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Department for Work and Pensions

Research Report No 369

New Deal for Disabled People: Survey of Registrants - report of Cohort 3

Kate Legge, Monica Magadi, Viet-Hai Phung, Bruce Stafford, Jon Hales, Oliver Hayllar, Camilla Nevill and Martin Wood

A report of research carried out by Centre for Research in Social Policy (Loughborough University) and National Centre for Social Research on behalf of the Department for Work and Pensions

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First Published 2006.

ISBN 1 84712 051 2

ISBN13 978 1 84712 051 9

Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

Printed by Corporate Document Services.

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Acknowledgements

The authors 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 and at the Department for Work and Pensions in particular Vicki Brown, Carol Beattie and Mike Daly for their contributions and ongoing support.

The research team would also like to thank Rossy Bailey at the National Centre who assisted with finalising the final draft of this report.

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Established in 1983, the Centre for Research in Social Policy (CRSP) is based within the Department of Social Sciences at Loughborough University. CRSP uses both qualitative and quantitative methods to research its five key themes: social security; poverty and social exclusion; health policy; disability; and children and families.

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Abbreviations and acronyms

CAPI	Computer Assisted Personal Interviewing
CRSP	Centre for Research in Social Policy
DEA	Disability Employment Adviser
DfES	Department for Education and Skills
DWP	Department for Work and Pensions
GP	General Practitioner
NatCen	National Centre for Social Research
NDDP	New Deal for Disabled People
NHS	National Health Service
ODPM	Office of the Deputy Prime Minister
SOC	Standard Occupational Classification
SPSS	A proprietary statistical analysis software package
WFI	Work-Focused Interview

Summary

Introduction

The New Deal for Disabled People (NDDP) was implemented nationally in July 2001. It is a voluntary programme that aims to help people on incapacity benefits move into sustained employment. NDDP is delivered by a national network of local Job Brokers comprising public, private and voluntary sector providers of varying types and levels of work-focused support and assistance.

The evaluation design for the programme includes a Survey of the Registrants, which aims to obtain information on 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 third cohort.

The survey for the third cohort entailed face-to-face Computer Assisted Personal Interviewing (CAPI) interviews with people who were registered between August and October 2004 as NDDP participants on the Evaluation Database. The sample was stratified by whether or not registrants were within Pathways to Work pilot areas and whether they had registered with new or existing Job Brokers. Disproportionately large numbers of those within Pathways areas and those with new brokers were sampled to allow robust analysis of these groups.

The survey fieldwork was conducted between February and May 2005. After the opt-out process, and after identifying those out of scope, the field response rate was 77 per cent. The 2,531 interviews achieved represent an overall response rate of 64 per cent. 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).

Participants' characteristics

The survey provides a detailed picture of the personal characteristics of those who registered with NDDP and their activities over the two years beforehand (Chapter 2). In general, the profile of this third cohort of registrants is similar to earlier cohorts. Moreover, the demographic profile of registrants closely resembled recent claimants amongst the eligible population and was quite different to that of longer-term claimants in the eligible population.

Just over three-fifths of registrants were male (61 per cent) and just over one-quarter were aged 50 or over (28 per cent). Registrants had a wide range of qualifications. Around one-fifth had no qualifications (21 per cent) and around one-third had relatively low levels of qualifications (34 per cent qualified at S/NVQ Levels 1 or 2), but a sizeable minority were qualified to a high level (22 per cent to S/NVQ Levels 4 or 5).

Nearly all registrants (97 per cent) said they had a current or past disability or health condition. The majority of main disabilities or health conditions reported by respondents fell into three categories - musculo-skeletal (38 per cent), mental health (31 per cent) and chronic, systematic or progressive (23 per cent). The levels of the specific health conditions mentioned were similar to those found among new claimants within the eligible population, although a lower proportion reported mental health conditions among existing customers. Conceptually, having a disability or health condition is different from a person's health status. In a self-assessment of the state of their general health, just over three-quarters of registrants perceived their health to be fair, good or very good (76 per cent).

Over the two years leading up to registration there was a steady fall in the proportion of registrants in paid work; 40 per cent were working two years before registration, falling to 13 per cent at the point of registration. Correspondingly, there was a rise in the proportion of registrants saying their health problem was what they were mainly occupied with (rising from 21 to 28 per cent over the period). These broad trends, however, mask changes at the individual level. For example, 49 per cent of registrants were in paid work at some point over the two years to registration, but only six per cent were in paid work for the full two-year period. Forty per cent of registrants had a period where their health had been their main focus.

In general, registrants in Pathways to Work areas appeared to be closer to the labour market than those outside the pilot areas. This finding is to be expected as the pilots are designed to assist customers who could most benefit from the intervention in the early stages of claiming incapacity benefits, and so prevent them becoming longer-term recipients. Higher proportions of those in Pathways to Work areas had worked in the six months prior to registration and had worked for longer periods in the two years up to registration. However, registrants living in Pathways to Work areas were more likely to have had no qualifications and less likely to have academic qualifications in particular.

Registration process

People's routes to registering on NDDP differ (Chapter 3). Registrants could first hear about NDDP or Job Brokers in a number of different ways, although the most common source was via Jobcentre Plus (44 per cent).

The time it took respondents to register after first hearing about NDDP varied. The majority (64 per cent) registered within two months or less, but some registrants took longer to register, with 11 per cent taking over a year from first hearing about NDDP.

In addition to obtaining information about NDDP from local Jobcentre Plus staff, registrants could have discussed their circumstances with Personal Advisers and/or Disability Employment Advisers. Amongst registrants who had an interview or discussion with a member of staff at a local Jobcentre Plus office in the 12 months before registering with NDDP: 96 per cent had discussed work-related issues (notably what type of work they might do), 76 per cent discussed topics to do with job search, and 76 per cent discussed their disability or health condition in relation to work.

Many potential participants in NDDP had a choice of Job Broker with whom to register. Although most registrants (60 per cent) did not know how many Job Brokers they could have contacted about the programme and just over one-fifth (23 per cent) thought there was only one local Job Broker. However, nine per cent of registrants had contacted one or more Job Broker before their August-October 2004 registration, suggesting that some registrants 'shopped around' for a suitable Job Broker.

The most cited reason for registering with NDDP was to obtain help to move into work (59 per cent). The programme being recommended was important to around one-fifth of registrants (21 per cent). For registrants who knew that there was more than one Job Broker they could have contacted prior to registration, proximity and convenience (18 per cent), the perception that their Job Broker provided a good service (15 per cent), a referral from the local Jobcentre Plus office (14 per cent) and a positive assessment of how the help provided matched their needs (13 per cent) were the key reasons for choosing to register with their August-October 2004 Job Broker.

Service provision

Following registration, most people (92 per cent) had further contacts with their Job Broker to discuss progress in getting a job (45 per cent), to help look for work (37 per cent) and to have a regular follow-up meeting (33 per cent) (Chapter 4). That eight per cent did not have further contacts could be due to a number of reasons, for example, registrants were unable to recall having further contact with their Job Broker because the contact was brief, or Job Brokers may have had problems trying to maintain contact with their registrants.

The registrants' discussions with Job Brokers covered:

- Work and/or training-related issues (93 per cent), in particular the work registrants might do (76 per cent), their previous work experience (70 per cent), and the hours they might work (68 per cent).
- Job-seeking strategies (59 per cent), notably where to look for vacancies (51 per cent).
- Disability and health-related issues in relation to finding employment (70 per cent), especially how their disability or health condition might limit the work they were able to do (54 per cent), how work could affect their health condition (49 per cent) and how their health condition might change in the future (33 per cent).
- Financial issues (71 per cent), mainly how working could affect registrants' entitlement to benefits or Tax Credits (54 per cent), in-work benefits or Tax Credits registrants could claim (44 per cent) and whether registrants would be better off in work (28 per cent).
- Provision of in-work support (54 per cent), primarily any training needs registrants might have (24 per cent), any help that they might need to keep a job (24 per cent), any equipment they might need in work (22 per cent) and help with transport to work (20 per cent).

One-quarter of all registrants had been in contact with an organisation other than the Job Broker for which they were sampled (27 per cent). These registrants tended to contact Jobcentre Plus (37 per cent) and recruitment agencies (22 per cent). Registrants contacted these organisations because they thought it would provide another way of helping them to find work (29 per cent), and/or they believed the organisation would be useful to them (27 per cent).

Registrants' assessment of Job Broker and Jobcentre Plus services

Registrants were asked to rate the helpfulness of various aspects of the services they received from Job Brokers and Jobcentre Plus (Chapter 5). In general, most registrants found their discussions with both organisations (very) helpful. Moreover, the majority of registrants who received in-work support from Job Brokers rated it as 'very helpful' (69 per cent) or 'fairly helpful' (19 per cent).

When asked to rate the overall helpfulness of Job Brokers, 47 per cent rated them 'very helpful' and a further 15 per cent as 'helpful'. However, it follows that over one-third rated the Job Brokers as (very) unhelpful. A half of the registrants (48 per cent) were more confident about getting a job, and a similar proportion were keener to be in paid work (48 per cent). In addition, over half of registrants (52 per cent) believed that the Job Broker had helped them feel reasonably happy, and a half (49 per cent) felt the Job Broker had helped improve their confidence. Those unhappy

with the service gave a variety of reasons for their assessment, including that they had little or no contact with their Job Broker (ten per cent), the help given by the adviser was of no use (eight per cent) and they received insufficient or no help with looking for employment (seven per cent).

There was an association between the overall assessment of usefulness of the service and whether the respondent had found (new) paid work after registering with the Job Broker. Sixty per cent of those who had found work said their Job Broker had been very helpful compared with 40 per cent of those who had not.

Registrants' work expectations, and barriers and bridges to work

Around six months after registration, 37 per cent of registrants were in paid work, and a further 24 per cent were actively looking for work and expected to be back in work within six months, hence a total of 61 per cent of registrants were actively engaged with the labour market (Chapter 6). A further 18 per cent of registrants expected to in work within a year, but seven per cent said they did not expect to move into work at any stage. Registrants nearer to retirement age were more likely to say that they were not expecting to enter employment, as were people who assessed their health status to be poor. Conversely, those in paid work or expecting to work within six months were more likely to have been in employment during the six months before registration.

Registrants who were not in employment when they were interviewed six months after registration were asked to identify (from lists) their barriers and bridges to work. The barriers and bridges they identified are unchanged from earlier surveys of registrants. The factor most commonly cited as a barrier to finding work was the lack of suitable job opportunities in the local area (56 per cent), then the registrants' disability or health condition (47 per cent) and difficulties working regularly (45 per cent). When asked for their *main* barrier to work, 30 per cent mentioned their disability or health condition followed by 19 per cent who said insufficient suitable job opportunities. However, it was a lack of suitable job opportunities that was most frequently cited as the main barrier for those closer to the labour market (27 per cent compared to 16 per cent who cite their health as the main barrier for this group). Having a disability or health condition was the main barrier for over half of those registrants who did not expect to work in the future.

The most commonly cited factor that could act as a bridge to work for registrants was knowing they could return to benefits if they needed to – an issue for which policy is already in place. The next most cited bridge to work was being able to decide how many hours would be worked (59 per cent). Being able to return to benefit was also the factor most commonly cited as the one that would be the *main* bridge to work (22 per cent).

Intermediate outcomes – steps to employment

Participation in NDDP can mean that whilst some people had not secured paid work by the date of the survey interview, they had taken steps towards being employed. Just over two-thirds of all registrants said they had increased their efforts to move into work since they registered (68 per cent) (Chapter 7). Almost one-third (31 per cent) of these registrants claimed they had done so as result of contacting their Job Broker. Indeed, around a half of registrants had looked for work since they registered with a Job Broker (52 per cent). The most common reasons for wanting paid work were for the money (74 per cent), to improve their self-respect (54 per cent) and wanting to avoid boredom (43 per cent).

Just over two-thirds of registrants said they had applied for at least one job (68 per cent), and of these applicants around three-quarters (76 per cent) had at least one interview and almost three-fifths (58 per cent) were offered a job. Less than one-quarter of registrants who had had interviews turned down any job offers they subsequently received (23 per cent).

Moreover, almost one-fifth had started a training scheme or education programme (18 per cent), and 10 per cent had started a basic skills programme. Seven per cent of registrants had undertaken voluntary work since registering on NDDP. Three per cent of registrants had undertaken a work placement or work trial.

The proportion of registrants who were economically active increased from 33 per cent at registration to 57 per cent six months later. Underpinning this is a dramatic increase in the percentage in work – from 14 per cent to 41 per cent – and a slight fall in the proportion looking for work – 19 per cent at registration and 16 per cent at the time of the survey. This rise in the percentage in work is matched by a fall in the proportion economically inactive, which decreased from 68 per cent at registration to 43 per cent six months later.

Employment outcomes

Chapter 8 considers registrants' movements in and out of paid work, which is defined as work of at least eight hours per week as a paid employee, self-employment or Permitted Work.¹ Overall, 31 per cent of registrants had entered paid work about six months after registration. Statistical modelling shows that those more likely to have entered work were:

- women;
- those holding a full driving licence and with access to a vehicle;

¹ The use of an eight hour threshold in Chapter 8 makes this definition of employment outcomes different from that reported in other chapters in this report and in previous reports of cohorts 1 and 2. This definition has been used because it is closer to the definition of an employment outcome used in NDDP for which Job Brokers receive an outcome-related payment.

- those who reporting having good health status or a health condition that had no, or little, impact on everyday activities;
- those registered with existing (as opposed to new) Job Brokers;
- those living in Pathways to Work areas (rather than in non-Pathways to Work areas);
- those who made use of Jobcentre Plus and recruitment agencies to find employment *before* registration;
- those making postal contact with their Job Broker; and
- those having discussions with their Job Broker on how to present themselves at a job interview, how to complete benefit and Tax Credit forms, how to approach their health condition with (potential) employers or about the provision of a job coach.

The statistical modelling highlights associations between these variables and entering employment, however, the underlying direction of causality needs to be carefully considered in each case.

In addition, having a mental health condition, having difficulties with basic skills, looking at job advertisements in papers *after* registration, and discussing with a Job Broker doing voluntary work, what work a registrant might do or how their health may limit work, were associated with a reduced chance of entering work.

Registrants appear to have entered a post-registration job fairly quickly. Seventy per cent did so within three months of registration – with 18 per cent entering paid work within one week and 41 per cent within one month of registration. However, these durations do not allow for any pre-registration time that Job Brokers may have spent working with registrants prior to their actual registration, and consequently may under-estimate the *total* time taken to enter employment.

Registrants starting work were asked to identify what role registering with a Job Broker had on their decision to start work. Overall, 77 per cent thought that they would have started their paid work anyway, even if they had not registered with a Job Broker. Ten per cent would have started the paid work later, while the remaining 13 per cent believed that they would have been unlikely to make the decision to start work at all had they not registered on NDDP.

The majority of registrants entered work as employees (84 per cent) and a small proportion entered self-employment (eight per cent) or Permitted Work (eight per cent). Overall, 82 per cent of those who started paid work worked for 16 hours or more hours per week, including 29 per cent who worked for 38 hours or more per week. Permitted Work was associated with the lowest number of working hours per week, whilst self-employment was associated with the highest number of working hours. Registrants who were self-employed had considerably higher average weekly earnings (£252.58) than employees (£179.33), mainly as a result of working for

significantly more hours together with a higher earnings rate per hour. Average hourly earnings for employees (£6.09) and the self-employed (£7.51) were above the National Minimum Wage, which at the time of the survey fieldwork was £4.85 per hour for an adult.

It is also possible to examine exits from paid work, although detailed analysis of patterns of leaving work is limited by the relatively short period of time between registrants entering work and the survey interview (an average of four months). Nonetheless, 16 per cent of registrants who entered work of at least eight hours per week had left their first post-registration jobs by the time of the survey. The factors associated with an increased risk of leaving work include having poor health status, having a mental health condition, having problems with employer or work colleagues, and having low job satisfaction. The most commonly cited reason for leaving work was giving up work for health reasons (35 per cent), followed by temporary work/contract/Permitted Work coming to an end (25 per cent).

Partners of NDDP registrants

The partners of NDDP registrants are considered in Chapter 9. Forty-four per cent of registrants had a partner, and of these partners 64 per cent had been in paid work since the date of registration. Partners were more likely to be female and to have a qualification, but less likely to have a disability or health condition than registrants (45 per cent compared to 97 per cent). Nearly three-quarters (72 per cent) of partners had worked since the time of registration. Furthermore, at the time of registration a substantial proportion of partners had spent time looking after the home or family (58 per cent) or caring for a sick or disabled adult (20 per cent).

Statistical modelling showed that having a partner or a partner that worked were **not** significant independent factors associated with the movement of registrants into work. However, having a partner with a positive attitude towards work was associated with registrants' movement into paid work. It is not clear whether the partners' positive attitudes assisted the registrants' movement into work or were a product of it.

Conclusions

The conclusions briefly discuss the higher proportions of registrants entering paid work of at least eight hours per week in Pathways to Work areas and amongst those registered with existing Job Brokers (Chapter 10). The research team tentatively conclude that the higher proportion of job entries for Pathways to Work areas compared to elsewhere might be attributable to the Incapacity Benefit reforms implemented in the pilot areas. The lower proportion of registrants of new Job Brokers entering paid work probably reflects an 'implementation lag', that is, it simply takes time for new providers achieve job entries rates comparable to existing providers.

1 Introduction

The New Deal for Disabled People (NDDP) is the major employment programme available to people claiming incapacity-related benefits, and it is an important part of the Government's welfare to work strategy. NDDP provides a national network of Job Brokers to help disabled people move into secure employment. Earlier findings from the evaluation are summarised in two synthesis reports (Stafford with others 2004 and 2006). This report is of a survey of people registering for the programme between August and September 2004 (Cohort 3), and provides insights into how NDDP is operating in the Incapacity Benefit Pilot areas, the work of organisations new to job broking and the effects of changes to the overall programme (see below). Previous survey findings have been published in Ashworth *et al.*, (2004) (Cohort 1 wave 1), Adelman *et al.*, (2004) (Cohort 1 waves 1 and 2) and Kazimirski *et al.*, (2005) (Cohorts 1 and 2, waves 1 and 2). The surveys of people registering for NDDP (referred to in this report as registrants) are part of a wider evaluation of the programme.

This chapter outlines the NDDP and how it has developed (Section 1.1), and then the overall NDDP evaluation design (Section 1.3). The Survey of Registrants, in particular Cohort 3, and the aim of this report are discussed in Section 1.4 and 1.5, respectively. The structure of the report is summarised in Section 1.6.

1.1 New Deal for Disabled People

NDDP aims to help people move from incapacity benefits into sustained employment. It was implemented nationally in July 2001 initially for two years, but has subsequently been extended by Government to run until the end of March 2007. The main features of NDDP are:

- It is voluntary.
- Its target population is people on one of a number of incapacity benefits (see Table 1.1).

- It is delivered through individual Job Broker organisations. Organisations awarded contracts include voluntary and other not-for-profit bodies, commercial companies, and public 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. They could bid to provide services in a single local authority or cover a larger area – some have a regional or national remit. More than one Job Broker may be providing a service in any given area. The number of organisations providing Job Broker services has varied slightly, although it has remained at around 65.²
- Government funding for Job Brokers is outcome-related. Job Brokers received a registration fee for each participant and roughly equal outcome payments for both job entries and sustained employment. The amount of the job entry and sustained employment payments varied between Job Brokers and was negotiated as part of the contract procurement process with the Department.
- There is a focus on sustained employment outcomes for participants.

Table 1.1 NDDP qualifying benefits

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
 - Pension Credit
 - Housing Benefit or Council Tax Benefit with a Disability Premium – provided participants are not in paid work of 16 hours a week or more, or getting Jobseeker's Allowance
 - Disability Living Allowance – provided participants are not in paid work of 16 hours a week or more, or getting Jobseeker's 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.
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² The NDDP website, <http://www.jobbrokersearch.gov.uk/> provides contact details for local Job Broker organisations.

NDDP as a programme has evolved over time. The survey reported here is largely designed to capture changes to the programme announced in July 2003 and introduced from October 2003 (see Table 1.2). Initially, Job Brokers had contracts to deliver NDDP until the end of March 2004, but in July 2003, the Government announced that the programme was to be extended for a further two years, and there would be improvements to the Job Brokers' funding regime, and new requirements for performance and service standards. Existing Job Brokers were able to bid to continue their operation, provided they met new standards of performance and service. This included the minimum requirement that existing Job Brokers convert 25 per cent of registrations to job entries.³ The main changes to the programme were:

- Job Brokers, when registering new participants, must agree with customers appropriate 'back to work' plans to support people wanting to move into work, and must review and use these jointly with the participant. (In recognition of this Job Brokers' registration fee was increased from £100 to £300 in October 2003.)
- Sustained full-time employment was originally defined as when a participant was in work for at least 26 weeks out of the first 39 weeks following job entry. When a participant achieved sustainable employment the Job Broker could claim an outcome related payment; this was in addition to the job entry payment the Job Broker would already have received. Originally claimed for 26 weeks, from October 2003, Job Brokers could claim the sustained outcome payment from 13 weeks' employment. However, Job Brokers are required to continue to provide ongoing support for a minimum of six months after someone has moved into work.
- A few existing Job Brokers decided not to tender to have their contracts extended, whilst many extended their area of operation.

The changes were designed to improve the programme for users and help Job Brokers with their funding situation. However, a number of areas remained with insufficient provision and in November 2003 an open procurement exercise covering 30 Jobcentre Plus districts was launched, to which any organisation could bid. As a result, new contracts were awarded to three existing Job Brokers and to four organisations new to NDDP.

³ The 25 per cent minimum requirement was introduced in October 2003, and if existing Job Brokers contracts were to be extended had to be achieved by March 2004 or earlier.

Table 1.2 Key milestones in the development of NDDP

Date	Milestone
1998/9 - 2001/02	NDDP pilots, comprising 24 Innovative Schemes and 12 Personal Adviser Service pilots
November 2000	Prospectus and Invitation to Tender issued for 'NDDP National Extension', which introduced the Job Broker model
April 2001	NDDP contracts awarded to Job Brokers, due to end March 2004
July 2001	NDDP delivery started. During 2002 there were some negotiations held with Job Brokers in order to improve national coverage. A number of Job Brokers added new areas, and Jobcentre Plus in-house brokers were set up in new regions
July 2003	Contract extension to March 2006 announced, with funding changes and improvements to minimum requirements
August 2003	Existing Job Brokers invited to bid for contract extension in current and new areas, at existing fee rates and subject to accepting new minimum requirements, including minimum performance standard to be achieved by March 2004. Contract extensions effective from 1 October 2003, but some began later as not signed until minimum performance was achieved. The performance standard includes a registration to job entry conversion minimum requirement of 25 per cent
October 2003	Pathways to Work pilot commences in three Jobcentre Plus Districts with NDDP a key element
November 2003	Open procurement launched in 30 Jobcentre Plus districts to improve coverage. This was open to new and existing providers, and contract fee rates different from existing rates could be bid. Four new providers join NDDP
February/March 2004	Contracts from November open procurement signed, to begin April 2004. All contracts now run to April 2006
April 2004	Pathways to Work pilot extended to four more Jobcentre Plus Districts
June 2004	Over performance by Job Brokers identified as a potential risk to budget and service delivery to March 2006
September 2004	Contract stocktake meetings held with all Job Broker contractors to assess implications of over performance by some Job Brokers
November 2004	Extra £30m funding announced for 2005/06 only
December 2004	Limited procurement exercise held to support coverage and continued contracts to March 2006. Providers could only bid for Jobcentre Plus Districts in Region where they held existing contract, at current or reduced fee rates
January - March 2005	Post tender discussions and/ or repeat stocktake meeting to agree basis for continuing provision of NDDP by Job Brokers to March 2006
July 2005	Government announces further extension of NDDP to March 2007

Some Job Brokers have been very successful in securing job outcomes for participants. Towards mid-2004 it was apparent that some Job Brokers were likely to secure job entries and sustainable employment outcomes in excess of the numbers outlined in their contracts with the Department for Work and Pensions (Lupton, 2004). Jobcentre Plus took stock with all Job Brokers of their performance and projections to the end of the contract period, March 2006. On 2 December 2004 the Chancellor

of the Exchequer announced in his Pre-Budget Speech a further £30m for NDDP in 2005/06 (see HM Treasury, 2004). To allocate this additional funding, the Department organised a limited procurement exercise amongst existing Job Brokers, followed by agreement with all Job Brokers, on which they will manage the remainder of their contracted delivery within agreed contracted geographical and funding profiles.

In July 2005 the Government announced a further extension of NDDP to end March 2007. To meet provision over this period there will be a further procurement round. However, the fieldwork for the survey reported here was completed before this announcement.

The survey reported here over-sampled registrants of organisations new to job broking and existing Job Brokers operating in new areas, so that comparisons could be made with existing Job Brokers. Many of the tables in this report compare 'existing Job Brokers' with 'new Job Brokers'. However, the number of registrants of existing Job Brokers operating in new areas is relatively small and accordingly are not reported separately, rather they are included with registrants of 'existing Job Brokers operating in existing areas', whose personal characteristics they closely resemble. Thus the figures for 'new Job Brokers' refer to registrants of the four new Job Brokers.⁴

The delivery of NDDP has also been affected by the introduction of the Pathways to Work Pilot (also known as the Incapacity Benefit Pilot) in October 2003. At the time of the survey interviews, the Pathways to Work Pilot operated in seven Jobcentre Plus districts: Renfrewshire, Derbyshire, Bridgend, Essex, Gateshead, Somerset and East Lancashire.

The Pathways to Work pilot involves a number of changes to the way in which Jobcentre Plus deals with customers claiming incapacity-related benefits, and to the services and financial assistance offered. The new package of support includes:

- Mandatory Work-Focused Interviews (WFI), eight weeks into a new claim for incapacity-related benefits and, following a screening process, two-thirds of these customers are then required to return to attend up to five further mandatory WFIs. A proportion of registrants in the Pathways to Work areas and in the survey sample will have been 'mandated' customers who have been through this process and may have been signposted to NDDP via Pathways to Work.
- New specialist adviser teams of Incapacity Benefit Personal Advisers, Disability Employment Advisers (DEAs) and Occupational Psychologists.
- Linking of the timing of the medical assessment process for new claims with the work-focused interviews.

⁴ Almost nine in ten (88 per cent) respondents were registered with existing Job Brokers already established in old areas, and around one in ten (11 per cent) were registered with organisations that had only recently become NDDP providers. Only one per cent of respondents were registered with existing Job Brokers who had recently expanded their provision to a new area.

- Interventions (Choices package) to support the return to work, including existing Jobcentre Plus services and programmes (including NDDP), and work-focused condition management programmes (developed by Jobcentre Plus and local National Health Service (NHS) providers).
- A Return to Work Credit, of £40 per week for up to 52 weeks for people where their gross annual earnings are less than £15,000.
- Improving employer and General Practitioner (GP) awareness of the consequences of sickness absence.

All incapacity benefits customers in the Pathways to Work areas have equal voluntary access to the Choices package, the Return to Work Credit and the Adviser Discretion Fund.⁵ Jobcentre Plus staff in the pilot areas are also encouraged to build on the existing range of provision available to help customers claiming incapacity benefits, in relation to providing access to a comprehensive range of support. Included here are NDDP Job Brokers, Work Preparation and WORKSTEP, and staff are encouraged to look first to NDDP.

To help gauge whether registrants of Job Brokers in Pathways to Work pilot areas have a different experience of NDDP the survey over-sampled registrants in the pilot areas. A number of the tables in this report allow a comparison between registrants of Job Brokers operating within and outside the pilot areas. For the fieldwork covered by this report, the Pathways to Work pilot covered new incapacity-related benefit claimants and existing customers who volunteered to take part. Indeed, just under one-sixth of registrants (14 per cent) were living in Pathways to Work areas. Table 1.3 shows the proportion of respondents registered with each type of Job Broker in Pathways to Work and non-Pathways to Work areas. There is a similar proportion of registrants in the pilot areas for all (three) Job Broker types and ranges from 11 to 15 per cent. (Although as mentioned above the two types of existing Job Broker are merged to give one category in subsequent Tables.)

Table 1.3 Job Broker type by area type

	<i>Column per cent</i>		
	Existing Job Brokers in old areas %	Existing Job Brokers in new areas %	New Job Brokers %
Non-Pathways to Work area	87	90	85
Pathways to Work area	14	11	15
<i>Base: All respondents</i>			
<i>Weighted base</i>	<i>2,224</i>	<i>38</i>	<i>270</i>
<i>Unweighted base</i>	<i>1,670</i>	<i>102</i>	<i>759</i>

⁵ The Pathways to Work pilots are the subject of a separate evaluation; see Barnes and Hudson (2006) and Corden *et al.*, (2005).

In addition, since February 2005 the mandatory work-focused regime has been extended to those claiming incapacity benefits for up to three years. A Job Preparation Premium, worth £20 per week, has also been introduced to encourage these long-term customers to take steps towards gaining employment. In addition, the Pre-Budget Report 2004 announced the extension of the Pathways to Work pilot to a further 14 Jobcentre Plus districts from October 2005 (HM Treasury, 2004).

NDDP has also been affected by the introduction and roll-out of Jobcentre Plus, which brings together the services of the former Employment Service and Benefits Agency to provide a single point of delivery for jobs, benefits advice and support for people of working age. The first 56 Jobcentre Plus Pathfinder offices were established in 17 districts across the UK in October 2001. Jobcentre Plus was formally launched in April 2002, and should be fully rolled-out by the end of 2006. A key feature of the new integrated way of working is the WFI. In the Jobcentre Plus process model (see Davies *et al.*, 2003) new and repeat claimants make initial contact by telephone with a Contact Centre, in which information is sought and arrangements made for the customer to attend a WFI. This takes place at a local Jobcentre Plus public office, after an appointment with a Financial Assessor who checks the claim and answers any questions about financial aspects. Customers then meet their Personal Adviser who explains Jobcentre Plus services, identifies barriers to work and help that might be needed, and agrees future contact and activity. During the course of the evaluation of NDDP, staff and registrants' exposure to this integrated office model has increased.

NDDP was one of the strategies adopted by government to provide active help and encouragement to incapacity benefits recipients to enter, re-enter or remain in employment. Other strategies included reform of the tax and benefit system, and the introduction of Permitted Work.⁶

⁶ Permitted Work was introduced in April 2002 and replaced rules on therapeutic work (Dewson *et al.*, 2004). Under the Permitted Work Rules, claimants of incapacity benefits can try some work whilst receiving benefit with the aim of helping them to progress to full-time work in the longer term. The rules allow claimants to work up to 16 hours per week and earn no more than £78 per week for 26 weeks. This period can then be extended with the agreement of a Job Broker, DEA or Personal Advisers for another 26 weeks. The rules also allow claimants to earn up to £20 per week indefinitely. Some claimants working under supervision can also earn up to the £78 per week limit indefinitely.

1.2 The evaluation framework

The evaluation of 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 Registrants is designed to obtain information about NDDP participant characteristics, their experiences of, and views on, the programme.

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.
- Qualitative research 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 registrants, Job Broker managerial and front-line staff, Jobcentre Plus Personal advisers, and DEAs. Findings from the first wave of qualitative research are reported in Corden *et al.*, (2003) and from the second wave in Lewis *et al.*, (2005).
- Qualitative research with employers, which is designed to assess employers' awareness, understanding and experiences of NDDP and if/how these change over time. Findings from the first wave of reporting are reported in Aston *et al.*, (2003) and from the second wave in Aston *et al.*, (2005).
- 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. The results of the survey were published in McDonald *et al.*, (2004).
- An impact analysis to assess the net additionality of NDDP. The evaluation team in co-operation with the Department has investigated the feasibility of basing the impact analysis upon statistical analyses of survey and administrative data (see Orr *et al.*, 2004), and a long-run impact analysis is being conducted.

- A cost benefit analysis will provide an assessment of overall value for money of the programme. It will be based on findings from a survey of the costs of administering NDDP in 19 Job Brokers (which was completed in Summer 2003), other cost data provided by the Department, findings from the impact analysis and the survey of registrants.

So far two reports have been produced that synthesise early findings (Stafford *et al.*, 2004) and selected findings from waves one and two of the various strands to the evaluation (Stafford *et al.*, 2005).

1.3 The Survey of Registrants

The survey involves three cohorts of individuals who have registered with NDDP. The first cohort is based on registrations made in May and June 2002⁷, and the second cohort is based on registrations in September and October 2002. The third cohort is based on registrations made in August to October 2004.

The surveys of the first and second cohorts involved two 'waves' of interviews, the first at four to five months after registration, the second after 13 to 14 months. Only one wave of interviews was carried out with members of the third cohort, but this was slightly later than for Cohorts 1 or 2 to provide a longer period for analysis of outcomes (between four and eight months after registration, centred on six months).

This single, face-to-face interview for Cohort 3 (averaging an hour) combined the key areas of interest from the two interviews carried out with previous cohorts:

- work and activity history (from two years before registration to the date of the survey interview)
- details of paid work since registration (including type of work, hours and wages)
- paths taken to register with Job Brokers (including Jobcentre Plus contact)
- nature of contact with Job Brokers following registration and while in work
- assessment of Job Broker services and whether any job search or work outcomes were attributable to the Job Broker
- bridges and barriers to work
- health and disability.

In addition, as with earlier cohorts, interviews were carried out with partners of registrants on the same themes of health and work.

⁷ May also included registrations on Monday 29th and Tuesday 30th April, which are included with data from the first week of May in the NDDP Evaluation Database.

Sample members who had registered with a Job Broker in August to September 2004 (and additionally in October 2004 in Pathways to Work areas) were randomly selected from the Department for Work and Pensions' New Deal for Disabled People Evaluation Database. The sample was stratified by whether or not registrants were within Pathways to Work areas and whether they had registered with new or existing Job Brokers. Disproportionately large numbers of those within Pathways areas and those with new brokers were sampled to allow robust analysis of these groups.

Weighting was applied during analysis to correct for these different selection probabilities and the different periods of selection. Analysis following fieldwork suggested non-response weighting was not necessary, as the achieved sample was sufficiently close to the population.

In total, 2,531 interviews were carried out during the fieldwork period of February to May 2005, representing an overall response rate of 64 per cent (77 per cent of addresses issued to the field). In addition, 1,091 respondents had partners, and of these 563 (52 per cent) were interviewed in person, and 500 (46 per cent) were interviewed by proxy (with the respondent on behalf of the partner). More detail on fieldwork outcomes and the survey design is provided in Appendix A.

1.4 Aim of the report

This report seeks to build upon earlier findings from the evaluation and in particular to help gauge if registrants' experiences and views of NDDP differ depending whether they register with a new or existing Job Broker and/or live inside or outside a Pathways to Work Pilot area. More generally, the report provides an update on registrants' experiences.

This report is, as appropriate, comparative and sometimes focuses on the overall distribution. Occasionally, comparisons are made with published figures for the previous two cohorts, as reported in Kazimirski *et al.*, (2005). Where possible, questions asked in Cohort 3 were as those asked in earlier cohorts, although the compression into a single interview meant some changes (particularly at the work history) and deletions were needed. Another issue to be considered when making comparisons between cohorts is the timing of the interview, which in Cohort 3 centred around six months after registration, compared with three to four months for the first interview at Cohorts 1 and 2. Although sampling and weighting procedures differed between the cohorts, all the surveys were designed to be representative of the population registered with Job Brokers during the sampled period, and are therefore comparable.

1.5 Structure of the report

The personal and health characteristics of the registrants are reported in Chapter 2. Chapter 3 then discusses the registrants' routes to the Job Broker service. The services they receive from Job Brokers (and other organisations) are considered in Chapter 4, and their overall assessment of the service in Chapter 5. The registrants' perceived barriers and bridges to work are discussed in Chapter 6, whilst employment-related outcomes, job satisfaction and exits from paid work are analysed in Chapter 7. Work outcomes, including the factors associated with moves into paid work, are discussed in Chapter 8. The survey included a separate partner questionnaire, and findings related to the partners of registrants are presented in Chapter 9. Some conclusions are then drawn in Chapter 10.

The characteristics of registrants in Pathways to Work and non-Pathways to Work areas and those registered with existing Job Brokers and new Job Brokers are compared throughout this report. Most tables are displayed consistently in a five-column format in the order: Pathways to Work, Non-Pathways to Work, Existing Job Brokers, New Job Brokers and Total.

Where questions allowed multiple responses (and therefore where percentages in tables will not sum to 100 per cent) this is indicated in the top right of the table. Furthermore, the tables presented in this report use weighted data and, as a consequence of percentages being rounded, they may not always sum to 100 per cent.

Where comparisons of percentages are made, the statistical significance of the difference has been tested. The following notation is used:

$p < 0.01$ indicates statistical significance at the 99 per cent level

$p < 0.05$ indicates statistical significance at the 95 per cent level

2 Who participates?

Summary

- In general, the profile of this third cohort of New Deal for Disabled People (NDDP) registrants is similar to the cohorts interviewed in 2002.
- The demographic profile of registrants closely resembled 'recent' claimants amongst the population that was eligible to register with NDDP (which included people who did and did not register) and was quite different to that of longer-term claimants in that eligible population.
- In comparison to the population eligible for NDDP, those actually registering were better qualified and assessed their health to be better (suggesting they were closer to work).
- At the point of registration, those in 'Pathways to Work' areas appeared to be closer to the labour market than those outside these areas in terms of their recent experience of work. Higher proportions of those in Pathways to Work areas had worked in the six months prior to registration and had worked for longer periods in the two years up to registration. However, registrants living in Pathways to Work areas were more likely to have had no qualifications and less likely to have academic qualifications in particular.
- There were few differences between those registering with 'new' Job Brokers and those with 'existing' ones. Those registered with new Job Brokers were slightly more likely to have looked for work in the six months to registration, but were not more likely to have been in work during that time.
- Just over one-fifth (21 per cent) of the registrant group had no qualifications, but around one-third (34 per cent) had an equivalent of S/NVQ level 2 or above. Sixteen per cent had problems with mathematics or English.
- Over three-quarters (76 per cent) described themselves as being in very good, good or fair health at the time of the interview (around six months after registration), although 90 per cent still had a disability or health condition. Of the 97 per cent who had had a disability or health condition at some point, only seven per cent said it did not affect their day-to-day activities, with 37 per cent saying it affected them a great deal.

- Musculo-skeletal disabilities were the most common, affecting over one-third of registrants (38 per cent) with just under one-third (31 per cent) having a mental health condition. Mental health conditions had been the most common category among those in earlier cohorts.
- Forty per cent were in paid work two years before they registered, falling to 13 per cent on the date of registration. Half (49 per cent) had worked at some point during the two years leading up to their registration, with a just under quarter (23 per cent) working in the six months up to their registration. Six per cent had worked throughout the two-year period.

2.1 Introduction

This chapter profiles NDDP registrants in the sampled period (August to October 2004), and includes some comparisons with the population eligible for NDDP and with earlier cohorts of registrants. The personal characteristics of registrants, including education and household structure are described in Section 2.2, with their health described in Section 2.3. Section 2.4 looks at their labour market background prior to registration.

2.2 Registrants' characteristics

2.2.1 Personal characteristics

Around three-fifths of registrants were male (61 per cent). As Table 2.1 shows, registrants of both sexes were from the full range of working age groups. However, on average, the male registrant group was slightly older than the female, reflecting the higher working age limit of 65 years for men. Nearly one-third (30 per cent) of male registrants and just under one-quarter (24 per cent) of female registrants were aged 50 or over. This was similar to the profile of registrants in earlier cohorts (Kazimirski *et al.*, 2005).

Compared against the wider population who were eligible for NDDP, registrants more closely resembled recent benefit claimants than longer-term claimants in terms of these characteristics.⁸ The sex ratio amongst the longer-term claimant group was more equal compared with the two recent claimant groups (53 per cent male compared with 57 per cent of the non-WFI group and 62 per cent of the 'mandated' WFI group). The profile of registrants was considerably younger than the eligible longer-term claimant group, with 28 per cent being 50 years or over compared with 47 per cent (Pires *et al.*, forthcoming).

⁸ The population eligible for NDDP was divided into those who were longer-term claimants and those who were more recent claimants (defined by whether they had made a claim before or after July 28th 2003 in relation to interviews conducted between January and April 2004). Within the more recent claimant group, a distinction was made between those who were in areas where they were required to have a Work Focused Interview (WFI), and those outside these areas.

Table 2.1 Age by sex

	<i>Column per cent</i>		
	Male %	Female %	All %
16 to 25 years	12	11	12
26 to 35 years	21	19	20
36 to 45 years	27	32	29
46 to 55 years	27	28	27
Over 55 years	13	9	12
16 to 49 years	70	76	72
50 years or over	30	24	28
<i>Base: All respondents</i>			
<i>Weighted base</i>	<i>1,536</i>	<i>994</i>	<i>2,530</i>
<i>Unweighted base</i>	<i>1,530</i>	<i>1,001</i>	<i>2,531</i>

The profiles of registrants in Pathways to Work areas were similar to those outside these areas in terms of age and gender (Table 2.2). This was also the case with those registered with existing, compared with new, Job Brokers. There were, however, some differences in ethnicity. There were fewer white registrants to new Job Brokers (86 per cent) than existing Job Brokers (91 per cent; $p < 0.01$). There was also a larger proportion describing themselves as white in Pathways to Work areas (97 per cent) compared to non-Pathways to Work areas (90 per cent; $p < 0.01$). This may simply reflect differences in the general population profile between their geographic locations.

Table 2.2 Personal characteristics of registrants by Pathways to Work area and Job Broker type

	<i>Column per cent</i>				
	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
Gender					
Male	59	61	61	62	61
Female	41	39	39	38	39
<i>Base: All respondents</i>					
<i>Weighted base</i>	343	2,187	2,261	269	2,530
<i>Unweighted base</i>	879	1,652	1,772	759	2,531
Age					
16 to 25	11	12	12	11	12
26 to 35	22	20	20	20	20
36 to 45	26	30	30	28	29
46 to 55	29	27	27	31	27
55 or over	13	12	12	10	12
16 to 50	71	72	72	70	72
50 or over	29	28	28	30	28
<i>Base: All respondents</i>					
<i>Weighted base</i>	343	2,189	2,261	270	2,531
<i>Unweighted base</i>	879	1,652	1,772	759	2,531
Ethnicity					
White	97	90	91	86	91
Black	+	4	4	6	4
Asian	1	2	2	5	2
Other	1	3	3	3	3
<i>Base: All respondents except 'prefer not to say'</i>					
<i>Weighted base</i>	342	2,174	2,249	269	2,518
<i>Unweighted base</i>	757	1,764	1,764	757	2,521

2.2.2 Qualifications

More than three-quarters of respondents had a qualification of some type (79 per cent). This did not differ by gender. Forty-one per cent had both vocational and educational qualifications. More respondents had only academic qualifications than had only vocational qualifications (23 per cent compared with 15 per cent of all respondents; $p < 0.01$).

Those registering with NDDP were more qualified than the wider population eligible to register. The proportion of respondents without any qualifications was significantly lower among registrants than amongst either recent benefit claimants or longer-term claimants in the eligible population (21 per cent compared with 46 per cent of longer-term claimants, 37 per cent of non-WFI recent claimants and 39 per cent of mandated WFI recent claimants; $p < 0.01$; Pires *et al.*, forthcoming). This implies that registrants were more 'job ready' than other benefit claimants, even in comparison to those who had come onto benefit recently.

While the proportion of women and men holding both academic and vocational qualifications were similar (40 and 41 per cent, respectively), women were more likely than men to have academic qualifications only (27 per cent compared to 21 per cent; $p < 0.01$), and men were more likely to have vocational qualifications only (18 per cent compared to 12 per cent for women; $p < 0.01$).

Types of qualification held varied greatly between age groups. Older respondents were more likely to have a vocational qualification than an academic one (Table 2.3). Those aged 50 or over were less likely to have both vocational and academic qualifications than those under 50 (35 per cent compared with 43 per cent; $p < 0.01$), and more likely to have no qualifications (26 per cent compared with 18 per cent; $p < 0.01$).

Table 2.3 Qualifications by age group

	<i>Column per cent</i>					
	16-25	26-35	36-45	46-55	56 or over	All
	%	%	%	%	%	%
Vocational and academic	34	48	43	38	36	41
Academic only	38	30	26	15	11	23
Vocational only	9	9	11	24	26	15
No qualifications	20	14	20	24	28	21
<i>Base: All respondents</i>						
<i>Weighted base</i>	294	500	743	692	297	2,526
<i>Unweighted base</i>	290	514	708	716	296	2,524

Qualifications also varied by type of main disability (Table 2.4). The highest proportion of those with only academic qualifications was amongst registrants with mental health conditions and other disabilities (28 per cent and 30 per cent, respectively). (See Section 2.3 for a description of disabilities and health conditions.)

Table 2.4 Qualifications by type of main disability*

	<i>Column per cent</i>					
	Musculo-skeletal	Chronic/systemic	Mental health condition	Sensory	Learning	Other
	%	%	%	%	%	%
Vocational and academic	40	44	41	49	[23]	41
Academic only	23	16	28	18	[16]	30
Vocational only	15	18	14	18	[12]	15
No qualifications	22	21	17	15	[49]	14
<i>Base: All respondents</i>						
<i>Weighted base</i>	945	571	789	84	43	100
<i>Unweighted base</i>	923	587	763	97	47	98

* *Speech impediment not included due to very small base [] Indicates small base size*

Respondents were asked to state the highest qualification they attained, which, where possible, was then categorised according to NVQ equivalents (Table 2.5).⁹ There was a wide range of qualifications held. The highest qualification reported by around one-third of respondents was at NVQ Level 1 or 2 (34 per cent), 19 per cent reported their highest qualification as NVQ Level 3, and a further 22 per cent had qualifications at NVQ Level 4 or 5.

Highest qualifications attained did not vary greatly by gender, but there were differences across age groups. People in older age groups were more likely to have no qualifications than other age groups. However, a lower proportion of this group compared to younger age groups had lower-level qualifications (NVQ Levels 1 or 2) as their highest qualifications, and a higher proportion had NVQ Level 3 as their highest qualification. The differences were less distinct at Levels 4 and 5, (many in the youngest group would not have completed tertiary education due to their age). These patterns in qualifications were very similar to those found in earlier cohorts (Kazimirski *et al.*, 2005).

⁹ For instance, GCSE grade A-C is equated here to NVQ Level 2 and first degree to Level 4.

Table 2.5 Highest qualifications by age group

	<i>Column per cent</i>					
	16-25	26-35	36-45	46-55	56 or over	All
	%	%	%	%	%	%
NVQ Level 5	1	2	2	2	1	2
NVQ Level 4	8	25	21	20	18	20
NVQ Level 3	16	18	17	20	24	19
NVQ Level 2	41	28	28	24	20	27
NVQ Level 1	10	10	8	4	3	7
Unclassified level	5	3	4	6	6	5
No qualifications	20	14	20	24	28	21
<i>Base: All respondents</i>						
<i>Weighted base</i>	<i>294</i>	<i>500</i>	<i>743</i>	<i>691</i>	<i>297</i>	<i>2,522</i>
<i>Unweighted base</i>	<i>290</i>	<i>513</i>	<i>706</i>	<i>714</i>	<i>296</i>	<i>2,519</i>

When asked about problems with mathematics and English, 16 per cent of all registrants reported having a problem with basic skills in one or both of these – 12 per cent with English and nine per cent with mathematics (Table 2.6).¹⁰ This did not vary by sex, but a relationship between basic skills and age was present. Those aged 49 and under were less likely to have basic skills problems than those over 50 (82 per cent compared to 91 per cent; $p < 0.01$).

Different definitions of basic skills problems prevents a direct comparison with these findings, but a survey for Department for Education and Skills (DfES) suggested three per cent of the working age population were at Entry Level 1 or below for literacy, and five per cent were at Entry Level 1 or below for numeracy.¹¹

There were no differences in the level of basic skills and (highest) qualifications held by registrants of new and existing Job Brokers (Table 2.7). Any differences that may be found in outcomes between those registered with the two Job Broker types will therefore not be due to differences in their qualifications.

There were, however, some differences between registrants living in Pathways to Work as opposed to non-Pathways areas. Those in Pathways to Work areas were more likely to have no qualifications (25 per cent compared with 20 per cent; $p < 0.05$) and less likely to have academic qualifications in particular (57 per cent compared to 65 per cent; $p < 0.05$).

¹⁰ Survey questions were 'Do you have any problems with reading or writing English at all?' and 'Do you have any problems with numbers or simple arithmetic at all?'

¹¹ DfES, (2003), The Skills for Life Survey – Research Brief RB490.

Table 2.6 Basic skills problems by age

	<i>Column per cent</i>		
	16 to 49 %	50 or over %	All %
Mathematics and English problems	6	2	5
English problems only	7	4	6
Mathematics problems only	5	3	5
No problems	82	91	84
<i>Base: All respondents</i>			
<i>Weighted base</i>	1,824	699	2,523
<i>Unweighted base</i>	1,806	718	2,524

2.2.3 Household characteristics

Just under half of respondents (44 per cent) lived with a partner at the time of the survey interview (Table 2.8). Males were more likely to be living with a partner than females (46 per cent compared with 42 per cent; $p < 0.05$), as were those aged 50 or over (60 per cent) compared with those under 50 (38 per cent; $p < 0.01$).

Many registrants were living either on their own (26 per cent) or with their parents or relatives (13 per cent).

