<b>Holds current full driving licence</b>	**	**		**
No	116	100	5.08	23
Yes	155	131	5.60	27
<b>All</b>	143	121	5.44	26

*Base: employees with a post-registration job. Weighted N varies between 865 and 937, unweighted N varies between 817 and 918. The base for the number of hours worked was limited to respondents who had provided information on their weekly gross pay.*

*Note: ethnicity was dropped from the table because too few people from ethnic minorities groups were in work and supplied usable data to produce robust results.*

*\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using one-way ANOVA tests.*

The most likely (modal) sector of work for registrants to enter was that defined as Elementary occupations (25 per cent) (Table 8.11). Such occupations are defined as those that require a minimum general level of education (see National Statistics (2000)). Registrants were over twice as likely as all employees, at the national level (12 per cent), to enter Elementary occupations. Conversely, 15 per cent entered the Managerial, Professional or Associate sector compared to 39 per cent nationally. There was also a tendency for registrants to be over represented in Process, Plant and Machine jobs, Sales and Customer Services and Personal Services and be under represented in Skilled Trades.

There were clear differences between male and female registrants in the types of work they were likely to enter. Male registrants were far more likely than females to enter Elementary occupations, Process, Plant & Machine and Skilled Trades (Table 8.11). Conversely, women were more likely to enter Sales and Customer Services, Personal Services and Administrative and Secretarial work. Typically, these patterns follow those seen nationally among employees; with the exception that nationally, approximately the same proportion of men and women were employed in Elementary occupations (circa 12 per cent).

Age made little difference to the type of job obtained by a registrant, except that those aged 50 or above were slightly more likely than their younger counterparts to work in the Process, Plant and Machine sector. Distinctions between different family types showed that single people were slightly less likely to gain Managerial, Professional or Technical work. Beyond this, the only other distinction was that people with a partner and dependant children were less likely than others to work in Administrative and Secretarial work.

The most marked difference in job sectors relating to tenure were found in the proportions who entered Elementary occupations. People in the other (30 per cent) and rented sectors (28 per cent) were more likely to work in this sector than were home-owners (20 per cent). Correspondingly, home-owners were more likely to work in Managerial, Professional or Technical or Process, Plant and Machinery sectors than were renters or people in 'other' tenures.

It was also clear that holders of a driving licence were over twice as likely as non-holders of a licence to work in Managerial or Professional positions and only half as likely to work in Elementary occupations.

Table 8.11 Socio-occupational classification of work by socio-demographic characteristics

	Managerial/ Professional/ Technical	Administrative & Secretarial	Skilled Trade	Personal Services	Sales and Customer Services	Process, Plant & Machine	Row per cent Elementary
<b>Sex</b>							
Male**	15	7	11	6	12	120	30
Female	17	20	2	19	20	5	18
<b>Age</b>							
16-49	15	12	9	12	16	12	25
50 or above	17	12	6	10	13	17	25
<b>Family Type**</b>							
Couple with children	20	6	11	11	11	17	24
Couple without children	15	14	6	9	15	17	25
Lone parent	16	12	9	17	25	(6)	16
Single without children	13	14	8	12	16	11	27
<b>Tenure*</b>							
Owner	19	12	8	10	15	16	21
Rent	14	11	7	13	16	12	28
Other	10	15	10	10	15	10	30
<b>Holds current full driving licence*</b>							
No	8	14	8	11	17	6	37
Yes	19	12	8	11	15	17	20
All Registrant Employees	15	12	8	11	15	14	25
National Employees	39	13	12	7	8	8	12

Base: all registrants who started a post-registration job. Both weighted N varies between 1129 and 1134, unweighted N varies between 1108 and 1112.

\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.

Note: ethnicity was dropped from the table because too few people from ethnic minority groups were in work and supplied usable data to produce robust results.

### 8.3.1.2 Human capital assets

Human capital assets, as expected, were associated with financial remuneration from work. As educational achievement rose so did average hourly earnings, rising from £5.02 per hour for those with no, or Level 1, qualifications to £6.11 for those with Level 4, or above, qualifications (Table 8.12). People with ‘other’ qualifications, which were not classifiable, received the lowest hourly pay, at £4.90. There was not a great deal of difference in the number of hours worked in a week according to achievement level, but people with Level 4, and above, qualifications tended to work slightly fewer hours than those with Level 3 qualifications, hence earned a little less overall in a week. People with ‘other’ qualifications earned least in a week, which was because they worked for the lowest hourly rate and for the least number of hours in a week.

Basic skills problems appeared to reduce hourly earnings by almost £1 an hour, leading to a £30 difference in weekly earnings between people with and people without basic skills problems.

**Table 8.12 Earnings and hours by human capital asset characteristics**

				Mean
	Gross weekly earnings (£)	Net weekly earnings (£)	Average hourly pay (£)	Hours worked
<b>Education Qualifications</b>	**	**	*	**
None/Level 1	121	103	5.02	24
Level 2	146	123	5.26	28
Level 3	169	139	5.82	28
Level 4 and above	157	135	6.05	25
Other	115	97	4.90	23
<b>Basic Skills</b>	*	*	*	
Literacy/numeracy problems	117	102	4.67	24
No literacy/numeracy problems	147	124	5.54	26

*Base: employees with a post-registration job. Weighted N varies between 886 and 937, unweighted N varies between 867 and 918. The base for the number of hours worked was limited to respondents who had provided information on their weekly gross pay.*

*\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using one-way ANOVA tests.*

Higher levels of educational qualification attainment were associated with increases in the chances of working in the Managerial, Professional or Technical sector (Table 8.13). As these types of jobs require advanced qualifications and/or significant experience (National Statistics, 2000), this was expected. Conversely, decreasing levels of qualification attainment were associated with entry to Elementary occupations, jobs requiring minimum achievement levels, and also an over representation in Process, Plant and Machine work.

Problems with basic skills deficiencies were also associated with a higher chance of entering the Elementary sector and a lower chance of Managerial, Professional or Associate work. They were also likely to lower the chances of working in the Administration and Secretarial sector.

**Table 8.13 Socio-occupational classification of work by human capital asset characteristics**

	<b>Managerial/ Professional/ Technical</b>	<b>Administrative &amp; Secretarial</b>	<b>Skilled Trade</b>	<b>Personal Services</b>	<b>Sales and Customer Services</b>	<b>Process, Plant &amp; Machine</b>	<b>Elementary</b>
<b>Education Qualifications**</b>							
None/Level 1	7	9	7	10	15	17	36
Level 2	12	15	6	12	17	11	26
Level 3	13	13	15	11	13	16	20
Level 4 and above	34	13	7	12	13	8	15
Other	()	15	()	()	21	20	24
<b>Basic Skills**</b>							
Literacy/numeracy problems	7	7	10	10	15	12	40
No literacy/numeracy problems	17	13	7	11	15	14	23

*Base: all registrants who started a post-registration job. Both weighted N varies between 1130 and 1133, unweighted N varies between 1109 and 1112.*

*\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using Chi-square tests.*

### **8.3.1.3 Health and caring**

People who reported their health as bad, or very bad, tended to earn less a week (£113), both because of poorer hourly earnings (£4.86) and because they worked fewer hours a week (22) than their counterparts with better health (Table 8.14). However, the apparent gain from having fair health to good, or very good, health in hourly earnings (£5.48 to £5.66) and weekly hours (26 to 28) was not substantial.

The self-reported impact of a disability appeared to influence hours worked: people whose disability placed only minimal limits on their activities worked for an average of 30 hours a week. This compares to 25 hours for those whose disability was moderately limiting and 24 hours for people with more severe limitations. However, the impact of a disability did not appear to limit the quality of job in terms of its earnings: people with a moderately impact disability received the highest hourly rate (£5.67).

Caring for another adult did not influence hourly rates, or hours worked, which presumably reflects successful alternative arrangements made by carers for those for whom they are responsible.

In relation to specific health conditions or disabilities it was found that those having musculoskeletal health conditions reported higher average earning (£5.82 per hour compared to £5.25 among those without the condition) ( $p < 0.05$ ) and worked more hours a week (27 compared to 25 in average) ( $p < 0.05$ ).

Registrants reporting a mental health condition had lower hourly earnings, perhaps reflecting the type of work available, but not weekly hours. People with mental health conditions worked 25 hours a week, on average, for an average hourly rate of £5.16. This compares to 26 hours a week for £5.63 an hour for people without mental health conditions.

Average hourly earnings and the number of weekly hours were significantly lower among registrants with learning difficulties (£4.06 compared to £5.48 and 16 hours compared to 26 hours respectively) ( $p < 0.01$ ). As a consequence, this group of registrants had a lower amount of total earnings (£76 compared to £145 among those without learning difficulties).

