PACE – Client Experience Survey 2016

Commissioned by the Scottish Government and Skills Development Scotland on behalf of the PACE Partnership

By IFF Research

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1. EXECUTIVE SUMMARY

1.1 This report details findings from research into the experiences of clients receiving redundancy support services as part of the Partnership Action for Continuing Employment (PACE) initiative. This research is the fourth iteration of research assessing client experiences of PACE – the previous iterations having been conducted in 2010, 2012 and 2014.

1.2 PACE is the Scottish Government's national strategic framework for responding to redundancy situations. PACE aims to minimise the time people affected by redundancy are out of work through providing skills development and employability support.

Main messages

1.3 PACE services continue to be well received and continue to be accessed by high proportions of clients. Beyond the initial PACE presentation and information guide, the most frequently accessed services were: information about training and funding sources; benefits information, help with CVs and job applications; and career guidance interviews.

1.4 Overall satisfaction with PACE services continues to be high, with clients generally finding the PACE services they access to be relevant, useful and timely. That said, as in 2014, clients were more likely to say that they would have liked to have received the presentation and guide earlier in the redundancy process than any other PACE service.

1.5 Job outcomes following use of PACE services continue to be positive. Most clients had gone on to secure work post-redundancy with the new employment roles tending to require at least the same, or higher, level of skills and responsibility. In terms of salary, however, over half of all clients that had secured work had taken some form of pay cut in their new role.

1.6 Whilst the research provides further evidence that the PACE initiative is performing well, there are still some areas for improvement, particularly in relation to making sure the initial presentation and guide is delivered as early as possible in the process and increasing awareness of online PACE services and the telephone helpline.

Background to the research

1.7 In 2010, on behalf of the Ministerial PACE Partnership, the Scottish Government and Skills Development Scotland (SDS) commissioned IFF Research to evaluate the performance of the PACE initiative from the perspective of users of the service.

1.8 The evaluation was followed by studies in 2012 and 2014 to investigate any changes in performance since the first evaluation and to examine to what extent the PACE initiative was meeting the objectives set out at its inception.

1.9 Accompanying the 2012 and 2014 studies was a longitudinal survey of users, following up with clients interviewed in the preceding iteration of the research in order to evaluate the current employment situation and how PACE has influenced their career progression in the two years following redundancy.

1.10 In 2016 IFF Research was again commissioned to undertake an evaluation of the PACE initiative, with the latest wave of the research following a similar methodology to the research undertaken in previous years. The main objectives of the research were to:

- provide an up-to-date picture of the profile and characteristics of individuals accessing PACE services;
- determine the extent to which clients access specific PACE services on offer;
- gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction levels more broadly;

- establish the impacts that PACE support has had on individuals' progression into learning and/or (intended/desired) employment, as well as the extent of 'softer' benefits to individuals' lives (such as self-confidence and motivation); and
- channel the insights gained from the study into the development of actionable strategies for further enhancing the focus and effectiveness of the PACE initiative.

1.11 The 2016 wave of the research encompassed 1,045 interviews with clients accessing PACE services since January 2014, as well as 285 follow-up interviews with PACE clients who took part in the main survey in 2014.

1.12 When commenting on changes over time in this report, only changes that are statistically significant at the 95% level of confidence are included.

Key findings

1.13 Key findings in relation to the overarching objectives of the research are set out below.

Profile and characteristics of individuals accessing PACE services

1.14 The profile of respondents who had accessed PACE services between 2014 and 2016 were very similar in the characteristics to respondents in the previous studies in 2014 and 2012. The majority were male (66%), aged under 55 (73%) and identified themselves as White British (94%). Respondents were fairly evenly split across the socio-economic groups[1], though the proportion from the A/B grouping has increased since 2014: from 8% to 17%.

1.15 A fifth of clients were aware of PACE prior to engaging with PACE services – a new measure added to the 2016 survey.

The extent to which clients access specific PACE services on offer

1.16 The suite of PACE services is still being widely utilised by clients with clients on average accessing four PACE services. The PACE presentation and information guide was again the most used service but the proportion using this had decreased since the last survey in 2014 (from 81% to 74%). The PACE presentation and information guide continues to act as a gateway to other PACE services, with nine-in-ten going on to use additional services.