Almost one-quarter (24 per cent) of registrants were living with children, comprising 17 per cent who also lived with their partner and seven per cent who were lone parents. Of this group, just under half (46 per cent) had only one child in their household, over a third (37 per cent) had two children and just under a fifth (17 per cent) had three or more children.

Table 2.7 Qualifications and basic skills problems by type of area and Job Broker

	<i>Column per cent</i>				
	Area type		Job Broker type		All
	Pathways to Work area %	Non- Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	%
Qualifications					
Vocational and academic	38	41	41	40	41
Academic only	18	24	23	25	23
Vocational only	18	15	16	14	15
No qualifications	25	20	20	21	21
<i>Base: All respondents</i>					
<i>Weighted base</i>	342	2,183	2,256	268	2,524
<i>Unweighted base</i>	876	1,648	1,767	757	2,524
Highest Qualification					
NVQ Level 5	1	2	2	1	2
NVQ Level 4	18	20	20	20	20
NVQ Level 3	18	19	19	15	19
NVQ Level 2	26	28	27	28	27
NVQ Level 1	7	7	7	9	7
Unclassified level	5	5	5	6	5
No qualifications	25	20	20	21	21
<i>Base: All respondents</i>					
<i>Weighted base</i>	340	2,183	2,255	267	2,522
<i>Unweighted base</i>	872	1,647	1,764	755	2,519
Basic Skills Problems					
Maths and English problems	4	5	5	6	5
English problems only	5	6	6	6	6
Maths problems only	4	5	5	6	5
No problems	87	84	85	82	84
<i>Base: All respondents</i>					
<i>Weighted base</i>	342	2,184	2,256	269	2,525
<i>Unweighted base</i>	876	1,648	1,767	757	2,524

Table 2.8 Household type

	<i>Column per cent</i>		
	Male %	Female %	All %
Lives alone	28	21	26
Lives with partner and children	18	15	17
Children in household, no partner	2	14	7
Lives with partner, no children	28	27	27
Lives with parents or other relatives	15	9	13
Other type of household	9	14	11
<i>Base: All respondents</i>			
<i>Weighted base</i>	1,535	992	2,527
<i>Unweighted base</i>	1,527	997	2,524

Just under half of registrants (46 per cent) rented their home, while slightly fewer owned their home outright or had a mortgage (Table 2.9). In 2003/04, 70 per cent of the general population's homes in Great Britain were owner-occupied.¹²

Table 2.9 Housing tenure

	<i>Column per cent</i>
	%
Own house	36
Own it outright	10
Have a mortgage	26
Renting	46
Rent from a Council or New Town	21
Rent from a Housing Association	14
Rent privately	11
Living with parent/relative	13
Living in residential home	1
Living with partner/friend	1
Other	3
<i>Base: All respondents</i>	
<i>Weighted base</i>	2,524
<i>Unweighted base</i>	2,524

¹² National Statistics housing statistics return: Office of the Deputy Prime Minister (ODPM), Scottish Executive, Welsh Assembly.

2.3 Health

Ninety per cent of respondents reported they had a disability or health condition at the time of the survey interview (around six months after registration) with a further seven per cent reporting that they had had a disability or health condition in the past.

In a self-assessment of the state of their general health (Table 2.10), the majority of respondents judged their health to be fair, good or very good (76 per cent). This was also the case with earlier cohorts. The health status of registrants was better than that for the wider population eligible for NDDP. Around one-quarter (24 per cent) of registrants viewed their health as bad or very bad, compared with a third (33 per cent) of the eligible mandated WFI recent claimant group, more than one-third (37 per cent) of the eligible non-WFI recent claimant group and over half (55 per cent) of longer-term claimants ($p < 0.01$) (Pires *et al.*, forthcoming).

Younger respondents (16-25 year olds) were significantly more likely than older respondents (those over 55) to say that their health was very good or good (46 per cent compared with 29 per cent; $p < 0.01$). There were no differences in the self-assessment of general health between men and women.

Table 2.10 Self-assessment of general health by age group

	<i>Column per cent</i>					
	16-25	26-35	36-45	46-55	56 or over	All
	%	%	%	%	%	%
Very good	11	9	8	6	4	7
Good	35	26	20	21	25	24
Fair	31	46	47	46	46	45
Bad	19	16	22	23	18	20
Very bad	4	3	4	4	7	4
<i>Base: All respondents</i>						
<i>Weighted base</i>	293	500	740	693	298	2,524
<i>Unweighted base</i>	289	514	705	715	297	2,520

Respondents were asked for details of their current main and secondary disability or health conditions if they had them. Those who did not currently have a disability or health condition but who had had one in the past were asked only for details of their main condition.

The very wide range of disabilities and health conditions reported were grouped together for analysis in the following classification:

- I. Physical disability: musculo-skeletal conditions:
 - a. Problems with neck, back, legs, feet, arms and hands;
- II. Physical disability: chronic and 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.

As Table 2.11 shows, the majority of main disabilities or health conditions (current or past) reported by respondents fell into three categories – musculo-skeletal (38 per cent), mental health (31 per cent) and chronic, systematic or progressive (23 per cent). Together these groups accounted for nine out of ten main disabilities or health conditions. Musculo-skeletal was the group of conditions most commonly mentioned in this cohort – this was a change from the profile of the conditions of the earlier cohorts where mental health conditions were marginally the most common (32 per cent compared with 31 per cent who mentioned musculo-skeletal in cohorts 1 and 2 combined). The levels of the specific health conditions mentioned were similar to those found among the new customer groups within the eligible population (a lower proportion reported mental health conditions among existing customers).

Men were significantly more likely to have a chronic, systemic or progressive condition (25 per cent compared to 19 per cent of women; $p < 0.01$) or a sensory condition (four per cent compared to two per cent of women; $p < 0.01$) as their main disability or health condition. Men were significantly less likely than women to have a mental health condition as their main disability or health condition (29 per cent compared to 35 per cent; $p < 0.01$).

Table 2.11 Types of main current or past disability or health condition by gender

	<i>Multiple response</i>		
	<i>Column per cent</i>		
	Male	Female	All
	%	%	%
Musculo-skeletal	39	35	38
Mental health condition	29	35	31
Chronic, systematic, progressive condition	25	19	23
Sensory disability	4	2	3
Learning disability	2	2	2
Speech impediment	1	1	1
Other	3	6	4
<i>Base: All respondents</i>			
<i>Weighted base</i>	<i>1,532</i>	<i>991</i>	<i>2,523</i>
<i>Unweighted base</i>	<i>1,523</i>	<i>996</i>	<i>2,519</i>

The first column of Table 2.12 below shows the distribution of types of disability or health condition that are currently registrants' main condition or the main one in the past if they do not currently have one. Current main conditions are split out in the next column, with current secondary and either main or secondary disability or health condition reported in subsequent columns.

The most frequently reported main and secondary disabilities or health conditions were musculo-skeletal (Table 2.12). These were reported by over a third (36 per cent) of registrants as their current main condition and by 14 per cent as a current secondary condition. Overall, 46 per cent of registrants reported a musculo-skeletal problem. More specifically, main conditions either now or in the past included problems with the neck or back (24 per cent), legs or feet (20 per cent) and arms or hands (13 per cent).

The second most common category of main health conditions (current or past) was mental health conditions (31 per cent), with the third being chronic, systematic or progressive condition (23 per cent). The most commonly reported chronic, systematic or progressive condition was circulatory problems arising from heart problems or blood pressure (six per cent).

Table 2.12 Main and secondary disabilities or health conditions

	<i>Multiple response</i>			
	<i>Column per cent</i>			
	Main (current or past) %	Main (current) %	Secondary (current) %	Main or secondary (current) %
Musculo-skeletal	38	36	14	46
Mental health condition	31	27	9	35
Chronic, progressive condition	23	22	22	39
Sensory disability	3	3	3	6
Learning disability	2	2	1	3
Speech impediment	1	1	+	1
Other	4	4	+	4
None	3	10	55	10
<i>Base: All respondents</i>				
<i>Weighted base</i>	2,523	2,523	2,523	2,523
<i>Unweighted base</i>	2,519	2,519	2,519	2,519

There were no statistically significant differences in the main disabilities or health conditions reported or the self-assessment of own health by those registering with new Job Brokers and those registering with existing Job Brokers or those living in Pathways to Work and non-Pathways areas.

Similarly, there were no statistically significant differences between these groups regarding the limitation on everyday activities as a result of a disability or health condition (Table 2.13). Overall, over a third (37 per cent) said their disability or health condition limited them a great deal, with seven per cent saying it had no effect. This underlines the point that at the time of the interview, six months after registration, disability and health condition remained an important issue.

Table 2.13 Health by type of area and Job Broker

	<i>Column per cent</i>				
	Area type		Job Broker type		All
	Pathways to Work area	Non- Pathways to Work area	Existing Job Brokers	New Job Brokers	
	%	%	%	%	%
Self-assessment of health					
Very good	8	7	7	8	7
Good	27	23	24	23	24
Fair	42	45	45	43	45
Bad	20	20	20	21	20
Very Bad	3	4	4	5	4
<i>Base: All respondents</i>					
<i>Weighted base</i>	342	2,181	2,256	266	2,523
<i>Unweighted base</i>	877	1,643	1,768	752	2,520
Limits/limited everyday activities					
A great deal	34	38	37	38	37
Some	44	44	44	44	44
A little	15	12	12	14	12
Not at all	6	7	7	5	7
<i>Base: All with health condition now or in past</i>					
<i>Weighted base</i>	326	2,126	2,195	257	2,452
<i>Unweighted base</i>	835	1,601	1,710	726	2,432
Health condition					
Musculo-skeletal	38	37	38	34	38
Mental health condition	28	32	31	30	31
Chronic, progressive condition	25	22	23	22	23
Sensory disability	3	3	3	5	3
Learning disability	1	2	1	3	2
Speech impediment	+	1	1	1	1
Other	4	4	4	4	4
None	5	2	3	4	3
<i>Base: All respondents except 'prefer not to say'</i>					
<i>Weighted base</i>	342	2,181	2,256	267	2,523
<i>Unweighted base</i>	876	1,644	1,767	753	2,520

2.4 Labour market background

2.4.1 Labour market activity at registration

Respondents were asked to provide a history of their 'main' activities from their current position back to the beginning of 2002 from a prompted list.¹³ Table 2.14 displays people's main activity at the time of their registration with NDDP.

Table 2.14 Main activity at registration

	<i>Column per cent</i>		
	Male	Female	All
	%	%	%
In paid work (net)	11	16	13
Employee work (including any part-time work)	8	13	10
Self-employment	2	+	1
Permitted/Therapeutic work	1	3	2
Full-time education and in part-time paid work	-	+	+
In unpaid work or training/education (net)	7	9	7
Supported employment	+	+	+
Work placement	1	+	1
Voluntary work	3	4	3
Full-time education only (22+ hours per week)	1	1	1
Government programme	+	+	+
Doing any education or training	3	3	3
Looking for paid work	22	14	19
Caring/looking after home (net)	14	27	19
Looking after the home or family	13	26	18
Caring for a sick or disabled adult or child	1	1	1
Health Problem (net)	31	23	28
Had health condition/disability	30	21	27
Being a hospital inpatient	1	1	1
Other inactive (net)	14	11	13
Retired	+	+	+
Claiming benefit	10	9	9
Other	4	1	3
<i>Base: All providing activity history</i>			
<i>Weighted base</i>	<i>1,517</i>	<i>978</i>	<i>2,495</i>
<i>Unweighted base</i>	<i>1,509</i>	<i>985</i>	<i>2,494</i>

¹³ The 'main' activity was self-defined.

The proportion of registrants who were in some form of paid work at the time of their registration was 13 per cent.¹⁴ A further 19 per cent were looking for paid work. Work, however, was not the main focus for the majority of registrants. Just over one-quarter (27 per cent) spontaneously mentioned they had health problems with a further nine per cent simply saying they were claiming benefits. Of the remaining specific activities prompted for, looking after the home or family was most common, with this being the main activity of 18 per cent of registrants.

Women were more likely to have been employees than men (13 per cent compared with eight per cent; $p < 0.01$), but were less likely to have been self-employed (less than one per cent compared with two per cent; $p < 0.01$). Men were more likely to have been looking for work (22 per cent compared with 14 per cent; $p < 0.01$) and were less likely to be looking after the home or family (13 per cent compared with 26 per cent; $p < 0.01$).

There was little difference in main activity at registration between people in Pathways to Work and non-Pathways areas or between those registered with existing or new Job Brokers. The exception was for those looking for paid work. Registrants in non-Pathways areas were significantly more likely to be looking for a job compared with those in Pathways areas (20 per cent compared with 16 per cent; $p < 0.05$) and those with new Job Brokers were significantly more likely to be looking for paid work compared with those with existing Job Brokers (24 per cent compared with 18 per cent; $p < 0.01$).

Registrants were asked whether they were doing selected activities from the list in addition to their main activity at the time of registration with NDDP. The proportion of registrants who were looking for paid work at the time of registration, whether as a main activity or not, was 56 per cent.

The nature of the work that people were doing at the time they registered is described in Table 2.15. A typology of work is provided by the Standard Occupational Classification 2000 (SOC2000). The largest single grouping was in 'elementary occupations' (defined as those that require a minimum general level of education), but registrants were working in the full range of types of occupation. Over one-third (37 per cent) felt their skills and experience were being made use of in their jobs, but 60 per cent felt they were being under-utilised.

Just under one-third (31 per cent) of those in work were working full-time (30 or more hours a week), with just over half (51 per cent) working 16 hours or less (the threshold for Permitted Work).

Amongst those doing paid work, 45 per cent were earning less than £500 per month, and this will reflect the relatively low number of hours being worked. Eighteen per cent were earning in excess of £1,000 per month.

¹⁴ 'Paid work' here consists of employee work, self-employment, Permitted Work and full-time education with part-time paid work. It does not take account of the number of hours worked.

Table 2.15 The nature of work held at registration

	<i>Column per cent</i>
	%
Standard Occupational Classification 2000	
Managers and senior officials	5
Professional occupations	3
Associate professionals & technical	11
Admin and secretarial occupations	12
Skilled trade occupations	8
Personal service occupations	13
Sales and customer service occupations	12
Process, plant and machine operatives	9
Elementary occupations	27
<i>Base: Respondents doing any work at point of registration</i>	
<i>Weighted base</i>	316
<i>Unweighted base</i>	306
Number of hours worked per week	
Less than 8 hours	18
8 to 16 hours	33
17 to 29 hours	18
30 or more hours	31
<i>Base: Respondents doing any work at point of registration</i>	
<i>Weighted base</i>	325
<i>Unweighted base</i>	311
Monthly take-home pay	
Less than £500 per month	45
£500 to £999 per month	37
£1000 or more	18
<i>Base: Respondents doing paid work at registration</i>	
<i>Weighted base</i>	174
<i>Unweighted base</i>	172
Degree to which job uses skills/ experience	
To a great extent	37
Some	27
Not much	10
Not at all	23
No skills/experience	3
<i>Base: Respondents doing any work at point of registration</i>	
<i>Weighted base</i>	325
<i>Unweighted base</i>	312

2.4.2 Labour market activity over two years prior to registration

Respondents were asked about their main activities from their position at the time of the survey interview back to the start of 2002. Figure 2.1 presents a month by month profile of main activities for the group of registrants in the two years up to the point of registration with NDDP. Activities listed in the chart are grouped from the prompted list displayed in Table 2.14:

- **In paid work** – includes employee work, self-employed work, Permitted Work, and full-time education with part-time paid work. This measure does not take account of the number of hours worked each week.
- **In unpaid work or training/education** – includes supported employment, work placements, voluntary work, full-time education only, Government programmes and any other training or education.
- **Looking for paid work.**
- **Caring/looking after the home** – includes caring for a sick or disabled adult or child, and looking after the home or family.
- **Health problem** – where the respondent said spontaneously that their health problem was their main focus.
- **Other inactive** – includes those simply saying they were claiming benefit as their main activity and other responses.

It should be remembered when interpreting the chart that these are the activities respondents considered to be their 'main' activities. For instance, more people will have had health problems than the group who stated that this was their main focus for a particular period.

There was a clear picture of steady fall in the proportion of registrants in paid work over the two years before registration with NDDP, as would be expected. Two in five (40 per cent) were working two years before registration, falling to 13 per cent at the point of registration. This was a similar pattern to that seen in earlier cohorts, although the proportion of registrants who were in paid work at any particular month in the period was slightly higher among this third cohort.

Correspondingly, there was a rise in the proportion of registrants saying their health problem was what they were mainly occupied with (rising from 21 to 28 per cent over the period). Indeed, the proportion mentioning their health as their main activity had actually increased to 32 per cent in the month before registration. This fall, just prior to registration, may reflect that people were beginning to look for work following improvements in their health (the proportion looking for paid work increased from 14 per cent in the month before registration to 19 per cent at registration).

Rather than a continued fall in the proportion in paid work in the month up to registration there was a slight (but statistically significant) increase of two per cent to

14 per cent. This may be explained by qualitative evidence suggesting some people found a job before signing up with a Job Broker (to claim payments that Job Brokers were legitimately offering to registrants finding work), and that Job Brokers could also delay registration until they were confident that someone was likely to enter employment (a limit was placed on the number of people Job Brokers could register, making it more profitable, in theory, to select those in line for work). This may also partly be reflected in the pattern of entry into work after registration described in Chapter 6 (the proportion in paid work rose sharply to 26 per cent by one month after registration; Figure 7.1).

The monthly profiles in Figure 2.1 present a picture of the 'net' change in main activities, and therefore mask a degree of movement at the individual level ('gross' change). Almost half (49 per cent) of registrants were in paid work at some point over the two years to registration (Table 2.16). (This was a higher level than that found among the previous two cohorts where around a third (35 per cent) had had paid work.) However, only six per cent were in paid work for the full two-year period. Forty per cent of registrants had had a period where their health had been their main focus. Registrants living in Pathways to Work areas were more likely to have been in paid work at some point in those two years compared with those in non-Pathways areas (57 per cent compared with 48 per cent, $p < 0.01$).

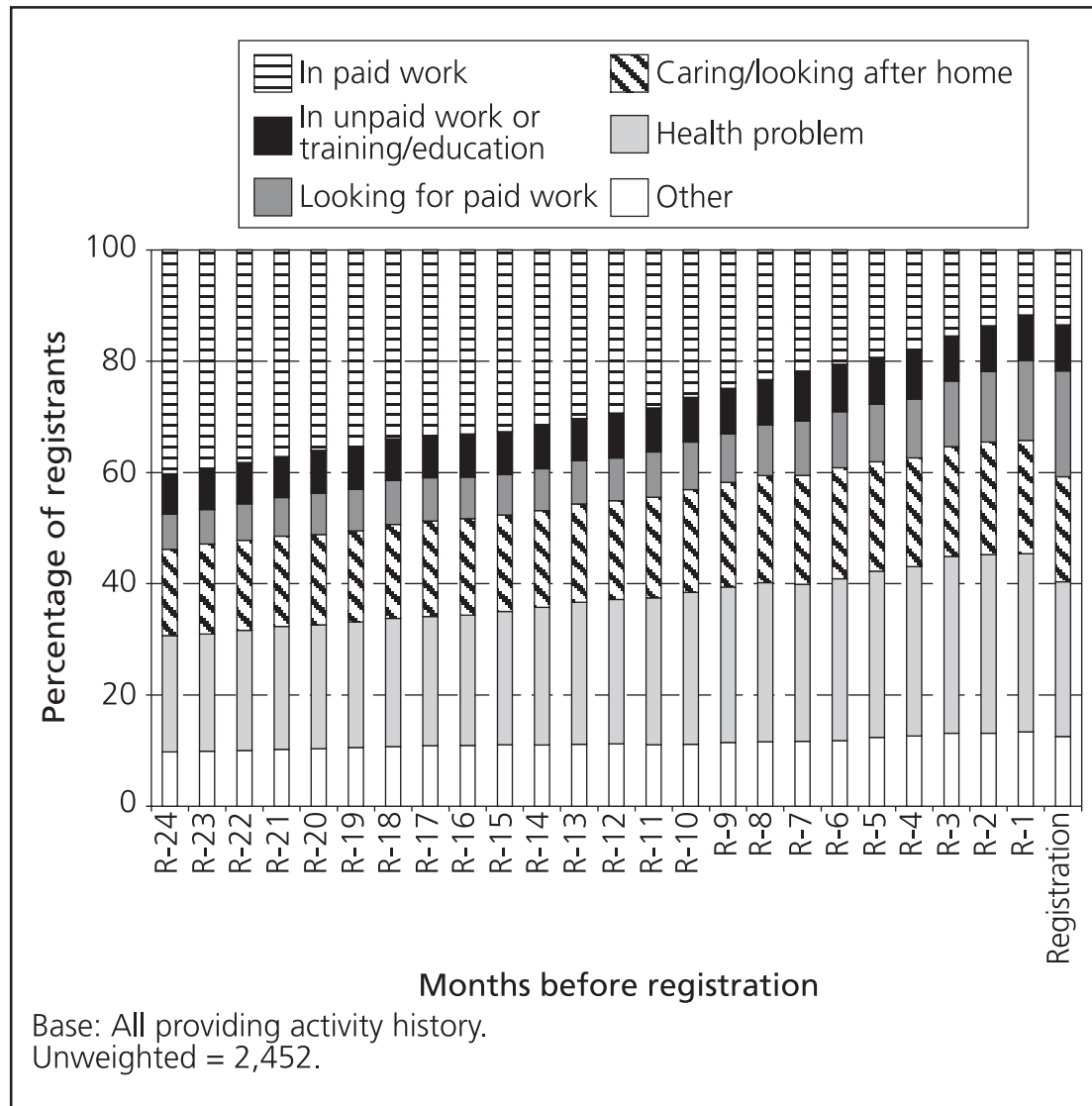
Table 2.16 Main activity at some point in two years to registration

	Area type		Job Broker type		All
	Pathways to Work area	Non-Pathways to Work area	Existing Job Brokers	New Job Brokers	
	%	%	%	%	%
In paid work	57	48	49	46	49
In unpaid work or training/education	10	15	14	15	14
Looking for paid work	20	22	21	27	22
Caring/looking after home	21	25	25	23	24
Health problem	43	40	41	38	40
<i>Base: All providing activity history</i>					
Weighted base	336	2,111	2,186	260	2,446
Unweighted base	857	1,595	1,721	731	2,452

Multiple response

Column per cent

Figure 2.1 Profile of registrants' main activity over two years prior to registration



In addition to the extent to which particular activities were ever a main focus in the two years up to registration, it is useful to understand what the predominant activity was over the period. For those doing an activity at some point in the two-year period, the number of months for which activities were the main focus is considered in Table 2.17.

Twelve per cent of those who had done paid work at some point in the two years up to registration worked for the full two-year period (this represents six per cent of all registrants), with 40 per cent working for a year or less. Nearly half (47 per cent) of those whose caring or home management responsibilities were the main activity at some point did this for the full two-year period. Where registrants had looked for work, around two-thirds (67 per cent) had looked for one year or less of the two year period.

Those in non-Pathways to Work areas were significantly less likely to have done paid work at all and, where they had done paid work, were more likely to have worked for

a year or less than those in Pathways areas (41 per cent compared with 33 per cent; $p < 0.01$) (Table 2.18). There was no statistically significant difference in the length of time in paid work between those registered with new Job Brokers and those registered with existing Job Brokers.

Table 2.17 Length of time doing selected main activities in two years to registration (of those doing the activity)

	<i>Row per cent</i>					
	Up to six months	Over six months, less than one year	Over one year, less than two years	Full two years	Unweighted base	Weighted base
In paid work	23	17	48	12	1,218	1,196
In unpaid work or training/education	27	23	29	21	335	351
Looking for paid work	46	21	17	16	549	537
Caring/looking after home	10	17	25	47	574	596
Health problem	21	17	26	35	992	985

Base: those doing activity at some point in two years to registration

Table 2.18 Length of time main activity was paid work in two years to registration

	<i>Column per cent</i>				
	Area type		Job Broker type		All
	Pathways to Work area	Non-Pathways to Work area	Existing Job Brokers	New Job Brokers	
	%	%	%	%	%
Up to six months	19	24	24	20	23
Over six months, less than one year	15	17	16	20	17
Over one year, less than 2 years	56	47	48	46	48
Full two years	11	12	12	13	12
<i>Base: those in paid work at some point in two years to registration</i>					
Weighted base	189	1,009	1,077	119	1,198
Unweighted base	480	738	881	337	1,218

It is plausible to suggest, other things being equal, that it is easier for those who have left the job market in the recent past to move back into work than for those who have been out of the labour market for a long period. The recency of paid work prior

to registration is presented in Table 2.19. Almost quarter (23 per cent) of registrants had worked in the six months up to registration, with a further 14 per cent working in the year before registration.

There was a significant difference between registrants living in Pathways to Work and non-Pathways areas, with 27 per cent of the former group working in the six months up to registration compared with 22 per cent of the latter group ($p < 0.01$). Added to the points above (that those in Pathways areas were more likely to have worked at all and tended to have worked for more extended periods over the two years to registration), this provides a picture of those in Pathways to Work areas being closer to the labour market at registration.

There were differences too relating to health status. Twenty-six per cent of those describing their health at the time of interview as 'very good' or 'good' had worked in the six months up to registration, compared with 22 per cent of those describing their health as 'bad' or 'very bad' ($p < 0.05$) (Table 2.20).

Table 2.19 Recency of paid work in two years to registration

	Area type		Job Broker type		All
	Pathways to Work area	Non-Pathways to Work area	Existing Job Brokers	New Job Brokers	%
	%	%	%	%	%
Paid work in 6 months to registration	27	22	23	21	23
Paid worked in 12 to 7 months before registration	20	13	14	14	14
Paid worked in 24 to 13 months before registration	10	13	13	11	13
No paid work in 2 years before registration	44	52	50	54	51
<i>Base: All providing activity history</i>					
Weighted base	335	2,111	2,187	259	2,446
Unweighted base	857	1,595	1,721	731	2,452

Table 2.20 Recency of paid work in two years to registration by health status at time of interview

	<i>Column per cent</i>			
	Very good or good %	Fair %	Bad or very bad %	All %
Paid work in 6 months to registration	26	21	22	23
Paid worked in 12 to 7 months before registration	15	14	13	14
Paid worked in 24 to 13 months before registration	11	14	11	13
No paid work in 2 years before registration	48	51	55	51
<i>Base: All providing activity history</i>				
<i>Weighted base</i>	<i>760</i>	<i>1,095</i>	<i>581</i>	<i>2,446</i>
<i>Unweighted base</i>	<i>779</i>	<i>1,069</i>	<i>593</i>	<i>2,452</i>

There were few statistically significant differences in recency of work between the types of main disability or health condition of registrants (Table 2.21).

There was no statistically significant difference between those in Pathways to Work areas and those outside these areas in the proportion who had *looked* for work in the six months up to registration, despite there being a lower proportion who had been in work in non-Pathways areas (Table 2.22). However, those registered with new Job Brokers were significantly more likely than those with old Job Brokers to have looked for work in the six months to registration (24 per cent compared with 18 per cent; $p < 0.01$).

Table 2.21 Recency of paid work in two years to registration by current or past main disability or health condition

	<i>Column per cent</i>							
	Musculo- skeletal %	Chronic/ systemic %	Mental health %	Sensory %	Learning %	Other %	No disability %	All %
Paid work in 6 months to registration	22	22	23	30	18	19	42	23
Paid worked in 12 to 7 months before registration	15	13	11	17	8	18	21	14
Paid worked in 24 to 13 months before registration	12	12	13	9	8	18	13	13
No paid work in 2 years before registration	51	53	53	44	67	44	24	51
<i>Base: All providing activity history</i>								
<i>Weighted base</i>	919	551	760	81	39	93	67	2,446
<i>Unweighted base</i>	899	571	738	93	44	92	81	2,452

Table 2.22 Recency of looking for paid work in two years to registration

	<i>Column per cent</i>				
	Area type		Job Broker type		All
	Pathways to Work area %	Non- Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	%
Looked for work in 6 months to registration	17	19	18	24	18
Looked for work in 12 to 7 months before registration	+	1	1	1	1
Looked for work in 24 to 13 months before registration	3	2	2	2	2
Not looked for work in 2 years before registration	80	78	79	73	78
<i>Base: All providing activity history</i>					
<i>Weighted base</i>	335	2,111	2,187	259	2,446
<i>Unweighted base</i>	857	1,595	1,721	731	2,452

3 Registration

Summary

- The most common way that registrants had first heard about New Deal for Disabled People (NDDP) or Job Brokers was via the local Jobcentre Plus office (44 per cent). This contrasts with the two previous cohorts in which a letter or leaflet from the Department for Work and Pensions (DWP) was the most frequent way of first hearing about NDDP or Job Brokers. Registrants in the Pathways to Work areas were significantly more likely to have first heard about NDDP via Jobcentre Plus than those in the non – pilot areas (57 per cent compared to 42 per cent).
- The majority of respondents had registered within a short time of first hearing about NDDP; 64 per cent registered within two months or less.
- Considering all sources of information about NDDP, Jobcentre Plus was the most common source (64 per cent), followed by the media (25 per cent) and a letter or leaflet from the DWP (20 per cent). The use of these sources varied between Pathways to Work areas and non-Pathways to Work areas.
- Thirty six per cent of all registrants had both heard about NDDP via Jobcentre Plus staff and had had an interview or discussion in the 12 months before registering with a Job Broker.
- The most commonly discussed items with Jobcentre Plus staff were:
 - the type of work registrants might do (84 per cent);
 - the support and help needed if a registrant obtained employment (60 per cent);
 - the benefits and financial help available to registrants (58 per cent);
 - where registrants could look for vacancies (73 per cent);
 - how registrants' health conditions and disability might limit the work they could do (64 per cent); and
 - how work might affect the registrants' health conditions and disability.

- Of those who saw a Jobcentre Plus adviser, 42 per cent claimed they had not been told how many Job Brokers were available locally and five per cent could not remember if they had been told. This could be because registrants were unable to recall this information, or there were several Job Brokers operating locally and they felt unable to specify a precise number. However, three-quarters of registrants who saw a Jobcentre Plus adviser had been recommended by a Job Broker or Job Brokers.
- Nine per cent of all registrants had contacted one or more Job Brokers before the Job Broker for which they were sampled for this survey (that is, their August-October 2004 Job Broker).
- In common with the other survey cohorts, help to move into work was the most cited reason for registering with NDDP. Having a Job Broker recommended was important to one-fifth of registrants.
- For registrants who knew that there was more than one Job Broker they could have contacted prior to registration, proximity and convenience (18 per cent), the perception that their Job Broker provided a good service (15 per cent), a referral from the local Jobcentre Plus office (14 per cent) and a positive assessment of how the help provided matched their needs (13 per cent) were important reasons for choosing to register with their August-October 2004 Job Broker.
- Before registering, 68 per cent of registrants had contacted their August-October 2004 Job Broker, and, conversely, 32 per cent had been initially contacted by their Job Broker. Significantly more registrants with new Job Brokers than those with existing Job Brokers had been contacted by their Job Broker (39 per cent compared to 31 per cent).
- When they contacted their Job Broker, around three-quarters of registrants (76 per cent) got the impression that they would be registered if they wished to apply. The other 24 per cent thought the Job Broker would decide whether to register them, based on an assessment of their suitability for the programme.

3.1 Introduction

This chapter examines the registration process from when customers first heard about NDDP through to their registration with a Job Broker. The first part of the chapter focuses on the route to the Job Broker, including the sources of information and, for some, prior discussions with a Jobcentre Plus adviser. The differences between registrants' experiences in the Pathways to Work area and non-pilot areas are also examined. The second part examines the choices registrants made in registering both for the NDDP programme and with the Job Broker for which they were sampled for this survey (known as the August-October 2004 Job Broker) and the registration process. This second part considers differences between new and existing Job Brokers. Where appropriate throughout the report, comparisons are made with previous Survey of Registrants cohorts.

3.2 Routes to the Job Broker

Given the voluntary nature of NDDP, this part of the chapter explores the routes registrants took in registering for the programme. The ways in which the eligible population were informed about NDDP are outlined in Section 3.2.1, then the following two sections explore the way registrants first heard about NDDP and all the sources of information they used. Section 3.2.4 examines the discussions some registrants had with Jobcentre Plus advisers before registering with a Job Broker and the information Jobcentre Plus advisers provided about Job Brokers available to them.

3.2.1 Ways in which the eligible population were informed about NDDP

Registrants could have heard of NDDP or Job Brokers in a number of ways. First, there was national marketing of NDDP.¹⁵ The DWP sought to inform the eligible population about the programme by means of a letter or an interview with Jobcentre Plus staff. There was also some additional national advertising. Secondly, the Job Brokers were responsible for advertising their services and making personal contact with potential customers. Thirdly, people may have found out about the programme through other organisations (such as health and social services), through media reporting or from friends and relatives.

Letters

From November 2001 onwards, the DWP sent letters about NDDP to people already in receipt of the qualifying benefits (see Table 1.1) whose claim duration was 42 days or more (longer-term claimants). These letters were sent out in six-weekly batches and the intention was that all of the stock would have received at least one letter over the course of the year.

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. First, 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. Second, as with all new benefit claimants, those living in a Jobcentre Plus area had to attend a mandatory Work-Focused Interview (WFI), at which they should have been told about NDDP, so initially they were not sent a letter. However, from March 2003 onwards, letters were also sent to these claimants.

The DWP stopped all these mailshots in August 2004.

¹⁵ In England, Scotland and Wales only.

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.¹⁶

Jobcentre Plus interviews

As Jobcentre Plus rolls out, more people starting a claim for qualifying benefits are required to attend a mandatory WFI. In addition, since February 2005 in the Pathways to Work Pilot areas (see Section 1.1), mandatory WFIs have been extended to people claiming incapacity benefits for up to three years.

3.2.2 How registrants first heard about NDDP or Job Brokers and when

The most common way registrants first heard about NDDP or Job Brokers was via Jobcentre Plus (44 per cent; Table 3.1). This contrasts with the two previous cohorts of the Survey of Registrants in which a letter or leaflet from DWP was the most common way of first hearing about NDDP or Job Brokers; in the first cohort 32 per cent of registrants, followed by 23 per cent who had first heard via the local Jobcentre (Table 5.1, Ashworth *et al.*, 2003). This reflects the greater role Jobcentre Plus staff are having in helping people on incapacity-related benefits move into work, with the roll-out of Jobcentre Plus and the Pathways to Work pilots. As might be expected, registrants in the Pathways to Work areas were significantly more likely to have first heard about NDDP via the local Jobcentre Plus office than those in the non-pilot areas (57 per cent compared to 42 per cent, $p < 0.01$).

Table 3.1 How registrants first heard of NDDP or Job Brokers

	<i>Column per cent</i>
	%
Jobcentre Plus	44
Department for Work and Pensions letter/leaflet	17
Media	16
Friend or relative	8
Referrals/other organisations	6
Job Broker contact	6
Other	4
<i>Base: All registrants</i>	
<i>Weighted base</i>	2,521
<i>Unweighted base</i>	2,518

¹⁶ Therapeutic Work was work with limited hours and pay that people on 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.

The majority of registrants had registered within a short time of first hearing about NDDP; 64 per cent registered within two months or less (Table 3.2). However, some registrants took longer to register, with 11 per cent taking over a year from first hearing about NDDP. Possible reasons for this might be that there was a long period between first hearing about NDDP and getting enough information and/or support to make a decision about taking part, or that registrants experienced a change in their disability or health condition that enabled them to consider working. It could also have been the case that some registrants had been aware of NDDP earlier but did not recall this at the time of the survey interview.

Table 3.2 Time from first hearing about NDDP to registration with August-October 2004 Job Broker¹⁷

	<i>Column per cent</i>
	%
Two months or less	64
Four months	12
Six months	4
One year	9
Over a year	11
<i>Base: All registrants</i>	
<i>Weighted base</i>	2,253
<i>Unweighted base</i>	2,253

3.2.3 Pre-registration sources of information

When considering all the information registrants received prior to registering with NDDP, it is clear that the local Jobcentre Plus office plays a leading role, with just under two-thirds of registrants receiving information about NDDP prior to registration from this source (Table 3.3). One-quarter of registrants had heard via the media¹⁸ and one-fifth via a letter or leaflet from the DWP. There were significant differences between registrants in Pathways to Work areas and those not in pilot areas in the use of these sources of information. More registrants in Pathways to Work areas than those in non-pilot areas got information from local Jobcentre Plus offices (75 per cent compared to 63 per cent; $p < 0.01$), whereas the media and a letter or leaflet

¹⁷ Registrants were asked for the month and the year in which they first heard about NDDP. To calculate the time from first hearing about NDDP to registration, the date registrants first heard about NDDP was assigned as the first day of the month given. Therefore the time between first hearing and registration may be overestimated by up to 30 days.

¹⁸ This includes newspapers and magazines, television and radio, and via e-mail and the internet.

were more common sources of information in non-pilot area rather than pilot areas (24 per cent compared to 18 per cent and 22 per cent compared to 14 per cent, respectively; $p < 0.01$).

Other sources of information were friends or relatives (10 per cent), referrals or via organisations¹⁹ (seven per cent) and personal contacts and advertising by the Job Broker (seven per cent). There was no difference in the use of these sources in pilot and non-pilot areas.

It is possible that Job Brokers could recruit people they were already working with in another capacity to NDDP. However, this does not appear to be common, at least at this stage in the programme. If respondents said they had heard about NDDP via a Job Broker they were asked if they had been in contact with a Job Broker in connection with any other training or employment programme prior to finding out about NDDP. This was the case for only four per cent of respondents who had heard about NDDP via a Job Broker (weighted $n=5$).

Table 3.3 How registrants obtained information about NDDP or Job Brokers before registration

	<i>Multiple response</i>
	%
Jobcentre Plus	64*
Media	25
Department for Work and Pensions letter/leaflet	20
Friend or relative	10
Referrals/other organisations	7
Job Broker contact	7
Other	5
<i>Base: All registrants</i>	
<i>Weighted base</i>	2,521
<i>Unweighted base</i>	2,518

* Respondents were given a list of possible sources from which they had heard about NDDP including 'Member of staff at Jobcentre Plus' and 'Interview at a Jobcentre Plus and this produced a figure of 49 per cent. A check question asking if they had heard about NDDP via Jobcentre Plus raised the figure to 64 per cent.

¹⁹ This includes advice/welfare rights workers, voluntary or disability organisations, doctors and other health professionals and social workers.

3.2.4 Discussions with Jobcentre Plus staff

As the previous sections have established, staff at local Jobcentre Plus offices are an important source of information about NDDP. With the extension of mandatory WFIs for claimants of incapacity-related benefits and the expansion of the Pathways for Work pilots, Jobcentre Plus advisers have a broader role in supporting incapacity-related benefit customers in finding work. This section examines the discussions some registrants had with Jobcentre Plus staff.²⁰

Contact

As noted in the previous section (see Table 3.3), 64 per cent of registrants had received information about NDDP via Jobcentre Plus. Forty two per cent of respondents had seen Jobcentre Plus staff who provide a specific service for disabled customers, 44 per cent had seen a staff member who worked with all customer types and fourteen per cent did not know which type of staff member they had seen.

Of those who had received information about NDDP via the local Jobcentre Plus office, in total 57 per cent had had an interview or discussion with a Jobcentre Plus adviser in the 12 months before registering with a Job Broker – 31 per cent had just one interview and 26 per cent had more than one interview. That is, 36 per cent of all registrants had both heard about NDDP via the local Jobcentre Plus office and had had an interview or discussion in the 12 months before registering with a Job Broker. Of those who had had an interview or discussion, 49 per cent had seen a Disability Employment Adviser (DEA), and 44 per cent had seen a Personal Adviser (Table 3.4). Just under a third (32 per cent) had had an interview to start claiming benefits.

Table 3.4 Which Jobcentre Plus staff registrants had an interview or discussion with

	<i>Multiple response</i>
	%
Disability Employment Adviser	49
Personal Adviser	44
Financial Adviser	3
Do not know	23
<i>Base: Respondents who had received information about NDDP from Jobcentre Plus and had had an interview or discussion with a member of staff at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	910
<i>Unweighted base</i>	997

²⁰ This section only describes the experiences of registrants who had heard about NDDP via Jobcentre Plus and who had an interview or discussion with a Jobcentre Plus adviser in the twelve months prior to registering with their August-October 2004 Job Broker. It is possible that registrants may have had work-related discussions with Jobcentre Plus staff in which NDDP was not mentioned or that took place earlier.

Registrants who had not heard about NDDP via the Jobcentre were asked if they intended to have an interview with a Jobcentre Plus adviser, of which 24 per cent intended to, 63 per cent did not and 13 per cent were undecided.

Discussions with Jobcentre Plus advisers

Registrants were asked about the discussions they had with a Personal Adviser or a DEA. A high proportion of registrants had discussed the work they might do with their adviser (84 per cent) (Table 3.5). Around three-fifths of registrants had discussed the support and help they might need if they were to get a job and benefits or financial help. Just over half had discussed the training they might need or want and what they might do to get a job.

Table 3.5 Work-related discussions registrants had with Jobcentre Plus advisers

	<i>Multiple response</i>
	%
The type of work you might do	84
The support and help you might need if you were to get a job	60
Benefits or financial help	58
The training you might need or want	51
What you might do to get a job	51
None of these	4
<i>Base: Respondents who had heard about NDDP via Jobcentre Plus and had an interview or discussion with a Personal Adviser or DEA at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	907
<i>Unweighted base</i>	994

Whilst nearly three-quarters of registrants discussed where they might look for suitable vacancies, further advice such as how to complete a job application, and how to prepare for and present yourself at interviews were discussed with less than a third of respondents (Table 3.6). In 46 per cent of cases Jobcentre Plus advisers had searched for jobs on registrants' behalf.

Table 3.6 Discussions registrants had about getting a job with Jobcentre Plus advisers

	<i>Multiple response</i>
	%
Where to look for suitable vacancies	73
How to complete a job application	31
How to prepare for job interviews	28
Advice on how to present yourself at a job interview	26
None of these	24
<i>Base: Respondents who had heard about NDDP via Jobcentre Plus and had an interview or discussion with a Personal Adviser or DEA at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	465
<i>Unweighted base</i>	518

Sixty-four per cent of those who had discussions with a Jobcentre Plus adviser discussed how their health condition or disability might limit work and 57 per cent discussed how work might affect their health condition or disability (Table 3.7).

Under two-fifths (37 per cent) discussed how their disability or health condition might change in the future. Significantly more registrants in pilot areas than non-pilot areas discussed how their disability or health condition might change in the future; 46 per cent compared to 35 per cent ($p < 0.05$). As disabilities and health conditions can improve, deteriorate or fluctuate over time discussions about the future will be more relevant to some registrants than others.

Just over three in ten registrants who had discussions with a Jobcentre Plus adviser discussed how to approach their disability or health condition on applications or at job interviews, although fewer (17 per cent) discussed the Disability Discrimination Act which requires employers to make reasonable adaptations for disabled employees.

Three-fifths of registrants (61 per cent) who had discussions with a Jobcentre Plus adviser discussed NDDP in general (Table 3.8). Over half discussed what Job Brokers were available to them. Significantly more registrants in the Pathways to Work areas than those in the non-pilot areas discussed what Job Brokers were available to them (61 per cent compared to 51 per cent; $p < 0.05$). This suggests that advisers in pilot areas were providing their customers with more information with which to choose a suitable Job Broker.

The New Deal for Disabled People Helpline was only discussed in ten per cent of cases. This may be because advisers felt equipped to answer their customers' questions.

Table 3.7 Discussions registrants had with Jobcentre Plus advisers about disabilities and health condition in relation to work

	<i>Multiple response</i>
	%
How health condition/disability might limit work	64
How work may affect health condition/disability	57
How health condition/disability might change in the future	37
How to approach health condition/disability on applications or at job interviews	31
The Disability Discrimination Act 1995	17
None of these	23
<i>Base: Respondents who had heard about NDDP via Jobcentre Plus and had an interview or discussion with a Personal Adviser or DEA at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	907
<i>Unweighted base</i>	994

Table 3.8 Discussions registrants had with Jobcentre Plus advisers about NDDP and other work-related services

	<i>Multiple response</i>
	%
The New Deal for Disabled People in general	61
What Job Brokers were available to you	53
Organisations that provide training	34
The services offered by Disability Employment Advisers	30
Other organisations helping people into work	24
The New Deal for Disabled People Helpline	10
None of these	12
<i>Base: Respondents who had heard about NDDP via Jobcentre Plus and had an interview or discussion with a Personal Adviser or DEA at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	903
<i>Unweighted base</i>	992

Information provided by Jobcentre Plus about Job Brokers

Jobcentre Plus advisers are allowed to identify Job Brokers whose provision may be appropriate for customers' particular needs, whilst leaving the final decision as to which Job Broker to contact to the customer. Of those who saw a Jobcentre Plus adviser, over half of registrants reported that they had been told how many Job

Brokers were available to them (54 per cent) (Table 3.9). However, 42 per cent claimed that they had not been told how many Job Brokers were available and five per cent could not remember if they had been told.

Nevertheless, three-quarters of registrants had been recommended a Job Broker or Job Brokers by their Jobcentre Plus adviser (Table 3.10). This suggests that advisers do have sufficient information to provide a personalised advice service to customers.

Table 3.9 Whether registrants were told how many Job Brokers were operating in their local area

	<i>Column per cent</i>
	%
Yes, and can remember how many	33
Yes, but cannot remember how many	21
No, not told	42
Cannot remember whether told	5
<i>Base: Respondents who had heard about NDDP via Jobcentre Plus and had an interview or discussion with a Personal Adviser or DEA at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	<i>477</i>
<i>Unweighted base</i>	<i>537</i>

Table 3.10 Whether a Jobcentre Plus adviser recommended one or more Job Brokers

	<i>Column per cent</i>
	%
Yes, and can remember which ones	58
Yes, but cannot remember which ones	17
No, no recommendations made	21
Cannot remember if recommendations were made	4
<i>Base: Respondents who had heard about NDDP via Jobcentre Plus and had an interview or discussion with a Personal Adviser or Disability Employment Adviser at a local Jobcentre Plus office in the 12 months before registering with NDDP</i>	
<i>Weighted base</i>	<i>477</i>
<i>Unweighted base</i>	<i>536</i>

3.3 Choice in NDDP

A feature of NDDP is that potential participants have a choice of provider or Job Broker. The intention was that more than one Job Broker would cover each local authority area and they would accept all members of the eligible population who wish to register for the programme. Participants must only register with one Job Broker at one time, but may de register, and if they wish re register with another Job Broker.²¹

The element of choice exercised by registrants is explored below in terms of their knowledge of other Job Brokers available (Section 3.3.1), contacts they made with other Job Brokers before registration (Section 3.3.2) and their reasons for registering with NDDP (Section 3.3.3) and with their particular Job Broker (Section 3.3.4). However, it is possible that choice could work in the opposite direction and Section 3.3.5 details registrants' experiences of the pre-registration process to examine the possibility of Job Brokers selecting whom they register for the programme.

3.3.1 Registrants' knowledge of the availability of other Job Brokers

Three-fifths of registrants did not know how many Job Brokers they could have contacted about the programme (Table 3.11). This could be because this was not information that registrants retained after they had chosen a Job Broker, or there may have been too many Job Brokers operating locally for respondents to recall the precise number. Nonetheless, this is a higher proportion of registrants 'not knowing' than in previous cohorts; 52 per cent did not know how many there were in the first cohort (Ashworth *et al.*, 2002; Table 5.5).

A further 23 per cent thought there was only one Job Broker and therefore, presumably, did not see themselves as having a choice of provider. There are three possible reasons for this. Firstly, registrants were simply unaware that there could be multiple providers in their local authority area. Secondly, registrants defined their area more narrowly or were unaware that Job Brokers whose addresses seemed a long distance away might travel to meet their clients (Corden *et al.*, 2003). Thirdly, in a small number of areas there was not a choice of provider.

²¹ At the time of the survey 12 per cent of respondents had de registered from their August-October 2004 Job Broker. Information was not collected on any registrations prior to or following the August-October 2004 registration, so it is not known if these de registrants re registered with other Job Brokers.

Table 3.11 Registrants' knowledge of the number of Job Brokers operating locally²²

	<i>Column per cent</i>
	%
Did not know how many	60
1	23
2	7
3	4
4	4
5 or more	2
<i>Base: All respondents</i>	
<i>Weighted base</i>	2,531
<i>Unweighted base</i>	2,531

3.3.2 Contacting other Job Brokers before registering

With the exception of those who had said that there was only one Job Broker available to them, registrants were asked how many Job Brokers they contacted prior to registering with their August-October 2004 Job Broker. Twelve per cent of this group (nine per cent of all registrants) had contacted one or more Job Broker before their August-October 2004 registration, which suggests that some registrants 'shopped around' for a suitable Job Broker. Although the majority of these registrants had been in contact with only one other Job Broker (67 per cent) (Table 3.12). It is also possible that some registrants had been registered with another Job Broker prior to their August-October 2004.

²² These figures are derived from two questions: 'Did the adviser tell you how many Job Brokers were available in your area? If yes, how many?' and 'Do you remember how many Job Brokers you could have contacted before you registered? If yes, how many could you have contacted?'