Table 8.14 Earnings and hours by personal circumstance characteristics

	Mean			
	Gross weekly earnings (£)	Net weekly earnings (£)	Average hourly pay (£)	Hours worked
<b>Health Summary</b>	**	*		**
Very/good	155	127	5.66	28
Fair	145	123	5.48	26
Very/bad	113	104	4.86	22
<b>Severity of Disability</b>	*	*		**
Little/not at all	160	134	5.24	30
Some	141	118	5.67	25
Great deal	130	111	5.29	24
<b>Cares for Adult</b>				
No	143	121	5.43	26
Yes	147	121	5.45	25

Base: employees with a post-registration job. Weighted N varies between 865 and 937, unweighted N varies between 847 and 918. The base for the number of hours worked was limited to respondents who had provided information on their weekly gross pay.

\* = significant  $P < 0.05$ , \*\* significant  $P < 0.01$ , significance calculated using one-way ANOVA tests.

## 8.4 Job satisfaction

Job satisfaction tends to be viewed as important for a variety of reasons, these relate to positive impacts on job performance, low absence levels, and wider links to improved life satisfaction. It seems reasonable to assume that it also relates to job retention. Registrants who had started work were asked both what they liked and disliked about their jobs. These ‘open-ended’ responses were coded into a variety of dimensions, and these are presented below.

An additional set of questions was asked about problems that people who entered work had with their job. However, too few people gave responses to the vast majority of these questions for them to be sensibly presented here. The list of problems is given in Annex A.5.

### 8.4.1 What workers liked about their job

The importance of work in enabling social relationships should not be underestimated. By far and away the most common reason given for liking work was that it provided company or enabled people simply to get out of the house (41 per cent) (Table 8.15). This finding confirms the observations made in the accompanying qualitative research report (Corden et al., 2003), which reported getting out of the house, alleviated boredom and enabled the rebuilding of social networks.

Reasons relating to intrinsic job satisfaction were also apparent. Fifteen per cent said that the job was very interesting or stimulating and 12 per cent said that the job was rewarding. The link to more general life satisfaction was seen through a variety of responses. Nearly one-tenth (8 per cent) reported that they liked the boost in confidence that employment provided, seven per cent reported that they liked using their skills and seven per cent enjoyed the freedom and flexibility given by work. Six per cent reported that they liked the focus work gave to their life.

It is perhaps telling that only 12 per cent mentioned that they liked the money gained from work. A question yet to be resolved is to what extent this reflects the low role played by financial concerns in the motivation to work or reflects earnings at too low a level to like. However, it was not surprising to find that men more often cited liking work for the financial reward than women (15 per cent and eight per cent, respectively (not shown in table). Conversely, women were more likely than men to report liking the job for the opportunity of company, or getting out of the house, than men (49 per cent and 36 per cent, respectively). These distinctions reflect more general findings reflecting a general male orientation towards material and utilitarian values and a general female orientation towards social and emotional values (e.g. Dittmar, 1992).

Another interesting group difference showed that people with higher educational attainment were more likely to find their job interesting/stimulating. The proportion reporting this increased with each level of qualification attained (from 11 per cent among those with no, or Level 1 qualification, to 19 per cent among those with a Level 4 or above qualification) (not shown in table).

**Table 8.15 Likes about the job**

	Cell base = 100%
	%
The company/getting out of the house	41
Interesting/stimulating	15
Money	12
Rewarding	12
The boost in confidence/self-respect	8
Using my skills	7
The flexibility/freedom	7
The focus to my life	6
Nothing	6
Other	13
<i>Weighted base</i>	<i>1166</i>
<i>Unweighted base</i>	<i>1187</i>

*Base: Registrants with a post-registration job*

*Note: respondents may have given multiple responses*

#### **8.4.1.1 What workers disliked about their job**

Only a minority of registrants reported that there was nothing about their job that they disliked (35 per cent). However, dislike of work did not appear to be centred greatly on particular concerns (Table 8.16). Around one-quarter of dislikes (26 per cent) were too diffuse in nature to be coded. The most common dislike arose from workplace conditions (11 per cent), though it is not known if this was a general dislike of conditions or if it related to the conditions being inappropriate for their disability. However, six per cent said that their dislike arose from their health condition making work difficult.

It is noteworthy that only five per cent of respondents reported that inadequate pay was the cause of their dislike, despite the fact that earnings were often low in comparison to the national average (Section 8.3.1). Again, this reinforces the need for policy analysts and Job Brokers to be aware of non-pecuniary motivations to work.

Intrinsic work related problems such as the type of hours (seven per cent), too many hours (four per cent) and under-use of skills (six per cent) were also a source of dislike for minorities of workers.



**Table 8.16 Dislikes about the job**

	Cell base = 100%
	%
Nothing	35
Workplace conditions	11
Type of hours	7
Not making use of my skills	6
My health condition makes it difficult	6
Not enough money	5
Too many hours	4
Everything	2
Not enough hours	2
Other	26
<i>Weighted base</i>	<i>1163</i>
<i>Unweighted base</i>	<i>1184</i>

*Base: Registrants with a post-registration job*

*Note: respondents may have given multiple responses*

## 8.5 Leaving work

### 8.5.1 Characteristics associated with leaving work

The principal aim of NDDP is to enable entry into sustainable work, in other words, to promote job retention as well as entry to work. Sustainable work is defined in relation to NDDP<sup>41</sup> as a job that lasts for a minimum of 26 weeks over a 39 week period since job entry. However, for the vast majority of registrants in the survey, the time between starting work and their first survey interview was less than 26 weeks. In total, 27 per cent of registrants who had started work after registration had left that job by the time of the interview, with only two of these having been in work for 26 weeks or longer. Of those who remained in work to the time of the interview, eight per cent (n=64) had been working for 26 weeks or longer. Consequently, it is only possible to state known outcomes, in relation to a 26 week sustainability threshold, for 35 per cent of the registrants who started work. The second wave of survey data is required is to establish how many reached the 26 week threshold as defined by NDDP.

In the absence of the Wave 2 survey data, it is possible to use event history statistical techniques to estimate how many working registrants are likely to reach the sustainability threshold, and to explore characteristics that are associated with early and later job separations. The results of the modelling make it possible to deduce the characteristics of customers that are more and less likely to meet the 26 week sustainability threshold. It was estimated<sup>42</sup> that 64 per cent of registrants who started work will remain employed for 26 weeks or more.

The characteristics that were associated with leaving work were explored using a hazard model<sup>43</sup>. The hazard model is based upon constructing a dataset for each week a person is in work, where a binary variable is created and coded 'one' if a person leaves work in that week and 'zero' otherwise. People remain 'at risk' of leaving work in the dataset for the number of weeks until they leave work or until their survey interview, at which time they are still in work (right censored). These person-week datasets are combined into a single dataset with a variable recording their duration in work, coded

<sup>41</sup> When this survey was conducted Job Brokers become eligible for a monetary payment when a client attained 26 weeks in work.

<sup>42</sup> Using a non-parametric (Kaplan Meier) estimator.

<sup>43</sup> The approximate parametric specification (Gompertz) of the hazard used in the model produced a slightly lower survivor rate estimate of 58 per cent reaching 26 weeks.

incrementally from when they started work until reaching a maximum in the week that they leave work or are right-hand censored. A logistic regression model is regressed onto the binary exit variable. A variety of models were explored before reaching the model presented in Table 8.15. These models tested a variety of influences on the hazard of leaving work, the majority of which are presented throughout the remainder of this section. Other characteristics, not presented here, are listed in Annex A.5.

Type of health condition was influential. Once in work, people with mental health conditions were much more likely to leave work. Compared to people with other health conditions, those with mental health conditions were around 1.4 times as likely to leave work in any given week (Table 8.17 and Annex A.5). It is perhaps worth noting that people with mental health conditions were around one and a half times as likely to resign (27 per cent) than were those without mental health conditions (17 per cent) (figures not shown in table). People with mental health conditions were also around twice as likely to be made redundant as those without (12 per cent compared to six per cent) (see Section 8.4.2, below, for reasons given for leaving work).

People were less likely to leave work if they were one of a couple with no children (0.62), couple with children (0.84) or a lone parent (0.59) (Table 8.17 and Annex A.5). It therefore appears that having a partner and/or children is particularly advantageous in that it is associated both with entry to work and subsequent job retention. Voluntary job separations, among people who left work, were much lower for workers with a partner and child (13 per cent) than among workers in general (22 per cent) (figures not shown in table). Although in the logistic model (Table 8.17) it was only partners without children that were significantly less likely to leave paid work. It is conceivable that in some way partners were providing in-work support for registrants or that having a family is enough motivation to get and stay in work.

No other socio-demographic characteristics were related to leaving work. Consequently, men and women were equally likely to leave work in any given week. This contrasts with findings that show that unemployed men who enter work return to Jobseeker's Allowance more quickly than their female counterparts (Smith et al., 2000). Similarly, older registrants were no more likely to leave work than their younger counterparts. Again, this contrasts with the situation of older people who have left Jobseeker's Allowance to find work, where people aged 45 and above return to benefit more quickly than other people (Smith et al., 2000). In addition, human capital and general health condition were not associated with registrants leaving work, and neither were the number of weekly hours worked, hourly earnings nor the employment sector classification.