1.17 After the presentation and information guide, the next most frequently accessed PACE services were: information about training and funding sources (used by 52% of clients); benefits information (49%); help with CVs and job applications (48%); and career guidance interviews (39%).

1.18 As was the case in 2014, smaller proportions of clients had accessed help with understanding tax responsibilities and help to cope with redundancy related stress (both 13%), followed by help with reading, writing and numbers (6%).

Views on the relevance, usefulness and timeliness of not or PACE services used, as well as satisfaction with service delivery

1.19 PACE services continue to be well received by clients. Overall satisfaction with their interaction with PACE services continues to be high among clients – just over three-quarters were satisfied. In line with previous years, satisfaction was significantly higher among clients who had accessed wider services alongside the presentation and information guide (though that in itself was still regarded as an effective service by those who use it).

1.20 The PACE presentation and information guide was deemed to be relevant and useful by over 80% of clients who had accessed this service. This broadly brings the perceived relevance and usefulness of this service back to the levels reported in 2012, following a significant decrease between 2012 and 2014.

1 Social grading is a form of demographic classification used in the UK originally developed by the National Readership Survey (NRS). Category AB relates to those in higher or intermediate managerial roles. Category C1C2 relates to those in junior administrative/managerial roles

1.21 However, as in 2014, clients were more likely to say that they would have liked to have received the presentation and guide earlier in the redundancy process than any other service (26% felt it came too late). Given that the presentation and guide acts as a signpost to further services, it is important that this service comes early enough in the redundancy process to allow clients to access services that may be of most assistance in helping them to seek and secure employment.

1.22 The wider suite of services continues to be relevant and useful and, on the whole, delivered at the right time in the redundancy process. The proportion of clients who felt that at least one PACE service had come too late was at a similar level to that reported in 2014 (30% and 31%, respectively). These are higher levels than those reported in 2012 (23%).

1.23 The survey asked clients, overall, how their experience of engaging with the PACE initiative had met their expectations. Around two-thirds of clients (65%) felt that PACE had either met or exceeded their expectations. This corresponds with overall high levels of satisfaction with engagement in PACE services.

The influence of PACE on individuals' progression into learning and employment, as well as the extent of 'softer' benefits to individuals' lives

1.24 Jobs outcomes for PACE clients are high; approaching three-quarters of clients (71%) had secured work at the point of the survey – a similar proportion to that reported in 2014 and 2012. Of those that had secured work, the majority had found work which required at least the same, or higher, level of skills (64%) and either the same or higher level of responsibility (60%). Clients made redundant from the oil and gas sector were also very likely to have found work (77% were in work at the point of the survey).

1.25 The survey did find however that, compared to 2014, the proportions that had secured work with a lower level skills required and/or responsibility had increased (from 29% to 34% in the case of skills, and from 32% to 40% in the case of responsibility). Moreover, the proportion of clients who had secured work with a lower level of pay than the job from which they had been made redundant has increased since 2014: from 52% to 58%.

1.26 Over the longer term, survey findings suggest that PACE clients' job outcomes are positive, both in terms of the levels of employment and the skill, responsibility and pay levels. When re-interviewed in 2016, PACE clients who had received services between 2012 and 2014 and had previously been interviewed in 2014, nearly three-quarters were in paid employment and a further one in ten self-employed. Comparing the job from which they were made redundant and their job at the time of the 2016 survey, only 17% were in a role requiring a lower level of skills, 22% were in a role with less responsibility and 37% were in a role with lower pay.

1.27 Clients generally provided a positive assessment of the level of influence that PACE has had on their move back into employment. Of those who had found work, just under half felt that PACE had helped at least a little (7% felt that PACE had made all the difference). The number of PACE services used was influential in clients' perception as to the usefulness of PACE in their return to employment. Clients accessing five or more services were more likely to report that PACE had been helpful in their return to employment than those who had accessed just one or two.

1.28 Reflecting the services rated as being most useful and relevant, clients were most likely to cite the PACE services related to helping them write CVs and/or job applications as having been most helpful in their return to employment.