Table 3.12 Number of other Job Brokers registrants contacted before registering with August-October 2004 Job Broker

	<i>Column per cent</i>
	%
1	67
2	20
3	8
4	3
5 or more	2
<i>Base: Respondents who contacted another Job Broker before registering with their August-October 2004 Job Broker</i>	
<i>Weighted base</i>	233
<i>Unweighted base</i>	241

3.3.3 Registrants' reasons for registering with NDDP

In common with the other survey cohorts, help to move into work was the most cited reason for registering with NDDP (Table 3.13). This reason, the principle aim of the NDDP programme, was given by almost three-fifths of registrants (59 per cent), a lower proportion than in previous cohorts (80 per cent in cohort one; Ashworth *et al.*, 2002, Table 5.7). The programme being recommended was important to one-fifth of registrants, which is a higher proportion than in previous cohorts.

Table 3.13 Registrants' reasons for registering with New Deal for Disabled People

	<i>Multiple response</i>
	%
To help me move (back) into work	59
Someone recommended it	21
To help me find training	7
It was for people with disabilities	6
To get advice on benefits	5
I thought I would lose benefits if I did not	1
Other	11
<i>Base All respondents</i>	
<i>Weighted base</i>	2,491
<i>Unweighted base</i>	2,482

3.3.4 Registrants' reasons for registering with particular Job Broker

Registrants who knew that there was more than one Job Broker operating locally were asked why they chose to register with their August-October 2004 Job Broker. Proximity and convenience was the most common reason given (18 per cent), followed by the perception that their Job Broker provided a good service (15 per cent) (Table 3.14). The role of Jobcentre Plus offices in referring potential registrants to Job Brokers was also important (14 per cent), and a similar proportion of registrants (13 per cent) had made a positive assessment of how the help provided matched their needs in choosing to register with their August-October 2004 Job Broker.

Whilst the numbers are small and should be treated with caution, five per cent of registrants registered with their Job Broker because they were the only one they had heard of despite knowing there was more than one Job Broker they could have contacted.

Table 3.14 Why registered with August-October 2004 Job Broker

	<i>Multiple response</i>
	%
Closest/most convenient	18
Seemed to provide a good service	15
Referral from Jobcentre	14
Help provided more tailored to my needs	13
Seemed (the most) helpful	9
Other positive aspect of Job Broker	8
Personal recommendation	6
This was the only Job Broker I'd heard of	5
They contacted me (first)	5
I saw/was given a leaflet/other marketing material	3
I saw an ad in the paper/other press advertising	2
I was already receiving help from this organisation	+
Other	10
<i>Base: All registrants who said they remembered there was more than one Job Broker they could have contacted prior to registration</i>	
<i>Weighted base</i>	408
<i>Unweighted base</i>	420

+ – percentage is less than 0.5 based on the weighted number of cases.

3.3.5 Pre-registration contacts and the registration process

Before registering 68 per cent of registrants had contacted their August-October 2004 Job Broker, and conversely 32 per cent had been initially contacted by their Job Broker. Significantly more registrants with new Job Brokers than those with existing

Job Brokers had been contacted by the Job Broker (39 per cent compared to 31 per cent; $p < 0.01$).

One-third of registrants had discussions with their Job Broker prior to the day of registration (32 per cent). The median time these registrants spent in meetings and telephone calls with their Job Broker before registering was 30 minutes. This pre-registration contact time ranged from one minute to 30 and a half hours.²³ There was no significant difference in the duration of these contacts between existing and new Job Broker registrants.

When they contacted their Job Broker around three-quarters of registrants (76 per cent) got the impression that they would be registered if they wished to apply. The other 24 per cent thought the Job Broker would decide whether to register them, based on an assessment of their suitability for the programme.

Prior to registering, 82 per cent of registrants were asked about their work intentions. Job Brokers are required to agree 'back to work plans' with registrants. Therefore, questions about work intentions might simply be a way of ascertaining the kind of help registrants required early on. (Alternatively they could be used as a screening process to ensure that the people taken on were close to the labour market.)

²³ This pre registration contact time is defined as time spent prior to the day of registration. No details were collected about the length of the 'pre registration' contact on the day of registration or the actual time taken to register.

4 Services provided by Job Brokers

Summary

- Most registrants had further contacts with their Job Broker after registration (92 per cent). New Job Brokers had more face-to-face and telephone contacts with registrants than existing Job Brokers.
- The most common reasons for contacting Job Brokers were: to discuss progress in getting a job (45 per cent); to help look for work (37 per cent); and to have a regular follow-up meeting (33 per cent). Registrants in non-Pathways to Work areas were significantly more likely to contact their Job Broker to seek help looking for work than those in Pathways to Work areas (38 per cent compared to 31 per cent). Registrants who contacted new Job Brokers were almost twice as likely as those who contacted existing Job Brokers to contact their Job Broker to discuss getting help with a job application (30 per cent compared to 16 per cent).
- Most registrants had discussed work-related issues with their Job Broker (93 per cent). The most common work-related issues discussed were: the work they might do (76 per cent); their previous work experience (70 per cent); and the hours they might work (68 per cent). Between one-fifth and one-third talked about specific work-related options such as Permitted Work, voluntary work, work trials or supported employment. Registrants in non-Pathways to Work areas were more likely to discuss their concerns about working (48 per cent compared to 43 per cent) and doing voluntary work (31 per cent compared to 26 per cent) with their Job Broker than those in Pathways to Work areas.
- Three-fifths of registrants who had contacted their Job Broker had discussed job-seeking strategies with them (59 per cent). Registrants who contacted new Job Brokers were more likely to discuss job-seeking strategies with them than those who contacted existing Job Brokers (72 per cent compared to 58 per cent).

- Around seven in ten registrants who had contacted their Job Broker since registration had discussed their health condition or disability with respect to finding work (70 per cent). Registrants in non-Pathways to Work areas were more likely to discuss health-related issues with their Job Brokers than those in Pathways to Work areas (71 per cent compared to 66 per cent).
- Almost three-quarters of registrants who had been in contact with their Job Broker since registration talked about finance-related issues (71 per cent).
- Over half of all registrants who had been in contact with their Job Broker since registration had discussed provision of in-work support (54 per cent).
- One-quarter of all registrants had been in contact with an organisation other than the Job Broker for which they were sampled (27 per cent). The most commonly contacted other organisations were Jobcentre Plus (37 per cent) and recruitment agencies (22 per cent). Registrants in Pathways to Work areas were more likely to contact recruitment agencies (31 per cent compared to 21 per cent), while those in non-Pathways to Work areas were more likely to have contacted Disability Employment Advisers (DEA) (17 per cent compared to eight per cent). Registrants who contacted existing Job Brokers were more likely to contact a Jobcentre Plus adviser (38 per cent compared to 31 per cent), while those who contacted new Job Brokers were more likely to have contacted recruitment agencies (28 per cent compared to 21 per cent). Only 15 per cent of those contacting other organisations contacted another Job Broker.

4.1 Introduction

This chapter explores the services provided by Job Brokers, before looking briefly at support from other sources. Section 4.2 considers the contacts that respondents had with their Job Brokers after registration, focusing on the methods of contact, duration and the reasons for contacts. The registrants' discussions with Job Brokers' advisers on work and finding work are presented in Section 4.3. Section 4.4 considers the financial advice provided by Job Brokers. In-work support is discussed in Section 4.5. Section 4.6 examines other sources of support respondents had used since registration. Wherever possible, the analysis attempts to explore the differences between registrants in Pathways to Work areas and those in non-Pathways to Work areas and those who had contacted existing as opposed to new Job Brokers.

4.2 Contacts with Job Brokers since registration

4.2.1 Type of contact with Job Broker since registration

Mode of contact

Around nine in ten registrants (92 per cent) had further contact with their Job Broker since they registered. This is consistent with findings from previous cohorts (Kazimirski, *et al.*, 2005; Figure 3.1).²⁴ Traditional methods of communication with Job Brokers, that is, face-to-face, telephone and post, were still the most commonly used amongst NDDP registrants (see Section 3.3.5). Three-quarters of registrants had made contact with their Job Broker by telephone (75 per cent), while a similar proportion said they had face-to-face contact with them (73 per cent). Less than half of all registrants had postal contact with their Job Broker (47 per cent). The least common method of contact was via e-mail or Internet with only one in ten registrants saying they used this method (ten per cent).

Registrants who had made contact with new Job Brokers were significantly more likely to have met them face-to-face than those who had made contact with existing Job Brokers (87 per cent and 71 per cent, respectively). Conversely, registrants who had made contact with existing Job Brokers were significantly more likely to have used postal methods than those contacting new Job Brokers (48 per cent compared to 40 per cent) (Table 4.1).

Number of contacts

Amongst registrants who had had face-to-face contact with their Job Brokers, the average number of meetings was four. For registrants in Pathways to Work pilot areas who had had face-to-face contact with their Job Brokers, the average length of each meeting was just over 14 minutes, while their counterparts in non-Pathways to Work pilot areas, on average, met their Job Brokers for less than 13 minutes. Neither the average number of face-to-face meetings nor their length varied significantly by whether the registrant lived inside or outside a Pathways to Work area.

Registrants in non-Pathways to Work pilot areas who had had telephone contact with their Job Brokers had an average of six telephone conversations with them, compared to five for their counterparts in Pathways to Work pilot areas. However, the difference between registrants in the two types of areas was not statistically significant.

²⁴ It is a requirement of the Department's contract with Job Brokers that Job Brokers are in regular contact with their registrants. The fact that eight per cent were not could be due to a number of reasons, for example, registrants were unable to recall having further contact with their Job Broker because the contact was brief, or Job Brokers may have had problems trying to maintain contact with their registrants, say, because they had moved home.

Table 4.1 Modes of contact by type of area and Job Broker

	Area type		Job Broker type		All
	Pathways to Work area	Non-Pathways to Work area	Existing Job Brokers	New Job Brokers	
	%	%	%	%	%
Telephone	75	75	75	75	75
Face-to-face	70	74	71**	87**	73
Postal	53*	46*	48**	40**	47
E-mail	7	10	10	13	10
None	8	9	9	6	9
<i>Base: All registrants</i>					
<i>Weighted base</i>	343	2,187	2,261	270	2,531
<i>Unweighted base</i>	877	1,651	1,772	759	2,531

* – significant by area at five per cent level.

** – significant by Job Broker type at five per cent level.

New Job Brokers maintained more contact with registrants than existing Job Brokers. Registrants of new Job Brokers who had had face-to-face contact with them had, on average, six meetings compared to four amongst those who had face-to-face contact with existing Job Brokers. This is consistent with Table 4.1, which shows that registrants of new Job Brokers were significantly more likely to use face-to-face meetings than those of existing Job Brokers. However, on average, the meetings with a new Job Broker were significantly shorter, lasting around ten minutes compared to around 13 minutes for an existing Job Broker.

There was also a statistically significant difference in the average number of telephone conversations. Amongst registrants who had telephone conversations with their Job Brokers, those registered with new Job Brokers had an average of eight telephone conversations with their Job Brokers compared to five telephone conversations amongst those who were registered with existing Job Brokers.

4.2.2 Reasons for contacting Job Brokers

Registrants who had been in touch with their Job Broker since registration were asked about the reasons for their contacts. Almost half the registrants (45 per cent) said that they had contacted their Job Broker to discuss their progress in getting a job, which made it the most commonly stated reason for contact. Over one-third of registrants who had made contact with their Job Broker said they did so to assist with their search for a job (37 per cent) and as part of a regular programme of post-registration meetings (33 per cent). Registrants in non-Pathways to Work areas were more likely than registrants in Pathways to Work areas to contact their Job Broker to

obtain assistance with their search for a job (38 per cent and 31 per cent, respectively) (Table 4.2). That these registrants were less likely to be in paid work in the six months leading up to registration (Tables 2.19) than registrants in Pathways to Work areas may partly explain they were more likely to ask Job Brokers for assistance with getting a job.

Registrants of new Job Brokers appear to have more practical and job-specific reasons for contacting their adviser compared to those registered with an existing Job Broker. Those who contacted new Job Brokers were around twice as likely to have contacted advisers to get assistance with job applications (30 per cent compared to 16 per cent for existing Job Brokers) and to obtain help preparing for interviews (11 per cent compared to six per cent for existing Job Brokers). In part this might be because registrants of new Job Brokers were more likely to have been active in looking for jobs prior to registering. Over the six months leading up to registration, registrants of new Job Brokers were more likely to have been looking for work than those of existing Job Brokers (24 per cent compared to 18 per cent; Table 2.22).

Table 4.2 The reasons registrants become involved with Job Brokers by type of area and Job Broker

	<i>Multiple response</i>				
	Area type		Job Broker type		All
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	%
To discuss progress in getting a job	42	45	44	50	45
To help me look for work	31*	38*	35	55	37
Regular meetings after registration	34	33	33	36	33
To help me apply for a job	15	18	16**	30**	18
To discuss benefits/financial aid	18	15	16	11	15
To see how I am getting on at work	15	13	14	10	13
To discuss my health	11	11	11	11	11
JB found me a possible training course	6	8	8	6	8
To let them know I found a job	9	7	7	6	7
Attending a training course at a JB site	4	6	6**	3**	6
JB found me a possible job	4	6	6	7	6
Help preparing for an interview	5	6	6**	11**	6
Help with taking up a job	4	4	4	5	4
JB found me a possible work placement	4	3	3	3	3
Problems at work	3	3	3	2	3
To withdraw from NDDP	1	1	1	1	1
JB found me possible voluntary work	2	1	1	1	1
Other	15	13	13	11	13
<i>Base: All registrants who had been in contact with their JB since registering</i>					
<i>Weighted base</i>	315	2,002	2,062	255	2,317
<i>Unweighted base</i>	809	1,527	1,617	719	2,336

* – significant at five per cent level among areas.

** – significant at five per cent level among Job Broker types.

4.3 Job Broker help with finding work

4.3.1 Work-related discussions with Job Brokers

The overwhelming majority of registrants (93 per cent) who had contacted their Job Broker since registration discussed work or training-related issues with them. Amongst those who discussed these issues, around three-quarters talked about the work they might be able to do (76 per cent). Seven-tenths had discussed their previous work experience (70 per cent), while more than two-thirds discussed the hours they might work (68 per cent). Over half the registrants had discussed the training or qualifications they might need (52 per cent), while nearly half discussed their concerns about working (47 per cent). Between one-fifth and one-third talked about specific types of work, such as work trials (18 per cent), supported employment (21 per cent), Permitted Work (25 per cent) and voluntary work (30 per cent).

Registrants in non-Pathways to Work areas were, compared to those in pilot areas, slightly more likely to discuss (Table 4.3):

- the training or qualifications they needed (53 per cent compared to 49 per cent);
- their work concerns (48 per cent compared to 43 per cent);
- doing unpaid or voluntary work (31 per cent compared to 26 per cent); and
- Permitted Work (26 per cent compared to 20 per cent).

However, they were less likely to discuss the work they might do (75 per cent compared to 79 per cent).

By contrast, there were no major differences in the work-related discussions between registrants who had contacted new Job Brokers and those who had contacted existing Job Brokers.

Table 4.3 Work related discussions between registrants and Job Brokers by type of area and Job Broker

	<i>Multiple response</i>				
	Area type		Job Broker type		All
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	%
The work they might do	79	75	76	78	76
Previous work experience	69	70	70	73	70
The hours they might work	67	68	68	68	68
Training or qualifications needed	49	53	53	50	52
Their concerns about working	43	48	47	45	47
What they expect to earn	32	33	33	36	33
Doing unpaid or voluntary work	26	31	30	34	30
Permitted work	20	26	25	22	25
Supported employment	17	21	21	17	21
Work trials	17	18	18	14	18
Jobseeker or employee rights	14	16	16	14	16
None of these	7	7	7	7	7
<i>Base: All registrants who had been in contact with their Job Broker since registering and gave valid answers</i>					
<i>Weighted base</i>	<i>314</i>	<i>1,996</i>	<i>2,056</i>	<i>254</i>	<i>2,310</i>
<i>Unweighted base</i>	<i>805</i>	<i>1,523</i>	<i>1,612</i>	<i>716</i>	<i>2,328</i>

4.3.2 Discussions about finding and moving into work

Almost three-fifths of registrants had discussions with their Job Broker about getting jobs (59 per cent) (Table 4.4). Registrants of new Job Brokers (72 per cent) were more likely to have had such discussions with their advisers than those of existing Job Brokers (58 per cent). This might be partly because registrants with new Job Brokers were more likely to need assistance with how to search and apply for jobs, as they were more likely to have been looking for paid work at some point in the two years prior to registration (Table 2.22).

Just over half of the registrants contacting their Job Broker (51 per cent) said they discussed where to look for suitable vacancies, while almost one-third had discussed how to complete a job application (32 per cent), 29 per cent had discussed how to prepare for job interviews and around a quarter had discussed how to present themselves at job interviews (24 per cent) (Table 4.4).

Registrants who had made contact with new Job Brokers were more likely to discuss each of these issues than their counterparts who contacted existing Job Brokers. The biggest differences between the two groups occurred when they were asked whether they had discussed where to look for suitable vacancies (61 per cent for new Job Brokers compared to 50 per cent for existing Job Brokers) and how to complete a job application (41 per cent for new Job Brokers compared to 30 per cent for existing Job Brokers) (Table 4.4).

Table 4.4 Discussions between registrants and Job Brokers about getting a job by type of area and Job Broker

Multiple response

	Area type		Job Broker type		All
	Pathways to Work area	Non-Pathways to Work area	Existing Job Brokers	New Job Brokers	
	%	%	%	%	%
Where to look for suitable vacancies	54	51	50	61	51
How to complete a job application	29	32	30	41	32
How to prepare for job interviews	28	30	29	37	29
How to present yourself at interviews	22	25	23	33	24
None of these	39	41	42	28	41
<i>Base: All registrants who had been in contact with their Job Broker since registration and gave valid answers</i>					
<i>Weighted base</i>	<i>314</i>	<i>1,998</i>	<i>2,057</i>	<i>255</i>	<i>2,312</i>
<i>Unweighted base</i>	<i>807</i>	<i>1,524</i>	<i>1,613</i>	<i>718</i>	<i>2,331</i>

Registrants who were currently looking for work were significantly more likely to discuss each of the job-seeking strategies than those who did not expect to work in future and were not looking for work (Appendix, Table B.1). Respondents who have S/NVQ Level 3 qualifications were significantly more likely than those who had S/NVQ Level 4 to 5 to have discussed how to complete a job application.

4.3.3 Health-related discussions with Job Brokers

Seven-tenths of registrants talked to Job Brokers about health issues in relation to finding work (Table 4.5). Over half of the registrants discussed how their health condition or disability might limit the work they were able to do (54 per cent). This was slightly more than the percentage that discussed how work could affect their health condition (49 per cent). One-third of registrants discussed how their health condition might change in the future (Table 4.7). There were no statistically

significant differences between the type of area registrants lived in or the type of Job Broker that they contacted and the nature of the individual health-related issues they discussed.

Registrants' personal characteristics appear to have influenced the extent to which they discussed health-related issues with their Job Broker. A logistic regression reveals that (Appendix, Tables B.2 to B.7):

- Registrants who said their health was poor, compared to those who thought it was good, were significantly more likely to discuss each of the health-related issues listed in Table 4.5, apart from the impact of the Disability Discrimination Act ($p < 0.01$).
- Those whose attitudes to work were more positive were significantly more likely to discuss each of the health-related issues listed in Table 4.5 than those whose attitudes towards work were more negative or neutral.
- Having basic skills problems was influential in predicting the likelihood of discussing how work would affect health ($p < 0.05$) and how their health might change in future ($p < 0.01$). In both cases, registrants with problems with mathematics or English were significantly more likely to discuss both issues than those who did not have these problems.
- Men were more likely than women to discuss how their health could affect the work they could do ($p < 0.01$) and how their health could change in future ($p < 0.05$).

Table 4.5 Discussions between registrants and Job Brokers about health-related issues by type of area and Job Broker

	<i>Multiple response</i>				
	Area type		Job Broker type		All
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	%
How your health might limit work	54	54	54	57	54
How work may affect their health	48	49	49	50	49
How health might change in future	33	33	33	31	33
How to approach health on applications	23	27	26	30	27
The Disability Discrimination Act 1995	11	15	14	16	14
None of these	34	29	30	28	30
<i>Base: All registrants who had been in contact with their Job Broker since registering and gave valid answers</i>					
<i>Weighted base</i>	<i>314</i>	<i>1,996</i>	<i>2,055</i>	<i>255</i>	<i>2,310</i>
<i>Unweighted base</i>	<i>806</i>	<i>1,523</i>	<i>1,612</i>	<i>717</i>	<i>2,329</i>

4.4 Financial advice

Just over seven-tenths of registrants who had been in contact with their Job Broker had discussed financial issues with their adviser (71 per cent) (Table 4.6). A majority of these registrants (54 per cent) said that they had discussed how working could affect their entitlement to benefits or Tax Credits. Over two-fifths of these registrants said they had discussed the benefits or Tax Credits that they could claim while they were working (44 per cent). More than one-quarter of these registrants had discussed whether they would be better off in work (28 per cent) and talked about other benefits or Tax Credits (27 per cent).

Table 4.6 Discussions between registrants and Job Brokers about finance-related issues

	<i>Multiple response</i>
	Total %
How work may affect benefits/Tax Credits	54
Talked about in-work benefits/Tax Credits they can claim	44
Calculated whether they would be better off in work	28
Talked about other benefits/Tax Credits	27
Help filling in other forms	20
Help filling in benefit/tax credit forms	16
Any other financial issues	12
Referred them to another organisation to get financial advice	9
None of these	29
<i>Base: All registrants who had been in contact with their Job Broker since registering and gave valid answers</i>	
<i>Weighted base</i>	2,308
<i>Unweighted base</i>	2,327

4.5 In-work support

A key feature of NDDP is that Job Brokers provide support for registrants once they have found work. This support is provided to help ensure that any employment is sustainable.

All registrants who had contacted their Job Broker since registration were asked if they had discussed in-work support. Over half said that they had (54 per cent). Of these registrants, almost one-quarter (24 per cent) had discussed any training needs they might have or any help that they might need to keep a job (24 per cent). Over one-fifth of these registrants had talked about any equipment they might need in work (22 per cent) and one-fifth help with transport to work (20 per cent). By contrast, only five per cent discussed their childcare needs with the Job Broker. There were no significant differences between the type of areas that registrants lived in or the type of Job Broker contacted and the type of in-work discussions they had with their adviser (Table 4.7).

Around half of the 2,531 registrants in Cohort 3 were in paid work or had pre-registration jobs that had changed since registration (1,266). They were asked about any in-work support that they needed and what support if any they had received. The in-work support could comprise further advice or support from the Job Broker and/or help with a particular service. These registrants were most likely to say that they needed help with travel to, or in, work (13 per cent) and least likely to say they needed a personal assistant or support worker (seven per cent). There were no

statistically significant differences in the type of area that these registrants lived in or the type of Job Broker they contacted and the type of in-work support they said they needed.

Table 4.7 In-work support discussed between registrants and Job Brokers by type of area and Job Broker

	<i>Multiple response</i>				
	Area type		Job Broker type		All
	Pathways to Work area	Non-Pathways to Work area	Existing Job Brokers	New Job Brokers	
	%	%	%	%	%
Any training you might need at work	24	24	24	28	24
Any help you might need to keep a job	22	25	24	24	24
Any adaptations	22	22	22	23	22
Help with transport to work	20	20	20	21	20
Help from support worker	12	15	15	15	15
Job coach or mentor	11	12	11	14	12
Help with childcare	5	5	5	[4]	5
None of these	48	45	46	44	46
<i>Base: All registrants who had been in contact with their Job Broker since registering and gave valid answers</i>					
<i>Weighted base</i>	314	1,997	2,057	254	2,311
<i>Unweighted base</i>	806	1,524	1,613	717	2,330

Just over four-fifths (81 per cent) of those who said they needed help with travel to, or in, work said they obtained the support needed. Over three-quarters of registrants who said they needed adaptations or aids were able to obtain them (78 per cent). More than two-thirds of registrants who said they needed a personal assistant or support worker said they received the support (68 per cent). The number of cases receiving in-work support is too small for further analysis.

4.5.1 Post-employment advice and support

Almost one-third of registrants who started post-registration jobs or whose pre-registration job had changed after registration received post-employment advice from their Job Broker (32 per cent). In one-fifth of these cases, the registrant initiated further contact (20 per cent), while the Job Broker initiated contact in three times as many cases (60 per cent).

In around two-thirds of the cases of contacts made after employment had commenced, registrants and Job Brokers communicated over the telephone (67 per cent). More than one in five contacts took place at the Job Broker's office (21 per cent), while one in ten cases occurred at the registrants' home (ten per cent). The fact that so few cases of contact occurred at the registrants' place of work might be because registrants did not feel that the work environment offered them the necessary privacy or facilities to conduct discussions with their Job Broker. Of course, some of the telephone calls could have been undertaken at their place of work. Three-quarters of registrants who received further support from the Job Broker said that the extra support related to contact about how their job was going (75 per cent). This was far higher than the next most commonly given reason for getting further advice and support, which were on benefits or Tax Credits (12 per cent) and the respondent's health condition (12 per cent). There were no statistically significant differences in the stated reasons for further support by the type of area or Job Broker (Table 4.8).

Table 4.8 Reasons for further support

	<i>Multiple response</i>
	Total %
Contact about how the job was going	75
Benefits/Tax Credits for people in work	12
My health condition	12
Regular/planned meeting	7
Needed someone to talk to	6
Getting extra help and support	5
The hours I work	4
Having problems at work with employer	3
My career prospects	2
Pay, holidays, etc	2
Training	2
Giving up work	1
Having problems with work colleagues	1
Having problems with customers	1
Time off work	1
Employer requested it	1
Dismissed	+
Other	15
<i>Base: All registrants who started a post-registration job or whose pre-registration job had changed after registration, and received further advice or support</i>	
<i>Weighted base</i>	407
<i>Unweighted base</i>	410

Just over two-fifths of those who approached a Job Broker for in-work support and advice also received support or advice from someone else after moving into work (41 per cent); mainly from Jobcentre Plus staff (29 per cent), unspecified others (20 per cent) and friends or family (18 per cent) (Table 4.9). Registrants who lived in non-Pathways to Work areas were more likely to receive further support from other disability organisations than those living in Pathways to Work areas (17 per cent compared to three per cent). There were no statistically significant differences between the type of Job Brokers that registrants contacted and provision of in-work support.

Table 4.9 Other sources of in-work support received by type of area

	<i>Multiple response</i>		
	Pathways to Work area %	Non-Pathways to Work area %	All %
Jobcentre Plus staff	38	27	29
Friends or family	19	17	18
Employer	13	14	13
Work colleagues	9	12	12
Nurse or doctor	9	4	5
Other disability organisation	3*	17*	15
Social worker	+	3	2
Advice centre	3	2	2
Other	25	19	20
<i>Base: All registrants who started a post-registration job or whose pre-registration job had changed after registration, and received further advice or support</i>			
<i>Weighted base</i>	32	134	166
<i>Unweighted base</i>	83	103	186

* – significant at five per cent level.

+ – percentage is less than 0.5 based on the weighted number of cases.

4.5.2 Incentive payments

Eleven per cent of those who started post-registration jobs or whose pre-registration job had changed after registration discussed incentive payments with the Job Broker. Just over half of those who discussed incentive payments with their Job Broker said they discussed the Job Introduction Scheme (55 per cent). Under the Job Introduction Scheme, Jobcentre Plus paid a weekly grant of £75 to the employer for the first six weeks of employment. In some exceptional cases, this could be extended to 13 weeks. However, according to the registrants, in only six cases had an actual payment being made to an employer. Low take-up could be partly due to a lack of awareness amongst employers. A previous evaluation of the Job Introduction Scheme (Atkinson and Kodz, 1998) suggested that whilst an incentive payment

could be attractive for small firms who were experiencing problems recruiting to lowly paid and insecure jobs, the award was too small to be attractive for larger employers. This might mean that there is more scope for increasing the take-up of existing employer subsidy schemes run either by the Department for Work and Pensions or by Job Brokers; or that registrants were unaware, or unable to recall, that such payments had been made.

4.5.3 Help with travel

Only 13 per cent of all registrants who were in paid work after registration said they needed help with travel to work. Of those that said they needed help with travel to work, more than four-fifths (82 per cent) said they were able to get that help. The help provided varied and entailed:

- funding of fares (33 per cent);
- lift from a relative (18 per cent);
- lift from unspecified party (16 per cent);
- provision of a driver (12 per cent);
- lift from employer (five per cent); and
- other arrangement (13 per cent).

Not surprisingly, registrants who had a health condition that limited their daily activities a great deal (19 per cent) were significantly more likely to need help with their travel to work than those whose health condition had a slight or no impact at all on their daily activities (seven per cent). Likewise, those who said their health was poor were significantly more likely to need help with their travel to work than those who thought their health was good (15 per cent and ten per cent, respectively).

4.5.4 Job Coach

Six per cent of registrants who were in paid work received help from a Job Coach. More than half of the registrants who received help from a Job Coach said their employer (54 per cent) funded the post.

4.5.5 Aids and adaptations

Ten per cent of registrants in paid work said they needed aids or adaptations to help them work. Almost four-fifths of these registrants said they were supplied with the support required (79 per cent), which included: more suitable chairs, adapted computer equipment and work-related uniforms. Typically, the Job Broker (39 per cent) and employer (26 per cent) provided these aids or adaptations. Access to Work or Jobcentre Plus funded 20 per cent of working aids or adaptations, which was six per cent higher than the proportion funded by the registrants themselves.

As expected, registrants who had disabilities or health conditions that limited their activities a great deal were significantly more likely to need aids or adaptations than those whose health condition limits them a little or not at all (15 per cent compared to nine per cent). In addition, men were significantly more likely than women to need aids or adaptations (12 per cent and seven per cent, respectively).

4.5.6 Provision of a personal assistant or support worker

Seven per cent of registrants in work said they needed help from a personal assistant or support worker. Amongst those who said they needed a personal assistant or support worker, over two-thirds (68 per cent) said they were able to get that support. The support provided included: help with lifting and mobility, assistance with specific job-related tasks and emotional support. The main source of funding for a personal assistant or support worker came from employers (40 per cent). Other sources of funding were the Job Broker (22 per cent) and Social Services (ten per cent).

Registrants who had problems with mathematics or English were over three times as likely as those who did not have basic skills problems to need help from a personal assistant or support worker (17 per cent compared to five per cent). Women were significantly more likely than men to need help from a personal assistant or support worker (nine per cent compared to five per cent). Those aged 16-25 (14 per cent) were at least twice as any of the other age groups to need help from a personal assistant or support worker.

4.6 Other sources of support

This section examines sources of help and support for registrants provided by other organisations.

4.6.1 Support from other organisations

As already mentioned in Section 4.2.1, 92 per cent of registrants had been in contact with their Job Broker since registering. In addition, over one-quarter of registrants had been in contact with another organisation (27 per cent). More than four-fifths of these registrants had contacted just one other organisation (82 per cent), while 13 per cent had contacted two other organisations. Only 33 registrants had contacted at least three other organisations. There were no significant area or Job Broker type differences in the number of other organisations that registrants contacted.

The most common type of other organisation contacted was a DEA/Jobcentre Plus (48 per cent). In addition, more than one-fifth of registrants who had contacted other organisations had contacted recruitment agencies (22 per cent). By contrast, only around one-eighth had received support from charities or voluntary organisations (12 per cent). Registrants in Pathways to Work areas were more likely to have contacted recruitment agencies than those in non-Pathways to Work areas (31 per cent compared to 21 per cent) (Table 4.10).

Logistic regression analysis (Appendix B, Table B.8) shows that the factors significantly associated with contacting any type of other organisations were:

- housing tenure – registrants with a mortgage (29 per cent) ($p < 0.01$), those renting from a housing association (33 per cent) ($p < 0.01$), those living with parents or relatives (31 per cent) ($p < 0.05$) and those living in other arrangements were significantly more likely to contact other organisations than those who owned their home outright (17 per cent);
- educational attainment – registrants with higher qualifications, such as S/NVQ Level 4/5 (29 per cent), were more likely to have contacted other organisations than those with S/NVQ Level 1 (19 per cent) ($p < 0.01$) and those with no qualifications (22 per cent); and
- relationship to work – those who were currently looking for work (37 per cent) ($p < 0.01$) and those who expect to work in future (25 per cent) ($p < 0.01$) were both more likely than those who do not expect to work in future (11 per cent) to have contacted other organisations.

Table 4.10 Other organisations contacted by type of area and Job Broker

	<i>Multiple response</i>				
	Area type		Job Broker type		All
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	%
Jobcentre Plus Adviser or DEA	45	49	49	39	48
Recruitment agencies	31*	21*	21	28	22
Another Job Broker	14	15	15	13	15
Charities or voluntary organisations	11	12	12	17	12
Other	15	23	21	26	22
<i>Base: All registrants who had contacted another organisation</i>					
<i>Weighted base</i>	95	584	602	77	679
<i>Unweighted base</i>	245	450	477	218	695

* – significant at the five per cent level among areas.

** – significant at the five per cent level among Job Broker types.

Registrants were also asked about how they had heard of these other organisations. Almost one-quarter of registrants who had contacted organisations other than their Job Broker had heard about them through staff at Jobcentre Plus (24 per cent). This was twice as many as the percentage of registrants who had heard about the other

organisations through a Job Broker (12 per cent) and three times as many who had heard through a friend or relative, seeing an advertisement or through personal contact (eight per cent) (Table 4.11).

Table 4.11 How registrants had heard about the other organisation(s) they contacted

	<i>Multiple response</i>
	Total %
Staff at Jobcentre Plus	24
Job Broker told me	12
Friend or relative	8
Advertising	8
Personal contact	8
Newspaper or magazine	7
Job Broker referred me	4
E-mail or internet	3
Personal letter	2
Leaflet	2
Social Services	2
Doctor or other medical professional	2
Radio or television	2
Employer	1
Voluntary or disability organisation	1
Training provider	1
Welfare rights worker	1
Other	18
<i>Base: All registrants who contacted another organisation</i>	
<i>Weighted base</i>	679
<i>Unweighted base</i>	695

Just under one-third of registrants who became involved with another organisation did so because they thought it would provide another way of helping them to find work (29 per cent). More than one-quarter of these registrants said they thought it would be useful to them (27 per cent) (Table 4.12).

Table 4.12 Reasons for becoming involved with another organisation

	<i>Multiple response</i>
	Total %
Another way to help me find work	29
Thought it would be useful to me	27
Job Broker referred me	14
They offered something I had not been offered	13
They understood me better	10
Already involved with another organisation	9
Lack of support from main Job Broker	8
I felt more comfortable talking to them	7
They seemed more friendly	7
They seemed more professional	6
They seemed more efficient	7
It was more convenient	4
More accessible	3
They contacted me	3
Promise them employment*	2
They offered a financial incentive	2
Other	19
<i>Base: All registrants who had contacted another organisation</i>	
<i>Weighted base</i>	679
<i>Unweighted base</i>	695

* – significant at five per cent level.

Registrants who were in contact with another organisation were asked if they talked about specific work-related, health-related or financial/benefits related issues. Around three-quarters of them discussed work-related issues (74 per cent). A majority discussed the work they might do (56 per cent). More than two-fifths of these registrants had discussed their previous work experience (44 per cent) and the hours they might work (41 per cent). More than one-third of them discussed the training or qualifications they needed (37 per cent) (Table 4.13).

Table 4.13 Work-related issues discussed with other organisations

	<i>Multiple response</i>
	Total %
The work they might do	56
Previous work experience	44
The hours they might work	41
Training or qualifications needed	37
What they expect to earn	25
Their concerns about working	24
Where to look for suitable vacancies	23
Doing unpaid or voluntary work	18
How to complete a job application	16
How to prepare for interviews	12
How to present themselves at interviews	10
Supported employment	6
Permitted work	6
None of these	26
<i>Base: All registrants who had contacted recruitment agencies, charities or other organisations and gave valid answers</i>	
<i>Weighted base</i>	<i>360</i>
<i>Unweighted base</i>	<i>393</i>

In addition, half the registrants who had contacted another organisation discussed health-related issues with them (50 per cent) (Table 4.14). Amongst these registrants, almost half discussed how their health would affect the work they were able to do (47 per cent). Over two-fifths discussed how their work affects their health (44 per cent) and one-fifth discussed any training that they needed (20 per cent).

Furthermore, around one-third of registrants who had contacted another organisation had discussed at least one finance-related issue with them (34 per cent). The most commonly discussed issue was how working would affect their entitlement to benefits or Tax Credits (21 per cent). Just under one-fifth of them had discussed the benefits or Tax Credits they could claim (17 per cent), while around one-seventh discussed whether they would be better off in work (14 per cent) (Table 4.15). In each case, registrants in non-Pathways to Work areas were more likely to have discussed the issues than those in Pathways to Work areas but the differences were not statistically significant.

Table 4.14 Health-related issues discussed with other organisations

<i>Multiple response</i>	
	Total %
How health affects work	47
How work affects health	44
How to approach health on job applications	26
Training needed	20
Help with travel to work	14
How health may change in future	12
Special equipment needed for work	13
Support they need to keep their job	12
Help from a Support Worker	7
Having a Job Coach or mentor	5
Help with childcare	4
None of these	50
 <i>Base: All registrants who had contacted recruitment agencies, charities or other organisations and gave valid answers</i>	
<i>Weighted base</i>	349
<i>Unweighted base</i>	385

Table 4.15 Finance-related issues discussed with other organisations

<i>Multiple response</i>	
	Total %
How work affects benefits or Tax Credits	21
Talk about what benefits or Tax Credits they can claim	17
Talk about whether they would be better off in work	14
Any other financial issues	12
Talk about other benefits or Tax Credits	12
Help with filling in other forms	10
Help with filling in tax forms	5
None of these	66
 <i>Base: All registrants who had contacted recruitment agencies, charities or other organisations and gave valid answers</i>	
<i>Weighted base</i>	360
<i>Unweighted base</i>	392

4.6.2 Comparing support of Job Brokers and other organisations

It is possible to explore whether registrants sought similar or different help and support from Job Brokers and other organisations (that is, recruitment agencies, charities or other organisations). Essentially, this comparison shows that registrants were more likely to discuss work-related issues and especially financial issues with Job Brokers than with other organisations.

Tables B.9 and B.10 in Appendix B compare the topics discussed by registrants who had contacted a Job Broker and those who had contacted another organisation (see Section 4.3). The four most commonly discussed topics, which were the same for Job Brokers and other organisations, were:

- the work they might do;
- their previous work experience;
- the hours they might work; and
- the training and qualifications that they need.

However, those who contacted Job Brokers were more likely than those who contacted other types of organisation to discuss each of the work-related topics listed in Tables B.9 and B.10. This is exemplified when they were asked whether they discussed the hours they might work (68 per cent and 41 per cent, respectively) and their previous work experience (70 per cent and 44 per cent, respectively).

There were no significant differences by type of Job Brokers or area in the work-related issues they discussed with Job Brokers or with recruitment agencies, charities or other organisations.

There was a smaller difference in the percentage of respondents discussing each health-related issue with a Job Broker (see Section 4.3) and with another type of organisation (Appendix B, Tables B.11 and B.12). The four most commonly discussed health-related issues with Job Brokers were:

- how their health affects the work they can do (54 per cent);
- how working affects their health (49 per cent);
- how their health may change in the future (33 per cent); and
- how to approach health on their applications (27 per cent).

Whilst the four most commonly discussed health-related issues with other types of organisations were:

- how health affects the work they can do (47 per cent);
- how working affects their health (43 per cent);
- how to approach their health condition on job applications (26 per cent); and
- training requirements (20 per cent).

The three most commonly discussed financial issues with Job Brokers (see Section 4.8) and other organisations were the same (Appendix B, Tables B.13 and B.14). However, registrants were more likely to have discussed these three topics with Job Brokers – how work affects benefits or Tax Credits (54 per cent and 21 per cent, respectively); the benefits or Tax Credits they can claim (44 per cent and 17 per cent, respectively); and whether they would be better off in work (28 per cent and 14 per cent, respectively). There were no significant differences by area or type of Job Broker.

5 Registrants' assessment of services

Summary

- There was a positive assessment of the helpfulness of discussions that registrants had had with staff at Jobcentre Plus offices concerning work and health-related issues, although a minority felt the discussions had not been useful. Discussions about what registrants may do to get a job were found to be the least helpful.
- A higher proportion of registrants in this third cohort regarded local Jobcentre Plus staff as well informed on health issues compared to previous cohorts, perhaps a reflection of the introduction of specialist Incapacity Benefit Personal Advisers.
- Nearly half (47 per cent) of registrants rated the overall helpfulness of their Job Brokers' services highly. This represented an improvement in the proportion giving this rating in previous cohorts. However, nearly a fifth gave a rating of 0-2 out of ten for overall helpfulness of the services.
- As with work-related discussions with Jobcentre staff, discussions with Job Brokers were rated highly. Existing Job Brokers were rated slightly more highly than new Job Brokers on several topics, and were also more widely regarded as well informed on health, work and benefit issues.
- The majority of those accessing training, work placements, Work Preparation and Permitted Work while registered with a Job Broker found this very helpful.
- In-work support was highly regarded among those who received it. However, over half of registrants for whom it was a relevant concern rated Job Brokers as very unhelpful for finding someone to support them at work (0-2 out of ten). Large proportions, similarly, gave this low rating in relation to finding out about equipment to do a job (53 per cent) and obtaining equipment to do a job (47 per cent), possibly simply reflecting the fact that services were not being offered in these areas by many Job Brokers. However, around a fifth found services in these areas to have been very helpful.

- Nearly half (48 per cent) of respondents agreed that they had become keener to be in paid work as a result of their involvement with a Job Broker, and the same proportion were more confident about finding work.

5.1 Introduction

This chapter focuses on registrants' opinions of the services offered by Job Brokers and local Jobcentre Plus offices. 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 views expressed about the service itself do not necessarily 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 registrants' assessments of their discussions with advisers at local Jobcentre Plus offices (Section 5.2), and of the services provided by Job Brokers, including training, help with job search, in-work support and referral to other services (Section 5.3). The latter includes registrants' perception of the impact that these services have had on their movement towards work.

Respondents evaluated the helpfulness of various aspects of service provision using a 0 to 10 scale, with 0 being no help at all and ten being as much help as they could possibly have wanted. Analysis below is presented using the numeric scale and, for ease of comparison with reports from previous cohorts, in some tables the numeric scores have been categorised as 0-2 = 'very unhelpful'; 3-5 = 'unhelpful'; 6-7 = 'helpful'; '8-10' = 'very helpful'.

5.2 Registrants' assessments of discussions with local Jobcentre Plus office staff

5.2.1 Helpfulness of discussions with Jobcentre Plus staff

Those who had a discussion or interview with a Personal Adviser or Disability Employment Adviser (DEA) about work-related training, finance, health and other issues (see Chapter 3) were asked about how helpful they thought these discussions had been.²⁵

In general, there was a positive assessment of work-related discussions with Jobcentre Plus staff (Table 5.1). A high proportion (40 to 55 per cent) of registrants rated each of the six areas of work-related discussion as very helpful (8-10). A smaller proportion (seven to 17 per cent) of respondents rated the discussions as very unhelpful (0-2).

²⁵ Interviewees were not asked about any discussions they may have had with a Financial Adviser at Jobcentre Plus.

Discussions about job search (what registrants might do to get a job) were rated as the least helpful with 40 per cent rating them as very helpful and 17 per cent rating them as very unhelpful. Eight per cent of respondents who had discussions about what they might do to get a job rated them as 0, no help at all.

Discussions about benefits and financial help and in-work support were rated highly with over half of respondents rating them as very helpful (55 per cent and 53 per cent, respectively). However, a minority of respondents rated discussions about finance and benefits and in-work support as no help at all (six per cent and seven per cent, respectively). The views of respondents who had discussed these topics seemed marginally more polarised than on other topics.

Table 5.1 How helpful were discussions with advisers at Jobcentre Plus

	<i>Row per cent</i>					
	Very unhelpful (0-2) %	Unhelpful (3-5) %	Helpful (6-7) %	Very helpful (8-10) %	Weighted %	Unweighted %
Work they may do	8	22	21	50	757	820
Training they may need	9	25	18	47	457	517
What they may do to get a job	17	22	22	40	463	516
Support/help they would need in a job	12	16	20	53	545	572
Benefits/financial help	10	17	18	55	520	560
Work and health	7	22	23	48	696	772

Note: 0-10 score for each category is given in brackets.

There were no differences between Pathways to Work and non-Pathways areas in how helpful respondents rated the discussions with Jobcentre Plus staff. Neither were there any significant differences between those registered with existing Job Brokers and those with new Job Brokers. However, a higher proportion of existing Job Broker registrants rated as very helpful discussions on what type of work they might do (51 per cent compared with 38 per cent; $p < 0.05$), and health and work (50 per cent compared with 36 per cent; $p < 0.05$). One possible explanation for this is the more established relationships that Jobcentre Plus staff may have with existing compared to new Job Brokers.

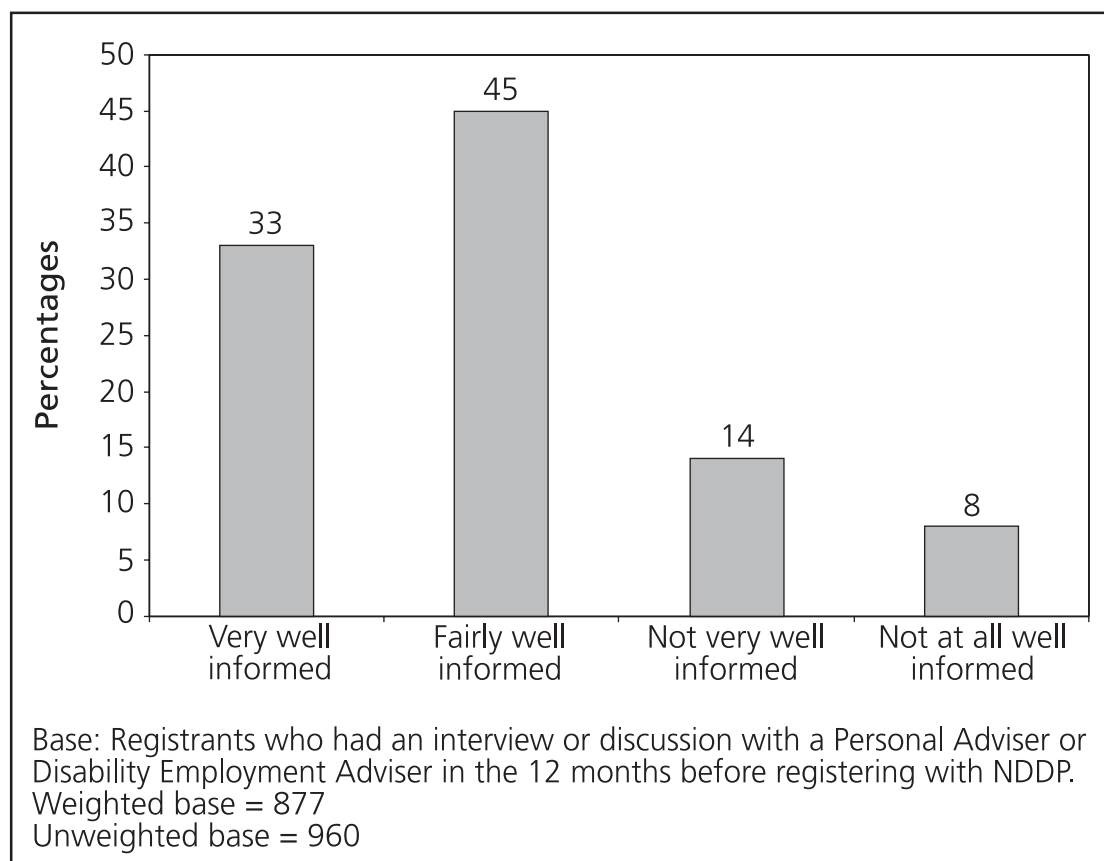
Registrants who assessed their health as poor were less likely to rate discussions of health and work as very helpful (49 per cent compared with 34 per cent; $p < 0.01$). Differences between people with particular types of disability were not statistically significant.

5.2.2 Advisers' knowledge of health issues

Respondents were asked how well informed Jobcentre Plus advisers were on health issues. Over three-quarters (78 per cent) said that the adviser was (very or fairly) well informed on health issues. Only a small proportion (eight per cent) said that staff were not at all well-informed (Figure 5.1). The proportion of respondents who said that the adviser was well informed about health issues has increased significantly since registrants were asked the same question in October and November 2002 (78 per cent as opposed to 66 per cent; $p < 0.01$) (Ashworth *et al.*, 2003). This may be partly explained by the impact of reforms linked to the Pathways to Work pilot (despite there being no statistically significant difference between Pathways to Work and non-Pathways areas on this measure). Specialist 'Incapacity Benefit Personal Advisers', who were trained specifically in issues around health and disability, were introduced in seven pilot areas at the end of 2003 and the beginning of 2004, and they have subsequently been introduced in areas outside the pilot.

There was a significant difference between this measure of how well informed of health issues staff were and opinions of the helpfulness of the discussions about health and work. Seventy six per cent of those who said that the adviser was very well informed reported that discussions were very helpful and only 11 per cent reported them as fairly or very unhelpful. Eighty eight per cent of those who said that the adviser was not at all well informed said that discussions were unhelpful ($p < 0.01$).