Tests were made of the potential impact of a number of special conditions on leaving work. These conditions included needing aids or equipment, help with travel to work and needing help from a personal assistant/support worker. None of these conditions was found to be influential.

It was apparent that when an in-work registrant initiated contact with a Job Broker (eight per cent of workers) this was associated with an increased chance (1.92) of leaving work. However, where the Job Broker initiated contact (20 per cent of workers), or the registrant and Job Broker jointly initiated contact (eight per cent of workers) registrants were as likely to leave work, or not, as when no contact was made (64 per cent).

A number of factors intrinsic to the job were influential. Having a job that made a great deal of use of previous skills and experience (37 per cent) decreased the chances of leaving work to just under one half (0.46) those of people whose work made less use of their previous skills. It is interesting to note observations made in the accompanying qualitative research (Corden et al., 2003), where people returning to similar work done previously, with training and skills were more likely to enter work. The concurrence of these two sets of findings suggests a double boon for people working in jobs that make use of their previous skills.

Satisfaction, or dissatisfaction, with various facets of the job played a role in job retention. Only just over one per cent of registrants who started work said that they had a problem<sup>44</sup> with their employer. However, when it happened, this increased their chances of leaving work to around two and a half times those of people reporting no such problems (Table 8.17). Rather more people reported problems with work arising from their health condition (six per cent) and this raised the chances of leaving work to 1.92 times those of people not reporting these problems. Similarly, where people reported that they disliked their job because their health condition made it difficult (six per cent), this increased the chances of leaving work to 1.7 times those of people who did not share this dislike of their job. More positively, people who liked their job because they found it rewarding (11 per cent) were less likely to leave work (0.6) as were those who liked the job because of the company, or the fact that it got them out of the house (0.72). It seems there may be a mutually reinforcing relationship between satisfaction with the social aspect of work and staying in work for those who need, and find, company through work.

**Table 8.17 Factors associated with leaving work**

	Hazard
Couple with children	0.843
Couple without children	0.617**
Lone parent	0.585
Job used previous skills to a great extent	0.462**
Job used previous skills to some extent	0.738
Job made little use of previous skills	1.110
<b>Job Broker contact in-work</b>	
Initiated by registrant	1.921*
Initiated by Job Broker	1.021
Jointly initiated by Broker and registrant	0.778
Had work problems with employer	2.354*
Had work problems with health	1.915*
Liked job – found rewarding	0.608*
Liked job – got out of house/ company	0.717**
Disliked job – health condition makes it difficult	1.720*
Mental health condition	1.402*

*Base = 1086 registrants who started a post-registration job, 290 exits over 13103 person-weeks, people with missing data on any of the predictor variables were excluded from the analysis.*

*Significant differences: \* =  $P < 0.05$ , \*\* =  $P < 0.01$ .*

*Reference group: single with no children, job did not use previous work skills/no previous work skills, no in-work contact with Job Broker, did not have work problems with employer or because of their health condition, did not find the job rewarding or liked it because it enabled company, did not dislike the job because health condition made it difficult, did not have a mental health condition.*

### 8.5.2 Reasons for leaving work

A range of reasons was given for leaving work. Other than those that could not be classified using the scheme below (24 per cent), health (22 per cent) and voluntary separations (22 per cent) were most common (Table 8.18). Natural separations were also common (20 per cent), mainly because a temporary or seasonal job came to an end or because of the ending of a fixed-term contract or permitted work. Less than one in ten were dismissed (eight per cent), with five per cent ending as a result of redundancy or the company ceasing trading.

<sup>44</sup> Few people reported problems with their job, hence these were not considered in detail in this chapter. A list of the work-related problems given by people is presented in Annex A.5.

**Table 8.18 Main reason for leaving work**

	<b>Column per cent</b>
	<b>%</b>
Natural end	20
Dismissed/sacked	8
Resigned/decided to leave	22
Health/disability reasons	22
Company went out of business/made redundant	5
Other	24
<i>Weighted base</i>	<i>311</i>
<i>unweighted base</i>	<i>307</i>

*Base: respondents who left a post-registration job*

People who finished work were asked if there was anything that could have been done to help them remain in work. Few respondents gave a reason, so the results given here should be viewed with caution. However, among those who did, and whose job was not a natural separation, 30 per cent (53 registrants out of 178) gave an affirmative answer:

- More flexible hours (nine registrants)
- Better employer or supervisor attitude (ten registrants)
- Improved physical working conditions (nine registrants)
- More support and company (nine registrants)
- Higher wages or keeping benefits (three registrants)
- Improved transport to/from work (two registrants)
- Improved personal circumstances, for instance, having a partner, better health, etc. (11 registrants).

## 9 Conclusions

This report presents findings from the first survey of NDDP registrants (cohort 1, wave 1). The respondents registered with a Job Broker between May and June 2002 and were interviewed approximately five months later (see Section 1.2 and Annex B for further details). In this chapter some of the key themes that emerge from the analysis are highlighted. Specifically, process and service issues (Section 9.1), the experiences of what might be considered ‘hard to place’ customers (Section 9.2), the role of registrants’ partners (Section 9.3), and the role of the Department for Work and Pensions (Section 9.4) are discussed below.

### 9.1 Process and service provision issues

#### 9.1.1 The registration process

NDDP does appear to have attached people who, if not already in a job, wanted paid work; one month before registration 88 per cent of registrants wanted employment. However, not all were actively looking for paid work, only a quarter (28 per cent) had been looking for work prior to registration.

A feature of the design of NDDP is that people seeking to register will have a choice of Job Brokers. However, the survey findings provide little evidence that having multiple Job Brokers operating in an area lead to a choice of Job Brokers (Section 5.3). Only 18 per cent of registrants contacted another Job Broker before registering. The most common reason for registering with a particular May-June Job Broker was that it was the only one the respondents had heard of (42 per cent) (Section 5.3.2).

Given that the majority of respondents found the Job Broker service helpful (see Section 9.1.2 below), this lack of choice does not appear to have been an impediment to the delivery of sought after services. Whilst there are criticisms of aspects of the service provided (see below) it is not clear how widening people’s choice of Job Broker would address these perceived shortfalls in service provision. Instead, targeting investment at particular services in certain areas may be more appropriate, so that provision of, say, information on work and health related issues is available to all local Job Brokers.

#### 9.1.2 Respondents’ assessment of Job Broker service provision

In general, the survey suggests that most registrants had a positive opinion about the Job Broker service (Section 7.4.3).<sup>45</sup> Views about a service may be influenced by a number of non-service delivery related issues, notably by whether or not participants received the outcome they desired. Given that most respondents sought paid work (Sections 4.2, 5.3.1 and 6.2.1) and, at the time of the survey interview, ‘only’ around one-third had started employment since registration (Section 8.2), the relatively high approval respondents displayed towards the service can be interpreted as an attribute of the actual quality of the service delivered by Job Brokers. Indeed, registrants had a very positive view about how the job broking service was delivered: they were made to feel welcome by their Job Broker, who usually explained matters and listened well to their customers (Section 7). Job Brokers were also generally seen to be well informed about work-related issues.

However, some respondents were also critical of the service delivered by Job Brokers, in particular their perceived failure to ‘deliver’ jobs (Section 7.4.6), their unhelpfulness when discussing training (Section 7.4.1), and their relative lack of information on health-related issues (Section 7.4.6). An overall measure of how helpful a Job Broker had been to the respondent to date revealed that 40 per

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<sup>45</sup> This is also reflected in 88 per cent of respondents having further contact with their Job Broker since they registered.

cent thought they had been very helpful, 15 per cent fairly helpful, and 45 per cent unhelpful (fairly or very). Fifteen per cent said that there was insufficient or no help with looking for work; 13 per cent that there was little or no contact; 11 per cent that the help was of no use; and less than ten per cent reported that they had not yet done anything or that they had not found them a job (Section 7.4.6).

Respondents holding discussions with Job Brokers on work and training issues claimed that the least helpful were on training: 40 per cent found them (very) unhelpful (Table 7.2). Moreover, 30 per cent of registrants believed Job Brokers were not well informed on health-related issues (Table 7.5).

These findings suggest that there are specific areas of service provision that some Job Brokers need to develop either in-house or through partnership working with other organisations.

## **9.2 Hard to place registrants**

A diverse group of people had registered with Job Brokers – although a majority were male (63 per cent) and aged under 50 years (67 per cent) (Section 2.2). Their distance from the labour market varied widely; a few (five per cent) were in work one month before they registered whilst others faced a number of barriers to work and can be considered as ‘hard to place’. The analysis reported here has attempted to examine the experiences and attitudes of some of those that *a priori* might be considered to be hard to place. Attention has focused on those with mental health conditions, those aged over 50 years, those with basic skills problems/low levels of qualifications, and those excluded from social and cultural activities. It is recognised that these sub-groups are not mutually exclusive, individuals can be members of more than one hard to place group. Nevertheless, the analyses provide some insight to the early experiences and outcomes of members who may have particular difficulties in gaining employment.