Recommendations for ongoing development

1.29 Although the employment outcomes are still positive and clients' perceptions of PACE continue to be positive, the current research identifies some areas where the PACE service could be improved. These are:

1.30 Ensuring the PACE presentation and information guide is delivered earlier in the redundancy process. A quarter of clients who received this service felt it came too late. Given that this service acts as a gateway to other more specific PACE services, it is important that this service is delivered early in the process and may help bring down the perceived 'lateness' of other PACE services. Moreover, clients who had accessed a greater number of services tended to be more likely to report that PACE had helped them in their move back into employment and use of the presentation and guide earlier in the process may help facilitate use of a greater number of services among clients.

1.31 Increased support and/or more tailored support for older workers aged 55 and over. The post-redundancy outcomes were typically poorer for this age group compared to younger clients and in the long term the perceived helpfulness of PACE was lower among this age group.

1.32 Clients who had used the online PACE services and the telephone helpline tended to be very satisfied but awareness of these modes of support was low. Improving the awareness of these services may help to satisfy the desire among some clients for follow-up help and ongoing support.

2. INTRODUCTION, AIMS AND OBJECTIVES

2.1 This report details findings from the fourth wave of research into the experiences of clients receiving redundancy support services as part of the Partnership Action for Continuing Employment (PACE) initiative. The PACE initiative represents a collaborative approach to supporting individuals back into work after redundancy, and thus promoting sustainable economic growth.

Background to the research

2.2 The Scottish Government Economic Strategy 2015 sets out an overarching framework for how to achieve a more productive, cohesive and fairer Scotland. The Strategy recognises the impact that technological change has had on changing the Scottish labour market and its role in driving productivity and long-term growth. Adjusting to these changes in the economy requires a flexible and skilled workforce that can adapt to new technologies and markets.

2.3 Employment and skills go to the heart of this strategy to build Scotland's future and one of the four strategic priorities set out in the document is to work towards creating a society that promotes inclusive growth and creates opportunity through a fair and inclusive jobs market and regional cohesion to provide economic opportunities across all of Scotland.

2.4 Established in 2000, PACE is the Scottish Government's initiative for responding to redundancy situations. Skills Development Scotland (SDS) is responsible for supporting Scotland's people and businesses to develop and apply their skills and, in conjunction with other key partners, SDS leads on the delivery of PACE support on behalf of the Scottish Government.

2.5 SDS and its partners work in conjunction with employers and workforce representatives to facilitate packages of support, including advice, guidance and transition training to support entry to support individuals affected by redundancy. In light of the economic downturn in 2008, the Scottish Government established the Ministerial PACE Partnership in 2009 bringing 21 organisations[2] together with the Scottish Government to oversee a continuous improvement programme to enhance the operation of PACE.

2.6 Recently a number of steps have been taken to improve service accessibility of support for individuals and employers. These include the development of the 'My World of Work' web portal service, which offers interactive tools for individuals to pinpoint their skills, take part in a mock interview, and link in with Jobcentre Plus and training opportunities.

Aims and objectives

2.7 Against this backdrop, in early 2010, on behalf of the PACE Partnership the Scottish Government and SDS commissioned IFF Research to conduct a Client Experience Survey. This was a telephone survey covering clients' experiences of receiving a range of PACE services and the perceived influence on their post-redundancy outcomes.

2.8 In 2012 and 2014, follow-up studies were then undertaken to investigate the extent to which PACE services and interventions continue to meet the needs of individuals facing redundancy situations. This research also provided an opportunity to monitor longer-term influences of PACE support, and to identify

2 The PACE Partner organisations are: Skills Development Scotland; Department for Work and Pensions; Acas Scotland; Chartered Institute of Personnel and Development; Citizens Advice Scotland; Colleges Scotland; Confederation of British Industry Scotland; Convention of Scottish Local Authorities; Federation for Industry Sector Skills & Standards; Federation of Small Businesses Scotland; HM Revenue and Customs; Highlands and Islands Enterprise; Institute of Chartered Accountants in Scotland; Scottish Chambers of Commerce; Scottish Enterprise; Scottish Funding Council; Scottish Local Authorities Economic Development Group; Scottish Qualifications Authority; Scottish Trades Union Congress; Scottish Training Federation; and Universities Scotland.

means of further development and enhancement.