Figure 5.1 How well informed on health issues was the adviser at Jobcentre Plus



5.3 Assessments of Job Broker services

5.3.1 Helpfulness of discussions with Job Brokers

Turning to the discussions registrants had with Job Brokers, respondents who talked about work, training, finance, health and other issues were asked about how helpful they thought these discussions were (see Chapter 4 for an analysis of the nature of these discussions with Job Brokers).

In general, views of the helpfulness of discussions with Job Brokers were similar to those of the discussions with Jobcentre Plus advisers. Table 5.2 shows that approximately half (46 to 54 per cent) of respondents rated the discussions with Job Brokers about specific work-related issues as very helpful (8-10). A relatively small proportion gave the discussions a score of 0 to 2 (seven to 12 per cent), the highest proportion of respondents giving this score was in relation to discussions about training (12 per cent). Discussions about financial and benefit issues were most widely found to be helpful, with the largest number of 8-10 scores (54 per cent). The scores given by this cohort of registrants were very similar to those given by previous cohorts (Kazimirski *et al.*, 2005).

Table 5.2 How helpful were discussions about work and training with Job Brokers

	<i>Row per cent</i>					
	Very unhelpful (0-2)	Unhelpful (3-5)	Helpful (6-7)	Very helpful (8-10)	Weighted	Unweighted
The type of work they might do	8	21	23	48	2,089	2,123
Training	12	20	22	46	1,198	1,164
What they might do to get a job	7	22	22	49	1,372	1,459
Support/help they would need in a job	7	22	21	50	1,259	1,259
Financial/benefit issues	8	19	19	54	1,641	1,661
Health and work	7	22	24	47	1,614	1,608

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

Helpfulness in finding work	30	19	14	37	1,556	1,603
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Base: Registrants who had applied for work since registration

Note: 0-10 score for each category is given in brackets.

Following the assessment of individual elements of the discussions, registrants who had applied for jobs were asked to rate on the same 0 to 10 scale how helpful the Job Broker was in helping them to find work. The ratings on this measure were relatively polarised, with just over a third of registrants rating them as very helpful (37 per cent) and just under a third rating them as very unhelpful (30 per cent) (Table 5.2).

Perhaps, not surprisingly, there was a strong 'outcome effect' with a relationship between this measure and whether people found work at some point after registration. Almost half (49 per cent) of those who had found paid work after registration gave a score of 8 to 10 compared with 29 per cent of those who had not. Almost a quarter (24 per cent) of those finding work gave a score of 0 to 2, as did 33 per cent of those who did not.

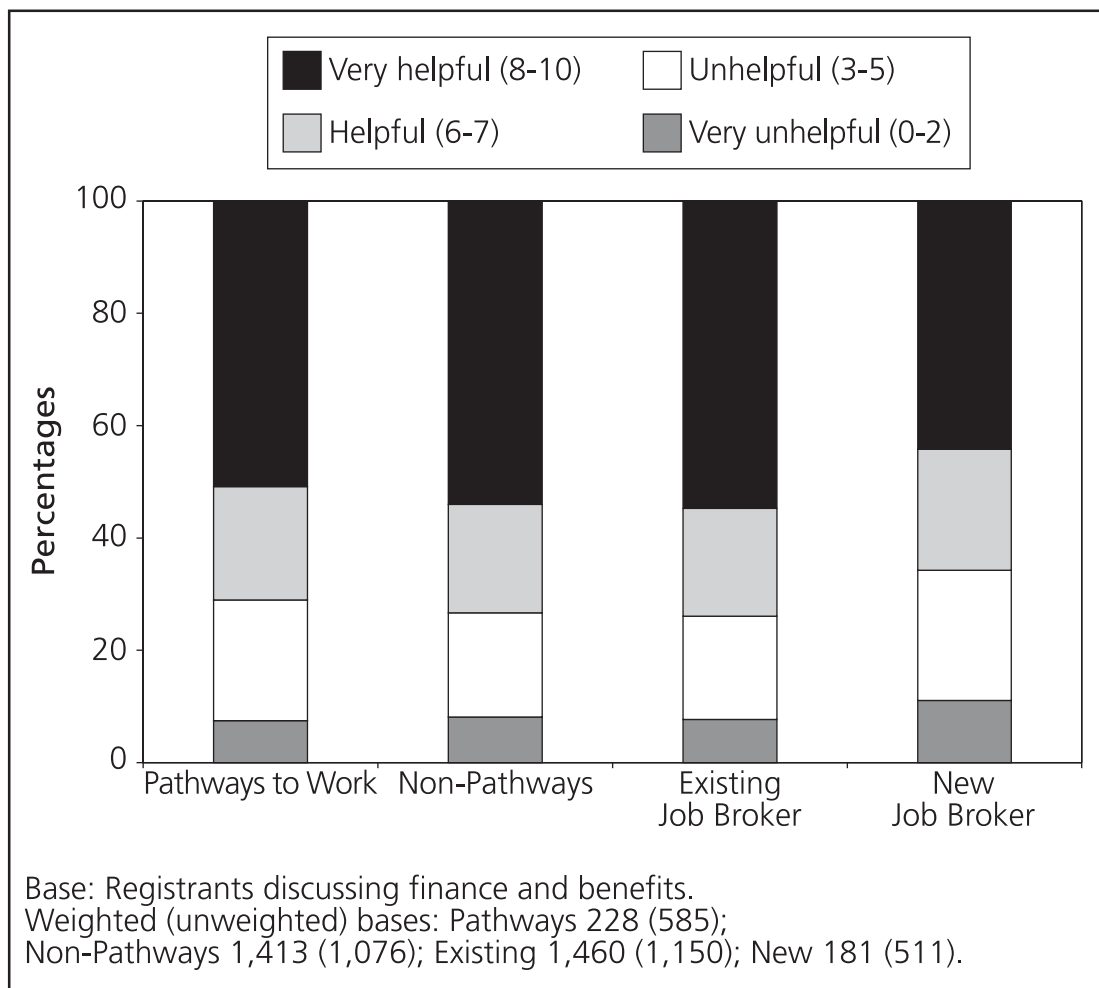
There were no statistically significant differences between either the percentages or the means of the helpfulness scores given by those registrants in Pathways to Work Pilot areas and those not living in pilot areas (see Appendix B, Table B.15 to B.21 for percentages and means).

Generally, a slightly higher proportion of registrants with existing Job Brokers rated discussions as being very helpful, giving them a score of 8 to 10. However, the difference was not significant except in the case of discussions about finance and benefits (Figure 5.2). A larger percentage of people registered with existing Job Brokers rate the discussions they have had about finance and benefits as very helpful compared with those registered with new Job Brokers (55 per cent compared to 44 per cent; $p < 0.01$).

Although there were no significant differences in the proportion of high helpfulness scores except in the case of discussions about finance and benefits, there were some differences in the mean helpfulness scores (see Appendix B, Table B.15 to B.21 for mean scores). Existing Job Brokers had a slightly higher mean helpfulness score compared to new Job Brokers for discussions about what work the registrant might do (6.90 to 6.47; $p < 0.05$), discussions about finance and benefits (7.11 to 6.46; $p < 0.01$), and discussions about health and work (6.90 to 6.43; $p < 0.05$).

There were no differences between new and existing Job Brokers in the scores given for how helpful they were in general in helping registrants find work. However, the assessments of individual discussion topics suggest that existing Job Brokers were more helpful in advising registrants about finance and benefits, and also about their health and what kind of work they could do given their health condition.

Figure 5.2 Helpfulness of discussions about finance and benefits by type of area and Job Broker



Registrants were asked how well informed their Job Broker had been on work, health, and benefit related issues, and a large proportion regarded them as well informed. They were most widely felt to be 'very well' informed on work-related issues with 45 per cent stating this, and least widely on health related issues, with 35 per cent thinking they were very well informed. Only a small number (six to nine per cent) thought that Job Brokers were not at all well informed on these issues.

Table 5.3 How well informed respondents considered Job Brokers to be

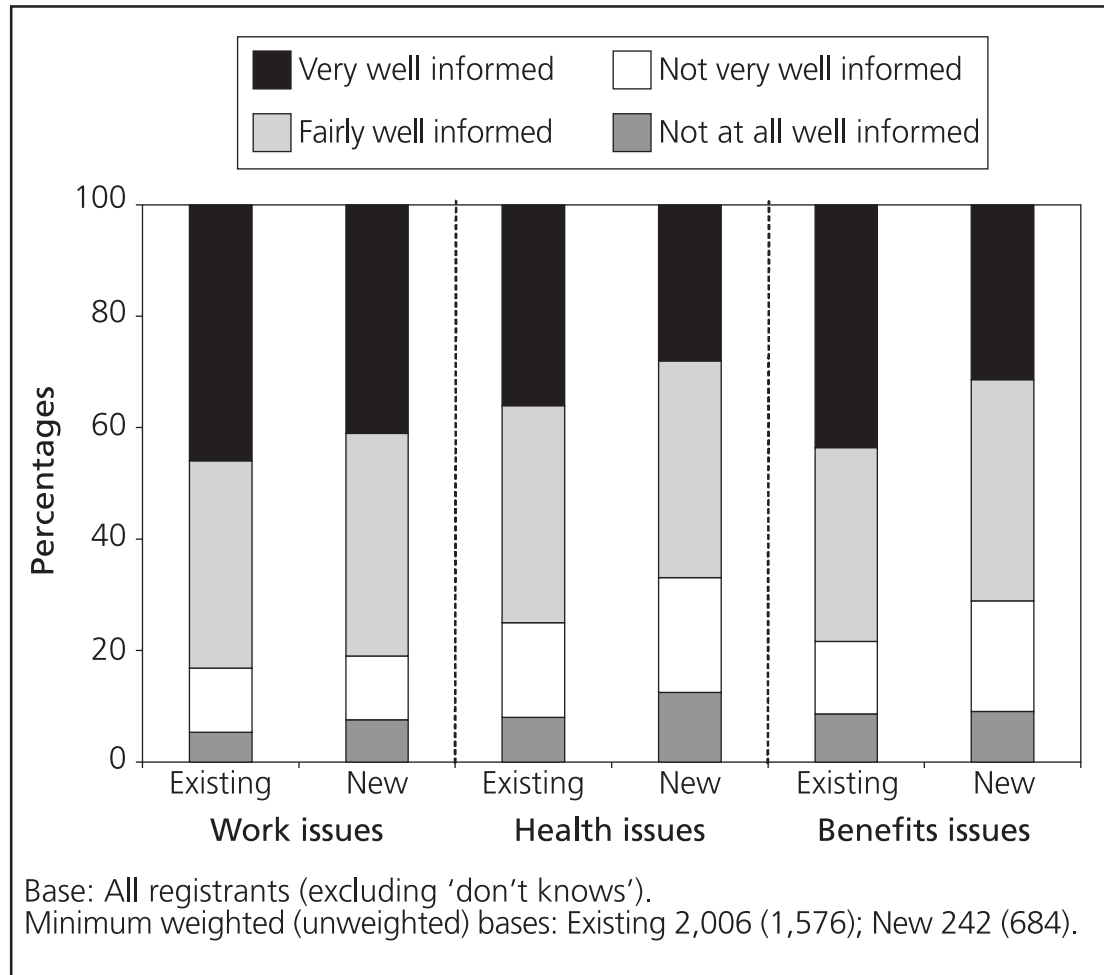
					<i>Row per cent</i>	
	Very well	Fairly well	Not very well	Not at all well	Weighted	Unweighted
Work-related issues	45	38	12	6	2,411	2,423
Health issues	35	39	17	8	2,340	2,341
Benefits issues	42	35	14	9	2,249	2,260

Base: All registrants. 'Don't knows' removed

Existing Job Brokers were considered to be more widely regarded as well informed than new Job Brokers (Figure 5.3). Forty six per cent of those with existing Job Brokers regarded them as very well informed on work-related issues, compared with 41 per cent of those with new Job Brokers ($p < 0.05$). Similarly, on health issues, 36 per cent of those with existing Job Brokers were regarded as well informed compared to 28 per cent of those with new Job Brokers ($p < 0.01$). The difference was most clear in the case of financial and benefit issues where the proportions were 44 per cent and 31 per cent ($p < 0.01$). This may be related to the greater experience with this particular client group that existing Job Brokers are likely to have.

There were no differences in how well informed Job Brokers were considered to be between Pathways to Work and non-Pathways areas.

Figure 5.3 How well informed Job Brokers were by type of Broker



5.3.2 Views on other services accessed since registration

Registrants who participated in training courses, work placements, or Permitted Work were asked how helpful, in terms of preparing them for work, they considered them to be.²⁶ Table 5.4 summarises the overall opinion of respondents independent of the number of activities they undertook. More than half of registrants found the activities they were involved in to be very helpful. Work placements were assessed as most helpful with 67 per cent rating them as very helpful. However, work placements also elicited the largest proportion of respondents rating them as very unhelpful (eight per cent). Training courses had the smallest proportion of respondents rating them as very helpful (51 per cent) and also a very small number who rated them as very unhelpful (three per cent).

There were no significant differences in the rating of Job Broker referral activities by type of area or Job Broker.

²⁶ Clients were not asked to rate the services on a 0-10 scale as previously, but rather were asked to say whether the service was 'very helpful, fairly helpful, neither helpful nor unhelpful, fairly unhelpful, or very unhelpful'.

Table 5.4 The helpfulness of the activities registrants were involved in

	<i>Row per cent</i>						
	Very unhelpful	Fairly unhelpful	Neither	Fairly unhelpful	Very unhelpful	<i>Weighted</i>	<i>Un-weighted</i>
Training	51	31	10	5	3	569	557
Work placement	67	12	5	7	8	84	73
Work preparation programme	61	21	10	5	4	59	53
Permitted work	59	27	9	2	3	199	185

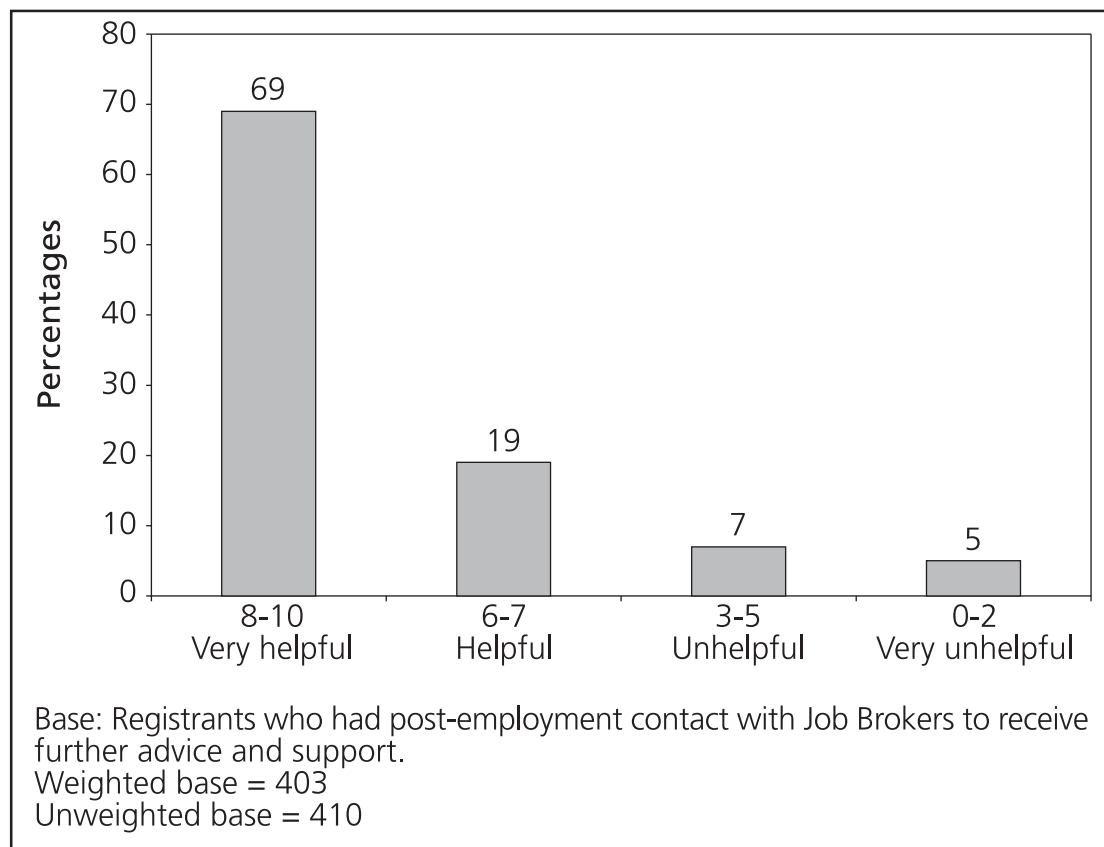
Base: Registrants who had discussed work, training or financial issues with a Job Broker

5.3.3 Views on the Job Brokers' in-work support

Around a third of registrants who had entered employment kept in contact with their Job Brokers and received further support and advice (32 per cent). On the 0 to 10 scale, support received while in work was rated highly, with just under nine out of ten registrants from this sub-group rating the support they received from Job Brokers as 'very helpful' (69 per cent) or 'fairly helpful' (19 per cent) (Figure 5.4).

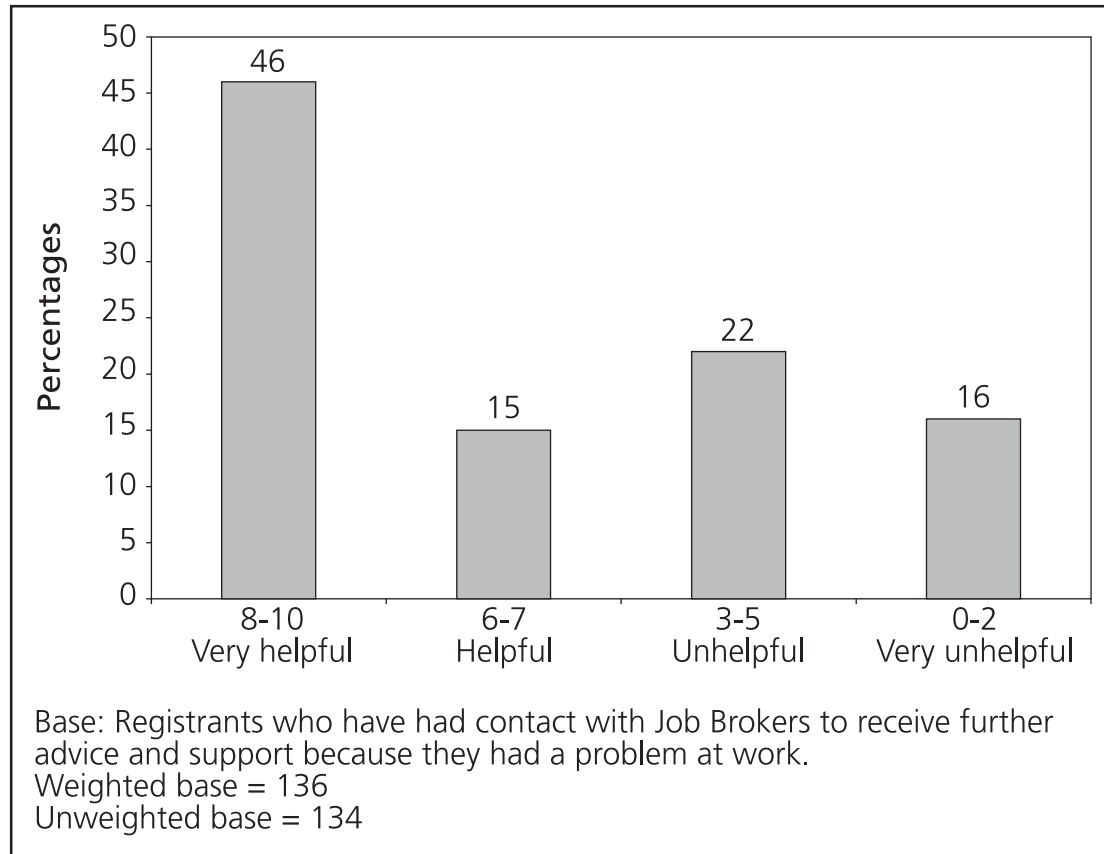
These percentages have not changed since registrants were asked the same question in October and November 2002 (Ashworth *et al.*, 2003). There were no differences in opinions on the helpfulness of Job Brokers' in-work support by type of area or Job Broker type.

Figure 5.4 Opinions on the helpfulness of Job Brokers' in-work support



There was a smaller sub-group who contacted Job Brokers because they were having problems at work. This group was asked how helpful these discussions had been. Almost half of the client group (46 per cent) said that their discussions with the Job Brokers about problems at work were very helpful, however, 38 per cent said that these discussions were (fairly or very) unhelpful (Figure 5.5). There were no statistically significant differences between Pathways to Work and non-Pathways areas or between Job Broker types, although the sample sizes were small.

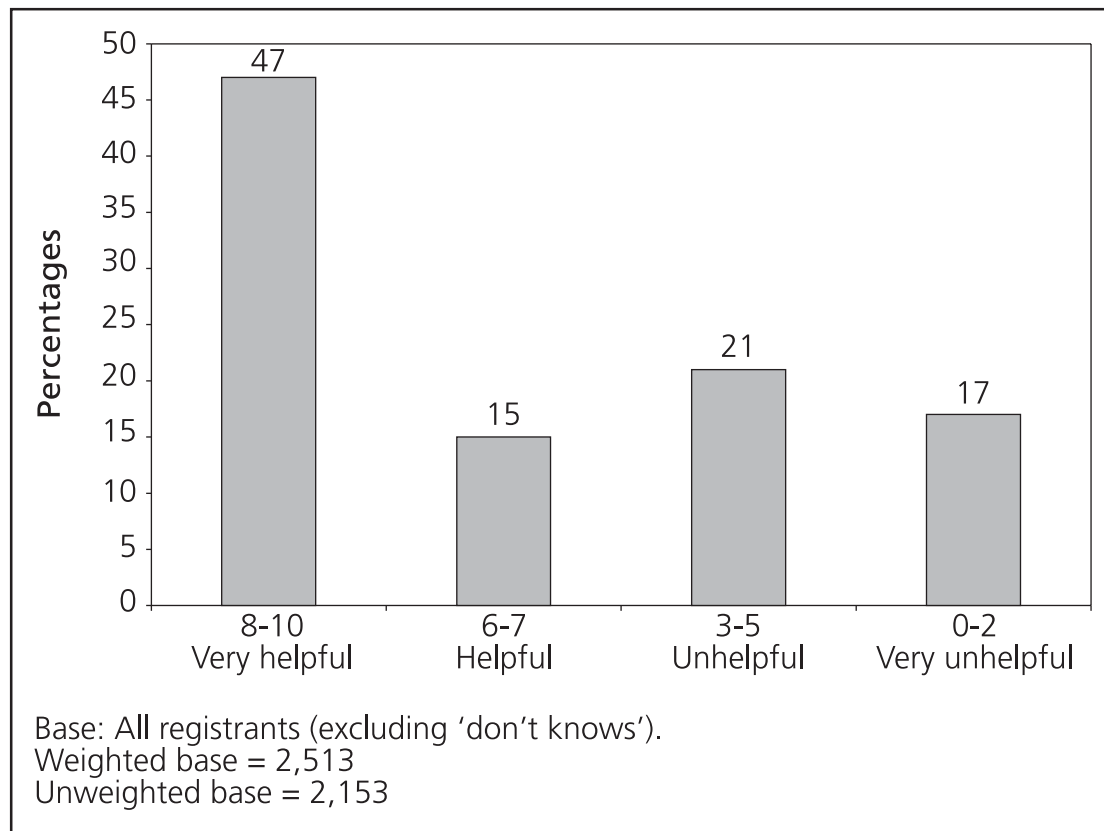
Figure 5.5 How helpful were discussions with Job Brokers about the problems with the respondent's job



5.3.4 Overall helpfulness of Job Broker service

Registrants were asked to rate how helpful overall the Job Brokers had been to them so far on the 0 to 10 scale. Just under half of registrants gave a high score of 8-10 (47 per cent). The proportion rating Job Brokers as very helpful has increased significantly since registrants were asked the same question in October and November 2002 (47 per cent as opposed to 40 per cent; $p < 0.01$) (Ashworth *et al.*, 2003). However, over a third of respondents (38 per cent) rated the helpfulness of their Job Broker as five or below, indicating that they considered them to be unhelpful or very unhelpful (Figure 5.6).

There were no significant differences in ratings of the overall helpfulness for registrants in Pathways to Work compared to non-Pathways areas or between those with existing compared to new Job Brokers.

Figure 5.6 Helpfulness of contact with the Job Broker to date

Registrants were then asked why they gave this score for how helpful to them the Job Broker had been. Codes were developed based on respondents' verbatim answers. Forty-four per cent of registrants said that they gave their particular assessment simply because the Job Broker had been helpful or very helpful. The second most common positive reason was that the Job Brokers had showed understanding or concern (nine per cent). The two most common negative reasons given for their assessment were that they had had little or no contact with their Job Broker (ten per cent) and that the help given by the Job Broker was of no use (eight per cent) (Table 5.5).

Table 5.5 Reasons for stated assessments of Job Brokers

Reason	%
<i>Multiple Response</i>	
Positive reasons	
(Very) helpful	44
Showed understanding/concern	9
Other positive reason	7
(Very) friendly	6
Listened to them	4
Answered all their questions	4
Negative reasons	
Insufficient or no help with looking for work	7
Little or no contact	10
Help of no use	8
Other negative reason	7
Hasn't done anything	5
Hasn't found me a job	3
Found a job before Job Broker had a chance to help	2
Other	2
<i>Base: All registrants</i>	
<i>Weighted base</i>	2,513
<i>Unweighted base</i>	2,513

Understandably, there was an association between the overall assessment of usefulness and whether the respondent had found (new) paid work after registering with the Job Broker. Sixty per cent of those who had found work gave their Job Broker a score of 8 to 10 compared with 40 per cent of those who had not.

5.3.5 Changes observed as a result of the involvement with the Job Broker

Involvement with a Job Broker can be expected to have a number of intermediate outcomes for the registrants short of actually entering work. Following their involvement with the Job Broker nearly, half of the respondents were keener to be in paid work (48 per cent) and the same amount were more confident about getting a job (48 per cent). However, over one-fifth still disagreed that involvement with the Job Broker had made them more confident about getting a job (22 per cent) or keener to get into paid work (21 per cent). Slightly fewer people agreed that their involvement with the Job Broker had made them less worried about losing their benefits (42 per cent) and less worried about their financial situation (39 per cent) (Table 5.6).

Registrants of existing Job Brokers were less likely to disagree strongly with the statement 'I have become more confident about my chances of getting a job' (13 per cent as opposed to 19 per cent; $p < 0.01$). There were no significant differences in the extent of agreement amongst registrants of new and existing Job Brokers with respect to the other three statements.

Registrants were considerably less positive about Job Brokers services when asked about their helpfulness with the provision of *specific* types of work-related assistance (Table 5.7). Over half (53 per cent) of those for whom it was a relevant concern gave Job Brokers a rating score of 0-2 for finding out about equipment to do a job, with a similar proportion giving the same rating score for finding someone to support them at work (51 per cent). Nearly half (47 per cent) gave Job Brokers a rating score of 0-2 in relation to obtaining enough qualifications, and also in relation to finding out about flexible working. These ratings are considerably below those given for more general work-related assistance, and respondents may be using the '0' score where there was no attempt to provide the service, in addition to it being provided very badly in some cases.

However, around one-fifth of registrants gave Job Brokers a high rating of 8-10 on most of these issues. Indeed, around one-third said that on knowing if they would be better off in work, on helping them feel confident about working, and knowing whether they could work regularly, their involvement with the Job Broker service had been very helpful.

Table 5.6 Respondents' opinions on whether their involvement with a Job Broker had changed their confidence or concerns

	<i>Row Per Cent</i>							
	Agree strongly %	Agree slightly %	Neither %	Disagree slightly %	Disagree strongly %	N/A %	<i>Weighted</i>	<i>Unweighted</i>
More confident about getting a job	26	22	24	9	13	5	2,523	2,523
More keen to be in paid work	29	19	32	9	11		2,518	2,517
Less worried about losing their benefits	22	19	36	10	13		2,509	2,511
Less worried about their financial situation in work	20	19	36	11	14		2,503	2,504

Base: All registrants excluding 'don't knows'

Table 5.7 Respondents' opinions on how helpful their involvement with a Job Broker has been given for issues

	<i>Row per cent</i>					
	Very unhelpful (0-2) %	Fairly unhelpful (3-5) %	Fairly helpful (6-7) %	Very helpful (8-10) %	<i>Weighted</i>	<i>Un-weighted</i>
Obtaining enough qualifications and/or experience	47	21	12	20	1,660	1,667
Feeling confident about working	26	22	19	33	2,498	2,131
Knowing whether they would be better off in work	27	22	16	35	2,080	2,075
Knowing whether they could work regularly	30	25	15	31	1,919	1,930
Finding someone to support them at work	51	23	8	18	1,231	1,266
Finding out about flexible work	47	23	12	20	1,575	1,597
Finding out about equipment to do a job	53	21	9	18	1,081	1,123

Base: All registrants, excluding those not needing help in the area

Analysing respondents' views on the effect of New Deal for Disabled People (NDDP) on their health, confidence and happiness is more problematic, as a large proportion of respondents opted for the 'neither helpful nor unhelpful' scale category (Table 5.8). Over three-quarters (78 per cent) of registrants gave this response in relation to improving their health, which may indicate they did not have the expectation that Job Broker services would improve their health (and also that services did not have this impact).

However, 14 per cent of registrants did feel that Job Broker services had in fact improved their health.

In addition, over half of registrants (52 per cent) believed that the Job Broker had helped them feel reasonably happy, and a similar proportion (49 per cent) felt the Job Broker had helped improve their confidence.

There were no differences between registrants of existing Job Brokers and registrants of new Job Brokers on the effect of NDDP on their health and happiness. However, there were some minor differences between Pathways to Work and non-Pathways areas. Registrants in non-Pathways to Work areas were more likely to say that NDDP had been very unhelpful. More non-Pathways than Pathways to Work registrants said that NDDP made them feel much less confident (four per cent as opposed to one per cent; $p < 0.05$) and had made their health much worse (five as opposed to two per cent; $p < 0.05$).

Table 5.8 Respondents' opinions on how helpful their involvement with the New Deal for Disabled People had been

	<i>Row per cent</i>							
	Very helpful	Fairly helpful	Neither	Fairly unhelpful	Very unhelpful			
	%	%	%	%	%	Weighted	Unweighted	
Feeling reasonably happy	20	32	40	5	4	2504	2507	
Having confidence in themselves	21	28	44	4	3	2506	2509	
Improving their health	4	10	78	4	4	2495	2501	

Base: All registrants

6 Work aspirations, barriers and bridges

Summary

- The proportion of registrants in paid work around six months after they registered was 37 per cent.²⁷ A further 24 per cent were looking for work and expected to find it within six months. Seven per cent, on the other hand, did not expect to work in the future or were unsure:
 - A greater proportion of registrants in Pathways to Work areas had moved into work compared to those outside these areas. The proportions of registrants who were actively looking for work were similar between the areas, but the proportion of those expecting to move into work only in the longer term was lower in Pathways to Work areas.
 - Those registered with existing Job Brokers were more likely to have moved into work, although those registered with new Job Brokers were more likely to be actively looking for work.
 - Those over the age of 55 were particularly likely not to expect to work again, as were those whose health status was poor. However, the reasons given for registering with a Job Broker were the same for people aged over 55 and those in poor health as they were for other age groups and people in good and fair health, with the majority of people registering to help them move back into work.
 - Recency of labour market experience prior to registration with a Job Broker was a strong indicator of work and expectations of work. Those who had worked in the six months up to registration were more likely to be in work in the six months after registration, and were more likely to be actively looking for work.

²⁷ This measure does not take account of the number of hours worked.

- The most commonly cited barrier to work was a lack of suitable job opportunities in the local area. Those closer to the labour market were more likely to have identified this as a barrier to work (and perhaps for this reason was more likely to be mentioned by those in Pathways to Work areas).
- Problems with health conditions or disabilities remained a significant barrier, with nearly half (47 per cent) of registrants citing it as a barrier. Nearly a third (30 per cent) stated it was their main barrier to moving into work (this was the most widely cited main barrier).
- The most commonly cited factor that could act as a bridge to work for registrants was knowing they could return to benefits if they needed to – an issue for which policy is already in place. The next most cited bridge to work was being able to decide how many hours would be worked. Chapter 4 found that discussing the hours registrants might work was one of the most frequently discussed topics with Job Brokers (68 per cent).

6.1 Introduction

Discussion in this chapter focuses on registrants' position in relation to the labour market at the point of interview, around six to eight months after they had registered with a Job Broker. In particular it is concerned with registrants who had not moved into work, and explores their own assessment of their closeness to work and what they consider to be the factors that prevent or aid them being in work.

The chapter firstly places registrants on a continuum from being in paid work to not expecting to start work in future.²⁸ While being in paid work is a concrete outcome, registrants' expectation of when they may start work will be formed from a combination of their actual situation (such as their physical health or caring responsibilities), personal assessments of how real factors (such as their age, labour market conditions or childcare requirements) affect their ability to work now and in the future, and also their general attitudes to work.

The association of these elements with registrants' closeness to the labour market (in terms of being in work or their expectation of work) are explored in Section 6.2. The extent to which factors including (but not limited to) health are regarded by registrants to be barriers to their working are highlighted in Section 6.3. Finally, the degree to which there is a view that particular changes in circumstances may facilitate moving into work is the focus of Section 6.4.

²⁸ The definition of 'paid work' in this chapter does not take account of the number of hours worked.

6.2 Work and expectations of work

6.2.1 Overall position six months after registration

In trying to understand the expectations of those registrants who did not move into work, it is useful to provide the context of the pattern of movement into work for those who did, and compare the groups' characteristics.

In Chapter 2 it was shown that a month before registration, 12 per cent of registrants were in paid work. After the point of registering with Job Brokers the proportion in paid work increased sharply, and continued to rise throughout the first six months after registration (see Chapter 7, Figure 7.1). The proportion citing a health problem as their main focus declined correspondingly, as did other activities that were mentioned, such as simply claiming benefit.

At the point of interview (around six months after registration with a Job Broker) over a third (37 per cent) of registrants reported being in paid work (Table 6.1).²⁹ (The nature and pattern of outcomes will be considered in detail in Chapters 7 and 8.) A further 24 per cent were actively looking for work and expected to be in work within six months, hence a total of 61 per cent of registrants were actively engaged with the labour market. A further fifth (18 per cent) of registrants expected to be in work within a year of the interview, but seven per cent said they did not expect to move into work at any stage.

Table 6.1 Work status and expectations at survey interview

	<i>Column per cent</i>				
	Pathways to work area	Non Pathways area	Existing Job Broker	New Job Broker	All
	%	%	%	%	%
In work ¹	47	36	38	29	37
Expect to work	45	58	55	64	56
in next six months and looking	22	24	23	29	24
in next six months but not looking	4	7	7	6	7
in six months to a year	8	12	11	12	11
in more than a year	8	11	10	11	10
but unsure when	3	4	3	5	4
Do not expect to work	8	7	7	7	7
<i>Base: All</i>					
<i>Weighted</i>	343	2,186	2,259	270	2,529
<i>Unweighted</i>	879	1,650	1,771	758	2,529

¹ Interviews took place around six to eight months after registration.

²⁹ This includes paid work, Permitted Work, supported work, work placements and being self-employed.

6.2.2 Work and expectations: difference in service offerings

As discussed further in Chapter 8, registrants in Pathways to Work areas were substantially more likely to be in paid work than those not in Pathways pilot areas (47 per cent compared to 36 per cent; $p < 0.01$). Correspondingly, those outside Pathways areas were more likely to be expecting to move into work in the future (58 per cent compared to 45 per cent; $p < 0.01$). However, there were similar proportions of those currently looking for work and expecting to find it within six months in both areas (24 per cent in non-Pathways to Work and 22 per cent in Pathways to Work areas). Further analysis is required to understand the extent to which this may be the result of the Pathways programme itself or differences in the characteristics of people registering with Job Brokers in these areas (see Section 8.2.5).

A further possible source of differences in work and expectations is the type of Job Broker with which people registered. A larger proportion of those registered with existing Job Brokers were in paid work at the time of the interview than those registered with new Job Brokers (38 per cent compared to 29 per cent; $p < 0.01$). Correspondingly, there was a larger group registered with new Job Brokers who were looking for work and expecting to find it in the next six months (29 per cent expecting to work in next six months and looking compared to 23 per cent; $p < 0.01$). Again, the influence of the type of Job Broker on movements into work is considered later (Section 8.2.5).

6.2.3 Work and expectations: registrants' personal characteristics

There were clear indications of the importance of personal characteristics for how close people are (or feel they are) to the job market. Registrants nearer to retirement age were considerably more likely to say that they were not expecting to enter the job market again, as we might expect (29 per cent of those not in work aged 56 to 65 compared to two per cent of those aged 16 to 25) (Table 6.2). However, the reasons that people aged 56 and over gave for registering with a Job Broker were similar to those given by other age groups, the majority registering to help them move back into work (55 to 61 per cent).

Table 6.2 Work status and expectations at survey interview

	<i>Column per cent</i>					
	16 to 25	26 to 35	36 to 45	46 to 55	56 and over	All
	%	%	%	%	%	%
In paid work	36	32	42	36	41	37
<i>Base: All respondents</i>						
<i>Weighted base</i>	295	500	744	695	297	2,531
<i>Unweighted base</i>	291	514	709	717	298	2,529
Expect to work within 6 months	59	52	46	48	39	49
Expect to work, not in next 6 months	39	45	45	37	32	41
Don't expect to find work (incl DK)	2	4	10	14	29	11
<i>Base: Those not in paid work at interview</i>						
<i>Weighted base</i>	190	342	435	445	175	1,586
<i>Unweighted base</i>	189	339	417	450	182	1,577

Health remained an important issue for the registrant population at the point of interview, with 90 per cent saying they still had a condition or disability. Those who perceived their health to be 'good' or 'fair' were significantly more likely than those saying they were in 'poor' health to be in paid work at the point of interview, and were also more likely to expect to move into work within six months (Table 6.3, see also Section 8.2.5). Those in poor health were more likely to say they did not expect to work again (15 per cent compared to two per cent of those in good health; $p < 0.01$). As was the case with age, the reasons given for registering with a Job Broker for people in poor health were similar to those people in good or fair health. Over half of people in poor health registered to help them move back into work (56 per cent).

Table 6.3 Work status and expectations at interview

	<i>Column per cent</i>			
	Good health	Fair health	Poor health	All
	%	%	%	%
In paid work	44	40	24	37
<i>All respondents</i>				
<i>Weighted base</i>	788	1,131	606	2,531
<i>Unweighted base</i>	807	1,100	613	2,529
Expected to work within 6 months	65	53	26	49
Expected to work, not in next 6 months	32	38	54	41
Don't expect to find work (incl DK)	3	9	19	11
<i>Base: Those not in paid work at interview</i>				
<i>Weighted base</i>	444	676	462	1,586
<i>Unweighted base</i>	430	656	484	1,577

6.2.4 Work and expectations: work history

The recency of labour market experience was also a strong indicator of work and expectations of work following registration. Of those who had been in some kind of paid work in the six months up to registration, 59 per cent were in work at the point of interview (Table 6.4). This compared to 29 per cent of those who had not worked in the two years prior to registration ($p < 0.01$). Similarly, of those who were not in work, those who had worked in the recent six-month period before registration were considerably more likely to expect to work within six months than those who had not been in work during that time ($p < 0.01$).

Table 6.4 Work status and expectations at survey interview

	<i>Column per cent</i>				
	Paid work in 6 months to registration	Paid worked in 12 months to 7 months before registration	Paid worked in 24 months to 13 months before registration	No paid work in 2 years before registration	All
	%	%	%	%	%
In paid work	59	39	34	29	37
<i>Base: All respondents</i>					
Weighted base	556	338	306	1,242	2,531
Unweighted base	569	369	284	1,228	2,529
Expect to work within 6 months	64	56	56	40	49
Expect to work, not in next 6 months	27	40	38	45	41
Don't expect to find work (incl DK)	10	4	5	14	11
<i>Base: Those not in paid work at interview</i>					
Weighted base	228	205	203	882	1,586
Unweighted base	231	223	195	868	1,577

6.2.5 Work and expectations: attitudes to work

There are many factors interacting to produce the expectations to work observed. The impact on expectations (and on finding work) of the 'real' factors highlighted above will be mediated by registrants' attitudes towards work (as well as to the other things in their lives such as their health and their family responsibilities).

Respondents were read seven statements concerning attitudes to work and asked how much they agreed or disagreed with each (Table 6.5).

The vast majority of respondents (91 per cent) agreed (either 'strongly' or 'slightly') that having a job was important to them. However, although work was generally valued by the registrant population, there was greater polarisation when it was considered whether *all* types of work were valued. While 58 per cent agreed that 'having almost any job is better than being unemployed', just over a third (34 per cent) disagreed. This polarisation was greatest for the statement 'I should not be expected to take a job earning less than I was earning in any previous job' (32 per cent agreed while 44 per cent disagreed).

Table 6.5 Attitudes to employment

		<i>Row per cent</i>					
		Agree strongly	Agree slightly	Neither	Disagree slightly	Disagree strongly	Base: weighted (unweighted)
Having a job is very important to me	%	74	17	6	2	1	2,528 (2,527)
It is my responsibility to look for a job	%	66	25	6	2	1	2,523 (2,524)
Even if I have enough money, I would still want to work	%	47	28	7	7	11	2,527 (2,525)
Having almost any job is better than being unemployed	%	37	20	8	16	18	2,527 (2,524)
I am prepared to take any job I can do	%	30	26	12	18	14	2,523 (2,526)
Important to hang on to job, even if you do not like it	%	22	29	13	22	15	2,526 (2,727)
Should not be expected to take a job earning less than I was earning in any previous job	%	18	15	23	28	16	2,510 (2,510)
Voluntary work can improve someone's confidence	%	57	30	9	3	2	2,515 (2,514)
Voluntary work can improve your chances of getting paid work	%	48	34	12	4	2	2,515 (2,509)

Base: All respondents

The polarisation produced by the statement 'having almost any job is better than being unemployed' highlights differences between those expecting to find work in the near future and those who are not. Just over a quarter (28 per cent) of those not expecting to find work in the next six months strongly agreed with this statement compared to 37 per cent of those who were expecting to find work in this time (and 46 per cent of those already in work) ($p < 0.01$) (Table 6.6). However, the relationship between attitudes to work and expectations of working is not straightforward, as illustrated by the fact that 34 per cent of those not expecting to work in the future nevertheless strongly agreed with the statement.

Expectations of work, then, are not explained by these attitudes alone. The greater degree of reluctance to consider 'any' job among those not expecting to work in the near future may reflect differences in personal needs and requirements of work in addition to basic attitudes towards it. For instance, there was less agreement with this statement among those saying they were in poor health ($p < 0.01$) (Appendix B, Table B.22).

Table 6.6 Attitudes and expectations of work: 'Having almost any job is better than being unemployed'

	<i>Columns per cent</i>				
	In paid work	Expect to work within 6 months	Expect to work, not in next 6 months	Don't expect to find work (incl DK)	All
	%	%	%	%	%
Agree strongly	46	37	28	34	37
Agree slightly	20	20	22	19	20
Neither	7	8	10	14	8
Disagree slightly	14	16	20	13	16
Disagree strongly	14	20	20	20	18
<i>Base: All respondents</i>					
<i>Weighted base</i>	942	771	643	170	2,527
<i>Unweighted base</i>	951	771	618	184	2,524

The attitudes of registrants in Pathways to Work areas were quite similar to those of registrants living outside these areas, and few statistically significant differences were found. However, a higher proportion of those in Pathways to Work areas strongly agreed with the statement 'it is my responsibility to look for a job' (73 per cent compared with 65 per cent of those outside Pathways areas; $p < 0.01$) (Appendix B, Table B.23). It is possible that this difference is the product of factors such as the mandatory Work Focused Interview (WFI) programme in Pathways to Work areas. There is an indication that this attitude may be a positive factor in people finding work in the higher proportion who strongly agree with the statement

among those in work and those expecting to find work in the near future (73 and 72 per cent respectively compared to 54 per cent among those not expecting to find work in the next six months; $p < 0.01$) (Appendix B, Table B.24).

There was little difference in the attitudes of registrants of existing and new Job Brokers'.

6.3 Perceived barriers to work

In trying to explain why some registrants had not found work and what drove their expectations about work, respondents who were not in work were asked about specific factors that may have acted as barriers to entering the labour market.³⁰

The factor most commonly cited as a barrier to finding work was the lack of suitable job opportunities in the local area, with well over half (56 per cent) of out of work registrants saying this applied to them (Table 6.7). This was consistent with the findings of the surveys of earlier cohorts of NDDP registrants.

Nearly half (47 per cent) cited their disability or health condition as a barrier to employment and 45 per cent indicated that working regularly would be a problem (a factor that is itself strongly related to health as discussed below). A lack of qualifications and experience was cited as a problem for 41 per cent of the group.

There were few statistically significant differences between those in Pathways to Work areas and those outside them in the proportions mentioning barriers. An exception was in relation to the lack of suitable job opportunities in the local area: 62 per cent cited this as a barrier in Pathways to Work areas compared to 56 per cent of those outside these areas ($p < 0.05$). This may reflect actual differences in labour market conditions between the areas, or could be the product of those in Pathways to Work areas appearing to be closer to the job market at registration (see Chapter 2), as this was associated with respondents citing a lack of job opportunities as a barrier (see below).

There were few differences between registrants with existing and new Job Brokers. The exception was again in relation to the lack of suitable job opportunities in the local area, with those with new Job Brokers being more likely to say this was a barrier (62 per cent compared to 56 per cent; $p < 0.05$).

³⁰ These questions referred to the respondent's situation at the time of the interview (around six months after registration).

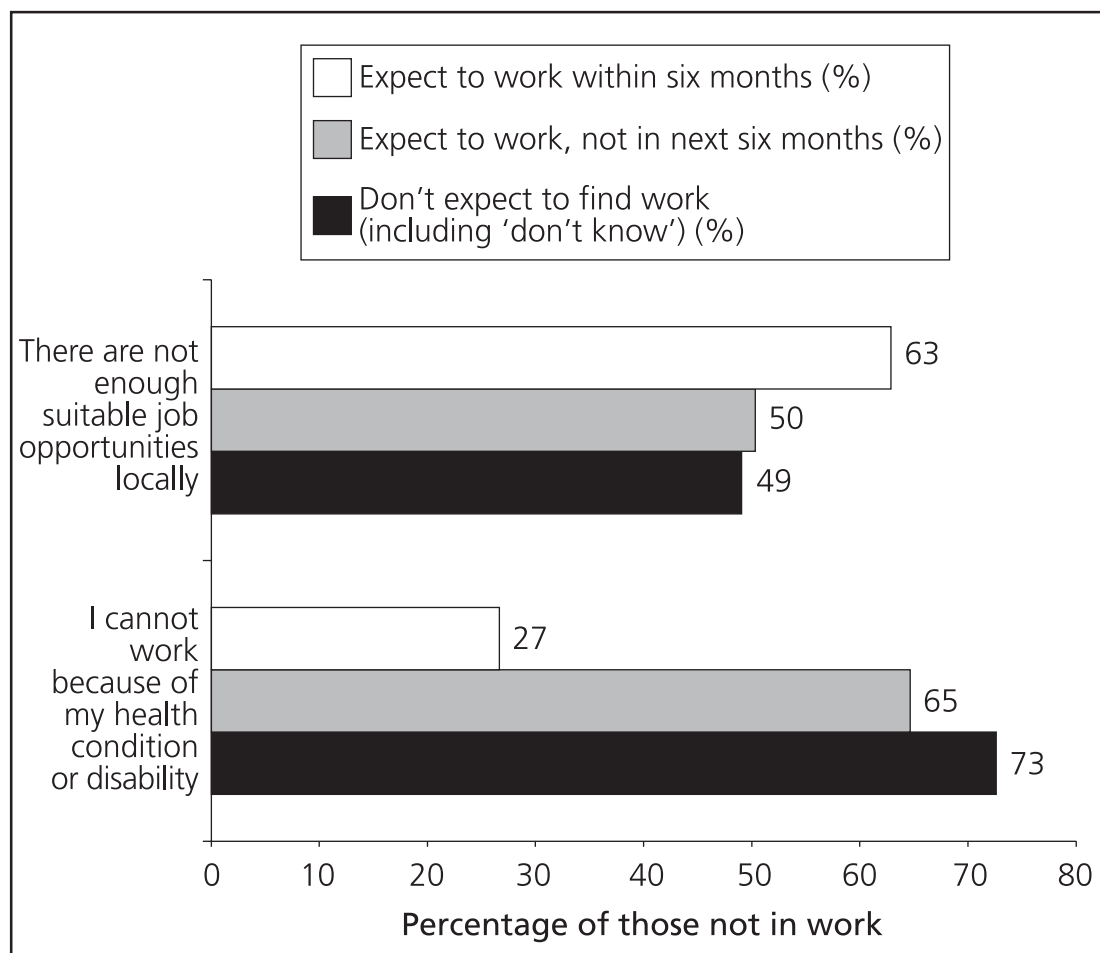
Table 6.7 Perceived barriers to work by type of area and Job Broker

	<i>Multiple response</i>				
	<i>Column per cent</i>				
	Pathways to work areas %	Non-Pathways areas %	Existing Job Brokers %	New Job Brokers %	All %
There are not enough suitable job opportunities locally	62	56	56	62	56
I cannot work because of my health condition or disability	50	47	47	47	47
I am not sure I would be able to work regularly	47	44	44	45	45
I have not got enough qualifications and experience to find the right work	45	40	40	43	41
Other people's attitudes towards my health condition or disability make it difficult for me to work	39	40	39	47	40
I do not feel confident about working	33	37	37	35	37
My doctor has told me not to work	36	30	32	25	31
I am not sure I would be better in work than on benefits	26	26	26	26	26
I am unlikely to get a job because of my age	28	22	23	23	23
I cannot work because I am caring for someone who has a health condition or disability	5	4	4	4	4
My family do not want me to work	6	4	4	4	4
I cannot work because of my childcare responsibilities	5	4	4	4	4
<i>Base: All not in paid work</i>					
<i>Weighted base</i>	183	1,403	1,395	191	1,588
<i>Unweighted base</i>	476	1,100	1,042	534	1,579

A number of the factors were cited as problems by a broad group of registrants, but there was variation between sub-groups that throws light on the nature of the problems.