The findings reported here do show that the experiences of these possible hard to place groups do differ from those without these characteristics. In some instances they appear to receive extra support and help, but in other cases their relative distance from the labour market seems to have affected the type of service delivered and their chances of obtaining employment.

### **9.2.1 Registrants with mental health conditions**

The most common main and secondary health conditions or disabilities were mental health conditions and problems with the neck or back. One-third (32 per cent) of the registrants reported a mental health condition as their main condition and 17 per cent claimed it as a secondary condition. Overall, 37 per cent of registrants reported at least one mental health condition.

Respondents with a mental health condition were one of the sub-groups least satisfied with the registration process (Chapter 5 and Section 7.4.6).

People with a mental health condition were more likely than those without to say that they were expecting their condition to improve in the future (35 per cent compared to 14 per cent) (Section 3.3.3). However, they were more likely than other respondents not to feel confident about work and to see their disability as a barrier to work (Section 4.4). They also identified more barriers to work than other respondents. Possibly as a result of these two views those with mental health conditions were more likely to expect work in the future but not to have been looking (26 per cent compared to 20 per cent;  $p < 0.01$ ) (Section 4.2).

Whatever the reason for not seeking work, those with a mental health condition were one of the sub-groups reporting that their involvement with the Job Broker had **not** been helpful (very or fairly) in

making them feel more confident about working (46 per cent compared to 49 per cent for those without a mental health condition) ( $p < 0.05$ ). In part this might be because people with a mental health condition were significantly less likely to have discussed how their condition might affect the work they could do (52 per cent) than other registrants (61 per cent) (Section 6.4.1).

Nevertheless, there is evidence that those with mental health conditions did receive particular support from Job Brokers. They were one of the sub-groups more likely to have:

- Undertaken job search activities (53 per cent compared with 48 per cent without a mental health condition) (Section 6.4.2).
- Engaged in some form of training or educational activity – looking for, applying for, or starting a training or education programme or a work preparation programme - (46 per cent compared to 40 per cent of those without a mental health condition) (Section 6.6).
- Started Therapeutic or Permitted Work (11 per cent compared with eight per cent of those without a mental health condition) (Section 6.7).

Notwithstanding this support, there was no difference in the percentages of people with and without a primary mental health condition entering work (Section 8.2.1.3). Indeed, controlling for the effects of other variables confirms that there were no differences in job entry rates for those with and without mental health conditions.

Paid work was not unproblematic for people with a mental health condition, as:

- People with mental health conditions, along with some other hard to place groups, earned less (but not through working fewer weekly hours) and tended to work in the retail, manufacturing and elementary sectors (Section 8.3.1.3).
- People with mental health conditions were around 1.5 times more likely to leave work in any given week than were people with other health conditions (Section 8.4.1). They were both more likely to resign (their most common reason for leaving) and to be dismissed from work than people without mental health conditions.

It is possible that greater job dissatisfaction occurs among people with mental health conditions, as they earn less and work in less skilled and professional jobs, and that this is associated with early exits from work. The findings suggest that additional post-employment services are required for those with mental health conditions in order to improve employment retention rates.

## 9.2.2 Registrants aged 50 or over

Older workers, whether or not on a New Deal programme, may face discrimination because of their age in the labour market – and this was a view shared by one-third (33 per cent) of respondents aged 50 or over (Section 4.4).

There is some evidence that those aged 50 or over faced multiple barriers: they were less likely to have both vocational and academic qualifications than those under 50 (32 per cent compared with 41 per cent), and more likely to have had no qualifications (27 per cent compared with 21 per cent) (Section 2.4). In addition, they were more likely to be excluded from social and cultural activities (Section 3.4.1). However, registrants aged 50 or over were less likely to have problems with basic skills (Section 2.4), and hence less likely to recall having undertaken any formal assessment through the completion of practical exercises, written or number work (Section 6.3).

Despite being less likely to have attained formal qualifications, older respondents were less likely to have engaged in some form of training or educational activity (35 per cent compared to 46 per cent of those aged under 50).

Registrants aged 50 or over had some positive views about aspects of their discussions with Job Brokers, in particular about the type of work they might do and the support or help they could need if they got a job (Section 7.4.1). Not surprisingly, therefore, the proportion of those who considered that their contact with the Job Broker has been helpful (fairly or very) so far was higher among those aged 50 or over (57 per cent compared to 55 per cent aged for those under 50 years) (Section 7.4.6).

Notwithstanding their concerns about age discrimination, respondents aged 50 and over were slightly more likely to enter work (34 per cent) than younger registrants (30 per cent) (Section 8.2.1.1). However, this effect was because it was associated with the person holding a driving licence and having access to a vehicle (Annex A.3). In other words, older workers may have other attributes and assets that counterbalance their relative longevity and lack of formal qualifications, and in the final model being aged over 50 years was not a significant factor associated with moving into work.

### **9.2.3 Registrants with basic skills problems/low levels of qualifications**

Nearly a fifth (18 per cent) of respondents reported having a problem with basic skills, and just under a quarter had no qualifications at all (23 per cent) (Section 2.4).

People with low levels of human capital in the form of poor basic skills and/or low levels of qualifications can find it difficult to enter and progress in the labour market. Indeed, not having suitable qualifications was seen a barrier to work by 42 per cent of respondents, giving it the fifth highest rating out of a set list of 12 possible barriers (Section 4.4).<sup>46</sup>

The analysis presented here does reveal some statistically significant associations between highest educational attainment and both the services provided by Job Brokers and respondents efforts to find employment. However, for a number of variables no clear pattern emerges. For example, the proportions who had applied for paid work increased with attainment, but more of those with Level 2<sup>47</sup> qualifications appeared to have looked for work than those with Level 3 qualifications. Moreover, educational attainment was not influential when other factors were controlled for in a model of movements into work (Section 8.2.1.2). Indeed, proportionally more people with Level 2 qualifications entered paid work than those with higher qualifications.<sup>48</sup>

However, higher education attainment was significant in terms of pay and occupational type. As educational achievement rose so did average hourly earnings, rising from £5.02 per hour for those with no, or Level 1, qualifications to £6.05 for those with Level 4, or above, qualifications (Table 8.12). Lower levels of educational attainment were associated with increases in the chances of working in Elementary occupations and in Process, Plant and Machine work, whilst increasing levels of qualification attainment were associated with entry to Managerial, Professional or Technical jobs (Table 8.13).

There was more evidence that those with poorer basic skills were harder to place, and that Job Brokers could do more to take account of their particular needs and requirements. Thus those with basic skills problems were:

- more likely to find the process of registering difficult because Job Brokers were not clear about the process (Section 5.4)

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<sup>46</sup> The most frequently mentioned barrier was there are not enough suitable job opportunities locally, which was identified by 63 per cent of respondents.

<sup>47</sup> The equivalent of 5+ A\*-C GCSE examination passes.

<sup>48</sup> Thirty six per cent of those with Level 2 qualifications had started paid work compared with 32 per cent of those with Level 3 qualifications, 30 per cent with Level 4/5, 28 per cent with none or Level 1 qualifications and 31 per cent of those with other qualifications.



- as might be expected, more likely to have been formally assessed than those without basic skills problems, but the proportion assessed (seven per cent) was only 11 per cent of registrants with basic skills problems (Section 6.3)
- no more or less likely to take part in training or educational activities (Section 6.6)
- less likely to have increased their efforts to move towards work and to have looked for work since registration (Section 6.4.2)
- less likely to have been offered a job (Section 6.4.3)
- less likely to have done Therapeutic/Permitted Work (Section 6.7).

Not surprisingly, therefore, when controlling for other factors, having basic skills problems reduced the chances of being in work to around two-thirds of those people without basic skills problems (Table 8.9) (Section 8.2.1.2).

More positively, registrants with basic skills problems were more likely than those without to have discussed with their Job Broker how to present themselves at a job interview (Section 6.4.1). Such advice was advantageous in terms of obtaining paid work (Section 8.2.2.2).

Once in work people with problems with basic skills tended to earn less and to work in the retail, manufacturing and elementary sectors. Having basic skills problems reduced hourly earnings by almost £1 an hour, producing a £30 difference in weekly earnings between people with and without basic skills problems (Section 8.3.1.2).

They were also more likely than those without basic skills problems to need in-work support for: travel to, and within, work; help from a personal assistant or support worker; and to have had a temporary worker/jobcoach (Section 6.10).