2.9 Findings from the preceding surveys were largely positive, and demonstrated high satisfaction levels with the PACE support received. Furthermore, extensive positive impacts were reported in relation to progression into new employment and further learning/development, as well as 'softer' benefits such as improved self-confidence and motivation.

2.10 Another two years on, the Scottish Government and SDS have commissioned IFF Research to conduct a further follow-up study, comprising:

- follow-up interviews with PACE clients who took part in the 2014 survey; and
- interviews with a 'fresh' group of PACE clients who had received support more recently (since January 2014).

2.11 More specifically, through enquiries amongst both of these audiences, the core aims of the research were to:

- build a detailed picture of the profile and characteristics of individuals accessing PACE services;
- determine the extent to which clients access specific PACE services on offer;
- gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction levels more broadly;
- establish the impacts that PACE support has had on individuals' progression into learning and/or (intended/desired) employment, as well as the extent of 'softer' benefits to individuals' lives; and
- channel the insight gained from the study into the development of actionable strategies for further enhancing the focus and effectiveness of the PACE initiative.

About this report

2.12 This report covers the findings of the two 2016 surveys, with the main body of the report focusing on the survey of new clients (those accessing PACE services since January 2014). The findings from the longitudinal follow-up survey of respondents taking part in the 2014 study are then used to elucidate the long-term influence of PACE on people's post-redundancy lives. The report is organised into the following chapters:

- Chapter 3 provides key details of the survey methodology as well as the profile of clients for the two 2016 surveys, to provide context for the findings;
- Chapter 4 covers client views on PACE services, including the perceived relevance of individual services, views on the usefulness of materials provided, and satisfaction with the way in which services are delivered. This chapter also examines the key issue of whether clients feel that PACE services are being made available to them at the right time. Changes in these key performance measures since the 2014, 2012 and 2010 surveys are highlighted;
- Chapter 5 describes the influence of PACE on post-redundancy outcomes, including the movement into employment or training. These findings are taken from the 2016 survey of new clients;
- Chapter 6 uses data from the 2016 longitudinal survey to highlight the influence of PACE over the longer term (for clients using the service between 2012 and 2014 and who took part in the 2014 survey of 'new' clients); and
- Chapter 7 draws together the key messages arising from both strands of the research.

2.13 The report also contains a supplementary appendix which presents data from the survey specific to clients who had been made redundant from the oil and gas sector – a sector which is a key part of Scotland's economy but which saw an increase in redundancies during 2015 following a global fall in oil prices.

2.14 The 2016 research has been designed to measure how client views on PACE have evolved since the first survey in 2010. Therefore, for key performance measures, comparisons are made in the report between the findings from the 2010, 2012 and 2014 surveys of new users.

2.15 The 2010 survey covered individuals whose job had been selected for redundancy and who had received PACE services. Around half of these individuals had left their employment by the time of the survey, but the remainder were still working in the role that had been selected for redundancy. To maximise the breadth and depth of information that could be obtained about the influence of PACE on factors such as job search skills and employment outcomes, the decision was made to restrict subsequent waves of research to those who had left the job which was selected for redundancy. In assessing how satisfaction with PACE and the influence of the service may have changed over time, it is important that comparisons are made between equivalent samples. Therefore, where results for the three surveys are compared in the report, the 2010 findings are based on just those 2010 survey respondents who had left the job which was selected for redundancy by that time. Chapter 3 gives more details of the profile of the clients interviewed at each wave.

2.16 The report also highlights how the influence of PACE services varies according to demographic factors, and other variables such as the duration of support. Differences in the findings for sub-groups and the differences in findings between the three waves of research to date have been subjected to significance testing. Differences highlighted in the report are statistically significant at the 95% confidence level. This means that the probability of any of these findings occurring purely by chance is less than 5%.