In general, we might expect barriers to work to be greater for the group who say they do not expect to find work in the next six months than for those who do. However, Figure 6.1 illustrates the point that while this may be true overall, particular barriers are more pertinent to those closer to the job market (also see Appendix B, Table B.25). Nearly two-thirds (63 per cent) of those who expected to work in the next six months cited a lack of suitable job opportunities locally compared to half (50 per cent) of those who did not expect to work in the next six months ($p < 0.01$). The opposite was found of health problems as a barrier, which is more consistent with the idea that greater obstacles to work exist for those whose assessment is that they are some distance from the labour market. For those not expecting to work because of their health condition or disability, the availability of suitable jobs will be less salient.

Figure 6.1 Perceived barriers by expectations of work



This picture is mirrored when examining the factor that registrants said was their *main* barrier to being in work (Table 6.8). The barrier most widely cited by those not in paid work was, by some margin, their disability or health condition. Thirty per cent cited this as their main barrier to work, compared with 19 per cent who mentioned the next most widely cited factor – insufficient suitable job opportunities. However, it is a lack of suitable job opportunities that is most frequently the main barrier for those closer to the labour market (27 per cent compared to 16 per cent who cite their health as the main barrier for this group). Having a disability or health condition is the main barrier for over half of those registrants who do not expect to work in the future. It is also worth noting that a higher proportion of those expecting work in the near future identify a lack of skills and experience as their main barrier to work (12 per cent compared to seven per cent of those expecting to work but not in the next six months; $p < 0.01$).

Table 6.8 Perceived main barrier by expectations of work

	<i>Column per cent</i>			
	Expect to work within 6 months %	Expect to work, not in next 6 months %	Don't expect to find work (incl DK) %	All %
I cannot work because of my health condition or disability	16	40	55	30
There are not enough suitable job opportunities locally	27	12	8	19
I have not got enough qualifications and experience to find the right work	12	7	3	9
Other people's attitudes towards my health condition or disability make it difficult for me to work	10	8	3	8
I do not feel confident about working	6	6	2	6
I am not sure I would be able to work regularly	5	5	6	5
My doctor has told me not to work	2	6	6	4
I am unlikely to get a job because of my age	4	2	6	4
I am not sure I would be better in work than on benefits	2	3	2	3
I cannot work because I am caring for someone who has a health condition or disability	1	2	2	1
I cannot work because of my childcare responsibilities	1	1	1	1
My family do not want me to work	0	0	0	0
None of these barriers apply	13	5	6	9
No main barrier	0	1	1	1
<i>Base: All not in paid work</i>				
<i>Weighted base</i>	773	643	171	1,588
<i>Unweighted base</i>	771	621	184	1,579

Other indications of the ways in which barriers are affecting the registrant population can be identified when looking at personal characteristics.

In particular, age affects the proportion mentioning particular barriers (Appendix B, Table B.26). There is a strong relationship here with the barrier specifically related to age (70 per cent of those aged over 56 mentioned this as a barrier compared to two per cent of those aged 26 to 35; $p < 0.01$). A relationship can also be seen with a problem with lack of skills and experience (53 per cent of those aged 16 to 25 mention this compared with 27 per cent of those aged over 56; $p < 0.01$).

Particular barriers are also associated more with one of the genders than the other (Appendix B, Table B.27). Half (50 per cent) of women mention not being able to work regularly compared with 41 per cent of men ($p < 0.01$). This may be related to another barrier, that of childcare responsibilities, which is mentioned by eight per cent of women, but only two per cent of men ($p < 0.01$).

The registrants' disability and health condition is an important barrier in itself, being the most frequently mentioned main barrier. It is also important for understanding *how* other barriers affect people (Appendix B, Table B.28). Those without a health condition or disability were more likely than others to say there are not enough suitable job vacancies locally (again, perhaps indicating their greater proximity to the job market). They were considerably less likely than those, for instance, who had a mental health condition to mention not being able to work regularly as a barrier (nine per cent compared with 50 per cent; $p < 0.01$).

The type of health condition is also relevant here. Those with a mental health condition were more likely to cite other people's attitudes towards their condition as a barrier than those with a musculo-skeletal condition (48 per cent compared with 35 per cent; $p < 0.01$). There were also differences between these groups in the proportion citing not feeling confident about working as a barrier (60 per cent of those with a mental health problem compared to 31 per cent of those with a musculo-skeletal condition; $p < 0.01$).

Clearly the list of factors presented to respondents as potential barriers was not exhaustive. Another factor that is associated with expectations of future work is that of access to and ability to use transport. Table 6.9 shows that those who were in paid work were more likely to have access to their own transport than those who expect to work in the future and were less likely to have difficulty using public transport (either because of health problems or due to the availability of public transport) (66 per cent compared to 44 per cent of those who expect to work in the next six months and 42 per cent of those who expect to work but not in the next six months had their own transport; 12 per cent compared to 23 per cent and 29 per cent respectively had difficulty using public transport). Over half of registrants who did not expect to find work had access to their own transport (59 per cent). Having access to their own transport may be of more importance to people with more severe health conditions or disabilities, although the base size for this group is small.

Table 6.9 Transport availability and expectations of work

	<i>Column per cent</i>				
	In paid work	Expect to work within 6 months	Expect to work, not in next 6 months	Don't expect to find work (incl DK)	All
	%	%	%	%	%
Have own transport	66	44	42	59	53
Can use public transport to get to work	22	33	29	18	27
Difficulty with using public transport or transport not good enough to get to work	12	23	29	23	20
<i>Base: All respondents</i>					
<i>Weighted base</i>	<i>937</i>	<i>762</i>	<i>635</i>	<i>167</i>	<i>2,501</i>
<i>Unweighted base</i>	<i>947</i>	<i>763</i>	<i>611</i>	<i>180</i>	<i>2,501</i>

6.4 Perceived bridges to work

Clearly it is useful for policy development to understand the changes in people's situations that might enable them to move into work. In addition to asking about the barriers that they faced, respondents were asked whether specific changes may facilitate this move.

The factor most commonly mentioned by registrants that would mean they would be able to work was knowing they could return to their original benefit if they needed to (63 per cent, Table 6.10). This was also the most common mentioned bridge in surveys of earlier cohorts (Kazimirski *et al.*, 2005). As noted in the reports from these surveys, this indicates either a lack of awareness of, or trust in, the linking rules that allow people to move back onto benefits within a 52 week period.

There was very little difference between types of area or types of Job Broker in the factors mentioned as bridges.

Table 6.10 Perceived bridges to work by type of area and Job Broker

	<i>Multiple response</i>				
	<i>Columns per cent</i>				
	Pathways to work areas	Non- Pathways areas	Existing Job Brokers	New Job Brokers	All
	%	%	%	%	%
I would be able to work if...I knew I could return to my previous benefit if I needed to	65	63	63	65	63
I could decide how many hours I worked	60	59	59	62	59
I could work at home	54	51	51	56	52
I was able to take breaks when I needed to during the day	50	48	48	52	48
someone could support me at work at least some of the time	35	34	34	39	35
public transport was better	30	31	30	35	31
I had my own transport	30	31	31	31	31
I had special equipment to do a job	20	18	18	19	18
I had access to affordable childcare	8	7	7	7	7
<i>Base: All not in paid work</i>					
<i>Weighted base</i>	184	1,402	1,395	191	1,588
<i>Unweighted base</i>	477	1,100	1,042	534	1,579

Being able to return to benefit was also the factor most commonly cited as the one that would be the *main* bridge to work (22 per cent, Table 6.11). There was some variation in the ranking of the different main bridges between those expecting to work in the next six months and other groups. The most commonly cited main bridge among this group was being able to decide how many hours to be worked (22 per cent), whereas this was the third most commonly cited main bridge for those expecting to work in more than six months (16 per cent; $p < 0.01$). Working at home was less likely to be the main bridge for those closer to work (ten per cent compared to 20 per cent of those expecting to work in more than six months; $p < 0.01$).

Table 6.11 Perceived main bridges to work by expectations of work

	<i>Column per cent</i>			
	Expect to work within 6 months	Expect to work, not in next 6 months	Don't expect to find work (incl DK)	All
	%	%	%	%
I would be able to work if I knew I could return to my previous benefit if I needed to	20	24	23	22
I would be able to work if I could decide how many hours I worked	22	16	12	18
I would be able to work if I could work at home	10	20	25	16
I would be able to work if I had my own transport	11	7	0	8
I would be able to work if someone could support me at work at least some of the time	7	9	8	8
I would be able to work if I was able to take breaks when I needed to during the day	8	8	6	8
I would be able to work if public transport was better	5	3	4	4
I would be able to work if I had special equipment to do a job	3	2	0	3
I would be able to work if I had access to affordable childcare	2	2	3	2
None of these bridges apply	11	8	18	11
No main bridge	1	1	1	1
<i>Base: All not in paid work</i>				
<i>Weighted base</i>	773	643	171	1,588
<i>Unweighted base</i>	711	621	184	1,579

7 Steps towards work

Summary

- Over two-thirds of all registrants said they had increased their efforts to move into work since they registered (68 per cent). Almost one-third of registrants who had increased their efforts to find work claimed they had done so as result of contacting their Job Broker (31 per cent).
- Just over one-half of registrants had looked for work since they registered with a Job Broker (52 per cent). The most common methods used to look for paid work were: looking at job advertisements (66 per cent); going to the local Jobcentre Plus office (49 per cent); and using the Internet (39 per cent):
 - Registrants in Pathways to Work areas were more likely to go to the Jobcentre Plus office to look for work (53 per cent compared to 48 per cent), whilst registrants in non-Pathways to Work areas were more likely to have used the Internet (40 per cent compared to 34 per cent).
 - Registrants who contacted new Job Brokers were more likely to have looked at advertisements (75 per cent compared to 65 per cent) and used the Internet than those who contacted existing Job Brokers (47 per cent compared to 38 per cent).
- Since registering, around two-thirds of registrants had applied for paid work (68 per cent); and around three-quarters (76 per cent) of these applicants had had at least one interview.
- Of the 68 per cent who had applied for at least one job, almost three-fifths (58 per cent) were offered a job. Less than one-quarter of registrants who had had interviews turned down a job offer (23 per cent).
- Three per cent of registrants had undertaken a work placement or work trial. Less than one-fifth had started a training scheme or education programme (18 per cent), while 10 per cent had started a Basic Skills programme.
- Seven per cent of registrants had undertaken voluntary work since registering on NDDP.

- The percentage of registrants who were economically active increased during the post-registration period from 33 per cent at registration to 57 per cent six months later. There was a corresponding fall in the proportion economically inactive, which decreased from 68 per cent at registration to 43 per cent six months later.

7.1 Introduction

This chapter looks at the intermediate outcomes of registrants; in particular what steps they have taken to find work.³¹ Throughout the analysis, emphasis is placed on comparisons between the seven Pathways to Work pilot and non-pathways areas, as well as comparisons between 'new' Job Brokers and 'existing' ones (see Section 1.1). The chapter examines how registrants had attempted to find work and their rationale for doing so (Section 7.2). It continues by considering whether registrants have undertaken any work placements (Section 7.3), training and education (Section 7.4), and voluntary work (Section 7.5). The chapter concludes by focusing on registrants' activities after registering with the August- October 2004 Job Broker (Section 7.6).

7.2 Job search activities

7.2.1 Increasing efforts to find work

More than two-thirds of registrants claimed that they had increased their efforts to find a job since registering with a Job Broker (68 per cent). Of this group, over two-thirds said they would have increased their efforts to find a job anyway (69 per cent). Nevertheless, one-seventh of them would have done so at a later stage (14 per cent), whilst around one-sixth would have been unlikely to do so had they not registered (17 per cent). So 31 per cent said they had increased their efforts as a consequence of contacting their Job Broker.

A logistic regression confirms that personal characteristics are significantly associated with the likelihood of registrants increasing their efforts to find work (Appendix B, Table B.29):

- Basic skills problems – those who did not have problems with English or mathematics were more likely to have increased their efforts to find work than those with such problems (69 per cent compared to 62 per cent) ($p < 0.05$).
- Self-reported health status – registrants who said their health was good (77 per cent) ($p < 0.01$) or fair (70 per cent) ($p < 0.01$) were more likely to have increased their efforts to find work since registration than those who perceived their health to be poor (54 per cent).

³¹ Work outcomes – employee work, self-employment and Permitted Work – are discussed in Chapter 8.

- Attitude towards work – as expected, registrants who had a positive attitude towards work were more likely to have increased their efforts to find a job since registration (71 per cent) ($p < 0.01$) than those with a more negative or neutral attitude (58 per cent).
- Housing tenure – registrants with a mortgage (71 per cent) ($p < 0.05$), those who rent privately (70 per cent) ($p < 0.05$) and those living with parents or relatives (74 per cent) ($p < 0.01$) were all more likely to have increased their efforts to find work since registration than those who own their home outright (61 per cent). This could at least be partly explained by the fact that those who lived with their parents and relatives were often younger (76 per cent were aged under 35) whilst those that owned their home outright were often older (80 per cent aged 46 and over) ($p < 0.01$).

The analysis also confirmed that the type of area that registrants lived in and whether they contacted existing or new Job Brokers were not significantly associated with increasing efforts to find work.

7.2.2 How registrants looked for work

Registrants who had looked for work (52 per cent) were asked about the methods they had used as a result of speaking to their Job Broker. By far the most commonly used method of looking for a job was looking at advertisements in newspapers, magazines and shop windows (66 per cent). Almost one-half (49 per cent) had gone to their local Jobcentre Plus office to look for work, whilst around two-fifths (39 per cent) used the Internet for the same purpose. Only four per cent of registrants who looked for work had contacted another Job Broker, which made it the least commonly used method. There are relatively few significant differences in the methods used to look for work by type of area or Job Broker. However, registrants in non-Pathways to Work areas were significantly more likely to have used an organisation that helps disabled people find work than those in Pathways to Work areas (15 per cent and nine per cent, respectively) ($p < 0.05$) (Table 7.1). Those in Pathways to Work areas were more likely to have gone to their local Jobcentre Plus office to look for work than those in other areas (53 per cent compared to 48 per cent) but these area differences in who used Jobcentre Plus are not statistically significant.

Registrants who had looked for work and contacted new Job Brokers were significantly more likely to have looked for work by looking at advertisements in newspapers, magazines and shop windows (75 per cent) than those registered with existing Job Brokers (65 per cent). They were also more likely to have used the Internet to look for work (47 per cent compared to 38 per cent) (Table 7.2).

Table 7.1 Methods used to look for work as a result of contact with a Job Broker by type of area

	<i>Multiple response</i>		
	Pathways to Work area	Non-Pathways to Work area	All
	%	%	%
Looked at adverts	67	66	66
Went to Jobcentre Plus	53	48	49
Used the internet	34	40	39
Asked friends or relatives	28	31	30
Directly contacted employer	16	18	17
Went to a recruitment agency	17	17	17
Used an organisation helping disabled people find work*	9	15	15
Talked to a DEA	9	11	10
Tried to find self-employed work	8	9	9
Other	8	8	8
Contacted another Job Broker	4	4	4
<i>Base: All registrants who had looked for work since registering with a Job Broker</i>			
<i>Weighted base</i>	182	1,139	1,321
<i>Unweighted base</i>	474	877	1,351

* – significant at the five per cent level.

Table 7.2 Methods used to look for work as a result of contact with a Job Broker by type of Job Broker

	<i>Multiple response</i>		
	Existing Job Broker	New Job Broker	All
	%	%	%
Looked at adverts	65*	75*	66
Went to Jobcentre Plus	49	50	49
Used the internet	38*	47*	39
Asked friends or relatives	30	32	30
Directly contacted employer	18	16	17
Went to a recruitment agency	16	20	17
Used an organisation helping disabled people find work	15	14	15
Talked to a DEA	10	12	10
Tried to find self-employed work	9	11	9
Other	7	9	8
Contacted another Job Broker	4	6	4
<i>Base: All registrants who had looked for work since registering with a Job Broker</i>			
<i>Weighted base</i>	1,168	153	1,321
<i>Unweighted base</i>	917	434	1,351

* – significant at the five per cent level.

7.2.3 Reasons for wanting paid work

All registrants who had looked for, applied for or started, paid work were asked to give their reasons for wanting paid work. By far the most common reason given by registrants was money, which was mentioned by almost three-quarters of respondents (74 per cent) (Table 7.3). Over half (54 per cent) wanted paid work to improve their self-respect, while more than two-fifths (43 per cent) wanted employment to avoid boredom. By contrast, less than one-sixth of registrants wanted paid work in order to develop their skills (16 per cent) (Table 7.3).

There were few differences in the reasons for wanting paid work by type of area or Job Broker, although registrants in Pathways to Work areas were significantly more likely to want paid work to improve their health than those in non-Pathways to Work areas (28 per cent compared to 23 per cent).

Similarly, registrants who had contacted new Job Brokers were significantly more likely to want paid work to improve their health than those who had contacted existing Job Brokers (31 per cent and 23 per cent, respectively).

Table 7.3 Reasons for wanting paid work by type of area and Job Broker

	<i>Multiple response</i>				
	By Area		By Job Broker type		All
	Path-ways to Work area	Non-Path-ways to Work area	Existing Job Broker	New Job Broker	
	%	%	%	%	%
Money	78	73	74	79	74
Self-respect	54	54	53	55	54
Avoid boredom	42	43	43	48	43
To be part of the working world	35	37	36	40	37
Enjoy work and make contribution	35	34	33	38	34
Improve health	28	23	23**	31**	24
Get off benefit	21	20	20	22	20
Use or develop skills	17	16	16	19	16
Other*	5	8	8	10	8
No longer wants paid work	+	+	+	+	+
<i>Base: All registrants who had looked for, applied for or started paid work since registering. Paid work includes Permitted Work, Supported Employment, Work Placement or self-employment</i>					
<i>Weighted base</i>	272	1,626	1,705	193	1,898
<i>Unweighted base</i>	694	1,205	1,354	545	1,899

+ – percentage is less than 0.5 bases on the number of weighted cases.

* – significant at five per cent level among areas. ** – significant at five per cent level among Job Broker types.

7.2.4 Job applications

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, just over two-thirds of registrants said they had applied for at least one job (68 per cent). Amongst those who had applied for jobs, the average number of job applications was nine. There was no significant difference in the average number of jobs applied for amongst those who had applied for at least one job in Pathways to Work and non-Pathways to Work areas. By contrast, there appeared to be a significant difference by type of Job Broker. Amongst registrants who contacted existing Job Brokers, the average number of jobs applied for was eight compared to 11 for those who contacted new Job Brokers. This may at least be partly explained by Table 2.19, which showed that registrants of new Job Brokers were more likely to be looking for work and less likely to be in paid work than their counterparts who had contacted existing Job Brokers. However, logistic regression analysis shows that it was the following personal characteristics rather than type of Job Broker (or type of area) that were independently associated with applying for jobs (Appendix B, Table B.30):

- Housing tenure – registrants who rented their house from the council (67 per cent) ($p < 0.01$), a Housing Association (72 per cent) ($p < 0.01$) and those living with their parents or relatives (76 per cent) ($p < 0.01$) were significantly more likely to have applied for at least one job since registration than those who own their home outright (61 per cent). As already mentioned (see Section 7.2.1), this could at least partly be explained by the fact that those who owned their own homes were typically older, whereas those who lived with their parents or relatives were often younger. More than four-fifths of those who rented from the council (82 per cent) and Housing Association (85 per cent) were aged between 26 and 55.
- Self-reported health status – registrants who thought their health was good were significantly more likely than those who thought their health was poor to have applied for at least one job (77 per cent compared to 54 per cent) ($p < 0.01$).
- Limiting health condition – registrants who had a disability or health condition that limited to a great extent their daily activities (57 per cent) were significantly less likely to have applied for at least one job since registration than those whose health condition only impacted on their daily activities slightly or not at all (80 per cent) ($p < 0.01$).
- Relationship to work – as might be expected, registrants who were looking for work (83 per cent) ($p < 0.01$) were significantly more likely to have applied for at least one job since registration than those who do not expect to work (27 per cent).

7.2.5 Job interviews

Registrants who had made at least one job application were asked about the number of interviews they had since registration. Three-quarters (76 per cent) had at least one interview. Amongst those who had interviews, the average number was between two and three.

There were no significant differences between registrants living in Pathways to Work and non-Pathways to Work areas or whether registrants had contacted existing or new Job Brokers in the likelihood of getting a job interview.

7.2.6 Job offers

Of the 68 per cent who had applied for at least one job, almost three-fifths (58 per cent) were offered a job – 39 per cent of all registrants. This is only slightly higher than the 37 per cent of registrants who were in paid work six months after registering. One would expect the difference between these two groups to be higher. The fact that it is not can at least partly be explained by the definition of paid work used in Chapter 2, which includes the self-employed. This group of registrants will either have been offered a job and not accepted it or not have been offered a job at all and instead set up their own business. Consequently, not all those in paid work will have had job offers so it is likely that the proportion of registrants in paid work who had received job offers is less than 37 per cent. The average number of jobs offered was one and there were no statistically significant differences in the average number of offers by type of area or Job Broker.

Registrants' movements into paid work are discussed further in Chapter 8.

7.2.7 Registrants' reasons for turning down job offers

Registrants were asked whether they had turned down any jobs offers. Less than one-quarter of registrants who had had interviews turned down a job offer (23 per cent). Those who had turned down at least one job offer were asked to give the reasons for doing so. Although the number of cases is small, which limits the analysis, 'other reasons' were most commonly cited reason (24 per cent) (Table 7.4). Almost one-fifth of registrants who turned down a job offer said that they had a health condition that prevented them from doing the job (18 per cent). One-sixth said they did not like the job on offer (16 per cent), while one-seventh said they had received a better job offer (14 per cent).

Table 7.4 Registrants' reasons for turning down a job offer by type of area

	<i>Multiple response</i>		
	Pathways to Work area	Non-Pathways to Work area	All
	%	%	%
Health condition meant I could not do the job	17	17	17
Did not like job on offer	23	15	16
Had better job offer	15	14	14
More interested in other work *	19	8	11
Not hours I wanted to work	7	10	9
Not the type of hours I wanted	11	8	9
Too far away	11	8	9
Pay too low	9	7	8
No adequate transport	4	7	7
Health condition worsened	2	5	5
Employer attitude to disability	2	2	2
It would have affected my benefit	4	2	2
Decided I was not ready for work *	4	0	1
Work was temporary	0	1	1
Unpleasant working conditions	2	1	1
No childcare	2	0	+
No personal assistance	2	0	+
Other	17	26	24
<i>Base: All registrants who had received job offers and turned them down</i>			
<i>Weighted base</i>	<i>47</i>	<i>178</i>	<i>225</i>
<i>Unweighted base</i>	<i>84</i>	<i>150</i>	<i>234</i>

+ – percentage is less than 0.5 based on the weighted number of cases.

* – significant at five per cent level.

7.3 Work placements and work trials

Just 84 registrants (three per cent) had started a work placement or work trial. Amongst these registrants, more than nine in ten had attended one work placement or work trial (91 per cent). Only eight registrants had attended more than one work placement up to a maximum of four. One-third of the work placements were organised by the Job Broker (34 per cent).

7.4 Training and education programmes

More than two-fifths of registrants (42 per cent) had undertaken some form of activity related to training or education since registration. One-quarter (25 per cent) had looked into possible training schemes or education programmes, whilst almost

one-fifth had started one of these (18 per cent). One-tenth of registrants had attended basic skills training (Table 7.5).

Table 7.5 Training and education programmes looked into, applied for and started

	<i>Multiple response</i>
	%
Looked into possible training schemes and education programmes	25
Started a training scheme or education programme	18
Applied for a training scheme or education programme	13
Attended basic skills training	10
Looked into Work Preparation programme	4
Applied for a Work Preparation programme	2
Started a Work Preparation programme	2
None of these (+)	58
<i>Base: All registrants</i>	
<i>Weighted base</i>	2,531
<i>Unweighted base</i>	2,531

Logistic regression analysis shows that the personal characteristics significantly associated with registrants undertaking training or education are (Appendix B, Table B.31):

- Housing tenure – registrants with a mortgage (44 per cent) ($p < 0.01$) and those renting privately (47 per cent) ($p < 0.05$) were more likely to have undertaken training or education than registrants who owned their home outright (32 per cent).
- Educational attainment – registrants with a higher level of educational qualification were more likely to undertake education and training. (Registrants with S/NVQ Level 4 or 5 (52 per cent) were more likely than those with no qualifications (34 per cent) ($p < 0.01$), those with qualifications at another level (37 per cent) ($p < 0.05$), those with S/NVQ Level 2 qualifications (41 per cent) ($p < 0.01$) and those with S/NVQ Level 3 qualifications (40 per cent) ($p < 0.01$) to have undertaken training or education.)
- Relationship to work – those currently looking for work (49 per cent) ($p < 0.01$) and those expecting to work in future (44 per cent) ($p < 0.01$) were more likely to have undertaken training and education than those who did not expect to work in future (23 per cent).
- Attitudes towards work – registrants with a more positive attitude to work were more likely to have undertaken training or education than those with negative or neutral attitudes (44 per cent to 36 per cent) ($p < 0.05$).

- Age – younger registrants were more likely to have undertaken training and education. Registrants aged 26-35 years (48 per cent) ($p < 0.05$) and those aged 36-45 years (44 per cent) ($p < 0.01$) were more likely to have undertaken training or education since registration than those aged 56 and over (30 per cent).

The analysis also shows that the type of area that registrants lived in and the type of Job Broker they contacted are not significantly associated with undertaking training and education.

Over half of those who had undertaken some form of training or education said they would have done so irrespective of registering for NDDP (55 per cent). More than one-quarter (28 per cent) would have been unlikely to do so had they not registered with a Job Broker, while one-sixth said they would have started the course at a later stage (16 per cent).

7.5 Voluntary work

Seven per cent of registrants had undertaken voluntary work since registering on NDDP. Logistic regressions suggest that the factors associated with registrants undertaking voluntary work are:

- Type of area – registrants living in Pathways to Work areas (eight per cent) were more likely to have undertaken voluntary work than their counterparts in non-Pathways to Work areas (four per cent) ($p < 0.05$).
- Housing tenure – registrants who rented from a housing association (12 per cent) were more likely to have undertaken voluntary work than any other tenure group ($p < 0.01$).
- Self-reported health status – those in good health (nine per cent) were more likely to have undertaken voluntary work than those who said their health was fair (six per cent) or poor (six per cent) ($p < 0.01$).
- Educational attainment – registrants with the highest level of qualifications (S/NVQ Level 4 or 5) (11 per cent) were more likely than registrants who had any other level of qualification to have undertaken voluntary work ($p < 0.01$).
- Gender – women (nine per cent) were more likely to have undertaken voluntary work than men (six per cent) ($p < 0.01$).
- Mental health condition – those with a mental health condition were more likely to have undertaken voluntary work than those without this condition (11 per cent compared to five per cent) ($p < 0.01$).

Around seven in ten registrants said they would have undertaken voluntary work even if they had not contacted a Job Broker (71 per cent), while one in ten (10 per cent) would have done so at a later stage and almost one in five said they would not have done so had they not registered (19 per cent).

Amongst those who had undertaken voluntary work, over two-thirds said that the experience had made use of their skills at least to some extent (68 per cent).

Almost one-quarter of the volunteers had finished their voluntary work (24 per cent) by the time of the survey interview. Just under one-third (30 per cent) of those registrants whose voluntary work had ended said that their health was a major reason for it terminating, and a further five per cent said it played a minor part. The remaining 65 per cent said their health played no part at all in the voluntary work coming to an end.

7.6 Registrants' activities after registration

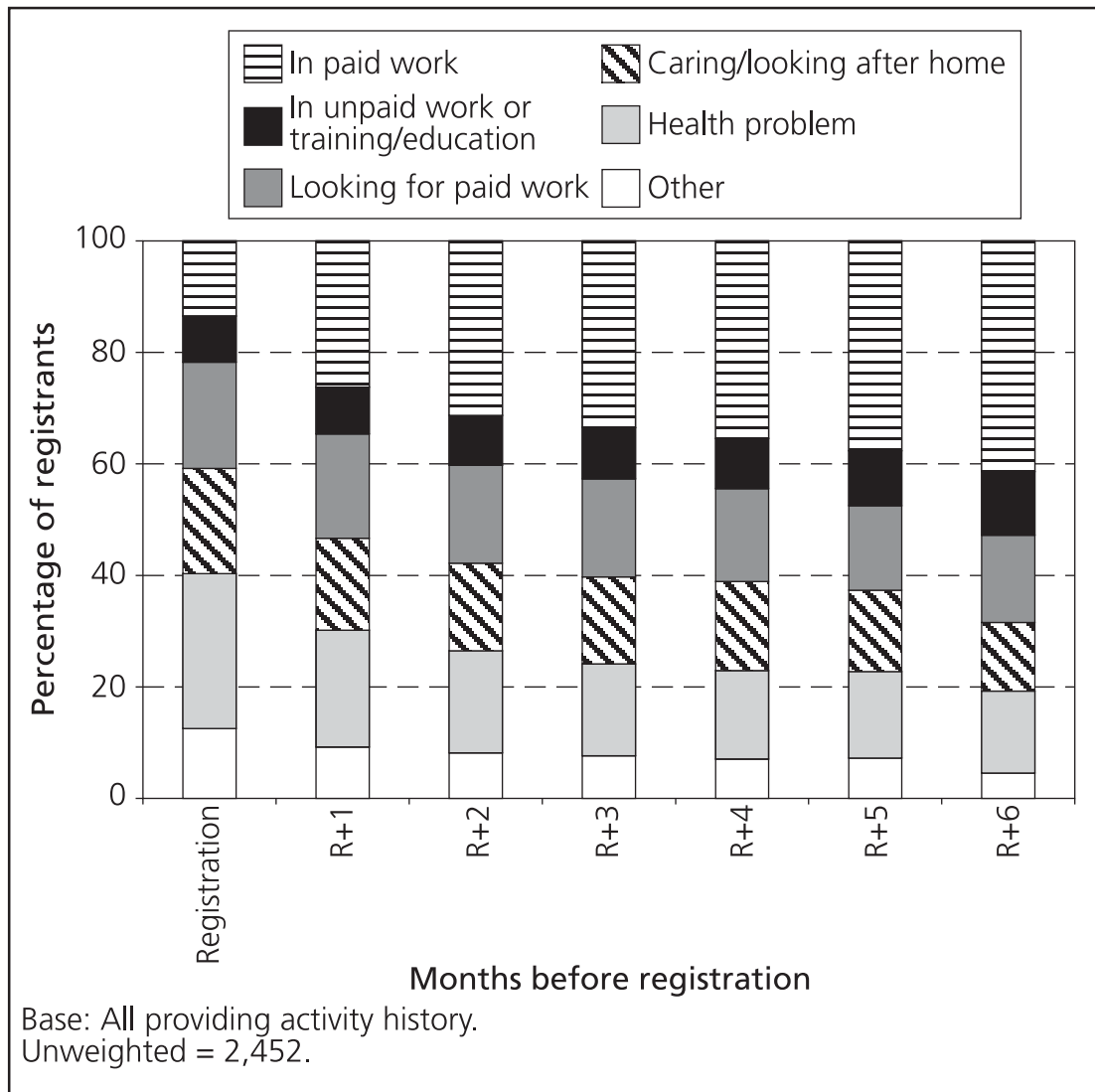
This section looks at the activities that registrants undertook in the six months after registration.³² Unlike the period before registration (Figure 2.1), the percentage of registrants who were economically active increased during the post-registration period. It increased from 33 per cent at registration to 57 per cent six months later. This increase in economic activity involved a dramatic increase in the proportion in work – from 14 per cent to 41 per cent (Figure 7.1) – and a slight fall in the proportion looking for work – 19 per cent at registration and 16 per cent at the time of the survey.

The rise in the percentage in work is matched by a fall in the proportion economically inactive, which decreased from 68 per cent at registration to 43 per cent six months later. Underlying this fall in the proportion economically inactive is:

- a fall in the percentage of registrants self-reporting health problems from 28 per cent at registration to 15 per cent at six months post-registration;
- a decline in the percentage with caring responsibilities or looking after their homes from 19 per cent at the point of registration to 12 per cent six months later;
- a slight rise in the proportion of registrants who were undertaking voluntary work or training/education from eight per cent to 11 per cent six months after registration; and
- a fall in the proportion doing 'other' activities over the six month period – from 13 per cent to five per cent. This category of registrants includes those who said claiming benefit was their main activity and various 'other' responses.

³² This is based on all registrants. In Chapter 8, the work outcomes are based on all registrants who worked for at least eight hours a week.

Figure 7.1 Activity from registration



8 Work outcomes

Summary

- Six months after registration, 31 per cent of registrants had entered work of at least eight hours per week as an employee, in self-employment or Permitted Work.³³ Those more likely to have entered work were:
 - women;
 - those holding a full driving licence and with access to a vehicle;
 - those who reported having good health status or a health condition that had no, or little, impact on everyday activities;
 - those registered with existing (as opposed to new) Job Brokers;
 - those living in Pathways to Work areas (rather than in non-Pathways to Work areas);
 - those who made use of Jobcentre Plus and recruitment agencies to find employment *before* registration;
 - those making postal contact with their Job Broker; and
 - those having discussions with their Job Broker on how to present themselves at a job interview, how to complete benefit and Tax Credit forms, how to approach their health condition with (potential) employers or about the provision of a job coach.

On the other hand, having a mental health condition, having difficulties with basic skills, looking at job adverts in papers *after* registration, and discussing with a Job Broker doing voluntary work, what work a registrant might do or how their health may limit work, were associated with a reduced chance of entering work.

³³ Permitted Work is work with limited hours and pay for people in receipt of incapacity-related benefits, and is intended to support their return to the labour market. The work can be either as an employee or self-employment.

- Of those entering a post-registration job of at least eight hours per week, 41 per cent did so within one month after registration and 30 per cent did so after three months.
- The first post-registration job for the majority of registrants was as an employee (84 per cent). Although there was a gender difference with females more likely to be employees and males more likely to be self-employed.
- Of those who started work, 82 per cent worked for 16 hours or more and 29 per cent worked for at least 38 hours per week. As might be expected, Permitted Work was associated with the lowest number of working hours per week, while self-employment was associated with the highest number of working hours and highest earnings.
- The most common occupational groups for those who entered employee or Permitted Work were the elementary³⁴ and sales/customer service groups, whilst the self-employed were more likely to enter managerial, professional and technical or skilled trade categories.
- Overall, 77 per cent of those who entered work claimed they would have made the decision to enter work anyway, even if they had not registered with NDDP, ten per cent would have made the decision later, and 13 per cent would have been unlikely to do so. The role of New Deal for Disabled People (NDDP) registration in getting a job was greater for those in Permitted Work than those in employee work or self-employment.
- Almost one-quarter (23 per cent) of those who entered work said they got the work through the Job Broker; those with new Job Brokers were more likely than those with existing Job Brokers to have obtained work through the activity of the Job Broker.
- Sixty per cent of registrants who started a post-registration job made use of their skills or previous experience to some extent or a great deal. Those in self-employment or in the managerial, professional and technical occupational group were the most likely to use skills or previous experience in their new job, whilst those in Permitted Work or in elementary occupations were the least likely to do so.
- The most commonly cited desirable aspect of having a job for both employees and those doing Permitted Work was the company/getting out of the house, whilst having flexibility and freedom was the most commonly mentioned desirable aspect for those in self-employment. The condition of the workplace was the most commonly cited undesirable aspect of paid work.

³⁴ Defined as an occupation that requires a minimum general level of education (National Statistics Office, 2000).

- Sixteen per cent of those who entered employment had left their first post-registration job by the time of the survey interview. The factors associated with an increased risk of leaving work include having poor health status, having a mental health condition, having problems with employer or work colleagues, and having low job satisfaction. The most commonly cited reason for leaving work was giving up work for health reasons (35 per cent), followed by temporary work/contract/Permitted Work coming to an end (25 per cent).

8.1 Introduction

This chapter focuses on work outcomes for NDDP registrants, in particular, entries into work and types of first post-registration jobs obtained. The definition of paid work is work of at least eight hours per week as a paid employee, self-employment or Permitted Work.³⁵ Throughout the analysis, emphasis is placed on comparisons between the seven Pathways to Work areas and non-Pathways to Work areas, as well as comparisons between new Job Brokers and the existing ones (see Section 1.1). Other work-related outcomes examined include job satisfaction and exits from employment.

Direct comparisons of work outcomes presented in this chapter with the earlier cohorts of registrants (Ashworth *et al.*, 2003; Kazimirski *et al.*, 2005) are not straightforward. First, the definition of work in the current report applies to work of at least eight hours a week, unlike work outcomes reported for the earlier cohorts, which covered work of any duration. Secondly, the earlier cohorts comprised registrants with existing Job Brokers only, while the current sample includes registrants with old as well as new Job Brokers. Any comparisons between cohorts should therefore be limited to registrants with existing Job Brokers to avoid attributing differences between types of Job Brokers to cohort differences. Thirdly, it is important to recognise that the period between registration and the survey for the third cohort of registrants is longer compared to the earlier cohorts, hence, any comparisons of work outcomes between cohorts is problematic because it is not based on a standard reference period.

8.2 Entries into work

The proportion of registrants who had entered work about six months (varies from four to eight months) after registration was obtained from the work histories section of the questionnaire. This asked respondents the main type of activities they had undertaken since January 2002, starting with the most recent activity during the week preceding the interview. The activities of interest relate to those that started

³⁵ The use of an eight hour threshold in this chapter makes this definition of employment outcomes different from that reported both earlier in this report and in previous reports of cohorts 1 and 2. This definition has been used because it is closer to the definition of an employment outcome used in NDDP for which Job Brokers receive an outcome-related payment.

after registration. This section focuses on an examination of the characteristics of registrants who had entered work by various background factors, and with particular reference to self-reported health status and type of disability, type of Job Broker, and pilot versus non-pilot areas. This is followed by an analysis of factors independently associated with entry into work (Section 8.2.5).

8.2.1 Regional variations in entry into work

Overall, 31 per cent of the third cohort had started work, about six months after registration (see Table 8.1). The proportion of registrants entering work varies significantly by region, with the South West having the highest proportion of registrants entering work (41 per cent) and London (15 per cent) the lowest proportion entering work. The West Midlands and, to some extent, Eastern region also exhibited above average rates, while the South East and Yorkshire/Humberside had below average rates. It is possible that these regional variations partly reflect regional labour market conditions or even the main types of Job Brokers as well as Pathways to Work or non-Pathways to Work areas predominant in specific regions. The observed variation in the proportion of registrants in work does not appear to be positively associated with the size of the incapacity benefit related caseload in each region. For example, the North West has the highest proportion of the incapacity benefit related caseload amongst the English regions, but one of the lower employment rates for registrants.

Table 8.1 NDDP registrants who have entered work by region

	<i>Row per cent</i>		
Region **	%	Weighted cases	Unweighted cases
North East	32	263	228
North West	30	374	471
Yorkshire & Humberside	27	283	150
East Midlands	31	153	296
West Midlands	38	185	243
South West	41	230	179
Eastern			
Inner and Outer London	15	222	224
South East	26	163	104
Wales	31	276	272
Scotland	33	269	223
All	31	2,531	2,531

Base: All registrants

** – significant at 1% level.

8.2.2 Entry into work by key background characteristics

Table 8.2 shows that the likelihood of entering work varies significantly by various demographic and socio-economic factors. Among the demographic factors, gender and family type appear important. Female registrants were more likely to have entered work (34 per cent) than their male counterparts (28 per cent). Lone parents were the most likely to enter work (42 per cent) while those who were single and without children were the least likely to have entered work (26 per cent). It is possible that the patterns of entering work by family status may partly reflect other underlying disability or health conditions that directly influence the ability to work.

Table 8.2 Characteristics of registrants who had entered work

Background characteristic	%	Row per cent	
		Weighted cases	Unweighted cases
Sex**			
Male	28	1,537	1,530
Female	34	995	1,001
Age group (years)			
16-25	33	293	291
26-35	27	502	515
36-45	33	744	710
46-55	29	694	717
56 or older	31	298	298
Family type^{1**}			
Single without children	26	645	669
Couple without children	32	688	644
Couple with children	33	429	446
Lone parent	42	173	172
Other	28	593	593
Ethnic Group**			
White	32	2,285	2,288
Black	16	98	94
Asian	21	53	68
Other	26	81	71
Housing tenure^{1*}			
Owner/mortgage	33	927	932
Rental	30	1,162	1,141
Lives with parents /relatives	29	356	363
Other	17	79	86
Holds current full driving licence**			
No	27	970	993
Yes - access to vehicle	35	1,322	1,308
Yes - no access to vehicle	20	234	223
Highest education qualifications^{1**}			
None	27	519	551
Level 1	25	172	188
Level 2	35	690	685
Level 3	33	475	442
Level 4 and above	28	548	526
Other /unknown level	31	121	132
All	31	2,526-2,532	2,531

Base: All registrants

* – significant at 5% level, ** – significant at 1% level, ¹ – some cases missing data.

Ethnic minorities were less likely to have entered work than white registrants. For instance, only 16 per cent of black registrants had entered work about six months after registration, compared to 32 per cent of whites.³⁶

As might be expected, entry into work was associated with registrants' highest level of qualification. Those with no qualification or only Level 1 qualification were less likely to have entered work than those with Level 2 or Level 3 qualifications. However, registrants with Level 4 qualification or above were less likely to have entered work than those whose highest level of qualification was Level 2 or Level 3. It is possible that suitable professional or more skilled job opportunities, which those with Level 4 qualification and above might seek, were less common than jobs requiring lower qualification levels.

8.2.3 Entry into work by health status and type of disability/health condition

Table 8.3 suggests that registrants' health status and type of disability or health condition played a significant role in their chance of entering work. Only 20 per cent of registrants who perceived their health status to be bad or very bad entered work within six months after registration, compared to 37 per cent of those who perceived their health to be good or very good. Similarly, registrants who stated that their health condition limited their daily activities a great deal were significantly less likely to have entered work (23 per cent) than those who stated that their condition limited their daily activities only a little or not at all (40 per cent).

³⁶ With the exception of Eastern England, NDDP administrative data and 2001 census data on the distribution of ethnic minorities suggests that the regional distribution of ethnic minority registrants broadly reflects the proportion of the non-white population in the regions. (Eastern region has a higher proportion of non-white registrants (13 per cent at March 2005) than might be expected on the basis of its non-white population (six per cent according to the 2001 census).) Sample sizes are too small to examine regional variations in employment patterns by ethnic minority groups using the survey data.

Table 8.3 NDDP registrants who have entered work by health status and type of disability or health condition

<i>Row per cent</i>			
Health status/type of disability or health condition	%	Weighted cases	Unweighted cases
Health status**			
Good health (good/very good)	37	788	807
Fair health	32	1,131	1,100
Poor health (bad/very bad)	20	605	613
Limiting health condition^{1**}			
Little/not at all	40	463	469
Some	33	1,080	1,070
A great deal	23	909	893
Currently disabled^{1**}			
No	40	243	256
Yes	30	2,280	2,263
Physical musculo-skeletal			
No	30	1,364	1,382
Yes	31	1,160	1,138
Other physical (associated with chronic, systemic or progressive condition) **			
No	33	1,540	1,553
Yes	27	983	967
Mental health condition			
No	31	1,650	1,685
Yes	29	873	835
Sensory/learning/speech/other disability			
No	31	2,206	2,181
Yes	28	317	339
All	31	2,523-2,524	2,520

Base: All registrants who provided information on health status/type of disability

** – significant at 1% level

¹ – some data missing.

Registrants who were not currently disabled were significantly more likely to enter work than those currently disabled. However, the type of disability or health condition does not seem to be strongly associated with the likelihood of entering work, with those experiencing physical musculo-skeletal, mental health or sensory/learning/speech/other disabilities not being significantly different from their counterparts without such conditions. It is only those with physical disabilities associated with chronic, systemic or progressive conditions who were significantly less likely to enter work (27 per cent) than registrants without this disability.

8.2.4 Entry into work by type of Job Broker and area

Table 8.4 shows the proportion of registrants who have entered work by type of Job Broker and area.

Table 8.4 Registrants who have entered work by type of Job Broker and area

Type of Job Broker and area	%	Row per cent	
		Weighted cases	Unweighted cases
Type of Job Broker*			
Existing Job Broker	31	2,261	1,772
New Job Broker	25	270	759
Area**			
Pathways to Work	39	343	879
Non-Pathways to Work	29	2,188	1,652
Type of Job Broker by area**			
Existing Job Broker in Pathways to Work area	40	304	723
Existing Job Broker in non-Pathways to Work area	30	1,958	1,049
New Job Broker in Pathways to Work area	33	40	156
New Job Broker in non-Pathways to Work area	24	230	603
All	31	2,531-2,532	2,531

Base: All registrants

* – Chi Square $p < 0.05$, ** – Chi-Square $p < 0.01$.

The proportion of registrants who had entered work was significantly lower for new Job Brokers compared to existing ones ($p < 0.05$). Twenty five per cent of those who registered with new Job Brokers had entered work about six months after registration, compared to 31 per cent of those who registered with existing Job Brokers. This might reflect one or more of the following:

- Existing Job Brokers were registering people closer to the labour market than new Job Brokers and so found it easier to place registrants in employment. However, Chapter 2 suggests that there were few differences between those registering for new and existing Job Brokers, consequently this reason is unlikely to explain the difference by type of Job Broker.
- That it takes time for new providers to built up the capacity and experience needed to place registrants in paid work. Conceivably, new providers have had to establish their services and develop their understanding of local labour markets and of the client group. To the extent that there is a learning curve, then the job entry rates of new Job Brokers can be expected to lag behind those of existing Job Brokers.³⁷
- Coincidentally, there are differences in the local labour markets of new and existing Job Brokers, and these exogenous differences account for the variation between the two types of Job Broker.

³⁷ The extent to which there is a lag in performance due to an implementation effect will be gauge from on-going qualitative research.

Compared to the non-Pathways to Work areas, the proportion of registrants entering work in the Pathways to Work areas was considerably higher ($p < 0.01$). Thirty-nine per cent of registrants in Pathways to Work areas had entered work, compared to 29 per cent of registrants in non-Pathways to Work areas. This confirms other published findings that suggest that the Pathways to Work areas are more successful in securing entries into employment than other areas (DWP, 2004). It is conceivable that this area difference arises from the nature of the interventions in pilot and non-pilot areas, in particular the payment in pilot areas of a Return to Work Credit of £40 per week for up to 52 weeks to registrants (and others) where gross earnings are less than £15,000 (see Section 1.1). However, the higher employment rate for Pathways to Work areas might also reflect other variables, such as differences in the performance of local labour markets.

A further breakdown of entry into work by type of Job Broker and area shows that registrants with existing Job Brokers in Pathways to Work areas were the most likely to enter work (40 per cent), followed by those who registered with new Job Brokers in Pathways pilot areas (33 per cent). Those who registered with new Job Brokers in non-Pathways to Work areas were the least likely to enter work (24 per cent).

8.2.5 Factors associated with registrants' entry into work

Logistic regression has been used to examine the association between entering work and selected factors, including health status, type of disability, Job Broker type, area type, job search activities undertaken before and after registration, and discussions with Job Brokers. Logistic regression allows the influence of a factor to be examined while controlling for the effect of other important factors. The results for factors that are statistically significant are presented in Table 8.5.

The results suggest that many of the background factors included in the analysis, including registrants' age, family type, ethnicity, housing tenure and highest qualification level are not independently associated with entering work. It is possible that some of these factors may appear to be associated with entering work in Table 8.2 simply because they are linked with other factors that are in turn associated with entering work. However, there was a strong association between entering work and:

- Gender – Women were more likely to enter work than men.
- Region – The regional variations persist, even after taking into account the type of Job Broker and area. In particular, registrants in the West Midlands region had about triple the likelihood of entering work as those in London.
- Having literacy or numeracy problems is associated with reduced likelihood of entering work.
- Being in possession of a full driving licence with access to a vehicle. Those holding a full driving licence and with access to a vehicle were 55 per cent more likely to have entered work than those without a full driving licence. In fact, compared to those with a full driving licence but with no access to a vehicle, those with access to a vehicle were about twice as likely to enter work.