#### 9.2.4 Registrants excluded from social and cultural activities

Social exclusion is a multi-dimensional concept, but the measure used here is narrowly focused on participation in a range of social and cultural activities. It does not cover financial hardship or material deprivation, and as such it may be a proxy measure of individuals' inter-personal and social skills. Using this measure a fifth (21 per cent) of respondents were classified as socially and culturally excluded, that is, they engaged in three or fewer social activities during the month before the survey interview.

As a sub-group they had a less optimistic prognosis of their health condition than those categorised as socially and culturally included. They were more likely than their non-excluded counterparts to have said that their condition would deteriorate in the future (18 per cent compared to 12 per cent). Socially and culturally excluded registrants shared many of the experiences of those with basic skills problems. For example, they were less likely to have increased their efforts to move towards work, to have looked for work since registration, to have applied for paid work or to have started paid work.

The socially and culturally excluded had slightly mixed views on the service provided by Job Brokers. Whilst they had a more positive opinion about discussions held on the type of work they might do (70 per cent compared to 67 per cent for the socially and culturally included), they were less likely to report that the Job Broker listened and understood very well what they said (55 per cent compared to 60 per cent for the socially and culturally included) or that their Job Broker considered the type of job that they wanted (80 per cent compared to 75 per cent for the socially and culturally included).

### 9.3 The role of registrants' partners

Forty four per cent of respondents were living with a partner at the time of the survey interview; 16 per cent had a partner and dependent children (Section 2.3). Partners appear to have had a critical role in the respondents' experiences of the service and in outcomes achieved. It is possible that partners provide support to registrants which gives them an advantage in the labour market.

Partners could have a key role in the registration process. Registrants with a partner found the registration process easier (Section 5.4). Sixty per cent of couples discussed registering with a Job Broker and 14 per cent discussed which Job Broker to register with (Section 5.2.3). Generally, partners thought that the main respondents should register with NDDP.

However, those with a partner were less likely to credit the Job Broker with being helpful in finding them employment. This might be because they saw their partner as having a supportive role in finding paid work. Partners could help with conducting job searches, completing/checking application forms, discussing job applications and providing emotional support (Section 6.11.3).

Having a partner also increased the chances of entering work, possibly through partners providing support. Respondents with partners and dependent children were 1.5 times more likely to start work and those with partners and no children were 1.6 times more likely to commence employment. Furthermore, respondents were less likely to leave work if they were one of a couple with no children (or a lone parent) (Section 8.4.1). Similarly, voluntary job separations, among people who left work, were much lower for workers with a partner and child (13 per cent) than among workers in general (22 per cent).

Some partners could continue to support registrants post-employment. Seventeen per cent of partners had helped registrants in some way, 11 per cent had helped sometimes, but 73 per cent had not helped. The most common way of helping was providing transport to work. Indeed, those without a partner were one of the sub-groups needing help with transport from Job Brokers (Section 6.10). Similarly, those who did not have a partner living with them were more likely to need help from a personal assistant or support worker.

If partners do provide support to registrants, it is conceivable that Job Brokers may need to consider providing additional help and support to single registrants at both pre-employment and post-employment stages. Job Broker might also consider ways of involving partners more in helping customers obtain employment – although any engagement of partners should not undermine registrants' moves towards independence nor breach client confidentiality.

### 9.4 The role of the Department for Work and Pensions

Whilst Job Brokers have a central role in the delivery of NDDP, the Department also has a key role that should not be under-estimated. The most common ways registrants reported first hearing about NDDP were through a letter or leaflet from Department for Work and Pensions (32 per cent) and via the Jobcentre (23 per cent) (Section 5.2.2). Furthermore, using the Jobcentre was the only pre-registration method and one of three post-registration methods that was effective for obtaining paid work for registrants (Section 8.2.2.1 and Annex A.3).<sup>49</sup>

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<sup>49</sup> The other post-registration methods were using a recruitment agency.

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# Annex A      Supporting Statistical Analyses

## A.1 Construction of the scale to assess respondents' attitudes towards working

The scale is based on respondents' answers to the following items:

Variable name	Item
EEMP1	Having almost any job is better than being unemployed
EEMP2	It is my responsibility to look for a job
EEMP3	I am prepared to take any job I can do
EEMP4	Shouldn't be expected to take a job earning less
EEMP5	Even if I had enough money, I would still want to work
EEMP6	Having a job is very important to me
EEMP7	Important to hang on to a job, even if you don't like it
EWJV1	Voluntary work can improve someone's confidence.
EWJV2	Voluntary work can improve chances of getting paid work

The item response ranged from strongly agree to strongly disagree.

Development of the scale involved the following stages.

1. An analysis of the distributions for the variables was conducted to detect whether any one variable was significantly different from the others. Using symmetric measures for ordinal variables to evaluate the strength of the associations we found that most of the variables were significantly related to each other, but the relationships were weak. There were some cases where the relationship was not significant (eemp3 and eemp4, eemp4 and eemp5, eemp4 and eemp6, eemp4 and ewjv2, and eemp7 and ewjv1) and two cases where the relationship was negative (eemp2 and eemp4, and eemp4 and ewjv1). However, this was not deemed sufficient to abandon the idea of creating the scale or to change the direction of the responses for eemp4.
2. To determine the extent to which the items are related to each other, a reliability analysis was used to give an overall index of the repeatability or internal consistency of the scale. For the scale containing the nine variables, the Alpha obtained was .543 (Table A.1.1). Excluding five of the items independently and one by one (eemp2, eemp4, eemp5, ewjv1 and ewjv2) improved the alpha score, while it was reduce when excluding the other variables. This could have two interpretations, the first is that they measure a totally different construct and so should be excluded from the scale; or that they measure different factors within the same construct in which case they should be included. There were, however, no reasons to differentially exclude items. Neither scale means nor scale variances were different when items were deleted.

**Table A.1.1 Reliability analysis (Alpha) - respondents' attitudes towards working**

Items		Mean	Std Dev	Cases
1.	EEMP1	2.6861	1.5776	2912.0
2.	EEMP2	1.5546	.8853	2912.0
3.	EEMP3	2.6703	1.4984	2912.0
4.	EEMP4	3.0821	1.3670	2912.0
5.	EEMP5	2.0484	1.3509	2912.0
6.	EEMP6	1.3595	.7603	2912.0
7.	EEMP7	2.7967	1.4428	2912.0
8.	EWJV1	1.5776	.8897	2912.0
9.	EWJV2	1.8101	.9978	2912.0

Mean            19.5855  
Variance        26.4145  
Std Dev         5.1395

Item-total Statistics

Items	Scale mean if item deleted	Scale variance if item deleted	Corrected item-total correlation	Alpha if item deleted
EEMP1	16.8994	18.7295	.3805	.4613
EEMP2	18.0309	24.0066	.1872	.5300
EEMP3	16.9152	19.1866	.3796	.4630
EEMP4	16.5034	23.9313	.0460	.5798
EEMP5	17.5371	22.0185	.2028	.5287
EEMP6	18.2260	23.1183	.3718	.4962
EEMP7	16.7888	20.0766	.3292	.4839
EWJV1	18.0079	24.0360	.1819	.5311
EWJV2	17.7754	23.4562	.2031	.5259

Reliability Coefficients

N of Cases = 2912.0

N of Items = 9

Alpha = .5433

3. Having decided to include all nine variables, an attempt was made to find a smaller number of factors that explained most of the variance observed. This was done using principal components analysis, which revealed that four factors explained 64.6 per cent of the total variance (Table A.1.2). The four components could be interpreted as:
  - “perceiving work as a responsibility”
  - “the importance of voluntary work”
  - “work as a source of pleasure or satisfaction”
  - “the importance of earnings”.
4. Instead of using these factors as separated indicators (which is possible), a single indicator was obtained by calculating the average of the nine items.