3. METHODOLOGY

3.1 The 2016 Client Experience research incorporated two strands:

- a telephone survey of 1,045 new clients who have accessed PACE services since January 2014; and
- a follow-up survey of 285 individuals who took part in the previous wave of research in March 2014.

3.2 Interviews were conducted using Computer Aided Telephone Interviewing (CATI) from IFF Research's telephone centre at its offices in London. Fieldwork took place in February and March 2016.

3.3 The outline methodology for each of these strands is described below with further details on the profile of people interviewed in each strand.

New client survey

3.4 Respondents from the survey came from a database of approximately 6,000 clients who were listed as having received PACE services in the period since January 2014. Contact was attempted with all of these individuals to invite them to take part in a telephone interview. No quotas were applied to control the profile of respondents, as the priority was to conduct a census of the available contacts.

3.5 A screener was applied which excluded from the survey anybody who had not left the job which was selected for redundancy. This was found to be the case in just under 9% of the starting sample. Further details on the breakdown of call outcomes can be seen in Table 3.1.

3.6 Interviews were completed with a total of 1,045 PACE clients, representing 63% of cases where contact was made with an eligible respondent.[3] The survey lasted an average of 18 minutes, with variance largely dependent on the extent of work or training services engaged with post-redundancy.

3.7 The 2016 survey largely maintained continuity with the previous versions. However, a few changes were made to reflect changes to the PACE service and new questions were added to capture the following:

- whether respondents had received advice about PACE services prior to using these services and the extent to which they were influenced by this advice when choosing these services; and
- the likelihood of recommending PACE services to others (as an additional measure of service quality and customer satisfaction).

Table 3.1 Sample outcomes – 2016 new client survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	*(6,059)*	*(6,059)*	*(1,667)*
		%	%
Ineligible or unavailable			
Could not recall PACE service	440	7%	n/a
Still in job selected for redundancy	532	9%	n/a
Person not contactable on supplied number(s) during fieldwork period	3,420	56%	n/a
Refusals			
Refused to participate	374	6%	22%
Stopped interview	248	4%	15%
Completed			
Completed interview	1,045	17%	63%

3 In most cases, this relates to circumstances where there was no answer on the supplied telephone number even after 13 attempts. In others, it was clear that the named respondent was no longer available on that number.

Profile of new PACE clients surveyed

3.8 Table 3.2 presents the demographic profile of clients taking part in the 2016 new client survey, and draws comparisons to the demographic profiles of new clients from the previous two waves of 2014 and 2012. The 2016 new client respondents accessed PACE services from January 2014 onwards, with the 2014 and 2012 comparator groups being drawn from people accessing these services in the calendar years 2013 and 2011, respectively.

3.9 The 2016, 2014 and 2012 samples have a broadly similar profile in terms of the spread of clients by age, ethnicity and disability status. There have, however, been some changes in respect of the gender balance in previous years and in the 2016 sample there is a difference in social economic group.

3.10 As with the previous two surveys, around two-fifths of all new clients in the 2016 survey were aged under 45 (40%), and a third (33%) were aged 45 to 54. Meanwhile, a quarter (25%) of new clients were aged 55 or over.

3.11 Two-thirds of clients participating in the 2016 new client survey were men (66%), which is consistent with all previous waves except 2012 where the sample was split roughly half male (51%) and half female (49%). The changes in the gender profile have been taken into account when comparisons are drawn between new client findings over time, and the report commentary highlights where significant differences occur between these sub-groups. On the whole, findings in 2016 showed no significant differences by gender.

3.12 The 2016 survey featured a higher proportion of new clients in the A/B social economic group[4] (17%) than in previous years (8% in 2014, 11% in 2012 and 8% in 2010). There was a decrease in the proportion in the C2 group (12%) compared to 2014 (20%) although this is a similar proportion to the 2012 survey. The proportion in the D/E group was similar to 2010 and 2012 although lower than 2014 (29% compared to 40% in 2014). Three in ten were in the C1 economic group (31%).

3.13 The changes in the gender and socio-economic profile have been taken into account when comparisons are drawn between new client findings over time, and the report commentary highlights where significant differences occur between these sub-groups. On the whole, findings in 2016 showed no significant differences by gender or socio-economic profile.