Table 8.5 Factors associated with entry into work

Factors	Odds ratio	Significance
Male registrant	0.75	**
Region		
North East	0.53	**
North West	0.72	ns
Yorkshire & Humberside	0.58	*
East Midlands	0.69	ns
West Midlands ¹	1.00	-
South West	0.81	ns
Eastern	0.45	**
Inner and Outer London	0.34	**
South East	0.63	ns
Wales	0.67	ns
Scotland	0.78	ns
Has literacy or numeracy problems	0.71	*
Holds current full driving licence		
No ¹	1.00	-
Yes-access to vehicle	1.55	**
Yes-no access to vehicle	0.75	ns
Health status		
Good (good/very good) ¹	1.00	-
Fair	0.84	ns
Poor (Bad/very bad)	0.44	**
Limiting health condition		
Little/not at all ¹	1.00	-
Some	0.83	ns
A great deal	0.66	**
Has mental health condition	0.80	*
Registered with existing Job Broker	1.42	**
Pathways to Work area	1.39	**
Job search activities before and after registration		
Used Jobcentre Plus before registration	1.27	*
Used recruitment agency before registration	1.61	**
Looked at adverts in papers etc, after registration	0.78	*
Made postal contact with Job Broker	1.59	**
Discussions with Job Broker (JB)		
Discussed with JB what work might do	0.79	*
Discussed with JB voluntary work	0.63	**
Discussed with JB how to present at job	1.40	**
Discussed with JB job coach	1.32	*
Discussed with JB how to fill in benefit/Tax Credit forms	1.58	**
Discussed how health may limit work	0.68	**
Discussed how to approach health condition	1.36	*

¹ - represents reference category (for factors with only two categories, the omitted category – not shown – is the reference)

ns – not significant; * – significant at 5% level; ** – significant at 1% level.

- Health status – Those who perceived their health status to be bad or very bad were less than half as likely to enter work as those who perceived their health status to be good or very good. Similarly, those who stated that their health condition limited their daily activities a great deal had a significantly lower likelihood of entering work than those whose health condition only limited daily activities a little or not at all.
- The type of disability – When other factors were taken into account, registrants with a mental health condition were significantly less likely to enter work than those without this condition.

The results in Table 8.5 further confirm more favourable work outcomes for those who registered with existing Job Brokers and those in Pathways to Work areas. Compared to registrants with new Job Brokers, those who registered with existing Job Brokers had a 42 per cent higher chance of entering work, while registrants in Pathways to Work areas had a 39 per cent higher likelihood of entering work than registrants in non-pilot areas.

Job search activities undertaken by registrants, both before and after registration, appear to have some influence on their chances of entering work. Those who had used Jobcentre Plus or a recruitment agency before registration were more likely to have entered a post-registration job, than those who had not used these services. For instance, those who had used a recruitment agency before registration had a 61 per cent higher chance of entering work than those who had not done so. However, those who looked at job advertisements in papers, magazines, shop windows, *etc*, after registration were less likely to have entered work than those who had not used this method. This may reflect the amount of effort put into finding employment and/or indicate an assessment by registrants of their likelihood of obtaining employment, with those judging their chances to be low using less demanding methods for finding work. Using employment services arguably requires more effort than looking at job advertisements.

Finally, the results suggest that certain modes of contact and of areas of discussion with Job Brokers had a significant effect on registrants' chances of entering work. Those who made postal contact with a Job Broker had a 59 per cent higher chance of entering work than those who had not used a postal contact. This could simply mean that the Job Broker sent details of a vacancy to a registrant, such as an application form, or that the registrant sent, for instance, a CV to the adviser. In either case, it implies that having a postal contact with a Job Broker is possibly a proxy measure for a registrant being closer to the labour market.

With respect to the nature of discussions with Job Brokers, those talking about voluntary work, what work registrants might do, or how registrants' health may limit work were less likely to have entered work than those who had not discussed these issues. On the other hand, having discussed how registrants should present at a job interview, provision of a job coach, how to fill in benefit or Tax Credit forms, and how to approach one's health condition with an employer were all significantly

associated with a higher likelihood of entering work, than not having discussed these issues. Again, these discussions may be, in different ways, indicators of the employability of the respondent.

A comparison of the results in this section with earlier cohorts of registrants (see Ashworth *et al.*, 2003; Kazimirski, *et al.*, 2005.) shows considerable consistency regarding factors associated with the registrants' likelihood of entering work. In particular, the current findings confirm the favourable work outcomes for women, and those with a 'better' health status.

8.3 Type of first post-registration job entered

8.3.1 Type of work by background characteristics

The majority of registrants entered work as employees (84 per cent); while only a small proportion entered self-employment (eight per cent) or Permitted Work (eight per cent) (Table 8.6). There are significant differences in the type of work entered by gender, age and socio-economic status (based on housing tenure and access to a vehicle). However, there is no evidence of significant differences in type of work entered by family type, ethnic group or highest level of qualification.

Women were more likely to enter work as employees than males who were more likely to enter self-employment. Moreover, in general, the proportion of registrants entering employee work declined steadily with age from 92 per cent for the 16-29-year-olds to 75 per cent for those aged 60 years or older. Conversely, the proportion of registrants entering self-employment or Permitted Work increased with age.

The distribution of type of work by housing tenure and access to a vehicle tends to suggest that higher socio-economic status may be associated with reduced likelihood of being an employee and increased chances of self-employment. Home-owners and those with a full driving licence and access to a vehicle were less likely to enter employee work, but more likely to enter self-employment, compared to their counterparts.

Table 8.6 Type of first post-registration job by background characteristics

Background characteristic	<i>Row per cent</i>				
	Employee	% Self-employed	Permitted Work	Weighted cases	Unweighted cases
Sex**					
Male	81	11	8	436	451
Female	87	5	8	337	340
Age group (years)**					
16-29	92	4	4	96	97
30-39	92	6	2	135	155
40-49	82	9	9	245	234
50-59	81	9	10	203	222
60 and above	75	9	16	93	83
Family type¹					
Single without children	81	7	13	170	178
Couple without children	83	8	9	222	225
Couple with children	86	11	3	144	151
Lone parent	88	7	6	72	65
Other	84	7	9	165	171
Ethnic Group¹					
White	87	11	2	72	74
Black/Asian/Other	[83]	[8]	[9]	147	147
Housing tenure**					
Owner/mortgage	81	11	8	309	333
Rental	84	5	11	347	329
Lives with parents/ other	89	9	3	116	129
Holds current full driving licence*					
No	84	5	11	264	266
Yes-access to vehicle	83	10	7	464	482
Yes-no access to vehicle	[93]	[4]	[2]	45	43
Highest educational qualifications					
None	82	7	11	139	158
Level 1	91	5	5	42	52
Level 2	86	7	8	241	236
Level 3	81	10	9	158	148
Level 4 and above	84	10	6	155	158
Other/unknown level	[82]	[5]	[13]	38	39
All	84	8	8	772-773	791

Base: Registrants who entered a post-registration job of at least 8 hours per week

* – significant at 5% level, ** – significant at 1% level,

¹ – Data missing for some cases.

8.3.2 Type of work by health status and type of disability

The type of first post-registration job entered varied significantly by self-reported health status, but not by type of disability or health condition (Table 8.7).

Table 8.7 Type of first post-registration job by health status and disability or health condition

Health status/type of disability	Row per cent				
	Employee	% Self- employed	Permitted Work	Weighted cases	Unweighted cases
Health status**					
Good (Good/very good)	85	11	5	288	313
Fair	85	6	9	364	366
Poor (Bad/very bad)	79	7	14	121	111
Limiting health condition^{1**}					
Little/not at all	93	4	3	186	187
Some	79	10	11	352	349
A great deal	84	7	9	206	213
Currently disabled**					
No	86	14	0	97	124
Yes	84	7	9	674	665
Physical musculo-skeletal¹					
No	85	8	7	416	449
Yes	82	8	10	357	340
Other physical (associated with chronic, systemic or progressive condition)¹					
No	85	8	7	508	520
Yes	81	9	11	265	269
Mental health condition¹					
No	85	8	7	516	554
Yes	81	8	11	256	235
Sensory/learning/speech/other disability¹					
No	83	8	8	682	696
Yes	86	6	9	90	93
All	84	8	8	771-773	791

Base: Registrants who entered a post-registration job of at least 8 hours per week

* – Chi Square $p < 0.05$, ** – Chi-Square $p < 0.01$,

¹ – some data missing.

Registrants who perceived their health status as bad or very bad were less likely to have entered employee work, but more likely to have entered Permitted Work than those who perceived their health as (very) good or fair. Those who perceived their health as (very) good were the most likely to have entered self-employment. Those whose health did not limit daily activities or only did so to a small extent were more likely to have entered employee work, but less likely to have entered self-employment or Permitted Work compared to those whose condition limited daily activities somewhat or a great deal.

8.3.3 Type of work by type of Job Broker and area

The distribution of type of first post-registration job by type of Job Broker or area suggests that there were no significant differences in type of work entered between existing and new Job Brokers, nor by type of area (Table 8.7).

Table 8.8 Type of first post-registration job by type of Job Broker and area

Type of Job Broker and Area	<i>Row per cent</i>				
	Employee	% Self- employed	Permitted Work	Weighted cases	Unweighted cases
Type of Job Broker					
Existing Job Broker	84	8	8	706	600
New Job Broker	85	6	9	67	191
Area					
Pathways to Work area	85	11	5	132	336
Non-Pathways to Work area	84	8	9	640	455
Type of Job Broker by area					
Existing Job Broker in Pathways to Work area	83	12	5	120	285
Existing Job Broker in non-Pathways to Work area	84	8	9	586	315
New Job Broker in Pathways to Work area	100	0	0	12	51
New Job Broker in non-Pathways to Work area	83	6	11	54	140
All	84	8.0	8	772-773	791

Base: Registrants who entered a post-registration job of at least 8 hours per week

8.4 Time to first post-registration job

8.4.1 Time to first post-registration job by type of work

Amongst those who had entered a post-registration job of at least eight hours per week, 41 per cent did so within one month after registration while 30 per cent did so after three months (Table 8.9). Although the data shows no clear evidence of significant differences in the time taken to enter first post-registration jobs between different types of work, there is some indication that those who entered Permitted Work took a relatively longer time to do so than those who entered work as an employee. Only eight per cent of those who entered Permitted Work did so within one week of registration, compared to 20 per cent of those who were employees. Correspondingly, 37 per cent of those who entered Permitted Work did so after three months of registration compared to 29 per cent of those who were employees.

Table 8.9 Time taken to enter first post-registration job by type of job

Time	Column per cent			
	Employee	Self-employed	Permitted Work	All types of work
Within 1 week	20	13	8	18
More than 1 week – 1 month	22	29	25	23
More than 1 – 2 months	18	21	18	18
More than 2 – 3 months	11	10	13	11
Over 3 months	29	27	37	30
<i>Base: Registrants who entered a post-registration job of at least 8 hrs per week (information on date of start of first post-registration work missing for one case)</i>				
<i>Weighted cases</i>	647	62	63	772
<i>Unweighted cases</i>	665	66	59	790

8.4.2 Time to first post-registration job by background factors

An examination of time taken to enter first post-registration work by background factors (Table 8.10), and health status or type of disability (Table 8.11) shows little variation by most factors, except for family type, highest qualification level, and current disability status.

The results suggest that those with children, especially lone parents, were likely to take a relatively shorter time before entering work, compared to those without children, especially couples. For instance, slightly more than half (53 per cent) of lone parents who entered work did so within one month after registration, compared to just over one-third (36 per cent) of couples without children. With respect to educational qualifications, registrants whose highest level of qualification was Level 1 or 2 seemed to take the shortest time to enter work compared to those with higher level qualifications, although the pattern for those with no qualifications is also similar to those with higher level qualifications. Registrants who said they were currently disabled tended to enter work quicker than those not currently disabled.

Table 8.10 Time taken to enter first post-registration job by selected registrants' background characteristics

Characteristic	%			Row per cent	
	Within 1 month	More than 1 month to 3 months	More than 3 months	Weighted cases	Unweighted cases
Sex					
Male	39	31	30	436	450
Female	44	27	29	337	340
Age group (years)					
16-25	35	24	41	96	97
26-35	46	34	20	134	155
36-45	41	30	29	245	234
46-55	41	29	30	203	221
56 and above	41	26	33	93	83
Family type^{1**}					
Single without children	44	27	29	170	177
Couple without children	36	32	32	222	225
Couple with children	51	23	26	144	151
Lone parent	53	23	23	73	65
Other	30	37	33	165	171
Ethnic Group¹					
White	42	29	30	72	74
Black/Asian/Other	[32]	[43]	[26]	147	047
Housing tenure					
Owner/mortgage	41	31	28	310	333
Rental	43	27	31	347	328
Lives with parents/other	35	33	32	117	129
Holds current full driving licence					
No	42	29	29	263	265
Yes-access to vehicle	41	30	29	462	482
Yes-no access to vehicle	[35]	[28]	[37]	46	43
Highest education qualifications*					
None	38	30	32	139	157
Level 1	44	44	12	43	52
Level 2	48	25	28	241	236
Level 3	37	29	34	158	148
Level 4 and above	34	36	30	154	158
Other/unknown level	[46]	[19]	[35]	37	39
All	41	29	30	771-774	790

Base: Registrants who entered a post-registration job of at least 8 hrs per week

* – significant at 5% level, ** – Significant at 1% level, ¹ – data missing for some cases.

Table 8.11 Time taken to enter first post-registration job by registrants' health status and type of disability

Health status/type of disability	%			Weighted cases	Unweighted cases
	Within 1 month	More than 1 month to 3 months	More than 3 months		
<i>Row per cent</i>					
Health status					
Good/very good	41	26	33	288	313
Fair	42	32	26	364	365
Bad/very bad	39	31	31	121	111
Limiting health condition¹					
Little/not at all	42	29	30	186	187
Some	42	30	28	353	348
A great deal	38	30	32	207	213
Currently disabled¹					
No	37	21	42	98	124
Yes	42	31	28	674	664
Physical musculo-skeletal¹					
No	42	27	31	415	449
Yes	40	32	28	357	339
Other physical (associated with chronic, systemic or progressive condition)¹					
No	41	27	32	507	520
Yes	40	34	26	265	268
Mental health condition¹					
No	40	31	29	516	553
Yes	43	27	30	257	235
Sensory/learning/speech/other disability¹					
No	42	29	30	683	695
Yes	34	37	29	90	93
All	41	29	30	772-773	789

Base: Registrants who entered a post-registration job of at least 8 hrs per week and provided information of health status/type of disability

¹ Data missing for some cases.

8.4.3 Time to first post-registration job by type of Job Broker and area

Although there was no conclusive evidence of a significant association between time taken to enter first post-registration job by type of Job Broker (Table 8.12), there was a strong indication that registrants with existing Job Brokers took a relatively shorter time to enter work than those who registered with new Job Brokers (*note that $p < 0.01$ based on unweighted data*). Forty-two per cent of registrants with

existing Job Brokers who entered work did so within one month of registration, compared to 30 per cent of registrants with new Job Brokers.

Table 8.12 Time to first post-registration job by type of Job Broker and area

Type of Job Broker and Area	% to 3 months			<i>Row per cent</i>	
	Within 1 month	More than 1 month	More than 3 months	Weighted cases	Unweighted cases
Type of Job Broker					
New Job Broker	30	31	39	67	190
Existing Job Broker	42	29	29	705	600
Area					
Non-Pathways to Work area	41	30	30	639	454
Pathways to Work area	42	29	29	133	336
Type of Job Broker by area					
Existing Job Broker in Pathways to Work area	42	30	29	586	315
New Job Broker in non-Pathways to Work area	30	32	39	54	139
Existing Job Broker in Pathways to Work area	43	28	29	121	285
New Job Broker in non-Pathways to Work area	31	31	39	13	51
All	41	29	30	772-774	790

Base: All registrants who entered a post-registration job of at least 8 hours per week

8.5 Hours, earnings and occupational groups

This section examines characteristics of registrants' first post-registration jobs with respect to hours worked, earnings and occupational group.

8.5.1 Hours worked and earnings

Hours worked and earnings by type of work

Figure 8.1 shows the number of hours worked per week by type of work.

Figure 8.1 Hours worked per week by type of work

Overall, almost three in ten (29 per cent) registrants who entered a post-registration job of at least eight hours per week worked full-time for 38 hours or more per week. Another one in three worked for 22-37 hours per week. The number of hours worked varied significantly by type of work ($p < 0.01$), with those who were self-employed being more likely to work the most number of hours, while those in Permitted Work worked for the least number of hours. Amongst those who were self-employed, 46 per cent worked for 38 hours or more and no one worked for less than 16 hours per week. By contrast, and as expected, almost all who entered Permitted Work (97 per cent) worked for less than 16 hours while no one worked for more than 21 hours per week.³⁸ Employees most commonly worked for 22-37 hours a week (36 per cent), while another 30 per cent worked for at least 38 hours per week.

³⁸ Permitted Work is for paid work up to a maximum of an average of 16 hours per week.

Information on earnings was only available for registrants who were employees or self-employed. Registrants who were self-employed had considerably higher weekly earnings than employees, mainly as a result of working for significantly more hours, in combination with somewhat higher earnings per hour (Table 8.13). Moreover, average earnings were above the National Minimum Wage, which at the time of the survey fieldwork for an adult was £4.85 per hour. Among those who worked more than 16 hours per week, the mean hourly pay was £6.30, and the mean weekly earning was £215.

Table 8.13 Weekly and hourly earnings by type of first post-registration job

Type of job	Mean hours per week	Mean earnings (£) weekly	Mean earnings (£) hourly	Weighted cases	Unweighted cases
First post-registration job	*29.6	*179.33			
Employee	34.7	252.58	6.09	597	621
Self-employed			7.51	50	52
Overall					
Mean	29.8	184.98	6.20		
Median	32.0	170.66	5.48	647	673

Base: Registrants who entered a post-registration job of at least 8 hrs per week and provided information on earnings

Note: differences marked with a '*' are significant at 5% level.

Hours worked and earnings by registrants' background characteristics

Details of the distribution of hours worked per week by background characteristics is given in Table B.32 in Appendix B, whilst Table 8.14 shows the average number of hours worked and earnings by selected background characteristics. The results suggest that there are significant differences in hours worked and/or earnings by most background characteristics considered, apart from ethnic group.

Table 8.14 Average number of hours worked and weekly/hourly earnings by selected background characteristics

Background characteristic	Mean hours per week	Mean earnings (£)		Weighted cases	Unweighted cases
		Weekly	Hourly		
Sex					
Male	31.6 B	207.72 B	6.22 A	364	384
Female	24.7 A	155.66 A	6.17 A	283	289
Age group (years)					
16-25	31.4 B	162.98 A	5.21 A	83	85
26-35	28.9 AB	179.13 A	6.10 B	126	137
36-45	28.4A	184.08 A	6.17 B	209	202
46-55	28.1A	188.51 AB	6.41 BC	164	184
56 and above	27.1 A	218.63 B	7.21 C	65	65
Family type					
Single without children	29.1 B	201.92 B	6.36 AB	132	143
Couple without children	28.1 B	183.32 AB	6.49 B	183	191
Couple with children	30.4 B	189.90 B	5.98 AB	130	137
Lone parent	22.2 A	152.49 A	6.54 AB	61	57
Other	30.1 B	181.23 AB	5.73 A	141	144
Ethnic Group					
White	28.6 A	183.92 A	6.15 A	642	631
Black/Asian/Other	28.8 A	198.56 A	6.90 A	39	39
Housing tenure					
Owner/mortgage	28.5 A	197.37 B	6.60 B	260	287
Rental	27.2 A	167.66 A	5.93 A	278	273
Lives with parents/other	33.0 B	199.70 B	5.92 AB	109	113
Holds current full driving licence					
No	27.0 A	156.76 A	5.66 A	212	221
Yes-access to vehicle	29.4 B	198.93 B	6.47 B	393	416
Yes-no access to vehicle	30.1 AB	196.94 B	6.39 AB	42	36
Highest education qualifications					
None	27.1 A	162.77 AB	5.78 A	110	133
Level 1	26.6 A	135.73 A	5.04 A	38	47
Level 2	29.3 A	178.31 B	5.79 A	198	198
Level 3	28.6 A	175.76 AB	5.88 A	130	121
Level 4 and above	29.0 A	229.43 C	7.76 B	139	140
Other/unknown level	30.8 A	204.23 BC	6.02 A	32	34
Overall					
Mean	29.8	184.98	6.20		
Median	32.0	170.66	5.48	647	673

Base: Registrants who entered employee or self-employment post-registration work of at least 8 hrs per week.

Note: categories marked with the same letter are not significantly different at 5% level. Categories marked with double letters are not significantly different from those marked with either of the single letters. For instance 'AB' is not significantly different from 'A' and 'B', while 'BC' is not significantly different from 'B' and 'C'.

Although there was no significant difference in hourly earnings between men and women, the men had significantly higher weekly earnings because they worked for more hours. Males worked for an average of 32 hours per week, compared to an average of 25 hours for females. The average number of hours worked per week tended to reduce with increasing age, while both weekly and hourly earnings increased with age. Thus, even though the younger registrants worked longer on average, their average weekly earnings were lower than older registrants whose hourly earnings were significantly higher. By family type, lone parents had the lowest average weekly earnings, mainly as a result of working for fewer hours, as their hourly earnings were comparable to the other family types.

There was some evidence that registrants with a lower socio-economic status had lower earnings and work for fewer hours. Those who lived in rented accommodation or did not hold a current driving licence had the lowest mean weekly earnings and worked on average for the lowest number of hours. As would be expected, higher educational attainment was associated with higher hourly and weekly earnings. Those with Level 4 qualifications or higher had an average weekly earning of £229, compared to only £136 for those whose who had Level 1 qualifications.

Hours worked and earnings by self-reported health status and type of disability or health condition

There were significant differences in hours worked and weekly earnings by health status and type of disability/health condition (Table 8.15; see also Table B.33, Appendix B). Registrants who perceived their health status to be good or very good or who stated that their health condition limited their daily activities only a little or not at all worked for more hours and had higher weekly earnings than their counterparts. There was little variation in the number of hours worked and earnings by type of disability or health condition, although those who had a mental health condition were more likely to work for fewer hours while those with sensory/learning/speech/other disabilities had somewhat lower weekly earnings than their counterparts without such disabilities or health conditions.

Table 8.15 Average number of hours worked and weekly and hourly earnings by health status and type of disability

Health status/type of disability	Mean hours per week	Mean earnings (£) weekly	Mean earnings (£) hourly	Weighted cases	Unweighted cases
Health status					
Good (good/very good)	32.2 C	210.06 B	6.41 A	253	278
Fair	27.2 B	174.20 A	6.12 A	299	308
Poor (bad/very bad)	24.3 A	151.74 A	5.87 A	94	86
Limiting health condition¹					
Little/not at all	32.8 B	196.90 B	6.04 A	164	161
Some	27.6 A	186.41 B	6.29 A	290	299
A great deal	25.6 A	162.03 A	6.12 A	172	181
Currently disabled¹					
No	33.8 B	213.05 B	6.27 A	86	109
Yes	27.9 A	180.68 A	6.19 A	561	562
Physical musculo-skeletal¹					
No	28.9	190.93 A	6.29 A	351	380
Yes	28.2	177.87 A	6.09 A	296	291
Other physical (associated with chronic, systemic or progressive condition)¹					
No	29.0 A	187.97 A	6.19 A	435	447
Yes	27.9 A	178.78 A	6.22 A	211	224
Mental health condition¹					
No	30.0 B	190.73 A	6.26 A	428	475
Yes	25.9 A	173.62 A	6.09 A	218	196
Sensory/learning/speech/other disability¹					
No	28.8 A	188.08 B	6.21 A	575	596
Yes	27.5 A	159.72 A	6.10 A	71	75
Overall					
Mean	29.8	184.98	6.20		
Median	32.0	170.66	5.48	646-647	672

Base: Registrants who entered a post-registration job of at least 8 hrs per week and provided information on earnings

Note: categories marked with the same letter are not significantly different at 5% level. Categories marked with double letters are not significantly different from those marked with either of the single letters. For instance 'AB' is not significantly different from 'A' and 'B', while 'BC' is not significantly different from 'B' and 'C'.

¹ Data missing for some cases.

Table 8.16 Hours worked per week by type of Job Broker and area

Type of Job Broker and Area	8-15 hrs %	16-21 hrs %	22-37 hrs %	38 hrs or more %	Weighted cases	Unweighted cases
Type of Job Broker						
New Job Broker	22	15	33	30	67	191
Existing Job Broker	18	20	33	29	706	600
Area*						
Non-Pathways to Work area	20	20	33	27	639	455
Pathways to Work area	11	19	34	37	133	336
Type of Job Broker by Area*						
Existing Job Broker in Pathways to Work area	20	21	33	27	585	315
New Job Broker in non-Pathways to Work area	26	15	31	29	55	140
Existing Job Broker in Pathways to Work area	10	19	33	38	120	285
New Job Broker in non-Pathways to Work area	15	15	39	31	13	51
All	18	20	33	29	772-773	791

Base: Registrants who entered a post-registration job of at least 8 hours per week

* – significant at 5% level.

Hours worked and earnings by type of Job Broker and area

The number of hours worked per week did not vary much by type of Job Broker, but varies significantly by type of area, with the Pathways to Work areas being associated with significantly more working hours. Only 11 per cent of registrants who entered work in Pathways to Work area worked for less than 16 hours per week, compared to 20 per cent of those who entered work in non-pilot areas (Table 8.16). Consequently, those who entered work in the Pathways to Work areas were more likely to work full-time for at least 38 hours per week (37 per cent), than those elsewhere (27 per cent). Notwithstanding the differences in hours worked by area, there was no clear evidence of differences in average earnings between Pathways to Work and non-Pathways to Work areas (Table 8.17).

Earnings were also not significantly different between those who registered with existing and new Job Brokers.

Table 8.17 Average number of hours worked by weekly and hourly earnings by type of Job Broker and area

Type of Job Broker and Area	Mean hours per week	Mean earnings (£) weekly	Mean earnings (£) hourly	Weighted cases	Unweighted cases
Type of Job Broker					
New Job Broker	28.9 A	185.72 A	5.96 A	57	163
Existing Job Broker	28.6 A	184.91 A	6.22 A	590	510
Area					
Non-Pathways to Work area	28.2 A	181.52 A	6.18 A	530	376
Pathways to Work area	30.9 B	200.64 A	6.31 A	117	297
Type of Job Broker by Area					
Existing Job Broker in Pathways to Work area	28.1 A	181.47 A	6.20 A	485	261
New Job Broker in non-Pathways to Work area	28.3 AB	182.06 A	5.90 A	45	115
Existing Job Broker in Pathways to Work area	30.8 B	200.82 A	6.32 A	105	249
New Job Broker in non-Pathways to Work area	31.3 AB	199.10 A	6.15 A	12	48
Overall					
Mean	29.8	184.98	6.20		
Median	32.0	170.66	5.48	647	673

Base: Registrants who entered a post-registration job of at least 8 hrs per week and provided information on earnings

Note: categories marked with the same letter are not significantly different at 5% level. Categories marked with double letters are not significantly different from those marked with either of the single letters. For instance 'AB' is not significantly different from 'A' and 'B', while 'BC' is not significantly different from 'B' and 'C'.

8.5.2 Occupational group

Occupational group by type of work

Overall, 27 per cent of registrants who entered a post-registration job for at least eight hours per week were in elementary occupations and 11 per cent were in managerial/professional/technical jobs. The proportion of registrants in different occupational groups varied significantly by type of work entered (Table 8.18). Registrants who were employees or in Permitted Work were most commonly in elementary occupations (28 and 34 per cent, respectively), while the highest proportion of the self-employed were in managerial/professional/technical occupations (32 per cent).

Table 8.18 Occupational group by type of first post-registration job

Occupation group**	<i>Column per cent</i>			
	Employee	Self-employed	Permitted Work	All types of work
	%	%	%	%
Managerial/professional/technical	9	32	3	11
Administrative and secretarial	14	3	14	13
Skilled trade	9	25	6	10
Personal services	12	6	9	11
Sales and customer service	17	2	25	16
Process, plant and machine	12	21	8	12
Elementary	28	11	34	27
<i>Base: Registrants who entered a post-registration job of at least 8 hrs per week</i>				
<i>Weighted cases</i>	646	63	64	773
<i>Unweighted cases</i>	665	66	59	790

** – Significant at 1% level.

Occupational group by selected background characteristics

The type of occupation entered varied significantly by registrants' background characteristics (Table 8.19), but there was little variation by health status and type of disability.

Reflecting the gendered nature of employment, men were more likely to have entered managerial/professional/technical, skilled trade or process, plant and machine occupations than women, who were more likely to have entered sales and customer service, personal service or administrative and secretarial occupations.

Younger respondents were more likely to have worked in sales and customer service, but less likely to have entered managerial/professional/technical or process, plant and machine occupations than older registrants.

Table 8.19 Occupational group by selected background characteristics

Characteristic	<i>Row per cent</i>							<i>Weighted cases</i>	<i>Unweighted cases</i>
	Managerial/ professional/ technical %	Admin. and secretarial %	Skilled trade %	Personal services %	Sales and customer service %	Process, plant and machine %	Elementary %		
Sex**									
Male	12	8	15	6	10	20	29	437	451
Female	9	19	3	19	25	2	24	335	340
Age group (years)**									
16-25	8	14	10	10	29	2	26	96	97
26-35	10	12	11	13	15	4	36	135	155
36-45	9	12	11	13	15	18	24	246	234
46-55	12	13	10	10	16	14	26	202	222
56 and above	17	17	8	10	11	14	24	93	83
Family type^{1*}									
Single without children	7	11	13	11	15	14	29	167	178
Couple without children	15	15	8	12	17	11	23	221	225
Couple with children	10	8	12	12	13	20	25	143	151
Lone parent	10	22	6	11	15	6	32	73	65
Other	10	12	11	10	19	7	30	166	171
Ethnic Group^{1**}									
White	11	12	11	11	17	12	27	719	741
Black/Asian /Other	[9]	[28]	[2]	[26]	[9]	[11]	[17]	47	47
Highest education qualifications**									
None	6	9	7	10	20	17	32	138	158
Level 1	0	5	5	7	23	16	44	43	52
Level 2	5	15	13	12	20	9	28	240	236
Level 3	14	17	12	9	12	13	24	158	148
Level 4 and above	26	12	9	17	12	9	14	153	158
Other /unknown level	[0]	[14]	[8]	[5]	[8]	[16]	[49]	37	39
All	11	13	10	11	16	12	27	770-772	791

Base: All registrants who entered a post-registration job of at least 8 hrs per week

* – significant at 5% level, ** – significant at 1% level.

There were significant differences in occupational groups of whites and ethnic minorities. Members of ethnic minorities were less likely to have entered managerial/professional/technical, skilled trade, sales and customer service, and elementary occupations, but more likely to have entered personal service or administrative and secretarial services than white registrants.

As might be expected, the highest educational qualification attained had a strong association with type of occupation. Those with higher qualifications were more likely to enter managerial/professional/technical occupations and less likely to enter elementary occupations than those with lower educational qualifications. About one-quarter (26 per cent) of registrants with at least Level 4 qualifications who entered a post-registration job were in managerial/professional/technical occupations and 14 per cent were in elementary occupations. By contrast, none of the registrants with Level 1 qualification were in a managerial/professional/technical occupation and 44 per cent were in elementary occupations.

Occupational group by type of Job Broker and area

There were no significant differences in type of occupational group by type of Job Broker, nor were there significant differences by type of area (Table 8.20). This might suggest that neither existing nor new Job Brokers were selectively targeting particular job markets, or if they did, their target groups were quite similar.

Table 8.20 Occupational group by type of Job Broker and area

Occupation group	<i>Column per cent</i>			
	Job Broker type		Area type	
	Existing Job Broker	New Job Broker	Pathways to Work	Non-Pathways to Work
	%	%	%	%
Managerial/professional/technical	11	10	13	10
Administrative and secretarial	13	15	11	13
Skilled trade	10	10	14	9
Personal services	12	6	11	11
Sales and customer service	16	18	11	17
Process, plant and machine	12	13	14	12
Elementary	27	27	25	27
<i>Base: Registrants who entered a post-registration job of at least 8 hrs per week</i>				
<i>Weighted cases</i>	705	67	132	638
<i>Unweighted cases</i>	599	191	336	454

8.6 Self-assessed additionality

Determining the additionality of NDDP is a key objective of the evaluation. The survey reported here is only of registrants and there is no survey of a comparator group, hence, no counterfactual with which to objectively measure net impact.

However, there is an impact assessment being conducted that uses administrative data which will be reported separately (see Section 1.2). Moreover, the survey questionnaire did ask respondents to provide a subjective assessment of the additionality of NDDP. Although we cannot rely too heavily on self-assessed additionality as a measure of net impacts, it provides valuable information about the registrants' perspective on the effects of NDDP participation.

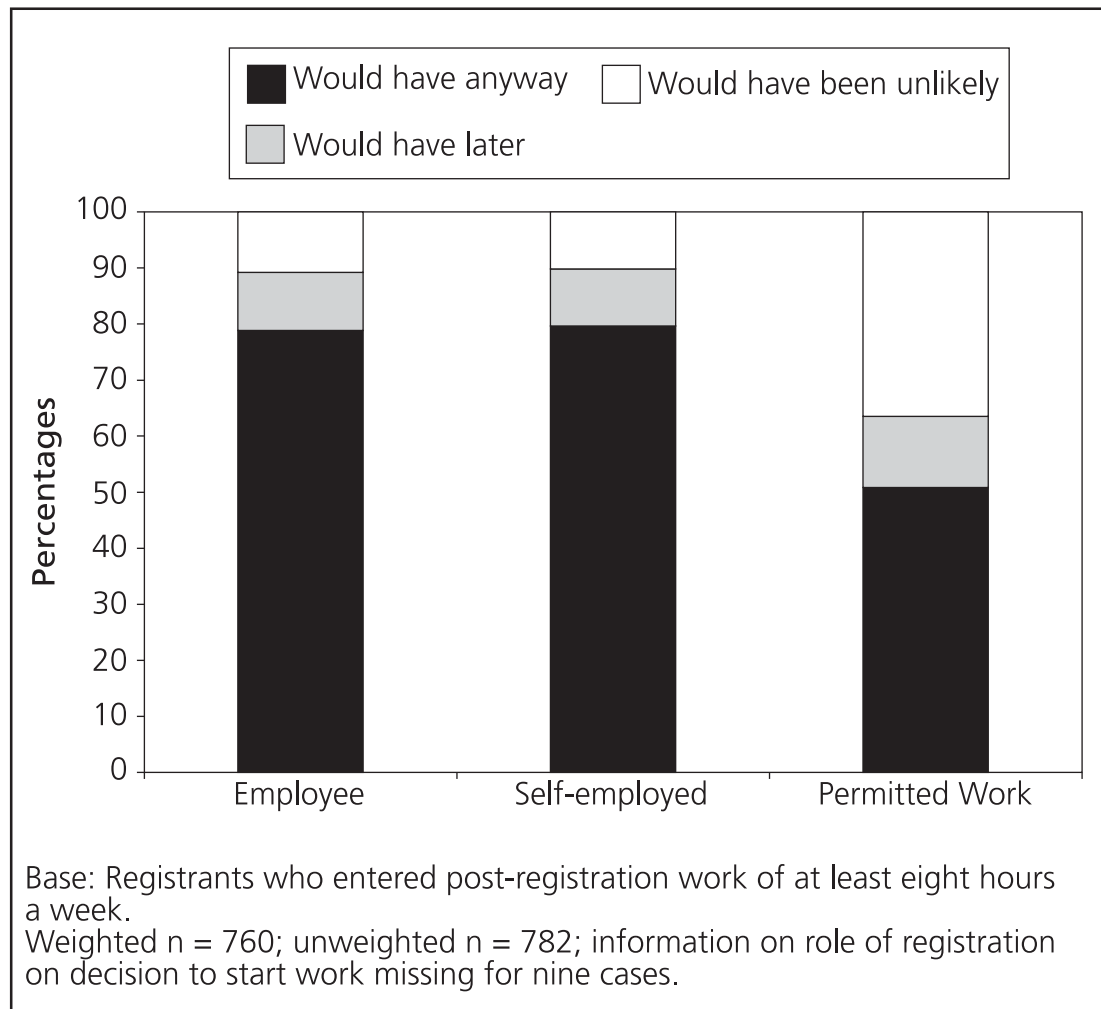
8.6.1 Role of registration in obtaining post-registration job

The respondents were asked to specify what role registering with a Job Broker had on their decision to start work. They were asked to select the statement that best explained their decision from the following:

- something they would have done at the time anyway;
- something they would have done later; or
- something they would have been unlikely to do had they not registered.

Overall, 77 per cent of those who entered work stated that they would have decided to start their paid work anyway, even if they had not registered with a Job Broker. This seems at odds with the high proportion who thought that the broker was very helpful in finding work. Ten per cent would have started the paid work later, while the remaining 13 per cent claimed that they would have been unlikely to make the decision to start work at all had they not registered on NDDP. An examination of the role of registration by type of first post-registration job suggests that registering with a Job Broker played a greater role in the decision to start work for registrants in Permitted Work, of whom only half would have decided to start work at the time if they had not registered with a Job Broker (Figure 8.2).

Figure 8.2 Role of NDDP registration in obtaining work by type of work



There was little variation in the role of registration in the decision to start work by type of Job Broker or area.

8.6.2 Help from Job Broker in obtaining work

Whether got job through Job Broker

Almost one-quarter (23 per cent) of registrants who entered a post-registration job of at least eight hours per week stated that they obtained the work through their Job Broker. Table 8.21 suggests that the proportion of registrants who obtained work through the Job Broker did not differ significantly by type of work or occupational group, although those who were self-employed seem relatively less likely to have obtained work through the Job Broker (16 per cent) than employees (24 per cent).

Table 8.21 Whether got job through Job Broker by type of first post-registration job and occupational group

Type of work/occupational group	Per cent who got job through Job Broker	Weighted cases	Unweighted cases
First post-registration job			
Employee	24	647	665
Self-employed	16	62	66
Permitted work	19	64	59
Occupation group			
Managerial/professional/technical	24	81	88
Administrative and secretarial	20	99	101
Skilled trade	27	78	89
Personal services	28	88	83
Sales and customer service	22	125	123
Process, plant and machine	20	92	98
Elementary	23	207	207
All	23.0	773/770	790/789

Base: Registrants who entered a post-registration job of at least 8 hrs per week

Note: information on whether registrant got the job through Job Broker missing for one case.

An examination of the distribution of the proportion finding work through a Job Broker by type of Job Broker and area (Table 8.22) shows significant differences between existing and new Job Brokers ($p < 0.01$). Registrants with new Job Brokers who entered a post-registration job were considerably more likely to say that they obtained the job through the Job Broker (44 per cent) than registrants of existing Job Brokers (21 per cent). In particular, registrants with new Job Brokers in non-Pathways to Work areas were the most likely to have obtained work through their Job Broker (46 per cent), while those with existing Job Brokers in Pathways to Work areas were the least likely to have done so (18 per cent).

Table 8.22 Whether got job through Job Broker by type of Job Broker and area

Type of Job Broker and area	Per cent who got job through Job Broker	Weighted cases	Unweighted cases
Type of Job Broker**			
New Job Broker	44	66	190
Existing Job Broker	21	705	600
Area			
Non-Pathways to Work area	24	640	454
Pathways to Work area	19	133	336
Type of Job Broker by area**			
Existing Job Broker in Pathways to Work area	22	582	315
New Job Broker in non-Pathways to Work area	46	54	139
Existing Job Broker in Pathways to Work area	18	120	285
New Job Broker in non-Pathways to Work area	31	13	51
All	23	771-773	790

Base: Registrants who entered a post-registration job of at least 8 hrs per week

Note: information on whether registrant got the job through Job Broker missing for one case.

** – Significant at 1% level.

Extent of help from Job Broker

Registrants who got work after registration were asked to specify on a scale of 0 to 10 how helpful the Job Broker had been in helping them find work (where 0 represented no help at all and 10 as much help as they could have possibly wanted). These scales were reclassified into four categories as follows: 'not at all' (score of 0); 'not much' (score of 1-4); 'to some extent' (score of 5-7); and 'a great deal' (score of 8-10). The results in Table 8.23 suggest little difference in the degree of helpfulness between existing and new Job Brokers, or between Pathways to Work and non-Pathways to Work areas. However, there is some indication (though not statistically significant) that those who had registered with new Job Brokers received more help from their Job Broker in finding work.

Table 8.23 Extent of Job Broker help by type of Job Broker and area

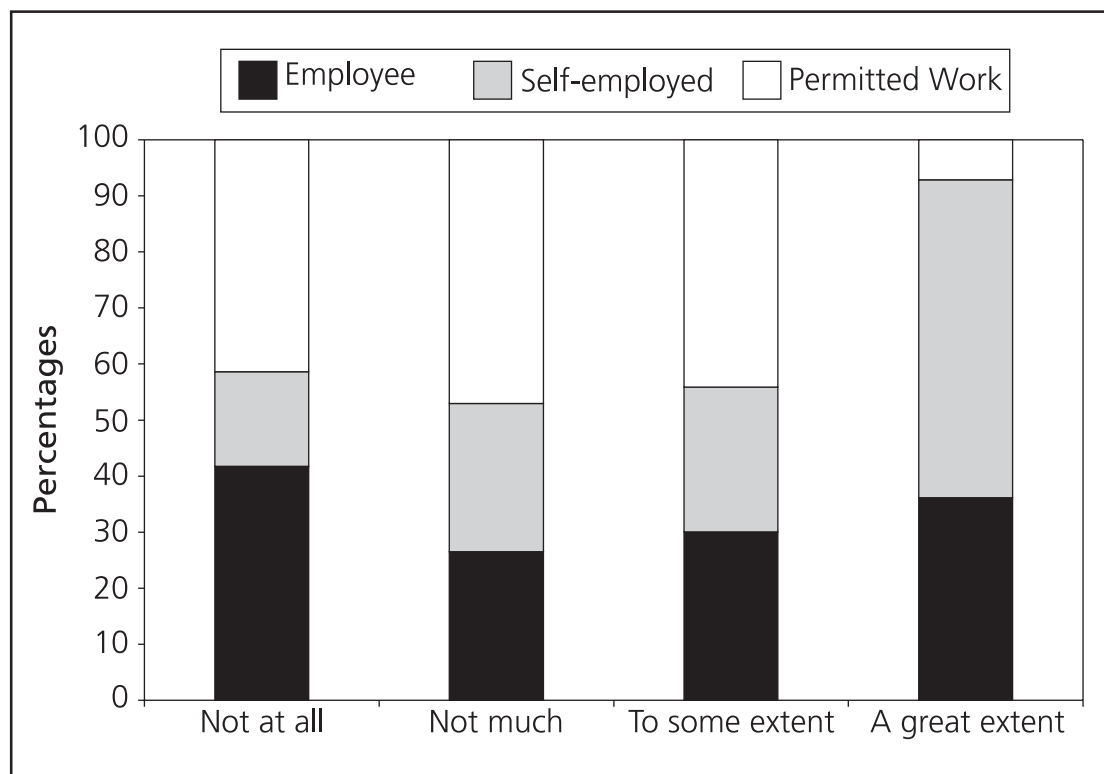
Type of Job Broker and Area	How helpful Job Broker was in helping find work (%)				Mean score (out of ten)	Weighted cases	Unweighted cases
	Not at all	Not much	To some extent	A great deal			
<i>Row per cent</i>							
Type of Job Broker							
New Job Broker	15	12	18	55	7	60	169
Existing Job Broker	18	15	19	48	6	488	410
Area							
Non-Pathways to Work area	17	15	19	49	6	458	350
Pathways to Work to Work area	21	14	17	48	6	89	229
Type of Job Broker by area							
Existing Job Broker in non-Pathways to Work	17	16	19	48	6	410	223
New Job Broker in non-Pathways to Work	13	10	23	54	7	48	127
Existing Job Broker in Pathways to Work	22	13	19	46	6	78	187
New Job Broker in Pathways to Work	[20]	[20]	[0]	[60]	6	10	42
All	18	15	19	49	6	546-548	579

Base: Registrants who entered a post-registration job of at least 8 hrs per week and provided information on extent of Job Broker help

8.7 Use of registrants' skills and previous experience

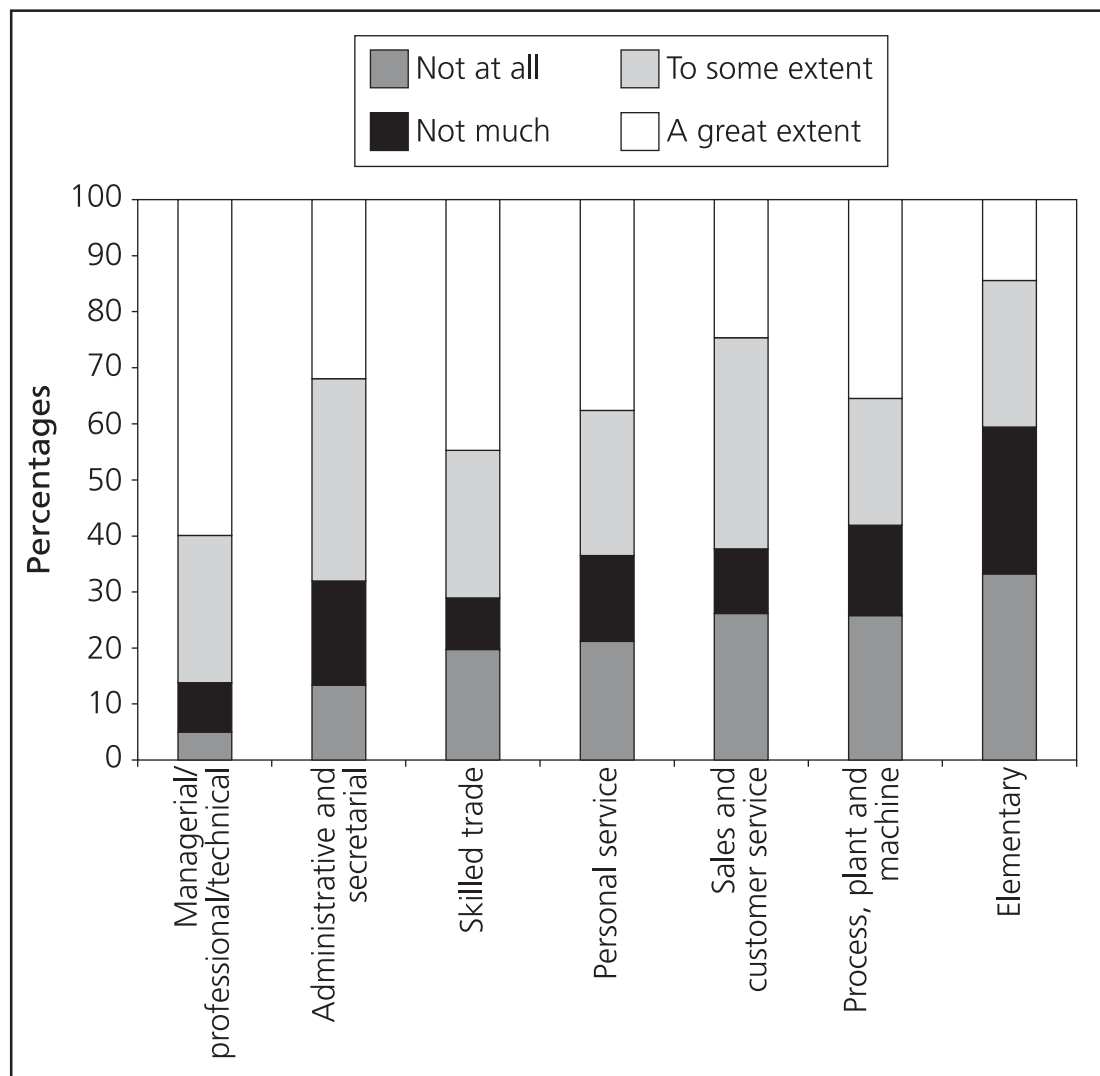
Three in five (60 per cent) registrants who started paid work after registration made use of their skills or previous work experience in their jobs to some extent (29 per cent) or to a great extent (31 per cent). The proportion who made use of their skills or previous experience to a great extent was somewhat lower for the current cohort of registrants compared to earlier cohorts (31 per cent and 37 per cent, respectively). The extent to which jobs made use of skills and previous experience varied significantly by type of work ($p < 0.01$) (see Figure 8.3). One-half of the self-employed made use of their skills and previous experience to a great extent, compared to less than one in ten (six per cent) of those in Permitted Work. Amongst those who entered work as employees, 60 per cent made use of their skills to some extent or to a great extent.

Figure 8.3 Extent to which work made use of registrants' skills or previous experience by type of job



The extent to which registrants' jobs made use of skills and previous experience also varied significantly by occupational group ($p < 0.01$), as shown in Figure 8.4. As would be expected, registrants entering managerial/professional/technical occupations were the most likely to make use of their skills and previous experience in their work to a great extent (60 per cent), whilst those in elementary occupations were the least likely to do so (14 per cent).