**Table A.1.2 Factor analysis - respondents' attitudes towards working**

**Communalities**

	<b>Initial</b>	<b>Extraction</b>
Having almost any job is better than being unemployed	1.000	.601
It is my responsibility to look for a job	1.000	.455
I am prepared to take any job I can do	1.000	.572
Shouldn't be expected to take a job earning less	1.000	.709
Even if I had enough money, I would still want to work	1.000	.760
Having a job is very important to me	1.000	.671
Important to hang on to a job, even if you don't like it	1.000	.481
Voluntary work can improve someone s confidence.	1.000	.780
Voluntary work can improve chances of getting paid work.	1.000	.783

**Extraction Method: Principal Component Analysis**

**Total Variance Explained**

<b>Initial Eigenvalues</b>				<b>Extraction Sums of Squared Loadings</b>			<b>Rotation Sums of Squared Loadings</b>		
<b>Component</b>	<b>Total</b>	<b>% of Variance</b>	<b>Cumulative %</b>	<b>Total</b>	<b>% of Variance</b>	<b>Cumulative %</b>	<b>Total</b>	<b>% of Variance</b>	<b>Cumulative %</b>
1	2.114	23.488	23.488	2.114	23.488	23.488	1.797	19.962	19.962
2	1.527	16.963	40.451	1.527	16.963	40.451	1.561	17.340	37.302
3	1.166	12.959	53.410	1.166	12.959	53.410	1.376	15.292	52.594
4	1.005	11.170	64.580	1.005	11.170	64.580	1.079	11.986	64.580
5	.885	9.831	74.411						
6	.732	8.137	82.548						
7	.583	6.481	89.029						
8	.555	6.170	95.199						
9	.432	4.801	100.000						

**Extraction Method: Principal Component Analysis**

**Component Matrix**

	Component			
	1	2	3	4
Having almost any job is better than being unemployed	.611	-.337	.327	-8.937E-02
It is my responsibility to look for a job	.413	2.001E-02	-.298	-.442
I am prepared to take any job I can do	.627	-.327	.176	-.202
Shouldn't be expected to take a job earning less	6.695E-02	-.216	.414	.697
Even if I had enough money, I would still want to work	.451	8.322E-02	-.548	.499
Having a job is very important to me	.630	-6.532E-03	-.499	.159
Important to hang on to a job, even if you don't like it	.545	-.325	.278	-2.772E-02
Voluntary work can improve someone s confidence.	.360	.776	.220	5.892E-03
Voluntary work can improve chances of getting paid work.	.381	.738	.305	1.254E-02

**Extraction Method: Principal Component Analysis.****Rotated Component Matrix**

	Component			
	1	2	3	4
Having almost any job is better than being unemployed	.773	3.779E-02	2.253E-02	4.046E-02
It is my responsibility to look for a job	.265	5.710E-02	.202	-.584
I am prepared to take any job I can do	.740	-1.138E-03	8.029E-02	-.132
Shouldn't be expected to take a job earning less	.197	-1.052E-02	8.054E-02	.814
Even if I had enough money, I would still want to work	-1.373E-03	5.537E-02	.866	7.880E-02
Having a job is very important to me	.257	5.338E-02	.750	-.199
Important to hang on to a job, even if you don't like it	.687	9.233E-03	5.401E-02	7.733E-02
Voluntary work can improve someone s confidence.	-3.652E-03	.878	7.479E-02	-5.446E-02
Voluntary work can improve chances of getting paid work.	6.327E-02	.882	2.791E-02	-5.455E-03

**Extraction Method: Principal Component Analysis. Rotation Method: Quartimax with Kaiser Normalization.****a Rotation converged in 4 iterations.**



**Component Transformation Matrix**

Component	1	2	3	4
1	.765	.360	.512	-.149
2	-.472	.868	.053	-.145
3	.401	.342	-.698	.485
4	-.175	.016	.497	.850

**Extraction Method: Principal Component Analysis. Rotation Method: Quartimax with Kaiser Normalization.**

## **A.2 Construction of the scale to assess life satisfaction**

The scale is based on respondents' answers to the following items:

<b>Variable name</b>	<b>Item</b>
FSOC1	How satisfied are you with your home?
FSOC2	How satisfied with how often you see/speak to friends, neighbours, and family?
FSOC3	How satisfied are you with your financial situation?
FSOC4	How satisfied are you with the things you do for fun?
FSOC5	How satisfied with the amount of control you have over your life?
FSOC6	How satisfied are you with your life in general?

The item response ranged from very satisfied to very dissatisfied.

Development of the scale involved the following stages.

1. An analysis of the distributions for the variables was conducted to detect whether any one variable was significantly different from the others. Using symmetric measures for ordinal variables to evaluate the strength of the associations it was found that all of the variables were significantly related to each other but the relation was weak (value under .5) in almost all cases except for the relation between fsoc5 and fsoc6.
2. Reliability analysis was used to give an overall index of the repeatability or internal consistency of the scale as a whole. The Alpha obtained was .828 for the scale containing the six variables (Table A.2.1). Excluding items did not improve the Alpha. This means that we can be confident that all the items should be included in the scale.

**Table A.2.1 Reliability analysis (Alpha) - scale to assess life satisfaction**

	<b>Mean</b>	<b>Std Dev</b>	<b>Cases</b>
1. FSOC1	2.1044	1.2535	2968.0
2. FSOC2	1.9545	1.1078	2968.0
3. FSOC3	3.4468	1.3192	2968.0
4. FSOC4	2.5428	1.2805	2968.0
5. FSOC5	2.8875	1.3695	2968.0
6. FSOC6	2.8032	1.2837	2968.0
Mean	15.73		
Variance	31.26		
Std Dev	5.59		

**Item-total Statistics**

<b>Items</b>	<b>Scale mean if item deleted</b>	<b>Scale variance if item deleted</b>	<b>Corrected item- total correlation</b>	<b>Alpha if item deleted</b>
FSOC1	13.6348	23.4507	.5138	.8166
FSOC2	13.7847	24.0281	.5529	.8091
FSOC3	12.2925	23.3334	.4853	.8235
FSOC4	13.1964	21.6995	.6639	.7856
FSOC5	12.8518	20.9905	.6689	.7840
FSOC6	12.9360	21.2362	.7079	.7760

## Reliability Coefficients

N of Cases = 2968.0

N of Items = 6

Alpha = .8276

3. Principal components analysis was used to validate the scale. Communalities for the variable fsoc3 were very low. However, based in the reliability results, it was decided to keep this variable in the scale. Only one factor was obtained, which explained 54 per cent of the total variance (Table A.2.2).
4. It was decided to create the scale by calculating the average of the six items.

**Table A.2.2 Factor analysis - scale to assess life satisfaction**

**Communalities**

	<b>Initial</b>	<b>Extraction</b>
How satisfied are you with your home?	1.000	.430
How satisfied with how often you see /speak to friends, neighbours, and family?	1.000	.483
How satisfied are you with your financial situation?	1.000	.391
How satisfied are you with the things you do for fun?	1.000	.630
How satisfied with the amount of control you have over your life?	1.000	.639
How satisfied are you with your life in general?	1.000	.678

**Total Variance Explained**

<b>Initial Eigenvalues</b>				<b>Extraction Sums of Squared Loadings</b>		
<b>Component</b>	<b>Total</b>	<b>% of Variance</b>	<b>Cumulative %</b>	<b>Total</b>	<b>% of Variance</b>	<b>Cumulative %</b>
1	3.251	54.183	54.183	3.251	54.183	54.183
2	.781	13.016	67.198			
3	.683	11.386	78.584			
4	.558	9.297	87.881			
5	.418	6.972	94.853			
6	.309	5.147	100.000			

**Component Matrix**

	<b>Component</b>
	1
How satisfied are you with your home?	.656
How satisfied with how often you see /speak to friends, neighbours, and family?	.695
How satisfied are you with your financial situation?	.626
How satisfied are you with the things you do for fun?	.793
How satisfied with the amount of control you have over your life?	.799
How satisfied are you with your life in general?	.823

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

**Table A.2.3 Entering Work: Results of Logistic Model**

	Odds
<b><i>Personal characteristics</i></b>	
Rented accommodation	0.708*
Other tenure	0.659**
Level 2 highest qualification	1.083
Level 3 highest qualification	0.856
Level 4+ highest qualification	0.874
Other qualifications	0.953
No literacy or numeracy problems	1.390**
Couple with children	1.542**
Couple with no children	1.607**
Lone parent	1.331
Black	0.660
Asian	0.694
Other ethnic minority group	0.580
Aged 16-49	0.912
Male	0.683**
Health causes severe limits on activities	0.774*
Health causes moderate limits on activities	0.837
General health good/very good	1.869**
General health fair	1.672**
Musculoskeletal health conditions	1.088
Other physical (progressive, systemic, chronic)	0.988
Mental health problems	1.202
Sensory disabilities	0.689
Other health problems or disabilities	0.715
Has a driving licence: no access to vehicle	0.915
Has caring responsibilities for an adult	1.098
Has driving licence and access to vehicle	1.875**
<b>Job search activities before registration</b>	
Looked at adverts in papers etc.	0.925
Used Jobcentre	1.549**
Used Recruitment Agency	1.269
Used contacts of family and friends	1.276
Made direct contact with employer	1.104
<b>Job search activities after registration</b>	
Looked at adverts in papers etc.	0.756*
Used Jobcentre	1.320*
Used Recruitment Agency	1.651**
Used contacts of family and friends	0.783
Made direct contact with employer	1.325*

Cont.