3.14 The vast majority of new clients in all four surveys described themselves as White British.

3.15 In terms of disability status, as in previous waves, only a small minority of new clients in the 2014 survey reported having a long-term physical or mental impairment which limits the daily activities or the work that they can do (6% in 2016, 5% in 2014 and 2012, and 3% in 2010).

4 Social grading is a form of demographic classification used in the UK originally developed by the National Readership Survey (NRS). Category AB relates to those in higher or intermediate managerial roles. Category C1C2 relates to those in junior administrative/managerial roles and skilled workers and category DE relates to semi-skilled, manual and casual workers.

Table 3.2 Demographic profile of respondents for the 2016, 2014 and 2012 new client surveys

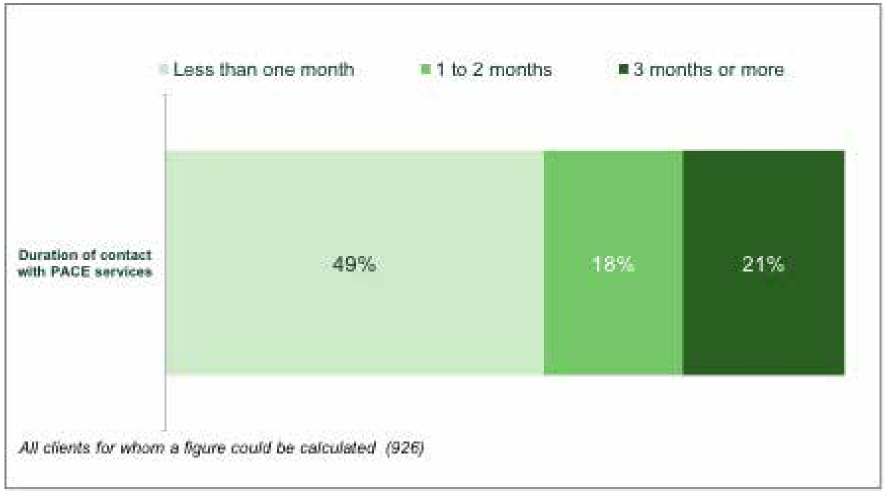
	All 2010 survey respondents who had left their redundant role at the time of survey	All 2012 survey respondents	All 2014 survey respondents	All 2016 survey respondents
Base	*(405)*	*(505)*	*(879)*	*(1,045)*
	%	%	%	%
Gender				
Male	68	51	67	66
Female	32	49	33	34
Age				
Under 45	45	41	43	40
45 to 54	34	33	31	33
55 plus	17	25	24	25
Refused	5	2	2	2
Summary: Under 55	78	74	74	73
Ethnicity				
White British	88	94	90	94
Not White British	8	4	7	4
Prefer not to say	4	2	3	2
Social economic group				
A/B	8	11	8	17
C1	35	33	31	31
C2	21	15	20	12
D/E	31	32	40	29
Unknown/Refused	6	10	1	10
Has disability/ impairment				
Yes**	3	5	5	6
No	96	93	93	92
Refused	1	2	1	2

**Question: Do you have any long-term physical or mental impairment which limits your daily activities or the work you can do?

Note: Figures may not sum to 100% due to rounding.

3.16 Figure 3.1 shows the duration of contact clients had with the PACE service. The majority of users only interacted with the service for less than a month, during which time they accessed around four services on average. Meanwhile, one in five clients (21%) had contact with the service that extended to over three months, with an average of around five services being accessed over this time.

Figure 3.1 Duration of contact with the PACE initiative



Longitudinal survey

3.17 The longitudinal strand of the research aimed to follow up clients who had taken part in the 'new client' survey in 2014, and had agreed to be contacted for further research. This represented a total of 567 clients, and a census was attempted with all. A total of 285 follow-up interviews were completed, equivalent to interviews being undertaken with around three-quarters of cases where contact was made with the relevant respondent (77%). Details of the outcomes for the whole starting sample are shown in Table 3.3.