Figure 8.4 Extent to which job made use of registrants' skills by occupational group



The extent to which jobs entered made use of registrant's skill and previous experience did not vary significantly by type of Job Broker or area.

8.8 Levels of job satisfaction

8.8.1 Desirable aspects of registrants' jobs

Amongst all registrants who started work after registration, almost half (49 per cent) indicated that the social aspect of work was what they most liked about their job (Table 8.24). This was particularly so for those in Permitted Work for whom around two-thirds (67 per cent) stated that what they liked about their jobs was the company of work-colleagues or getting out of the house. This contrasted with the self-employed for whom, as might be expected, only 29 per cent mentioned this. For the self-employed, having flexibility and freedom was the most commonly mentioned desirable aspect of their jobs (31 per cent). Registrants who were employees were

more likely to see the monetary benefits of their employment as its most desirable feature (15 per cent), compared to the self-employed (three per cent) or those in Permitted Work (six per cent).

8.8.2 Undesirable aspects of registrants' jobs

One-third of registrants who started a post-registration job stated that there was nothing they disliked about their jobs (Table 8.25). However, of the undesirable aspects of jobs specifically mentioned, the condition of the workplace was the most commonly mentioned by both employees (14 per cent) and those in Permitted Work (19 per cent). For those who were self-employed, earning insufficient money was the predominant factor. Around one-fifth of those who started self-employment (21 per cent) cited lack of enough money compared to only six per cent of employees and eight per cent of those in Permitted Work.

Table 8.24 What registrants liked about their jobs by type of work

Aspect	Employee	Self-employed	Permitted Work	All types of work
	%	%	%	%
The money (**)	15	3	6	13
The company/getting out of the house (**)	49	29	67	49
The boost in confidence/self – respect (*)	6	0	11	6
Using my skills	7	7	3	7
Interesting/stimulating	13	19	14	14
Rewarding	11	10	5	11
Flexibility/freedom (**)	8	31	3	10
The focus to my life	5	3	10	6
Other (positive aspects)	8	7	5	8
Nothing	4	3	0	4
<i>Base: All registrants who entered a post-registration job of at least 8 hrs per week</i>				
<i>Weighted cases</i>	647	62	63	772
<i>Unweighted cases</i>	666	66	59	791

* – significant at 5% level; ** – significant at 1% level.

Table 8.25 What registrants disliked about their jobs by type of work

Aspect	<i>Column per cent</i>			
	Employee	Self-employed	Permitted Work	All types of work
	%	%	%	%
Not enough money (**)	6	21	8	7
Not enough hours	2	0	2	2
Too many hours	5	5	0	5
Type of hours	10	10	14	10
Workplace conditions	14	8	19	14
Not making use of my skills	3	0	0	3
My health condition makes it difficult	10	8	11	10
Everything	2	0	0	1
Other (negative aspects)	20	27	13	20
Nothing	33	27	34	33
<i>Base: All registrants who entered a post-registration job of at least 8 hrs per week</i>				
<i>Weighted cases</i>	647	62	63	772
<i>Unweighted cases</i>	666	66	59	791

** - significant at 1% level.

8.9 Leaving work

8.9.1 Leaving work by type of work and occupational group

Detailed analysis of patterns of leaving work is limited by the relatively short period of time between registrants entering work and the survey interview (an average of four months). Despite the short period of exposure to the risk of leaving work, 16 per cent of registrants who entered work of at least eight hours per week had left their first post-registration jobs by the time of the survey.

The proportion leaving work varied from a high of 17 per cent for employees to a low of eight per cent for those in self-employment (Table 8.26). There was a particularly strong association between leaving work and type of occupation ($p < 0.01$). Only three per cent of first post-registration jobs in managerial/professional/technical occupations had ended, compared to 21 per cent of those in elementary occupations.

Table 8.26 Registrants leaving work by type of work and occupational group

<i>Row per cent</i>			
Type of work and occupational group	%	<i>Weighted cases</i>	<i>Unweighted cases</i>
Type of work			
Employee	17	647	666
Self-employed	8	62	66
Permitted Work	13	64	59
Occupation group**			
Managerial/professional/technical	3	81	88
Administrative and secretarial	19	99	102
Skilled trade	8	78	89
Personal services	7	88	83
Sales and customer service	20	125	123
Process, plant and machine	20	92	98
Elementary	21	207	207
All	16	773/770	791/790

Base: Registrants who entered a post-registration work of at least 8 hours per week.

** – significant at 1% level.

8.9.2 Background characteristics associated with leaving work

The results presented in Table 8.27 show little variation in the proportion leaving work by background characteristics, although there is some indication that those who are younger (aged 16-25 years), or from an ethnic minority background, or with low levels of educational qualifications, had an increased risk of leaving work.

Table 8.27 Registrants leaving work by selected background characteristics

Characteristic	%	Row per cent	
		Weighted cases	Unweighted cases
Sex			
Male	15	436	451
Female	16	337	340
Age group (years)			
16-25	23	96	97
26-35	18	135	155
36-45	14	245	234
46-55	13	203	222
56 and above	14	93	83
Family type¹			
Single without children	18	170	178
Couple without children	15	221	225
Couple with children	10	143	151
Lone parent	15	72	65
Other	19	165	171
Ethnic Group¹			
White	16	721	741
Black/Asian/Other	[21]	47	47
Housing tenure			
Owner/mortgage	13	309	333
Rental	17	347	329
Lives with parents/other	20	117	129
Holds current full driving licence**			
No	27	264	266
Yes—access to vehicle	9	463	482
Yes—no access to vehicle	[24]	46	43
Highest education qualifications			
None	19	139	158
Level 1	21	42	52
Level 2	14	241	236
Level 3	18	158	148
Level 4 and above	12	155	158
Other/unknown level	[13]	38	39
All	16	772-773	791

Base: All registrants who entered a post-registration work of at least 8 hours per week.

** - significant at 1% level.

¹ Some cases are excluded due to missing data.

The proportion leaving work varied significantly by whether or not a registrant held a full driving licence and had access to a vehicle. Only nine per cent of registrants who had a full driving licence and access to a vehicle left their first post-registration work, compared to 24 per cent of those who had a full driving licence but no access to a vehicle, and 27 per cent of those without a full driving licence. The implication is that having good access to transport is an important factor in job retention. Having transport was also a factor identified in the qualitative research as promoting job retention (Lewis *et al.*, 2005).

8.9.3 Leaving work by health status and type of disability and health condition

There is a strong association between leaving work and type of disability/health condition and health status (Table 8.28). Only 12 per cent of those who perceived their health status to be (very) good left their first post-registration work, compared to 28 per cent of those who perceived their health to be (very) bad. Similar patterns are observed between leaving work and the extent to which health condition limits daily activities. The health of the registrant was also identified as a factor influencing job retention in the qualitative research (Lewis *et al.*, 2005).

Table 8.28 Registrants leaving work by health status and type of disability and health condition

		<i>Row per cent</i>	
Health status and type of disability and health condition	%	Weighted cases	Unweighted cases
Health status^{1**}			
Good (good/very good)	12	288	313
Fair	15	364	366
Poor (Bad/very bad)	28	121	111
Limiting health condition^{1*}			
Little/not at all	13	186	187
Some	15	352	349
A great deal	21	207	213
Currently disabled¹			
No	14	98	124
Yes	16	674	665
Physical musculo-skeletal¹			
No	16	416	449
Yes	15	356	340
Other physical (associated with chronic, systemic or progressive condition)¹			
No	17	508	520
Yes	13	264	269
Mental health condition^{1**}			
No	13	516	554
Yes	21	256	235
Sensory/learning/speech/other disability¹			
No	15	683	696
Yes	21	89	93
All	16	772-773	791

Base: Registrants who entered a post-registration work of at least 8 hours per week.

* – significant at 5% level; ** – significant at 1% level.

¹ Some cases are excluded due to missing data.

There is some variation between leaving work and type of disability or health condition, especially having a mental health condition ($p < 0.01$). Twenty-one per cent of those who had a mental health condition left their first post-registration job compared to 13 per cent of those who did not have this condition.

8.9.4 Leaving work by type of Job Broker and area

There was little difference in the proportions leaving work between new and existing Job Brokers, or between Pathways to Work and non-Pathways to Work areas (Table 8.29). The proportion leaving work varied from a low of 13 per cent among registrants with existing Job Brokers in Pathways to Work areas to a high of 17 per cent among registrants with new Job Brokers in non-Pathways to Work areas. However, these differences are not statistically significant.

Table 8.29 Registrants leaving work by type of Job Broker and area

<i>Row per cent</i>			
Type of Job Broker and area	%	Weighted cases	Unweighted cases
Type of Job Broker			
New Job Broker	16	67	191
Existing Job Broker	16	706	600
Area			
Non-Pathways to Work area	14	640	455
Pathways to Work area	16	133	336
Type of Job Broker by area			
Existing Job Broker in non-Pathways to Work area	13	585	315
New Job Broker in non-Pathways to Work area	16	54	140
Existing Job Broker in Pathways to Work area	15	120	285
New Job Broker in Pathways to Work area	17	13	51
All	16	773	791

Base: Registrants who entered a post-registration work of at least 8 hours per week.

8.9.5 Factors independently associated with registrants leaving work

One of the principal aims of NDDP is securing sustained employment for registrants. This section examines factors independently associated with registrants leaving work, taking into account the time taken since entering work.³⁹

A logistic regression (Table 8.30) suggests that time since entered job, health condition and job satisfaction are the key factors in associated with job retention. The analysis confirms the results of the previous sub-section that most background factors are not significantly associated with leaving work. However, there is some indication that having a full driving licence and access to a vehicle rather than no access to a car, or being in professional or skilled occupations rather than an elementary occupation were associated with a lower likelihood of leaving work.

The health status of registrants had a particularly strong association with their likelihood of leaving work. Registrants who perceived their health status to be bad or very bad were over twice as likely to leave work than those who perceived their health to be very good, good or fair. Furthermore, those who stated that what they

³⁹ An analysis of duration in work would have been desirable but is hindered by the lack of precise information on the time when work ended.

disliked about their job was that their health condition made it difficult, were more likely to leave work as those who did not mention this. Type of disability or health condition was also important, with those having a mental health condition being twice as likely to leave work as those without this condition.

Table 8.30 Factors associated with registrants leaving work

Parameter	Odds ratio	Significance
Time (weeks) since entered work	1.04	**
Holds current full driving licence		
No	0.85	ns
Yes-access to vehicle	0.34	*
Yes-no access to vehicle ¹	1.00	-
Occupation group		
Managerial/professional/technical	0.11	**
Administrative and secretarial	0.77	ns
Skilled Trade	0.35	*
Personal services	0.76	ns
Sales and customer service	0.86	ns
Process, plant and machine	1.06	ns
Elementary ¹	1.00	-
Health status		
Good (good/very good)	0.41	**
Fair	0.43	**
Poor (bad/very bad) ¹	1.00	-
Has mental health condition	2.10	**
Reason left employment		
Has problems with work colleagues	2.65	*
Has problems with employer	3.04	**
Job satisfaction		
Liked job – the company/getting out of the house	0.47	**
Liked job – confidence self respect	0.22	*
Liked job – it is rewarding	0.38	*
Disliked job – health condition makes it difficult	2.59	**

Base: Registrants who entered a post-registration work of at least 8 hours per week.

¹ represents reference category.

ns – not significant; * – significant at 5% level; ** – significant at 1% level.

Other important factors determining work sustainability relate to job satisfaction and having problems at work. Registrants experiencing problems with colleagues or with their employer were more likely to leave work than those who did not experience such problems. Conversely, those who liked their work because of the company or because the job had improved their confidence and self – respect, or because they found the job rewarding were less likely to leave work than those who did not mention these factors.

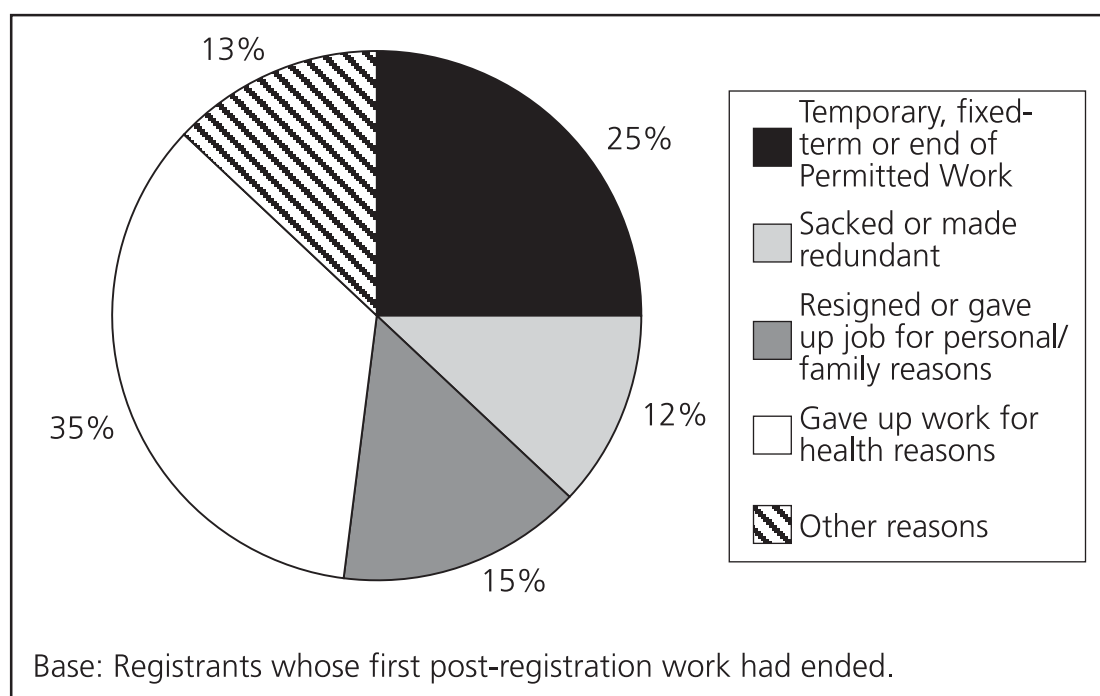
Although factors relating to in-work support from Job Brokers were considered in the analysis, none of these factors, nor any other Job Broker-related factors emerged as important in affecting exits from work. As would be expected, the likelihood of leaving work was strongly associated with the length of period since entering work. An increase in the period since entering work of one week resulted in an increase in the likelihood of leaving work by four per cent.

The factors identified in the current analysis as being independently associated with registrants leaving work are, to a large extent, similar to those identified for earlier cohorts (see for example, Ashworth *et al.*, 2003). However, one noticeable difference relates to the association between family type and the likelihood of leaving work which was observed to be significant in the earlier analysis but not in the current one. It is possible that this is due to lack of sufficient statistical power given the smaller number of registrants who had entered work in the current analysis. Another factor that was important in the earlier analysis, but not the current one, is the extent to which the job made use of registrants' previous skills. This factor does appear to be important but the significance diminishes when occupational group is introduced in to the model, presumably due to the strong association between these two factors.

8.9.6 Registrants' reasons for leaving work

Among those who had left their job, the predominant reasons given for the employment terminating were giving up work for health reasons (35 per cent) and the ending of a contract (25 per cent) (including temporary, fixed-term contracts or Permitted Work) (Figure 8.5). Any analysis of reasons for leaving work is limited because of the small number of cases who had left their first post-registration by the time of the survey interview (unweighted base = 118).

Figure 8.5 Registrants' reasons for leaving work



9 The partners of NDDP registrants

Summary

- A substantial proportion of registrants had a partner (44 per cent) and their profile, like that of registrants, was very varied. Just over two – thirds (64 per cent) were female (reflecting the fact that the majority of registrants were male). The full range of working age groups was represented, with the majority aged between 36 and 55 (65 per cent).
- Around seven out of ten partners had a qualification of some sort (71 per cent); whether they had a qualification, its type and its level varied according to age, gender and whether they had a health condition. Forty – five per cent of partners had a health condition, with the most common of these being systematic and progressive conditions (such as heart conditions or cancers etc.).
- Nearly three-quarters (72 per cent) of partners had worked since the time of registration. At the time of registration a substantial proportion of partners had also spent time looking after the home or family (58 per cent) or caring for a sick or disabled adult (20 per cent).
- When asked how they felt about the New Deal for Disabled People (NDDP) service with which their partner was registered, just over four-fifths (82 per cent) said it had been (at least) of some use. Of these, around a quarter (26 per cent) said that it had helped the registrant do a job search or find a job, whilst around a fifth of partners (21 per cent) felt the NDDP service had helped boost their confidence.
- For registrants, there was a statistically significant association between having a partner and their likelihood of being in paid work at the time of interview. Particularly strong associations were found where partners had worked or had spent time looking after the home or family, and especially where the partner had a positive attitude towards work.

- However, multivariate analysis, showed that simply having a partner or a partner that worked, were not significant independent factors in the movement of registrants into work. They tended to be associated with more important factors relating to the characteristics of the registrants themselves (for instance their health).
- Nevertheless, having a partner with a positive attitude towards work was found to be significantly and independently associated with registrants' movement into paid work. It is not clear whether these positive attitudes assisted the movement into work or were a product of it.

9.1 Introduction

Interest in understanding the impact that registrants' partners have on their interaction with NDDP and on work outcomes led to the inclusion in the study of a short interview with the partner (or if this was not possible, with the registrant on their partner's behalf). This interview covered topics such as the partner's demographic and employment-related characteristics as well as their attitudes and experiences of work. The key aim of having a questionnaire for partners was to enable analysis into the implications of living with a partner for NDDP registrants, particularly their activities related to, and movement into work. Ninety-seven per cent of partners took part (53 per cent in person and 48 per cent by proxy).

This chapter describes the pattern of whom among NDDP registrants has a partner and the key characteristics of partners themselves. It then describes the associations found between work and other outcomes for registrants and their partners' characteristics. Some methodological issues are discussed at the end of the chapter, including the use of 'proxy' data, where the registrant was sometimes interviewed on behalf of their partner. This chapter builds upon an earlier analysis of the partners of registrants that was reported in Stafford with others (2006).

9.2 Prevalence of partners among NDDP registrants

Among NDDP registrants, 44 per cent had a partner at the time of interview (Table 9.1). Male registrants were more likely to have a partner than female registrants (46 per cent compared to 42 per cent; $p < 0.05$). The proportion with a partner was higher among those in older age groups, as we might expect (for example 54 per cent among those aged 46 to 55 compared to 13 per cent among those aged 16 to 25; $p < 0.01$).

Table 9.1 Registrants with partners by age group of registrant

	<i>Column per cent</i>					
	16 to 25	26 to 35	36 to 45	46 to 55	56 or over	All
	%	%	%	%	%	%
Registrant with partner	13	35	45	54	66	44
Registrant with no partner	87	65	55	46	34	56
<i>Base: All registrants</i>						
<i>Weighted base</i>	293	502	743	692	297	2,527
<i>Unweighted base</i>	290	515	708	716	296	2,525

Registrants in Pathways to Work areas were more likely to have a partner than those registrants in other areas (49 per cent compared to 44 per cent; $p < 0.05$) (Table 9.2).

Table 9.2 Registrants with partners by whether registrant in pathways area

	<i>Column per cent</i>		
	Pathways to work area	Non Pathways to work area	All
	%	%	%
Registrant with partner	49	44	44
Registrant with no partner	51	56	56
<i>Base: All registrants</i>			
<i>Weighted base</i>	342	2,185	2,527
<i>Unweighted base</i>	876	1,649	2,525

9.3 Partners of registrants: key characteristics

9.3.1 Age and gender

Partners of NDDP registrants were from the full range of working age groups (Table 9.3). Around a third of the partners were aged 50 or over, with the majority (65 per cent) being aged between 36 and 55. There were few differences in the age profile of the respondents by gender, although female partners were more likely to be in the 16 to 25 age group (eight per cent compared to three per cent; $p < 0.01$). Nearly two-thirds (64 per cent) of partners were female, a reflection of the majority male registrant profile.

Of registrants with a partner, 60 per cent were in the same age group as their partner (nine per cent were the same age). Fifty three per cent of registrants had a partner younger than themselves, whilst 38 per cent had an older partner.

Table 9.3 Age and sex of partners

	<i>Column per cent</i>		
	Men %	Women %	All %
16 to 25	3	8	6
26 to 35	13	16	14
36 to 45	34	30	32
46 to 55	33	33	33
56 or over	17	14	15
16 to 49	65	66	66
50 or over	35	34	34
Total (row per cent)	36	64	100
<i>Base: All partners</i>			
<i>Weighted base</i>	390	692	1,082
<i>Unweighted base</i>	385	677	1,062

9.3.2 Qualifications of partners

Like registrants, partners were asked about their academic and vocational qualifications. Seventy-one per cent of partners had at least one type of qualification (Table 9.4) which is slightly less than the 79 per cent for registrants. Fifty-eight per cent of partners had a passed a school or college examination and just under half (46 per cent) had a vocational qualification. In 59 percent of couples, both partners had a qualification, whilst in just ten per cent of couples there was no qualification between them. Partners were more likely to hold a qualification if the registrant did (71 per cent compared to 53 per cent; $p < 0.01$).

Table 9.4 Partners' qualifications by gender

	<i>Column per cent</i>		
	Men %	Women %	All %
Academic qualification	56	60	58
Vocational qualification	54	41	46
Either academic or vocational	72	70	71
No qualifications	28	30	29
<i>Base: All partners</i>			
<i>Weighted base</i>	392	692	1,084
<i>Unweighted base</i>	386	677	1,063

Partners who were younger were more likely to have qualifications of some kind, with 76 per cent of those aged 16 to 49 having any type of qualification compared to 60 per cent of those aged 50 and over ($p<0.01$) (Table 9.5). Other groups of partners who were more likely to have any qualification include those who recorded no current or previous health condition (77 per cent compared to 63 per cent; $p<0.01$), as well as those partners who had worked at any time since one month before their partners' registration (74 per cent compared to 62 per cent; $p<0.01$).

Table 9.5 Partners' qualifications by their age

	<i>Column per cent</i>					
	16 to 25	26 to 35	36 to 45	46 to 55	56 or over	All
	%	%	%	%	%	%
Academic qualification	87	71	66	48	40	58
Vocational qualification	47	52	49	41	44	46
Either academic or vocational	91	81	77	63	58	71
No qualifications	9	19	23	37	42	29
<i>Base: All partners</i>						
<i>Weighted base</i>	65	157	343	355	162	1,082
<i>Unweighted base</i>	66	157	335	341	163	1,062

Whilst there were no significant differences by gender between those partners who had any type of qualification, male partners were more likely to have a vocational qualification (54 per cent compared to 41 per cent; $p<0.01$). Partners who were younger were more likely to have academic qualifications, with 67 per cent of those aged 16 to 49 having this qualification compared to 41 per cent of those aged 50 and over ($p<0.01$). Partners who had no health condition (past or present) were more likely than those who did to have academic and vocational qualifications (64 per cent compared to 52 per cent and 52 per cent compared to 38 per cent; $p<0.01$). Partners who had worked at any time since one month before their partner's NDDP registration were more likely to have a vocational qualification (52 per cent compared to 30 per cent; $p<0.01$), but there was no significant difference for partners with academic qualifications.

Partners were also asked about the level of qualification they had, which, when possible, was categorised according to S/NVQ equivalents. Like registrants, partners held a wide range of qualifications.

The highest qualification reported by nearly one-third of partners was at S/NVQ Level 1 or 2 (31 per cent), whilst 16 per cent reported their highest qualification as Level 3, and a further 20 per cent had qualifications at Level 4 or 5 (see Table 9.6).

The highest qualification held varied by gender, with female partners more likely to hold an S/NVQ Level 2 qualification (22 per cent compared to 29 per cent; $p<0.05$). Male partners were more likely to hold an S/NVQ Level 3 or Level 5 qualification (23

per cent compared to 13 per cent and six per cent compared to two per cent respectively $p < 0.01$).

There were also differences by age groups. The proportion reporting S/NVQ Levels 1 or 2 as their highest qualification was lower in older age groups (for example those aged 46 and over compared to other age groups) (eight per cent compared to one per cent, 32 per cent compared to 21 per cent; $p < 0.01$) whilst for level 5 it was higher (one per cent compared to five per cent; $p < 0.01$). Similar findings were found for NDDP registrants themselves (see Chapter 2).

Table 9.6 Partners' highest qualification by age group

	<i>Column per cent</i>					
	16-25 %	26-35 %	36-45 %	46-55 %	56 or over %	All %
S/NVQ Level 1	17	8	6	1	0	4
S/NVQ Level 2	40	26	33	23	17	27
S/NVQ Level 3	20	17	16	17	15	16
S/NVQ Level 4	15	26	17	15	12	17
S/NVQ Level 5	0	1	2	5	7	3
Unclassified level	0	4	4	4	8	4
No qualifications	9	18	23	36	42	28
<i>Base: All partners</i>						
<i>Weighted base</i>	64	154	325	335	159	1,037
<i>Unweighted base</i>	64	155	321	326	158	1,024

Partners who recorded no current or previous health condition were more likely to have S/NVQ Level 2 qualifications (30 per cent compared to 23 per cent; $p < 0.05$), but there were no other statistically significant differences in the level of qualification according to this factor. This suggests that whilst having a condition is probably connected to whether a partner has a qualification or not, it does not seem to be associated with the *level* of qualification they have.

Partners who had worked at any time since one month before their partners' registration were more likely to have either S/NVQ Level 3, 4 or 5 as their highest qualification (19 per cent compared to ten per cent, 19 per cent compared to 12 per cent; $p < 0.01$, and four per cent compared to one per cent respectively: $p < 0.05$). Partners who had not worked were more likely to have the lower Level 1 qualification as their highest (seven per cent compared to three per cent; $p < 0.01$).

Where the level of qualification in S/NVQ equivalents was known for both the registrant and their partner, 36 per cent of registrants had the same level as their partner, whilst 34 per cent had a lower qualification and 30 per cent a higher one.

9.3.3 The health of partners

Chapter 2 described the health of registrants, noting that nine out of ten had a disability or health condition at the time of the interview, whilst in a self-assessment of the state of their general health, the majority of respondents judged their health to be fair, good or very good (77 per cent).

The same questions were asked of partners⁴⁰, revealing that 88 per cent judged their health to be fair, good or very good (Tables 9.7).

Younger partners (those aged 16 to 49) were significantly more likely to judge their health as very good or good compared to partners aged 50 or over (68 per cent compared to 46 per cent; $p < 0.01$). Older partners were more likely to judge their health as bad or very bad (17 per cent compared to ten per cent; $p < 0.05$). There were few significant differences in the assessment of health by gender, although women partners were more likely to judge their health as good (37 per cent compared to 29 per cent for men; $p < 0.05$) and males were more likely to judge their health as bad or very bad (16 per cent compared to ten per cent; $p < 0.05$).

Partners who worked at any time since one month before their partners' registration were much more likely to judge their health as very good or good compared to those who had not worked (71 per cent compared to 43 per cent; $p < 0.01$). They were also far less likely to judge their health as bad or very bad (five per cent compared to 23 per cent: $p < 0.01$).

Table 9.7 Partners' self-assessment of health by their age

	<i>Column per cent</i>		
	Aged 16 to 49	Aged 50 or over	All
	%	%	%
General health:			
Very good	32	14	26
Good	35	32	34
Fair	23	38	28
Bad	9	14	11
Very bad	1	2	1
<i>Base: All partners</i>			
<i>Weighted base</i>	376	194	570
<i>Unweighted base</i>	368	195	563

Note: base only includes data from interviews conducted with partners in person.

Forty – five per cent of partners stated they currently had a health condition or disability (or had had one in the past that lasted for at least one year) compared to 97 per cent of NDDP registrants.

⁴⁰ As discussed in more detail in the methodological section, due to the subjective element of self-assessment variables, only data collected in person is presented.

There were no significant differences by gender, however, older partners (those aged 50 or over) were more likely to report a health condition than those aged under 50 (55 per cent compared to 40 per cent; $p < 0.01$).

The health conditions and disabilities that partners described were categorised in line with those of registrants (see Chapter 2). As Table 9.8 shows, the majority of partners' conditions fell into three categories: chronic, systematic and progressive conditions (19 per cent), musculo-skeletal (15 per cent) and mental health (six per cent). The prevalence of mental health conditions amongst partners (with a health condition) was markedly lower than that for registrants (at 31 per cent).

There were few differences in the type of condition by gender, although female partners were significantly more likely to have a mental health condition (seven per cent compared to four per cent; $p < 0.05$).

Partners who worked at any time since one month before their partners' registration were not only more likely to judge their health as good or very good, they were less likely to report a health condition (38 per cent compared to 63 per cent; $p < 0.01$) and were less likely to have a musculo-skeletal, mental health or 'chronic systematic or progressive condition' (11 per cent compared to 23 per cent and four per cent compared to ten per cent and 16 compared to 26 per cent respectively; $p < 0.01$).

Table 9.8 Types of main health condition (past or present) by gender

	<i>Multiple response</i>		
	<i>Column per cent</i>		
	Men	Women	All
	%	%	%
Musculo-skeletal	15	14	15
Mental health condition	4	7	6
Chronic, systematic, progressive condition	20	18	19
Sensory disability	3	2	3
Learning disability	1	1	1
Speech impediment	+	+	+
Other	1	7	5
No current or past health condition or disability	57	53	55
<i>Base: All partners</i>			
<i>Weighted base</i>	392	692	1,084
<i>Unweighted base</i>	386	677	1,063

9.3.4 Work and other activities of partners

Partners were asked whether they had done any paid work since one month before their partners' registration with NDDP. Seventy-two per cent had done some paid work, with 66 per cent working one month before their partners' registration (Table 9.9). At this same time only 12 per cent of registrants were working, with only nine per cent of couples having both partners in paid work. Only five per cent of partners had never had a paid job or worked as a self-employed person.

Male partners were substantially more likely to have done some paid work than female partners (81 per cent compared to 67 per cent; $p < 0.01$). Partners aged 16 to 25 were less likely to have done any paid work compared to the combined other age groups (55 per cent compared to 73 per cent; $p < 0.01$).

Table 9.9 Partner's work by their gender

	<i>Column per cent</i>		
	Men %	Women %	All %
Have worked since one month prior to partner's registration	81	67	72
Have not worked in that time	19	33	28
<i>Base: All partners</i>			
<i>Weighted base</i>	392	692	1,084
<i>Unweighted base</i>	386	677	1,063

Partners were also asked about other activities they had been doing (alongside possibly working) one month prior to their partners' registration with the NDDP service. Table 9.10 shows that the majority of partners had spent some time looking after the home or family (58 per cent), and a sizeable proportion (20 per cent) had also spent time caring for a sick or disabled adult, whilst a third had done none of the suggested activities. Men were substantially less likely to have spent time looking after the family or home (36 per cent compared to 70 per cent of women $p < 0.01$) or have spent time doing any education or training (two per cent compared to five per cent; $p < 0.05$).

Table 9.10 Partners' activity (one month before NDDP registration) by gender

	<i>Multiple response</i>		
	<i>Column per cent</i>		
	Men %	Women %	All %
Looking after the home or family	36	70	58
Caring for a sick or disabled adult	20	20	20
Doing any education or training	2	5	4
Looking for paid work	5	4	5
Doing any voluntary work	1	3	2
Being a hospital inpatient	1	+	1
Sick or disabled	5	3	3
Retired	1	+	1
None of these	51	23	33
<i>Base: All partners</i>			
<i>Weighted base</i>	392	692	1,084
<i>Unweighted base</i>	386	677	1,063

Table 9.11 shows that if partners had been working one month prior to registration then they were substantially less likely to have spent time looking after the family or home (49 per cent compared to 75 per cent; $p < 0.01$) and were more likely to have done none of these activities (46 compared to eight per cent; $p < 0.01$). They were also less likely to have spent time looking for paid work, being off sick or disabled and retired (all $p < 0.01$).

Table 9.11 Partners' activity (one month before NDDP registration) by whether partner worked at this time

	<i>Multiple response</i>	
	<i>Column percent</i>	
	Partner working %	Partner not working %
Looking after the home or family	49	75
Caring for a sick or disabled adult	20	20
Doing any education or training	4	5
Looking for paid work	2	10
Doing any voluntary work	2	3
Being a hospital inpatient	+	1
Sick or disabled	1	9
Retired	0	1
None of these	46	8
<i>Base: All partners</i>		
<i>Weighted base</i>	718	344
<i>Unweighted base</i>	681	382

The activities a partner did one month prior to registration were associated with whether or not a partner was working at this time. The partner was more likely to be in paid work at this time than not, if they: did not spend time looking after the home or family (80 per cent compared to 56 per cent $p < 0.01$); they were not looking for paid work (68 per cent compared to 22 per cent $p < 0.01$); were not off sick or disabled (68 per cent compared to 12 per cent $p < 0.01$), they were not retired (67 per cent compared to 0 per cent $p < 0.01$), and if they had coded that they had done none of these activities (92 per cent compared to 53 per cent $p < 0.01$).

9.3.5 Partners' attitudes towards the NDDP service

Partners interviewed in person were asked what they thought of the NDDP service. Table 9.12 shows that 44 per cent of partners thought the service offered as much help and support as their partner wanted, whilst 38 per cent thought the service offered some help but less than their partner wanted. Only 14 per cent thought the NDDP service had offered no help and support. There were no significant differences in the attitudes of the partner by gender.

Table 9.12 Partners' attitudes towards the NDDP service by gender

	<i>Column per cent</i>		
	Men	Women	All
	%	%	%
It offered as much help as my partner wanted	42	45	44
It offered some help and support but less than my partner wanted	41	37	38
It offered no help or support	14	14	14
(Recorded that it was too early to say)	3	4	4
<i>Base: All partners</i>			
<i>Weighted base</i>	<i>156</i>	<i>394</i>	<i>549</i>
<i>Unweighted base</i>	<i>151</i>	<i>393</i>	<i>544</i>

Note: base only includes data from interviews conducted with partners in person.

If the partner thought that NDDP offered as much help and support as their partner wanted or that it offered some help but less than their partner wanted, they were asked to explain how the service had been of help. The answers they provided were coded to the values as given in table 9.13.

Table 9.13 Partners' perception of how NDDP had been of use to their partner

	<i>Multiple response</i>
	All %
Help with jobsearch/finding a job	26
Confidence boosting	21
Source of motivation	5
Someone to talk to/something to do	5
Source of support	27
Information about benefits	12
Finding a course	5
Other answer	8
<i>Base: Partners</i>	
<i>Weighted base</i>	451
<i>Unweighted base</i>	441

If the partner thought that NDDP offered some help but less than their partner wanted or it offered no help or support, they were asked to explain how the service could have been of more help. The answers they provided were coded to the values as given in Table 9.14.

Table 9.14 Partners' perception of how NDDP could be of more use to their partner

	<i>Multiple response</i>
	All %
More regular contact	18
More help with jobsearch	24
More sensitivity to disability	15
Keep [their] promises	2
Make programme/Job Broker more accessible	3
Other answer	19
Don't know	19
<i>Base: Partners</i>	
<i>Weighted base</i>	288
<i>Unweighted base</i>	291

9.4 Registrants' work outcomes and their partners

Of key interest for the analysis of registrants' partners was whether having a partner was associated with different work outcomes for the registrant. In particular, was it the case that partners with specific characteristics (such as being of a certain gender, being in work themselves or being positive about work) were associated with higher levels of work for registrants?

The analysis presented below investigates whether associations exist that may suggest partners have an influence *over time* on registrants' work outcomes. With this aim, the point of analysis for registrants' outcomes is the point of interview (around six months after registration) whilst the activities and work of partners are taken from a point one month *prior* to registration and onwards, during which time, it might be hypothesised, direct influence on their partner (in terms of job search) may have been most relevant. It should be noted that whilst a detailed work and activity history was collected for registrants themselves, data collected in this area for partners was more limited.

9.4.1 Registrants with a partner

Focusing on the point of interview (around six months after registration), differences in work outcomes for registrants were observed in relation to the presence of a partner.

NDDP registrants with a partner were more likely to be in paid work than those without a partner (41 per cent compared to 35 per cent; $p < 0.01$) (Table 9.15). Conversely, registrants without a partner were more likely to be doing unpaid work or training, or looking for paid work (13 per cent compared to seven per cent and 19 per cent compared to 14 per cent; $p < 0.01$).

Table 9.15 NDDP registrant activity by their gender and whether they have a partner

	<i>Column per cent</i>						Total %
	Registrant with partner %			Registrant with no partner %			
	Male	Female	All	Male	Female	All	
Registrant activity at interview:							
<i>In paid work</i>	41	41	41	27	45	35	37
<i>In unpaid work or training/education</i>	6	9	7	14	12	13	10
<i>Looking for paid work</i>	16	11	14	24	12	19	17
<i>Caring/looking after home</i>	13	26	17	11	18	14	15
<i>Health problem</i>	18	11	15	16	9	13	14
<i>Other</i>	7	3	6	9	4	7	6
<i>Base: All registrants</i>							
<i>Weighted base</i>	705	412	1117	828	577	1,405	2,522
<i>Unweighted base</i>	688	406	1094	836	590	1,426	2,520

Looking at the other main activities registrants were doing, those with a partner were slightly more likely to be caring or looking after the home than those without a partner (17 per cent compared to 14 per cent; $p < 0.05$).

Looking at the gender of the NDDP registrant, there were further differences between respondents with partners and those without. Male registrants with a partner were considerably more likely to be in paid work than those without a partner (41 per cent compared to 27 per cent; $p < 0.01$), and were conversely less likely to be in unpaid work or training or looking for paid work (all at $p < 0.01$). There was a smaller difference between female registrants with and without a partner in their work outcomes, but female registrants with a partner were more likely to be caring or looking after the home than those without a partner (26 per cent compared to 18 per cent; $p < 0.01$).

9.4.2 Characteristics of partners and work outcomes for registrants

Further differences in work outcomes for NDDP registrants were evident when considering their partners' characteristics.

Registrants whose partners had worked at some time since a month before the date of registration were more likely to be in paid work at time of interview (44 per cent compared to 32 per cent; $p < 0.01$) (Table 9.16). Explanations for this might include greater encouragement from partners in work or more advice or direct assistance with job preparation and search.

There were no other significant differences for the other types of activity an NDDP registrant was doing according to whether the partner worked (or had done so) except that the registrant was more likely to have a health problem as their main focus if they had not worked (19 per cent compared to 14 per cent; $p < 0.05$).

Table 9.16 NDDP registrant activity by whether partner had worked

	<i>Column per cent</i>		
	Partner worked %	Partner did not work %	All %
Registrant activity at interview:			
In paid work	44	32	41
In unpaid work or training/education	7	9	7
Looking for paid work	14	13	14
Caring/looking after home	17	21	18
Health problem	14	19	15
Other	5	6	5
<i>Base: Registrants (with partners)</i>			
Weighted base	778	304	1,082
Unweighted base	752	310	1,062

Registrants who had partners who currently had a health condition or disability or had had one in the past, that lasted for at least one year, were less likely to be in paid work at time of interview (35 per cent compared to 46 per cent; $p < 0.01$) (Table 9.17). They were more likely to be looking for paid work (16 per cent compared to 11 per cent; $p < 0.01$).

Table 9.17 NDDP registrant activity by whether partner had health condition or disability (present or past)

	<i>Column per cent</i>		
	Partner has or had health condition %	Partner has not had health condition %	All %
In paid work	35	46	41
In unpaid work or training/education	7	7	7
Looking for paid work	16	11	14
Caring/looking after home	19	17	18
Health problem	16	15	15
Other	7	4	5
<i>Base: Registrants (with partners)</i>			
Weighted base	490	592	1,082
Unweighted base	494	568	1,062

Table 9.18 shows how the activity of the NDDP registrant at time of interview varied according to whether or not the partner spent time looking after the home or family, or spent time caring for a sick or disabled adult (the two most common activities partners mentioned) one month prior to the registration with NDDP. Although this is two different time periods (data on partners' activities aside from work were not collected for the point of interview), it is interesting to see the associations between partners' activities and registrants' activities after a period of time.

There were few significant differences in the activity of the registrant according to whether or not the partner spent time looking after the home or family. However, importantly, if the partner had spent time doing this, then the registrant was more likely to be in paid work (43 per cent compared to 37 per cent; $p < 0.05$) but was less likely to be looking for paid work (12 per cent compared to 17 per cent; $p < 0.05$).

Registrants with partners who cared for a sick or disabled adult were less likely to be in paid work (33 per cent compared to 43 per cent; $p < 0.01$), which might be explained by the partner caring for the NDDP registrant (and, if in need of care, they may be less likely to be in paid work). This explanation seems reasonable when one considers that registrants with partners who had cared for a sick or disabled adult were more likely to have listed a health problem as their activity (22 per cent compared to 14 per cent; $p < 0.01$). To further examine this possibility, Table 9.19 shows how the activity of the registrant at time of interview varied according to whether or not their partner had coded that the time they spent caring was for the registrant (or for them, but including other adults as well). Those registrants being cared for by their partners were less likely to be in paid work at the time of interview (29 per cent compared to 61 per cent; $p < 0.01$) and were more likely to have a health problem (24 per cent compared to seven per cent; $p < 0.01$) as can be expected.

Table 9.18 NDDP registrant activity by partners' activity

	<i>Column per cent</i>			
	Partner – looking after home or family	Partner – not looking after home or family	Partner – caring for a sick or disabled adult	Partner – not caring for a sick or disabled adult
	%	%	%	%
In paid work	43	37	33	43
In unpaid work or training/education	7	8	9	7
Looking for paid work	12	17	11	14
Caring/looking after home	16	20	20	17
Health problem	17	13	22	14
Other	4	6	5	5
<i>Base: Registrants (with partners)</i>				
<i>Weighted base</i>	622	460	213	869
<i>Unweighted base</i>	617	445	224	838

Note: partners activities are for the period one month prior to registration, whilst registrant activities represent those at time of interview.

Table 9.19 NDDP registrant activity (in week before interview) by partner caring for sample member

	<i>Column per cent</i>	
	Partner – caring for registrant and other adults %	Partner – not caring for registrant or other adults %
In paid work	29	61
In unpaid work or training/education	10	3
Looking for paid work	10	15
Caring/looking after home	21	14
Health problem	24	7
Other	6	1
<i>Base: Registrants (with partners)</i>		
<i>Weighted base</i>	<i>184</i>	<i>[29]</i>
<i>Unweighted base</i>	<i>195</i>	<i>[29]</i>

Note: partners activities are for the period one month prior to registration, whilst registrant activities represent those at time of interview.

9.4.3 Registrants with partners who help them when applying for a job

Partners were asked whether or not they helped the registrant in any way when they applied for a job. Table 9.20 shows that 48 per cent of partners had at least sometimes helped their partner.

Table 9.20 Whether the partner helps the registrant when they are applying for a job

	<i>Column per cent</i>
	All %
Yes	36
Sometimes	12
No	51
<i>Base: All partners</i>	
<i>Weighted base</i>	<i>1,080</i>
<i>Unweighted base</i>	<i>1,060</i>

There were no significant differences in the likelihood of the registrant doing paid work at time of interview according to whether or not the partner had at least sometimes helped them when they applied for a job.

9.4.4 Registrants with partners with different attitudes towards their work

Partners who were interviewed in person were asked about their attitudes and opinions towards both their partner's work and work in general. They were asked to rate (Agree strongly, Agree slightly, Neither agree nor disagree, Disagree slightly and Disagree strongly) their feelings towards the statements in Table 9.21.

This table shows the percentage of partners who agreed (either strongly or slightly) to these statements.

Table 9.21 Partners' attitudes towards work

	<i>Row per cent</i>
	Agree with statement %
I Having almost any job is better for her/him [the NDDP registrant] than being unemployed	57
II My partner should be prepared to take any job s/he can do and not just a job in her/his usual occupation	37
III My partner should not be expected to take a new job earning less than s/he was earning in the last job s/he had	30
IV It would be better for my partner not to be in paid work	15
V My partner having a job is very important to me	67
VI Once you've got a job, it's important to hang on to it, even if you don't really like it	43
VII People of working age with disabilities should be expected to find employment	49
<i>Base: All partners</i>	
<i>Weighted base</i>	570
<i>Unweighted base</i>	563

Note: base only includes data from interviews conducted with partners in person.

To explore whether the activity of the registrant varied according to the attitudes of the partner, a composite variable of four of the statements was created in order to determine which partners held a 'positive' attitude towards their partner being in or starting work.⁴¹

The partners were awarded a score for their answers to statements I, II, V, and VI. If they agreed strongly with a statement they were awarded 1 point; agreed slightly, 2 points; neither agreed nor disagreed, 3 points; disagreed slightly, 4 points and disagreed strongly, 5 points. Partners who had a total score for these four statements of less than 11 (with the minimum possible score being 4 and the maximum 20) were considered to hold a positive attitude towards their partner

⁴¹ Factor analysis was done in order to determine which statements were most associated with each other in order to develop this composite variable.

being in or starting work. In practice this split meant that respondents would have at least agreed slightly with two of the statements and not disagreed with the other two.

Almost half of partners (49 per cent) held a positive attitude towards work.

Table 9.22 shows that registrants who had partners with a positive attitude towards their being in or starting work, were more likely to be in paid work (55 per cent compared to 30 per cent; $p < 0.01$). They were also less likely to have spent time caring or looking after the home (nine per cent compared to 21 per cent; $p < 0.01$) or doing another activity (two per cent compared to six per cent; $p < 0.05$).

Despite the evidence above, there are problems inferring from this that partners' attitudes have an impact on registrants' work outcomes, as it might be that positive work outcomes for registrants lead the partner to have positive attitudes.

Table 9.22 NDDP registrant activity (in week before interview) by partners' positive attitude towards work

	Positive attitude %	Not Positive attitude* %
In paid work	55	30
In unpaid work or training/education	8	10
Looking for paid work	11	16
Caring/looking after home	9	21
Health problem	15	19
Other	2	6
<i>Column per cent</i>		
<i>Base: Registrants (with partners)</i>		
<i>Weighted base</i>	274	284
<i>Unweighted base</i>	276	279

Note: base only includes data from interviews conducted with partners in person.

* Note that not a positive attitude towards work should not be mistaken for a negative attitude towards work.

9.4.5 Partners as a factor in registrants finding work

The analysis above showed that there are some significant differences in the work outcomes for registrants when we look at particular characteristics of partners.

In summary, registrants were more likely to be in paid work at the time of interview:

- if they had a partner at all, especially if they were male and had a partner;
- if they had a partner who had worked since registration;
- if they did not have a partner currently with a health condition (or one in the past);

- (if they have a health condition) but did not have a partner currently with a health condition (or one in the past);
- if they had a partner who had spent time looking after home or family;
- if they had a partner who had not cared for a sick or disabled adult, especially if they had not cared for the registrant;
- if they had a partner with a 'positive attitude' towards their partners' work.

However, it is not clear from that analysis whether these characteristics, such as the partner being in work, are associated with work outcomes for the registrant independently of other things. As an example, it may be the case that higher levels of qualifications are found among registrants with partners who work, and it is this that partly explains the associations we see.

To assess the direct impact of having a partner, as well as a partner with particular characteristics, on the outcome of the NDDP registrant following their registration with the NDDP service, several partners' variables were entered into the logistic regression model described in Chapter 8 (see Section 8.2). Logistic regression allows for the influence of a factor – such as having a partner – to be assessed whilst controlling for the effect other factors may have. The logistic regression model developed looked at the influence of factors on the entry of NDDP registrants into paid work, which was determined as work of at least eight hours per week as a paid employee, self-employment or Permitted Work.

Three factors were entered into separate logistic regression models to determine whether they had a significant independent association with NDDP registrants' movement into paid work. These were:

- a) An NDDP registrant having a partner or not.
- b) Having a partner who had worked one month before the NDDP registrant's registration (or since).
- c) Having a partner who had a 'positive' attitude.

Further analysis might find other partner-related characteristics that are significant independent factors that affect registrants' work outcomes. However, the multivariate analysis suggests that two likely ones – such as having a partner or a partner who worked, were not themselves significant factors that were independently associated with the movement of NDDP registrants into paid work. Instead it seems that they are associated with other factors (either belonging to the registrant themselves – such as age and health, or another type of factor) that influence the registrants' movement into work.

Analysis of earlier cohorts suggested that there was an independent association between having a partner and the registrant moving into paid work. However, this was not found to be the case in the analysis of the third cohort of registrants. This perhaps relates to the differences in the profiles of partners between the cohorts. For

example, partners in cohort 3 were more likely to have a health condition or a qualification of some kind. This in turn might be linked to the higher rate of proxy interviews in cohort 3 compared to the earlier cohorts and the data reliability issues such an increase creates.

However, having a partner with a positive attitude towards work was a significant and independent factor associated with registrants' movement into work. Registrants with a partner (regardless of whether the partner worked) who held a positive attitude were more likely to be in work than those with partners who did not hold a positive view. However, it should be noted that, as with all attitudinal variables, there are problems determining the causal direction of having a positive attitude to work. It may be that partners holding positive attitudes at the time of interview did so because their registrant partner had a positive outcome (i.e. is/was in paid work).

9.5 Methodological considerations

Whilst examining the partners questionnaire itself, as well as the data collected, a variety of methodological issues came to light. These are discussed further below.