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**Discussions with Job Broker about:**

How to look for work	0.783*
Filling in job applications	1.275
Preparation for job interviews	0.928
Presentation at job interviews	1.598**
Work might do	0.715**
Hours might work	1.576**
How health condition could change in future	1.371**

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*Base: 2893 respondents. Significant differences: \* =  $P < 0.05$ , \*\* =  $P < 0.01$*

*Reference group: owns own home, no or Level 1 educational qualifications, has literacy or numeracy problems, single without children, has not got a mental condition, white ethnicity, aged 50-65, female, low/no severity, bad/very bad overall health, no driving licence, no access to a vehicle, no caring responsibilities, did not use following job search methods before or after registration: looked in adverts in papers, attended Jobcentre, use Recruitment Agency, ask friends or relatives, contact employer directly; Job Broker did not: help look for vacancies, help with filling in applications, discuss how prepare for job interviews, advise on presentation at job interviews, discuss work might do, discuss hours might work, discuss how health condition might change in the future.*

**Table A.2.4 Socio-occupational classification of work by personal circumstance characteristics**

	<b>Managerial/ Professional/ Technical</b>	<b>Administrative &amp; Secretarial</b>	<b>Skilled Trade</b>	<b>Personal Services</b>	<b>Sales and Customer Services</b>	<b>Process, Plant &amp; Machine</b>	<b>Elementary</b>
<b>Health Summary</b>	15.0	10.8	7.7	10.1	13.4	12.4	30.5
Very/good	18.0	12.0	7.4	11.4	15.1	14.7	21.4
Fair	11.4	15.3	6.9	12.4	16.8	12.4	24.8
Very/bad							
<b>Severity of Disability</b>							
Little/not at all	12.8	8.1	8.1	11.7	15.8	12.5	31.1
Some	15.7	11.9	8.3	9.3	16.3	13.7	24.8
Great deal	18.3	15.2	5.9	12.9	12.4	13.9	21.4
<b>Cares for Adult</b>							
No	15.1	11.9	7.8	11.5	15.5	12.8	25.3
Yes	18.4	14.6	4.9	6.8	11.7	20.4	23.3

Base: all registrants who started a post-registration job. Both weighted N varies between 1101 and 1133, unweighted N varies between 1081 and 1112.

\* = significant P < 0.05, \*\* significant P < 0.01, significance calculated using Chi-square tests.

**Table A.2.5 Leaving Work: Results of Logistic Model**

	Hazard
Duration	1.000
Couple with children	0.877
Couple without children	0.577**
Lone parent	0.605
Males	1.010
Needed help from a personal assistant/support worker	0.937
Got help required for travel into work (against those who do not need help)	0.653
Did not get help required for travel into work (against those who do not need help)	1.311
Had support from a job coach	1.208
Needed special aids/equipment in work	1.282
Job used previous skills to a great extent	0.504**
Job used previous skills to some extent	0.768
Job made little use of previous skills	1.170
<b>Job Broker contact in-work</b>	
Initiated by registrant	1.996*
Initiated by Job Broker	1.048
Jointly initiated by Broker and registrant	0.776
Had work problems with employer	2.36*
Had work problems with health	1.773*
Liked job – found rewarding	0.595*
Liked job – got out of house/ company	0.686**
Disliked job – health condition makes it difficult	1.516
General health good/very good	0.741
General health fair	0.737
Musculoskeletal health conditions	1.379
Other physical health conditions	1.187
Mental health conditions	1.807
Sensory disability	0.446
Other type of disability	1.111
Health causes severe limits on activities	0.996
Health causes moderate limits on activities	1.018
Aged 50+	1.290
Socially excluded	1.062
Problems with basic skills	1.336
Caring responsibilities for adults	1.075

Base = 1086 registrants who started a post-registration job, 290 exits over 13103 person-weeks, people with missing data on any of the predictor variables were excluded from the analysis.

Significant differences: \* =  $P < 0.05$ , \*\* =  $P < 0.01$ .

Reference group: single with no children, did not need help from a personal assistant/support worker, needed no help with travel to work, had no support from a job coach, needed no special aids/equipment for work, job did not use previous work skills/no previous work skills, no in-work contact with Job Broker, felt Job Broker did not listen to them, felt Job Broker was not informed on work-related issues, did not have work problems with employer or because of their health condition, did not find the job rewarding or liked it because it enabled company, did not dislike the job because health condition made it difficult.



### A.3 Supporting Logistic Regressions

Logistic regression for the dependent variable “Self-assessment of health”

#### Omnibus Tests of Model Coefficients

	Chi-square	df	Sig.
Step 14	5.583	1	.018
Block	369.750	14	.000
Model	369.750	14	.000

#### Variables in the Equation

	B	S.E.	Wald	df	Sig.	Exp(B)	95.0% C.I. for EXP(B)	
							Lower	Upper
Sex	.315	.112	7.904	1	.005	1.370	1.100	1.707
Problems with your neck or back*	.391	.138	8.075	1	.004	1.479	1.129	1.937
Chest or breathing problems*	.607	.233	6.768	1	.009	1.835	1.161	2.898
Heart problems or blood pressure*	.886	.199	19.924	1	.000	2.426	1.644	3.579
Learning difficulties*	-.992	.295	11.331	1	.001	.371	.208	.661
Other Progressive illness*	.777	.261	8.876	1	.003	2.176	1.305	3.628
Number of health conditions or disabilities reported	.309	.077	15.984	1	.000	1.362	1.171	1.585
Presence of disability now/in past	-1.705	.479	12.664	1	.000	.182	.071	.465
When started to affect activities	-.282	.070	16.457	1	.000	.754	.658	.864
Expecting changes in their health in the future	.120	.036	11.330	1	.001	1.127	1.051	1.209
Eating or drinking out	.377	.112	11.300	1	.001	1.458	1.170	1.817
Using computers, email or the internet (including at work)	.257	.109	5.547	1	.019	1.293	1.044	1.600
Going to the gym/ Aerobics/ Swimming/ Jogging/ Cycling	.425	.127	11.204	1	.001	1.530	1.193	1.962
Life satisfaction	.930	.113	67.682	1	.000	2.534	2.030	3.162
Constant	-1.104	.648	2.902	1	.088	.332		

\*Reported as a primary or secondary health condition or disability

## NDDP Ext: 1<sup>st</sup> Wave of the 1<sup>st</sup> Cohort of the Survey of Registrants

### Logistic regression for the dependent variable “Social exclusion”

#### Omnibus Tests of Model Coefficients

	Chi-square	df	Sig.
	6.275925	1	0.012
Block	196.3131	6	0.000
Model	196.3131	6	0.000

#### Variables in the Equation

	B	S.E.	Wald	df	Sig.	Exp(B)	95.0% C.I. for EXP(B)	
							Lower	Upper
Age group	0.076	0.021	12.583	1	0.000	1.310	1.035	1.425
Ethnic group	0.264	0.072	13.529	1	0.000	1.302	1.131	1.499
Level of qualification	-0.124	0.027	20.921	1	0.000	0.884	0.838	0.932
Self perception of health	0.626	0.116	29.198	1	0.000	1.869	1.490	2.346
Number of health conditions or disabilities	0.112	0.044	6.379	1	0.012	1.118	1.025	1.219
Severity of the health condition	-0.467	0.062	56.723	1	0.000	0.627	0.555	0.708
Constant	-2.192	0.296	55.008	1	0.000	0.112		

### Logistic regression for the dependent variable “Life satisfaction”

#### Omnibus Tests of Model Coefficients

	Chi-square	df	Sig.
	579.7893	13	0.000
Block	579.7893	13	0.000
Model	579.7893	13	0.000

**Variables in the Equation**

	S.E.	Wald	df	Sig.	Exp(B)	95.0% C.I. for EXP(B)	
						Lower	Upper
Age group	0.02	22.74	1	0.00	1.10	1.06	1.15
Level of qualification	0.03	6.71	1	0.01	1.08	1.02	1.15
Self perception of health	0.10	54.86	1	0.00	2.02	1.72	2.55
Both Mental illness*	0.09	101.92	1	0.00	2.61	2.16	3.14
Problems with your neck or back*	0.10	18.97	1	0.00	1.54	1.28	1.92
Expecting to work in the future	0.05	27.98	1	0.00	1.30	1.18	1.43
How condition will change	0.03	14.47	1	0.00	1.11	1.01	1.17
Other personal assistance	0.19	3.81	1	0.05	1.48	1.00	2.07
How useful was involvement with JB in work related issues	0.04	30.68	1	0.00	1.25	1.34	1.15
Social exclusion	0.12	9.24	1	0.00	1.43	1.14	1.80
Visiting friends or family	0.13	12.89	1	0.00	1.57	1.23	2.02
Eating or drinking out	0.10	29.57	1	0.00	1.65	1.40	2.04
Severity of health condition or disability	0.05	47.19	1	0.00	2.30	2.15	2.45
Constant	0.46	79.49	1	0.00	0.00		

\*Reported as a primary or secondary health condition or disability

**Logistic regression for the dependent variable “In-work support”****Omnibus Tests of Model Coefficients**

	Chi-square	df	Sig.
Step 2	7.964	1	.005
Block	40.384	2	.000
Model	40.384	2	.000

**Variables in the Equation**

	B	S.E.	Wald	df	Sig.	Exp(B)	95.0% C.I. for EXP(B)	
							Lower	Upper
Ethnic group by problem with basic skills	-.211	.077	7.452	1	.006	.810	.696	.942
Number of different type of assistance required	.670	.131	26.116	1	.000	1.954	1.511	2.526
Constant	.430	.170	6.379	1	.012	1.537		

**Logistic regression for the dependent variable “Contact with other service providers”**

**Omnibus Tests of Model Coefficients**

	<b>Chi-square</b>	<b>df</b>	<b>Sig.</b>
Step 4	6.220	1	.013
Block	50.319	4	.000
Model	50.319	4	.000

**Variables in the Equation**

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp(B)</b>	<b>95.0% C.I. for EXP(B)</b>	
							<b>Lower</b>	<b>Upper</b>
Sex of the registrant	-.367	.110	11.255	1	.001	.692	.559	.858
Level of qualification	.114	.030	14.744	1	.000	1.121	1.058	1.189
Social exclusion	-.542	.142	14.607	1	.000	.582	.441	.768
Life satisfaction	.141	.056	6.225	1	.013	1.151	1.031	1.285
Constant	-1.110	.215	26.639	1	.000	.329		

**Logistic regression for the dependent variable “Contact with other service providers (Jobcentre/Jobcentre Plus)”**

**Omnibus Tests of Model Coefficients**

	<b>Chi-square</b>	<b>df</b>	<b>Sig.</b>
Step 1	10.546	1	.001
Block	10.546	1	.001
Model	10.546	1	.001

**Variables in the Equation**

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp(B)</b>	<b>95.0% C.I. for EXP(B)</b>	
							<b>Lower</b>	<b>Upper</b>
Receiving Jobseekers Allowance	1.144	.322	12.628	1	.000	3.140	1.671	5.903
Constant	-.172	.632	.074	1	.785	.842		

**Logistic regression for the dependent variable “Contact with other service providers (another Job Broker)”**

**Omnibus Tests of Model Coefficients**

	<b>Chi-square</b>	<b>df</b>	<b>Sig.</b>
Step 3	5.623	1	.018
Block	14.887	3	.002
Model	14.887	3	.002

**Variables in the Equation**

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp(B)</b>	<b>95.0% C.I. for EXP(B)</b>	
							<b>Lower</b>	<b>Upper</b>
Work expectations	1.702	.929	3.357	1	.067	5.487	.888	33.904
Partner or spouse living with them	.809	.339	5.703	1	.017	2.245	1.156	4.360
Receiving Housing or Council Tax Benefit with Disability Premium	.705	.327	4.639	1	.031	2.024	1.066	3.846
Constant	-2.575	2.062	1.560	1	.212	.076		

**Logistic regression for the dependent variable “Contact with other service providers (Recruitment agencies)”**

**Omnibus Tests of Model Coefficients**

	<b>Chi-square</b>	<b>df</b>	<b>Sig.</b>
Step 8	4.421	1	.035
Block	46.221	8	.000
Model	46.221	8	.000

**Variables in the Equation**

	<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp(B)</b>	<b>95.0% C.I. for EXP(B)</b>	
							<b>Lower</b>	<b>Upper</b>
Work expectations	2.131	.856	6.200	1	.013	8.427	1.574	45.113
Sex of the registrant	.720	.275	6.876	1	.009	2.054	1.199	3.518
Age group	-.515	.246	4.369	1	.037	.598	.369	.968
Level of qualification	-.127	.066	3.760	1	.052	.880	.774	1.001
Caring responsibilities for an adult with an illness/disability	.764	.332	5.297	1	.021	2.146	1.120	4.113
Social exclusion	.674	.342	3.889	1	.049	1.962	1.004	3.834
Life satisfaction	-.335	.125	7.172	1	.007	.715	.560	.914
Receiving Incapacity benefit	-.616	.238	6.718	1	.010	.540	.339	.861
Constant	-1.412	1.978	.510	1	.475	.244		

# **Annex B      Survey of Registrants**

## **B.1    Survey development**

The questionnaire was developed in Spring and Summer 2002 by the National Centre for Social Research (NatCen) and the Centre for Research in Social Policy (CRSP), with input from colleagues in the wider evaluation consortium and the Advisory Committee to the evaluation as well as staff from the Department for Work and Pensions. The questionnaire was then programmed using Blaise into CAPI (Computer-Assisted Personal Interview). The interview also incorporated a self-completion element, which consisted of questions on respondents' quality of life.

A pilot of the survey procedures and instruments took place in August 2002, and 55 interviews were conducted. Amendments were made to the questionnaire after the pilot to adjust interview length and question wording. The briefing procedure was also enhanced, particularly in the area of disability awareness. Prior to launch two interviewers were involved in checking the final questionnaire program.

## **B.2    Sample management and tracing**

The sample was drawn from the NDDP Evaluation Database. However, as address and telephone number availability from the Database was not complete, measures were taken to improve availability through further searching of benefit records, as well as an automatic telephone look up system at NatCen.

During fieldwork, interviewers followed a tracing procedure for those who had moved away. This included giving a letter to new residents at the address to be passed on to the sample member, if the current residents were reluctant to give out the sample member's new address. Movers for whom interviewers could not obtain a new address were also checked against benefit records.

## **B.3    Briefing**

As explained in Section 1.2.1, all interviewers attended a full day briefing on the project before starting fieldwork, led by the NatCen research team. Interviewers also had comprehensive project instructions covering all aspects of the briefing.

Briefing sessions provided an introduction to the New Deal for Disabled People evaluation and its aims, an explanation of the sample and contact procedures, a disability awareness session, and a dummy interview exercise, designed to familiarise interviewers with the questions and flow of the questionnaire. The disability awareness session covered an explanation of the variety of the health conditions of registrants and statistics about disability, the importance of avoiding inappropriate language, and considerations for different types of disabilities. The session also included part of a video ('Myths about Madness', produced by Mental Health Media), which focused on dispelling the myths equating mental health conditions with crazy behaviour and violence<sup>50</sup>.

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<sup>50</sup> The disability awareness session has since been developed further, and the Cohort 2 Wave 1 briefings included another video, 'Talk', produced by the Disability Rights Commission, which focuses on the prejudices disabled people face in day to day life (particularly those with physical disabilities).

## **B.4 Fieldwork**

Fieldwork took place between 14<sup>th</sup> October 2002 and 19<sup>th</sup> January 2003. The bulk of the interviews had been completed by the end of November 2002 (1,035 in October – 34 per cent – and 1,671 in November – 55 per cent). The target average interview length of one hour was achieved, with a mean of 61 minutes.

## **B.5 Response rates and conduct of assisted and proxy interviews**

The overall response rate was 67 per cent (based on the selected sample of 4,494). 434 sample members (ten per cent of the selected sample) opted out in response to the initial letter. 240 cases were later identified as out of scope by the interviewer (for example those who had moved away without successful tracing, or those who had died). Based on the in scope sample of 3,820, the field response rate was high at 79 per cent. 521 cases (just 14 per cent of the in scope sample) were refusals in the field, 181 could not be contacted, and 104 were unable to take part for other reasons, including being too ill.

Of the 3,014 interviews, 173 (six per cent) were completed with the assistance of another individual (for example, a family member or carer). In eight instances, respondents were not able to complete their interview fully but provided sufficient data for the interview to be classified as ‘partial’ (which included contact with NDDP and basic information on activities since registration).

1,328 respondents had partners, and of these 786 (59 per cent) were interviewed in person, and 480 (36 per cent) were interviewed by proxy (with the respondent on behalf of the partner). In 62 cases (five per cent), the partner interview was unproductive (the partner refused or was unavailable, and the respondent refused to answer questions about their partner).

## **B.6 Coding and Editing**

Codeframes for open questions were developed from the open answers from the first few hundred cases. Following briefings by the NatCen research team, the data was coded by a team of coders under the management of the NatCen Operations team. Notes made by interviewers during interviews were also examined and the data amended if appropriate, ensuring high quality data. Queries and difficulties that could not be resolved by the coder or the team were referred to researchers for resolution.

## Annex C      Education Levels

Table C.1 shows the Qualifications and Curriculum Authority's (QCA) comparison of academic, vocational and occupational levels of qualifications.

**Table C.1.1 Equivalence between Academic, Vocational and Occupational Qualifications**

Level of qualification	General		Vocationally related	Occupational
5	Higher level qualifications			Level 5 NVQ
4				Level 4 NVQ
3 advanced level	A/AS Level	Free-standing mathematics units level 3	Vocational A level (Advanced GNVQ)	Level 3 NVQ
2 intermediate level	GCSE Grade A*-C	Free-standing mathematics units level 2	Intermediate GNVQ	Level 2 NVQ
1 foundation level	GCSE Grade D-G	Free-standing mathematics units level 1	Foundation GNVQ	Level 1 NVQ
Entry level	Certificate of (educational) achievement			

Source: Qualifications and Curriculum Authority (2002).