9.5.1 Partners and the point of registration

There is a lack of clarity over whether the partner being interviewed was with the registrant at the time of their registration with the NDDP service (as this was not asked during the interview). Some of the analysis presented in this chapter (for instance where we consider partners' work since registration) proceeds on the basis that, as the time period is relatively short between registration and interview (six months on average), it is reasonable to assume that in the majority of cases the partner interviewed was also the partner at the time of the registration. Clearly, however, this will not always be the case.

9.5.2 Comparison of data collected in-person and by proxy

Approximately half (48 per cent) of the interviews with partners of registrants were done by proxy (i.e. with the registrant on behalf of the partner). As with any survey, having proxy data highlights issues of bias and validity in the data that must be considered. Not including proxy data may bias the findings of any analysis if the characteristics of proxy partners were different from those interviewed in person. On the other hand however, proxy data might not be as valid as that collected in person, because the registrant might provide inaccurate information about their partner. It was therefore necessary to compare and analyse key responses to identify whether proxy data should be used in the partner analysis.

The partners' gender, age group, whether they passed any school or college exams or had any technical or vocational qualifications, whether the partner had worked since the time of registration, whether they have or had a health condition or disability, as well as household responsibility for children aged 16 or under were all examined for differences between in person and proxy interviews. When compared,

it was clear that there were significant differences between those interviewed in person and by proxy. Male partners were more likely to be interviewed by proxy (44 per cent compared to 29 per cent; $p < 0.01$) than female partners. Partners in the 16-25 age group were more likely to be interviewed in person (eight per cent compared to four per cent; $p < 0.05$), whilst those in the 46 to 55 age group were more likely to be interviewed by proxy (38 per cent compared to 28 per cent; $p < 0.01$). Partners with a technical or vocational qualification were more likely to be interviewed by proxy (51 per cent compared to 43 per cent; $p < 0.01$), as were partners who worked or had worked since the registrants' registration (84 per cent compared to 61 per cent; $p < 0.01$). This last comparison perhaps suggests that some partners not interviewed in person were probably likely to be at out at work at the time of the interview. Partners who had or had had a health condition or disability were more likely to be interviewed in person (51 compared to 40 per cent; $p < 0.01$) as were partners in households with responsibility for children aged 16 or under (44 per cent compared to 33 per cent; $p < 0.01$).

The extent of the significant differences between those interviewed in person and by proxy certainly suggested that leaving out proxy data would bias the analysis of partners' data and in general proxy data was used for this analysis.

However, with some variables, and specifically those which asked the partner to make a judgement or rate either themselves or a service they use, it was felt that using proxy information could be misleading and unreliable, because in such cases the NDDP registrants were therefore being asked to make a judgement on their partners behalf. Including proxy data would make it difficult to determine whether differences between groups of partners were genuine (i.e. statistically significant differences) or were the result of inaccurate data being provided by NDDP registrants on their partners behalf. Therefore throughout this analysis, only 'factual' data collected by proxy was used and not data where there could be this confusion. In fact through routing incorporated into the CAPI questionnaire, most questions where the partner was asked to rate themselves or make a judgement about a service were not asked during proxy interviews.

10 Conclusions

This report presents findings from the third cohort of the registrant survey. The survey respondents had registered on New Deal for Disabled People (NDDP) between August and October 2004, and were interviewed four to eight months later. The sample for the third cohort was designed so that comparisons between new and existing Job Brokers and between Pathways to Work pilot areas and non-pilot areas could be made. The aim of this chapter is to summarise the survey findings by type of area (Section 10.1) and Job Broker (Section 10.2). The intention is not to reproduce all of the similarities and differences reported in earlier chapters but rather to discuss key comparisons. In both sections below, the discussion begins by highlighting the significant differences in employment outcomes and then examining other findings that might help to interpret this difference in job entries. However, any conclusions should be interpreted with caution, as there is a risk of incorrectly associating the difference in employment outcomes with other observed differences, or at least of over-emphasizing the importance of any differences, and/or of under estimating the role of possible intervening variables, such as the local demand for labour.

10.1 Area: Pathways to Work and Non-Pathways to Work areas

In the six months since registration, a higher proportion of registrants in Pathways to Work areas (39 per cent) than in non-pilot areas (29 per cent) had entered a job of at least eight hours per week. Critically, this area difference remains even when controlling for other observed variables that might account for variation in job outcomes. This difference in job outcomes may be due to a number of factors.

First, the difference could be attributed to financial incentives. The higher proportion entering employment in Pathways to Work areas could reflect the payment of a Return to Work Credit of £40 per week for up to 52 weeks to registrants (and others) where gross earnings are less than £15,000 in pilot areas (see Section 1.1). The Return to Work Credit might mean that people closer to the labour market are encouraged to register for NDDP (see below).

Secondly, there might be something about the intervention that leads Jobcentre Plus staff in pilot areas to refer to Job Brokers customers who are closer to the labour market and hence more likely to secure employment. The analysis presented in this report suggests that in certain respects registrants in Pathways to Work areas were closer to the labour market than those living elsewhere. The statistical modelling controls for some observed personal characteristics and hence area differences in registrants closeness to the labour market. Additionally, registrants in Pathways to Work areas were closer to the labour market in that:

- They were more likely to have had recent experience of paid work – 27 per cent of registrants in Pathways to Work areas compared to 22 per cent in non-pilot areas had been in work during the six months prior to registering on NDDP, and they were more likely to have had experience of working during the two years before registration (57 per cent compared to 48 per cent). Registrants in non-Pathways to Work were more likely to be looking for work when they registered compared to registrants in pilot areas (20 per cent and 16 per cent, respectively).
- Of those registrants in paid work at some point during the two years prior to registration, the Pathways to Work registrants had worked for longer – 67 per cent of registrants in pilot areas compared to 59 per cent of other registrants had worked for over one year prior to registration.
- The work aspirations of Pathways to Work registrants tended to be more positive than of those registrants living elsewhere. Thus a higher proportion of registrants in pilot areas (73 per cent) than in non-pilot areas (65 per cent) agreed with the statement that *'it is my responsibility to look for a job'*. This more positive attitude could be a reflection of the respondents' contacts with Personal Advisers in Pathways to Work areas. In other respects, however, there were no significant area differences in registrants' attitudes towards work.
- Registrants not in employment in Pathways to Work areas were more likely to identify the lack of suitable job opportunities as a barrier to work (62 per cent as opposed to 56 per cent for other registrants). Arguably, this was perceived as a barrier to work because the registrants concerned were closer to the labour market. Registrants further from the labour market had other barriers to work.

Thirdly, the difference in employment outcomes might be due to registrants in Pathways to Work areas making more use of Jobcentre Plus – again, this might be a reflection of some aspect of the pilot intervention. Registrants in Pathways to Work areas compared to other registrants were more likely to:

- have first heard of NDDP via Jobcentre Plus (57 per cent compared to 42 per cent);
- have obtained information about NDDP or Job Brokers before registration from Jobcentre Plus (75 per cent compared to 63 per cent);
- have discussed with a Jobcentre Plus adviser what Job Brokers were available locally (61 per cent compared to 51 per cent); and

- have used the local Jobcentre Plus to look for employment (53 per cent compared to 48 per cent).

This is not an exhaustive list of possible reasons for the observed difference in job outcomes by type of area. Moreover, these three reasons are not mutually exclusive.

Nevertheless, the findings reported in Chapter 8 do strongly suggest that the higher proportion of job outcomes in Pathways to Work areas **cannot** easily be attributed to the following registrants' characteristics, because they were not significant in the model:

- age;
- family type;
- ethnicity;
- housing tenure; and
- highest attained educational qualification.

The analysis of the partner data (Chapter 9), whilst not broken down by type of area or Job Broker, also suggests that whether or not a registrant had a partner was not independently associated with registrants' moves into paid work.

In terms of progression towards paid work, 68 per cent of all registrants said they had increased their efforts to move into work since they registered, and 31 per cent of registrants who had increased their efforts to find work claimed they had done so as result of contacting their Job Broker. However, neither the type of area that registrants lived in nor whether they contacted a new or existing Job Broker was significantly associated with increasing efforts to find employment.

10.2 Job Broker type: new and existing Job Brokers

People who registered with existing Job Brokers were significantly more likely to have entered paid work of at least eight hours per week in the six months since their registration than those who registered with new Job Brokers. This difference in job outcomes is unlikely to be due to differences in the personal characteristics of the registrants for new and existing Job Brokers, because there were few such differences. Thus there is no body of evidence equivalent to that for type of area that registrants of existing Job Brokers were closer to the labour market than those registered with new Job Brokers (see Section 8.1). Indeed, the difference was unlikely to be due the following factors, because there were no significant differences by type of Job Broker for:

- gender;
- age;
- qualifications;

- self-assessed health status;
- type of disability or health condition;
- degree of limitation on everyday activities due to disability or health condition;
- attitudes towards work and perceived bridges to work; and
- numbers of job applications, interviews and offers.

One possible explanation for the observed difference in job outcomes is that it takes time for new providers to establish themselves and that the difference between new and existing Job Brokers will diminish over time. Effectively there is an 'implementation lag' in terms of employment outcomes. Indeed, this lag in new providers securing higher job entries rates has been a feature of NDDP in the past (Stafford *et al.*, 2004). The relevant respondents in the third cohort registered with the new Job Brokers a few months after the brokers became operational and the survey fieldwork was conducted about one year after they set up, consequently the survey findings may have captured this initial period when new providers were still learning about the programme and its client group and evolving their service.

Nonetheless, there is a key difference between the registrants of existing and new Job Brokers. Registrants of new Job Brokers were more likely to have had experience of both looking for work during the six months prior to registration, and of looking for work and expecting to be in work within six months when interviewed, than those of existing Job Brokers (24 per cent compared to 18 per cent and 29 per cent compared to 23 per cent, respectively). The corollary is that a higher proportion of registrants of existing as opposed to new Job Brokers had experience of paid work both before and after registration. That more registrants of new Job Brokers were looking for employment had an impact on the type of service new Job Brokers delivered:

- Registrants of new Job Brokers were more likely to discuss looking for paid work (72 per cent) than registrants of existing Job Brokers (59 per cent). In particular registrants of new Job Brokers were more likely to have discussed where to look for suitable vacancies and how to complete a job application (see Section 4.3.2 and Table 4.4).
- Registrants of new Job Brokers had more contacts (face-to-face and telephone) that were of a shorter duration with their advisers than registrants of existing Job Brokers. Arguably, such contacts reflect the higher proportion of new Job Broker registrants who were looking for work. They needed frequent but short sessions giving them assistance with job search strategies.

In addition, and as mentioned in Section 5.2.5, there were intermediate outcomes for some registrants that were short of entering employment. For instance, 48 per cent said they were more confident about getting a job as a result of their involvement with a Job Broker. Indeed, 68 per cent of registrants claimed to have increased their efforts to move into work since they registered, and of this group

nearly one-third (31 per cent) attributed this to having contacted a Job Broker. In general, there were no differences by type of area or broker for these 'soft' outcome measures, although registrants of newer Job Brokers were less likely to disagree strongly with the statement 'I have become more confident about my chances of getting a job' (13 per cent compared to 19 per cent for registrants of older Job Brokers).

In summary, the higher proportion of job entries for Pathways to Work areas compared to elsewhere might be attributable to the Incapacity Benefit reforms being implemented in the pilot areas. The lower proportion of registrants of new Job Brokers entering paid work probably reflects an 'implementation lag', that is, it simply takes time for new providers to achieve job entries rates comparable to existing providers.

Appendix A

Survey design

A.1 Overall survey design

This study of a third New Deal for Disabled People (NDDP) cohort, as with those of the earlier cohorts, consisted of face-to-face interviews (using computer-assisted personal interviewing (CAPI) with a random sample (disproportionately stratified) of those registering with Job Brokers. The third cohort had registered in August to October 2004, and a single interview was carried out on average six months after this point.

A.2 Interview and questionnaire

It was decided that a single interview for the third cohort study would be sufficient to provide detail of registrants' process experiences as well as short to medium-term outcomes. The timing of the interview was six months after the date of registration on average, and ranged between four and eight months. This was slightly later than the first interview with earlier cohorts to provide a longer period for the analysis of outcomes.

The questionnaire for the third cohort combined those used in two waves of interviews conducted with earlier cohorts. These were developed 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 (DWP). The final questionnaires used were refined following piloting.

For the single interview used in Cohort 3, the amount of material in the two questionnaires used previously was reduced to produce an interview of 60 minutes on average. The questions were as those used in earlier cohorts, with a small number of additions.

The interviews were conducted face-to-face using CAPI that was programmed using Blaise. Aids to interviewing consisted of a set of showcards and a three-year calendar.

The interviews incorporated a short interview with the respondent's partner if they had a partner living in the household. The content of the questionnaires is outlined in Table A.1.

Table A.1 Questionnaire overview

Module A	Pre-registration and current circumstances <ul style="list-style-type: none"> • Awareness of registration • Work history starting with last week and covering all spells of main activity back to the start of 2002 • Further details of any current paid work, work since registration or last period of paid work • Other activities at time of registration
Module B	Routes to Job Brokers and registration <ul style="list-style-type: none"> • How they heard about NDDP • Choosing a Job Broker • Registration and screening
Module C	Job Broker contact, support and activities <ul style="list-style-type: none"> • Type of contact with Job Broker • Content of discussions with Job Broker • Activities since registration and link with Job Broker
Module D	In-work support and opinions of Job Broker <ul style="list-style-type: none"> • Details of employment for those in paid work since registration • Adaptations and support • Problems with work • Opinions of Job Broker service and NDDP
Module E	Bridges and barriers <ul style="list-style-type: none"> • Attitudes to employment • Bridges and barriers to work
Module F	Health and quality of life <ul style="list-style-type: none"> • Health condition or disability • Impact of NDDP on quality of life
Module G	Background information <ul style="list-style-type: none"> • Access to transport, skills, ethnicity, age, benefits
Module H	Partner interview

A.3 Sampling

The population of interest for the third cohort study was those who had registered with a Job Broker as part of NDDP in August to October 2004.

The sample for the study was drawn from DWP's NDDP Evaluation Database.

There were two particular issues for Cohort 3 that drove the sample design and made it different from those of the previous cohorts. Firstly, it was of interest to

understand the impact that the introduction of the Pathways to Work programme may have had on the profile of people registering with NDDP and on work and other outcomes for registrants. Secondly, new providers of services had been awarded contracts since the last study, and there was interest in understanding whether there were differences between new and existing Job Brokers in the services provided and outcomes produced.

The population was divided into type of Job Broker within type of area, and within the six strata formed, a disproportionate random sample was drawn as described below.⁴²

The proportion of the population that was in Pathways to Work areas was 14 per cent. In order to achieve a sample size that was sufficient for robust analysis, registrants in these areas were disproportionately sampled. In addition, those who had registered in these areas in August 2004 were sampled, as well as those registering in September and October 2004 (only those registering in September and October were sampled for areas outside Pathways to Work areas). As a result, of the 2,531 people interviewed, 879 (or 35 per cent) were in Pathways to Work areas.

Those registered with 'new' Job Brokers made up 11 per cent of the population, with a further one per cent registered with 'existing' Job Brokers that were operating in new areas. Again, in order to achieve a sample size that was sufficient for robust analysis, registrants with these types of Job Broker were disproportionately sampled. As a result, of the 2,531 people interviewed, 761 (or 30 per cent) were with new Job Brokers and 102 (or four per cent) were with existing Job Brokers that were operating in new areas.

A.4 Contacting respondents

Sample members were sent an advance letter informing them about the study and asking for their co-operation. This also provided an opportunity to contact the NatCen by telephone or letter to opt out of the survey. This letter was sent by NatCen on behalf of the DWP, and the opt-out period was two weeks. Sample members were also asked to let the interviewer know if they wanted someone else with them at the interview. 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. 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).

⁴² In the SPSS dataset, the six strata can be identified by the variable 'BrkTyp2'.

During fieldwork, interviewers followed a tracing procedure for those who had moved away. Movers for whom interviewers could not obtain a new address were also checked against updated benefit records.

A 'Question and Answer' sheet about the study was given out to respondents by interviewers which gave more information about the study, and provided the NDDP helpline number, as well as contact telephone numbers for the NatCen and DWP research teams. This was sometimes provided before an appointment for an interview was made to reassure and inform potential respondents.

A.5 Briefing

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 NDDP evaluation and its aims, an explanation of the sample and contact procedures, a disability awareness session, and a practice 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 two videos: one which focused on dispelling the myths equating mental health conditions with violence and permanent incapacity ('Myths about Madness', produced by Mental Health Media), and one which focused on the prejudices faced by those with physical disabilities in day to day life ('Talk', produced by the Disability Rights Commission).

A.6 Fieldwork and response rates

Table A.2 provides fieldwork timings and detailed response rates. The total number of interviews achieved among this third cohort of NDDP registrants was 2,531. The overall response rate, at 64 per cent, was slightly below that achieved at stage one for the first and second cohorts (67 per cent and 69 per cent respectively), but solid nonetheless. There was a slightly higher proportion of out of scope addresses than previously, for instance where address information for sample members was out of date or incorrect, or the sample member had died. The response rate for in-scope addresses issued to interviewers remained high at 77 per cent.

Table A.2 Fieldwork timings and survey response

Months of NDDP registration ¹	August – October 2004
Fieldwork period ²	February – April 2005
Selected sample size	3,957
Opt-outs	330
<i>Base: selected sample</i>	8%
Issued to field	3,627
Out of scope	340
<i>Base: issued to field</i>	9%
In-scope sample	3,287
Refusals	498
<i>Base: in-scope sample</i>	15%
Non-contact/unable to take part	258
<i>Base: in-scope sample</i>	8%
Interviews achieved	2,531
Field response rate	77%
Overall response rate	64%

¹ Outside IBR pilot areas sample was drawn from September and October only.

² A small number of interviews were carried out in May.

The survey adhered to NatCen's standard field quality control measures. As part of the routine procedures every interviewer is accompanied in the field by a supervisor for a full day's work twice a year. This system ensures that in general at least ten per cent of interviewers will have been supervised on this particular survey. In addition, one in ten interviews are routinely back-checked by NatCen's Quality Control Unit. Back-checking is carried out by telephone where possible, or by post. Back-checks thank the respondent for taking part, ask whether the right person was interviewed, whether various procedures were carried out correctly, and whether the interviewer left a good impression. No significant problems were revealed by the back-checking of this survey, and the feedback on interviewers was overwhelmingly positive.

A.7 Conduct of assisted, proxy and partner interviews

In cases where a sample member's condition would have prevented an interview, made it unduly difficult or produced inaccurate data (for instance problems with speech, hearing or memory) or where there were language problems, the assistance of other members of the household or carers was encouraged. Of the interviews conducted, four per cent were completed with the assistance of another individual (for example, a family member or carer).

Data was aimed to be collected on the partner of sample members where one lived in the household. In total, 1,091 respondents had partners, and of these 563 (52 per cent) were interviewed in person, and 500 (46 per cent) were interviewed by proxy (with the respondent on behalf of the partner). In 28 cases (three per cent), the partner interview was unproductive (the partner refused or was unavailable, and the respondent refused to answer questions about their partner).

A.8 Coding and editing of data

The CAPI program ensures that the correct routing is followed throughout the questionnaire, and applies range and consistency error checks. These checks allow interviewers to clarify and query any data discrepancies directly with the respondent. A separate 'in-house' editing process was also used, which covered some of the more complex data checking, combined with the coding process for open answers.

Codeframes for open questions were developed from the open answers from the first few hundred cases at each wave (consistency between waves was also a consideration). A few open questions were deemed to have been answered by too few respondents to merit coding. 'Other specify' questions are used when respondents volunteer an alternative response to the pre-coded choice offered them. These questions were back-coded to the original list of pre-coded responses where possible (using a new set of variables rather than overwriting interviewer coding). 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.

In the course of each interview, where a respondent gave details of current or recent spells of employment, this information was coded to be consistent with Standard Industrial and Occupational Classifications – SIC (1992) and SOC (2000). Industry was classified to a 2-digit level and Occupation to a major group.

Once the data set was clean, the analysis file of question-based and derived variables was set up in SPSS, and all questions and answer codes labelled.

A.9 Weighting

Weighting was applied to take account of the different selection probabilities relating to whether registrants were in Pathways to Work areas or not, and the type of Job Broker they were registered with (see Section A.3). This included taking account of the three-month period that Pathways to Work area registrants had been sampled from compared to the two-month period for other registrants. Analysis using the scaled weight 'DScWgt2' therefore provides estimates for a representative sample of the registrant population in the sampled period.

Analysis of the profile of the sample achieved showed that there was minimal systematic non-response for the range of variables investigated (including age, sex and ethnic group). It was therefore decided not to weight for non-response.

Appendix B

Supplementary tables

Table B.1 Discussions about getting a job

	Where to look for suitable vacancies %	How to complete a job application %	How to prepare for job interviews %	How to present yourself at job interviews %	None of these %
Education level					
No qualifications	51	35	30	25	39
Other level	47	30	34	33	41
None/NVQ Level 1	51	27	24	18	36
NVQ Level 2	49	35	33	26	41
NVQ Level 3	57	29	29	23	38
NVQ Level 4 to 5	51	28	25	21	44
Relationship to work					
Currently in work	46	30	29	25	46
Looking for work	66	40	35	29	27
Expects to work in future but not looking	40	25	25	19	49
Does not expect to work in future and not looking	36	17	11	9	59
Attitude to work					
Positive	53	33	31	25	39
Neutral/negative	45	27	25	21	46
Health status					
Good	55	35	33	26	38
Fair	52	30	28	24	39
Poor	46	30	28	22	46
Severity of condition					
Limits a great deal	46	30	27	22	45
Limits to some extent	55	33	31	23	38
Limits a little/not at all	54	33	32	30	36
All	51	32	29	24	41

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

Weighted base: 2,317

Unweighted base: 2,331

Table B.2 Factors associated with discussing how work affects health

Parameter	Odds ratio	Significance
Basic skills problems		
<i>Has problems with Maths or English</i>	1.00	-
Does not have problems with Maths or English	0.72	*
Health status		
<i>Poor health</i>	1.00	-
Good health	0.60	**
Fair health	0.81	*
Educational attainment		
<i>NVQ Level 4 to 5</i>	1.00	-
No qualifications	0.94	
Other level	1.05	
NVQ level 1	0.57	**
NVQ level 2	0.89	
NVQ level 3	1.18	
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	1.58	**

Base: All registrants who had been in contact with their Job Broker and gave valid answers.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.3 Factors associated with discussing how health affects working ability

Parameter	Odds ratio	Significance
Basic skills problems		
<i>Has problems with Maths or English</i>	1.00	-
Does not have problems with Maths or English	0.75	*
Health status		
Poor health	1.00	-
Good health	0.48	**
Fair health	0.62	**
Gender		
Female	1.00	-
Male	1.34	**
Attitudes to work		
Neutral/negative	1.00	-
Positive	1.47	**
Age		
56 years and over	1.00	-
16 to 25 years	1.14	
26 to 35 years	1.26	
36 to 45 years	1.96	**
46 to 55 years	1.33	
Mental health condition		
<i>Has mental health condition</i>	1.00	-
Does not have mental health condition	2.12	**

Base: All registrants who had been in contact with their Job Broker and gave valid answers.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.4 Factors associated with discussing health on applications

Parameter	Odds ratio	Significance
Housing tenure		
<i>Own home outright</i>	1.00	
Have a mortgage (bank loan)	0.92	
Rent from the Council or new town	0.57	**
Rent from a Housing Association	0.77	
Rent privately	0.88	
Live with parent or relative	0.83	
Some other arrangement	0.76	
Health status		
<i>Poor health</i>	1.00	-
Good health	0.70	*
Fair health	0.91	
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	1.59	**
Mental health condition		
<i>Has mental health condition</i>	1.00	-
Does not have mental health condition	0.80	*

Base: All registrants who had been in contact with their Job Broker and gave valid answers.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.5 Factors associated with discussing how health might change in future

Parameter	Odds ratio	Significance
Basic skills problems		
<i>Has problems with Maths or English</i>	1.00	-
Does not have problems with Maths or English	0.63	**
Housing tenure		
<i>Own home outright</i>	1.00	
Have a mortgage (bank loan)	1.10	
Rent from the Council or new town	1.01	
Rent from a Housing Association	1.07	
Rent privately	1.86	**
Live with parent or relative	0.97	
Some other arrangement	1.17	
Health status		
<i>Poor health</i>	1.00	-
Good health	0.62	**
Fair health	0.85	
Gender		
<i>Female</i>	1.00	-
Male	1.25	*
Relationship to work		
<i>Does not expect to work in future</i>	1.00	-
Currently in work	1.73	*
Currently looking for work	1.50	*
Expects to be able to work in future	1.27	
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	1.72	**

Base: All registrants who had been in contact with their Job Broker and gave valid answers.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.6 Factors associated with discussing the Disability Discrimination Act

Parameter	Odds ratio	Significance
Educational Attainment		
<i>NVQ Level 4 to 5</i>	1.00	-
No qualifications	0.47	**
Other level	0.42	*
NVQ level 1	0.58	
NVQ level 2	0.65	*
NVQ level 3	0.83	
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	1.52	*
Age		
<i>56 years and over</i>	1.00	-
16 to 25 years	1.92	*
26 to 35 years	1.67	
36 to 45 years	1.68	*
46 to 55 years	1.24	

Base: All registrants who had been in contact with their Job Broker and gave valid answers.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.7 Factors associated with discussing none of the health-related issues

Parameter	Odds ratio	Significance
Basic skills problems		
<i>Has problems with Maths or English</i>	1.00	-
Does not have problems with Maths or English	1.50	**
Health status		
<i>Poor health</i>	1.00	-
Good health	1.72	**
Fair health	1.28	
Gender		
<i>Female</i>	1.00	-
Male	0.79	*
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	0.59	**
Mental health condition		
<i>Has mental health condition</i>	1.00	-
Does not have mental health condition	0.75	**

Base: All registrants who had been in contact with their Job Broker and gave valid answers.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.8 Factors associated with contacting other types of organisation

Parameter	Odds ratio	Significance
Housing tenure		
<i>Own home outright</i>	1.00	-
Have a mortgage (bank loan)	2.03	**
Rent from the Council or new town	1.41	
Rent from a Housing Association	2.38	**
Rent privately	1.25	
Live with parent or relative	1.67	*
Some other arrangement	4.30	**
Educational attainment		
<i>NVQ Level 4 to 5</i>	1.00	-
No qualifications	0.69	*
Other level	1.67	*
NVQ level 1	0.49	**
NVQ level 2	0.86	
NVQ level 3	1.20	
Relationship to work		
<i>Does not expect to work in future</i>	1.00	-
Currently in work	1.74	
Currently looking for work	4.27	**
Expects to be able to work in future	2.49	**

Base: All registrants. * significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.9 Comparing work-related discussions with Job Brokers and other organisations by area type

	<i>Multiple response</i>					
	Job Broker ¹			Other organisation		
	Pathways to Work area %	Non-Pathways to Work area %	All %	Pathways to Work area %	Non-Pathways to Work area %	All %
The work they might do	79	75	76	52	56	56
Previous work experience	69	70	70	39	45	44
The hours they might work	67	68	68	43	41	41
Training or qualifications needed	49	53	52	29	38	37
What they expect to earn	32	33	33	22	25	25
Their concerns about working	43	48	47	[18	25	24
Where to look for suitable vacancies	54	51	51	16	24	23
Doing unpaid or voluntary work	26	31	30	17	19	18
How to complete a job application	29	32	32	10	17	16
How to prepare for interviews	28	30	29	8	13	12
How to present themselves at interviews	22	25	24	7	10	10
Supported employment	17	21	21	8	5	6
Permitted work	20	26	25	6	6	6
Work trials	17	18	18			
Jobseeker or employee rights	14	16	16			
None of these				30	25	26
	<i>Base: All registrants who had made initial contact with a Job Broker and gave valid answers.</i>			<i>Base: All registrants who had contacted recruitment agencies, charities or other organisation and gave valid answers.</i>		
<i>Weighted base</i>	314	1,997	2,311	52	308	360
<i>Unweighted base</i>	805	1,523	2,328	134	259	393

¹ Registrants who had contacted a Job Broker were asked questions about work and training first. They were then asked about their job-seeking strategies. By contrast, registrants who contacted recruitment agencies, charities or other organisations were asked about both work and training issues and job-seeking strategies at the same time. This is why there are reported figures for 'none of these' on the left-hand side but not on the right-hand side of the Table.

Table B.10 Comparing work-related discussions with Job Brokers and other organisations by Job Broker type

Multiple response

	Job Broker ¹			Other organisation		
	Existing Job Broker %	New Job Broker %	All %	Existing Job Broker %	New Job Broker %	All %
The work they might do	76	78	76	56	55	56
Previous work experience	70	73	70	44	43	44
The hours they might work	68	68	68	41	42	41
Training or qualifications needed	53	50	52	37	33	37
What they expect to earn	33	36	33	25	21	25
Their concerns about working	47	45	47	24	24	24
Where to look for suitable vacancies	50	61	51	23	24	23
Doing unpaid or voluntary work	30	34	30	17	24	18
How to complete a job application	30	41	32	15	18	16
How to prepare for interviews	29	37	29	12	14	12
How to present themselves at interviews	23	33	24	9	11	10
Supported employment	21	17	21	6	6	6
Permitted work	25	22	25	6	8	6
Work trials	18	14	18			
Jobseeker or employee rights	16	14	16			
None of these				26	27	26
	<i>Base: All registrants who had made initial contact with a Job Broker and gave valid answers.</i>			<i>Base: All registrants who had contacted recruitment agencies, charities or other organisation and gave valid answers.</i>		
<i>Weighted base</i>	2,056	255	2,311	309	51	360
<i>Unweighted base</i>	1,612	716	2,328	249	144	393

¹ Registrants who had contacted a Job Broker were asked questions about work and training first. They were then asked about their job-seeking strategies. By contrast, registrants who contacted recruitment agencies, charities or other organisations were asked about both work and training issues and job-seeking strategies at the same time. This is why there are reported figures for 'none of these' on the left-hand side but not on the right-hand side of the Table.

Table B.12 Comparing health-related discussions with Job Brokers and other organisations by Job Broker type

	<i>Multiple response</i>					
	Job Broker ¹			Other organisation		
	Existing Job Broker %	New Job Broker %	All %	Existing Job Broker %	New Job Broker %	All %
How health affects work	54	57	54	46	55	47
How work affects health	49	50	49	44	43	43
Training needed	24	28	24	20	18	20
Help with travel to work	20	21	20	14	16	14
How health may change in future	33	31	33	11	12	12
Special equipment needed for work	22	23	22	13	13	13
Support they need to keep their job	24	24	24	12	12	12
How to approach health on job applications	26	30	27	25	27	26
Help from a Support Worker	15	15	15	7	5	7
Having a Job Coach or mentor	11	14	12	5	6	5
Help with childcare	5	4	5	4	4	4
The Disability Discrimination Act	14	16	14			
None of these				51	49	50
	<i>Base: All registrants who had made initial contact with a Job Broker and gave valid answers.</i>			<i>Base: All registrants who had contacted recruitment agencies, charities or other organisation and gave valid answers.</i>		
<i>Weighted base</i>	2,057	254	2,311	298	51	349
<i>Unweighted base</i>	1,613	717	2,330	243	142	385

¹ Registrants who had contacted a Job Broker were first asked about what in-work support they needed. They were then asked about specific health-related questions later on. By contrast, registrants who contacted recruitment agencies, charities, or other organisations were asked about both issues at the same time. This is why there are reported figures for 'none of these' on the left-hand side but not on the right-hand side of the Table.

Table B.13 Comparing finance-related discussions with Job Brokers and other organisations by area type

	<i>Multiple response</i>					
	Job Broker			Other organisation		
	Pathways to Work area %	Non-Pathways to Work area %	All %	Pathways to Work area %	Non-Pathways to Work area %	All %
How work affects benefits or tax credits	50	55	54	14	22	21
Talk about what benefits or tax credits they can claim	49	43	44	12	18	17
Talk about whether they would be better off in work	24	29	28	10	15	14
Any other financial issues	11	12	12	8	13	12
Talk about other benefits or tax credits	28	27	27	8	12	12
Help with filling in other forms	19	20	20	7	10	10
Help with filling in tax forms	15	16	16	6	5	5
Referred them to another organisation to get financial advice	8	9	9			
None of these	27	29	29	76	64	66
	<i>Base: All registrants who had made initial contact with a Job Broker and gave valid answers.</i>			<i>Base: All registrants who had contacted recruitment agencies, charities or other organisation and gave valid answers.</i>		
<i>Weighted base</i>	314	1,994	2,308	52	308	360
<i>Unweighted base</i>	805	1,522	2,327	133	259	392

Table B.14 Comparing finance-related discussions with Job Brokers and other organisations by Job Broker type

	<i>Multiple response</i>					
	Job Broker			Other organisation		
	Existing Job Broker %	New Job Broker %	All %	Existing Job Broker %	New Job Broker %	All %
How work affects benefits or tax credits	54	52	54	20	27	21
Talk about what benefits or tax credits they can claim	45	42	44	17	19	17
Talk about whether they would be better off in work	28	30	28	13	18	14
Any other financial issues	12	10	12	12	10	12
Talk about other benefits or tax credits	28	22	27	12	9	12
Help with filling in other forms	20	20	20	9	15	10
Help with filling in tax forms	16	15	16	5	7	5
Referred them to another organisation to get financial advice	9	8	9			
None of these	29	28	29	67	60	66
	<i>Base: All registrants who had made initial contact with a Job Broker and gave valid answers.</i>			<i>Base: All registrants who had contacted recruitment agencies, charities or other organisation and gave valid answers.</i>		
<i>Weighted base</i>	2,053	254	2,307	309	51	360
<i>Unweighted base</i>	1,611	716	2,327	249	143	392

Table B.15 How helpful were discussions about the type of work you might do?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	8	8	8	12	8
3-5 (unhelpful)	19	21	21	23	21
6-7 (helpful)	24	23	23	21	23
8-10 (very helpful)	49	48	49	45	48
Mean score	6.86	6.85	6.90	6.47	6.85
<i>Base: All respondents</i>					
<i>Weighted base</i>	287	1,812	1,864	234	2,099
<i>Unweighted base</i>	735	1,388	1,462	661	2,123

Table B.16 How helpful were discussions about training?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	9	13	12	18	12
3-5 (unhelpful)	22	20	20	19	20
6-7 (helpful)	20	22	23	18	22
8-10 (very helpful)	49	45	46	45	46
Mean score	6.68	6.55	6.61	6.17	6.57
<i>Base: All respondents</i>					
<i>Weighted base</i>	152	1,045	1,073	124	1,197
<i>Unweighted base</i>	395	769	808	356	1,164

Table B.17 How helpful were discussions about job search?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	7	7	6	11	7
3-5 (unhelpful)	18	23	23	20	22
6-7 (helpful)	21	23	23	20	22
8-10 (very helpful)	54	48	49	49	49
Mean score	7.09	6.88	6.94	6.72	6.91
<i>Base: All respondents</i>					
Weighted base	192	1,180	1,190	182	1,372
Unweighted base	498	961	946	513	1,459

Table B.18 How helpful were discussions about in-work support?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	7	8	7	10	7
3-5 (unhelpful)	18	22	22	19	21
6-7 (helpful)	23	21	21	24	21
8-10 (very helpful)	53	50	51	47	50
Mean score	7.06	6.95	6.99	6.78	6.96
<i>Base: All respondents</i>					
Weighted base	163	1,097	1,118	141	1,260
Unweighted base	420	839	859	400	1,259

Table B.19 How helpful were discussions about finance and benefits?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	8	8	8	11	8
3-5 (unhelpful)	22	19	18	23	19
6-7 (helpful)	20	19	19	22	19
8-10 (very helpful)	51	54	55	44	54
Mean score	7.00	7.04	7.11	6.46	7.04
<i>Base: All respondents</i>					
Weighted base	228	1,413	1,460	181	1,641
Unweighted base	585	1,076	1,150	511	1,661

Table B.20 How helpful were discussions about your health and work?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	7	7	7	11	7
3-5 (unhelpful)	18	23	22	24	22
6-7 (helpful)	28	24	24	23	24
8-10 (very helpful)	48	46	47	42	47
Mean score	6.91	6.84	6.90	6.43	6.85
<i>Base: All respondents</i>					
Weighted base	206	1,408	1,431	183	1,614
Unweighted base	537	1,071	1,092	516	1,608

Table B.21 How helpful was the Job Broker generally at helping you find work?

Column per cent

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
0-2 (very unhelpful)	29	30	30	25	30
3-5 (unhelpful)	19	19	19	20	19
6-7 (helpful)	13	14	14	16	14
8-10 (very helpful)	39	37	37	39	37
Mean score	5.38	5.27	5.24	5.57	5.28
<i>Base: All respondents</i>					
<i>Weighted base</i>	208	1,348	1,368	187	1,556
<i>Unweighted base</i>	534	1,069	1,079	524	1,603

Table B.22 Having almost any job is better than being unemployed by self-reported health status

Column per cent

	Good health %	Fair health %	Poor health %	All %
Agree strongly	41	35	37	37
Agree slightly	22	20	18	20
Neither	9	9	8	8
Disagree slightly	12	18	17	16
Disagree strongly	16	18	19	18
<i>Base: All respondents</i>				
<i>Weighted base</i>	788	1,129	606	2,527
<i>Unweighted base</i>	807	1,097	612	2,524

Table B.23 It is my responsibility to look for a job by type of area

	Area type		Job Broker type		All %
	Pathways to Work area %	Non-Pathways to Work area %	Existing Job Brokers %	New Job Brokers %	
Agree strongly	73	65	66	62	66
Agree slightly	22	26	25	26	25
Neither	3	6	6	7	6
Disagree slightly	2	2	2	3	2
Disagree strongly	0	1	0	2	1
<i>Base: All respondents</i>					
Weighted base	342	2,181	2,254	269	2,523
Unweighted base	876	1,648	1,766	758	2,524

Table B.24 It is my responsibility to look for a job by work expectations

	In paid work %	Expect to work within six months %	Expect to work, not in six months %	Don't expect to find work (incl DK) %	All %
Agree strongly	73	72	54	42	66
Agree slightly	19	23	33	36	25
Neither	5	4	9	14	6
Disagree slightly	2	1	3	5	2
Disagree strongly	0	0	1	4	1
<i>Base: All respondents</i>					
Weighted base	940	772	645	168	2,523
Unweighted base	949	771	621	183	2,524

Table B.25 Perceived barriers to work by work expectations

	<i>Column per cent</i>			
	Expect to work within six months %	Expect to work, not in six months %	Don't expect to find work (incl DK) %	All %
There are not enough suitable job opportunities locally	63	50	49	56
I cannot work because of my health condition or disability	27	65	73	47
I am not sure I would be able to work regularly	30	58	60	45
I have not got enough qualifications and experience to find the right work	39	46	26	41
Other people's attitudes towards my health condition or disability make it difficult for me to work	37	43	41	40
I do not feel confident about working	30	45	40	37
My doctor has told me not to work	20	43	36	31
I am not sure I would be better off in work than on benefits	20	32	30	26
I am unlikely to get a job because of my age	19	21	46	23
I cannot work because I am caring for someone who has a health condition or disability	2	7	8	4
My family do not want me to work	2	4	13	4
I cannot work because of my childcare responsibilities	2	6	3	4
<i>Base: All not in paid work</i>				
<i>Weighted base</i>	<i>773</i>	<i>643</i>	<i>171</i>	<i>1,588</i>
<i>Unweighted base</i>	<i>771</i>	<i>621</i>	<i>184</i>	<i>1,579</i>

Table B.26 Perceived barriers by age of registrant

	<i>Column per cent</i>					
	16 to 25 %	26 to 35 %	36 to 45 %	46 to 55 %	56 and over %	All %
There are not enough suitable job opportunities locally	63	53	50	61	57	56
I cannot work because of my health condition or disability	36	49	50	46	50	47
I am not sure I would be able to work regularly	35	43	50	46	39	45
I have not got enough qualifications and experience to find the right work	53	49	41	34	27	41
Other people's attitudes towards my health condition or disability make it difficult for me to work	47	45	43	32	32	40
I do not feel confident about working	37	41	41	32	32	37
My doctor has told me not to work	25	34	30	32	31	31
I am not sure I would be better off in work than on benefits	29	28	26	23	27	26
I am unlikely to get a job because of my age	3	2	11	41	70	23
I cannot work because I am caring for someone who has a health condition or disability	1	4	5	6	3	4
My family do not want me to work	4	4	3	4	11	4
I cannot work because of my childcare responsibilities	4	8	4	2	0	4
<i>Base: All not in paid work</i>						
<i>Weighted base</i>	<i>189</i>	<i>341</i>	<i>434</i>	<i>444</i>	<i>175</i>	<i>1,583</i>
<i>Unweighted base</i>	<i>189</i>	<i>339</i>	<i>416</i>	<i>450</i>	<i>182</i>	<i>1,576</i>

Table B.27 Perceived barriers by registrants' gender

	<i>Column per cent</i>		
	Male %	Female %	All %
There are not enough suitable job opportunities locally	57	56	56
I cannot work because of my health condition or disability	46	49	47
I am not sure I would be able to work regularly	41	50	45
I have not got enough qualifications and experience to find the right work	43	37	41
Other people's attitudes towards my health condition or disability make it difficult for me to work	38	43	40
I do not feel confident about working	34	43	37
My doctor has told me not to work	32	29	31
I am not sure I would be better off in work than on benefits	26	27	26
I am unlikely to get a job because of my age	24	21	23
I cannot work because I am caring for someone who has a health condition or disability	3	6	4
My family do not want me to work	4	5	4
I cannot work because of my childcare responsibilities	2	8	4
<i>Base: All not in paid work</i>			
<i>Weighted base</i>	<i>1,023</i>	<i>561</i>	<i>1,588</i>
<i>Unweighted base</i>	<i>1,006</i>	<i>570</i>	<i>1,579</i>

Table B.28 Perceived barriers by type of disability or health condition

	<i>Column per cent</i>							
	Musculo- skeletal %	Chronic/ systemic %	Mental health %	Sensory %	Learning %	Other %	No health condition %	All %
There are not enough suitable job opportunities locally	55	53	55	56	64	59	67	56
I cannot work because of my health condition or disability	53	52	53	45	25	41	6	47
I am not sure I would be able to work regularly	47	49	50	37	34	60	9	45
I have not got enough qualifications and experience to find the right work	38	40	43	39	63	30	47	41
Other people's attitudes towards my health condition or disability make it difficult for me to work	35	38	48	43	59	38	29	40
I do not feel confident about working	31	32	60	30	24	25	21	37
My doctor has told me not to work	33	35	36	35	18	43	8	31
I am not sure I would be better off in work than on benefits	26	28	32	26	24	22	10	26
I am unlikely to get a job because of my age	26	26	23	23	3	25	15	23
I cannot work because I am caring for someone who has a health condition or disability	3	5	6	4	2	3	2	4
My family do not want me to work	4	7	3	6	6	7	2	4
I cannot work because of my childcare responsibilities	3	3	5	2	0	0	6	4
<i>Base: All not in paid work</i>								
<i>Weighted base</i>	715	654	592	98	44	59	115	1,582
<i>Unweighted base</i>	718	637	577	116	53	57	101	1,571

Table B.29 Factors associated with increasing efforts to find work

Parameter	Odds ratio	Significance
Basic skills problems		
<i>Does not have</i>	1.00	-
Has	0.75	*
Health status		
<i>Poor health</i>	1.00	-
Good health	1.73	**
Fair health	1.42	**
Relationship to work		
<i>Does not expect to work in future</i>	1.00	-
Currently in work	11.23	**
Currently looking for work	9.53	**
Expects to be able to work in future	3.89	**
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	1.38	**
Housing tenure		
<i>Own home outright</i>	1.00	-
Have a mortgage (bank loan)	1.45	*
Rent from the Council or new town	1.34	
Rent from a Housing Association	1.30	
Rent privately	1.60	*
Live with parent or relative	1.59	*
Some other arrangement	0.90	

Base: *All registrants.*

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.30 Factors associated with applying for at least one job

Parameter	Odds ratio	Significance
Housing tenure		
<i>Own home outright</i>	1.00	-
Have a mortgage (bank loan)	1.29	
Rent from the Council or new town	1.66	**
Rent from a Housing Association	2.05	**
Rent privately	1.48	
Live with parent or relative	2.02	**
Some other arrangement	1.69	
Limiting Health Condition		
<i>Health condition limits a little or not at all</i>	1.00	-
Health condition limits a great deal	0.48	**
Health condition limits to some extent	0.76	
Health status		
<i>Poor health</i>	1.00	-
Good health	1.72	**
Fair health	1.27	
Relationship to work		
<i>Does not expect to work in future</i>	1.00	-
Currently in work	5.92	**
Currently looking for work	8.95	**
Expects to be able to work in future	1.23	

Base: All registrants.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.31 Factors associated with undertaking training and education

Parameter	Odds ratio	Significance
Housing tenure		
<i>Own home outright</i>	1.00	-
Have a mortgage (bank loan)	1.44	*
Rent from the Council or new town	1.26	
Rent from a Housing Association	1.12	
Rent privately	1.62	*
Live with parent or relative	1.47	
Some other arrangement	0.93	
Educational attainment		
<i>NVQ Level 4 to 5</i>	1.00	-
No qualifications	0.51	**
Other level	0.60	*
NVQ level 1	0.74	
NVQ level 2	0.71	**
NVQ level 3	0.66	**
Relationship to work		
<i>Does not expect to work in future</i>	1.00	-
Currently in work	1.28	
Currently looking for work	2.39	**
Expects to be able to work in future	2.01	**
Attitudes to work		
<i>Neutral/negative</i>	1.00	-
Positive	1.40	**
Age		
<i>56 years and over</i>	1.00	-
16 to 25 years	1.19	
26 to 35 years	1.46	*
36 to 45 years	1.62	*
46 to 55 years	1.35	

Base: All registrants.

* significant at five per cent level, ** significant at one per cent level. Reference category shown in *italics*.

Table B.32 Hours worked per week by selected background characteristics

Characteristic	8-15 hours	16-21 hours	22-37 hours	38 hours or more	Unweighted cases
Sex**					
Male	17.0	12.8	30.3	39.9	451
Female	20.2	28.8	35.9	15.1	340
Age group (years)**					
16-25	11.5	12.5	34.4	41.7	97
26-35	17.0	20.0	31.9	31.31	155
36-45	15.1	26.9	29.4	28.6	234
46-55	21.7	16.7	36.5	25.1	222
56 and above	29.8	14.9	33.0	22.3	83
Family type^{1**}					
Single without children	17.1	20.6	36.5	25.9	178
Couple without children	26.2	14.0	29.9	29.9	225
Couple with children	11.1	21.5	32.6	34.7	151
Lone parent	11.0	49.3	37.0	2.7	65
Other	19.4	12.1	30.9	37.6	171
Ethnic Group¹					
White	21.3	12.8	38.3	27.7	741
Black/Asian/other	[18.4]	[20.0]	[32.3]	[29.0]	47
Housing tenure**					
Owner/mortgage	18.8	17.5	37.5	26.2	333
Rental	20.1	24.4	30.5	25.0	329
Lives with parents/other	12.8	11.1	27.4	48.7	129
Holds current full driving licence					
No	23.6	20.5	31.2	24.7	266
Yes-access to vehicle	16.0	19.7	32.8	31.5	482
Yes-no access to vehicle	[13.0]	[17.4]	[41.3]	[28.3]	43
Highest education qualifications					
None	21.6	20.9	33.1	24.5	158
Level 1	9.1	29.5	43.2	18.2	52
Level 2	16.6	19.1	29.5	34.9	236
Level 3	20.1	22.6	29.6	27.7	148
Level 4 and above	18.8	14.9	40.3	26.0	158
Other/unknown level	[21.6]	[13.5]	[24.3]	[40.5]	39
All	18.4	19.8	32.8	28.9	791

Base: Registrants who entered a post-registration job of at least eight hours per week.

* significant at five per cent level; ** significant at one per cent level.

Table B.33 Hours worked per week by health and disability status

Health status/type of disability	%				Unweighted cases
	8-15 hours	16-21 hours	22-37 hours	38 hours or more	
Health status**					
Good (good/very good)	13.2	14.2	32.3	40.3	313
Fair	19.5	22.3	34.3	23.9	366
Poor (bad/very bad)	28.3	25.8	29.2	16.7	111
Limiting health condition^{1**}					
Little/not at all	8.6	12.4	41.1	37.8	187
Some	21.9	20.7	31.0	26.4	349
A great deal	23.2	24.6	30.0	22.2	213
Currently disabled^{1**}					
No	10.3	16.5	20.6	52.6	124
Yes	19.6	20.3	34.6	25.5	665
Physical musculo-skeletal¹					
No	17.3	17.8	34.2	30.6	449
Yes	19.9	21.8	31.1	27.2	340
Other physical (associated with chronic, systemic or progressive condition)¹					
No	18.3	17.9	33.7	30.0	520
Yes	18.9	23.4	30.9	26.8	269
Mental health condition^{1**}					
No	16.9	18.4	30.4	34.3	554
Yes	21.6	22.4	37.6	18.4	235
Sensory/learning/speech/other disability					
No	17.9	20.8	31.8	29.6	696
Yes	23.3	12.2	40.0	24.4	93
All	18.4	19.8	32.8	28.9	791

Base: Registrants who entered a post-registration job of at least eight hours per week.

ns - not significant, * - Chi Square $p < 0.05$, ** - Chi-Square $p < 0.01$.

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