Table 3.3 Sample outcomes – 2016 longitudinal survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	*(567)*	*(567)*	*(370)*
	%	%	%
Ineligible or unavailable			
Could not recall PACE service	15	3%	n/a
Person not contactable on supplied number(s) during fieldwork period[5]	182	32%	n/a
Refusals			
Refused to participate	60	11%	16%
Stopped interview	25	4%	7%
Completed			
Completed interview	285	50%	77%

3.18 The questionnaire for the 2016 longitudinal survey mirrored those used in 2014 and 2012, collecting information on a range of labour market outcomes including:

- whether the individual secured work after being made redundant, and after how long;
- where the person secured paid work, whether this was at a higher or lower level of pay, responsibility and skills;
- whether the individual had sustained employment with the same employer, or maintained successful self-employment; and
- whether the individual engaged with any education and training since being made redundant.

3.19 As with the new client questionnaire, a new question was added to the longitudinal survey to determine the likelihood that respondents would recommend PACE services to others (as an additional measure of service quality and customer satisfaction).

Profile of PACE longitudinal clients surveyed

3.20 The longitudinal survey followed up individuals who took part in the 2014 survey. To be confident in comparing people's situation now with where they were in 2014, it is important that the profile of the two samples is similar, and that there has not been any substantial bias towards certain types of people that could impact on overall findings. Table 3.4 shows the profile by key factors for:

- all clients who took part in the 2014 survey (879 clients); and
- all clients from this group who were successfully followed up in the 2016 longitudinal survey (285 clients).

3.21 The first column in Table 3.4 shows the profile of all clients taking part in the 2014 survey, by gender, ethnicity, social economic grade, and disability status, while the second column presents the same information but for the 2016 longitudinal survey respondents.

3.22 Differences between the two samples are small, with a relatively even split between genders for both groups, approximately three-quarters of clients aged under 55, the vast majority of clients being White British, and around one in twenty in each group stating that they had a long-term physical or mental impairment.

3.23 The only notable difference between the sample groups is in relation to social economic grade, with 34% of the 2016 follow-up longitudinal sample falling into the D/E group compared to 40% of all original 2014 respondents.

5 In most cases this relates to circumstances where there was no answer on the supplied telephone number even after 13 attempts. In others, it was clear that the named respondent was no longer available on that number.

Table 3.4 Demographic profile of respondents – comparison of 2014 new client survey and longitudinal survey 2016 respondents

	All 2014 survey respondents	All 2016 longitudinal survey respondents
Base	*(879)*	*(285)*
	%	%
Gender		
Male	67	68
Female	33	32
Age		
Under 45	43	45
45 to 54	31	31
55 plus	24	24
Refused	2	-
Summary: Under 55	*74*	*76*
Ethnicity		
White British	90	98
Not White British	7	1
Prefer not to say	3	1
Social economic group		
A/B	8	9
C1	31	31
C2	20	19
D/E	40	34
Unknown/Refused	1	7
Has disability/impairment		
Yes*	5	5
No	93	95
Refused	1	1

*Question: Do you have any long-term physical or mental impairment which limits your daily activities or the work you can do?

4. CLIENT VIEWS ON PACE SERVICES

4.1 PACE supports its customers with a wide range of services, from careers guidance and assistance with job searches and different stages of a job application process, to information about how to cope with their redundancy, both financially (including information on access to benefits) and in terms of managing resulting stress. The survey of new clients measured the relevance and usefulness of each of the PACE services as perceived by those that used them, and the satisfaction clients had with the services delivered to them. This chapter presents the outcomes of these key performance indicators and examines the extent to which clients who accessed the different services felt they were being made available at the right time in their redundancy.

Awareness of PACE services prior to receiving support

4.2 A new question added for the 2016 survey concerned clients' awareness of PACE prior to receiving support through the PACE initiative. Twenty-one percent of respondents were aware of PACE services before receiving redundancy support while 79% were not aware. Awareness did not significantly differ by age, gender or socio-economic group.

4.3 Of those who were aware of PACE prior to receiving support, their knowledge of PACE was somewhat limited. While 16% said they knew a lot about PACE, 51% said they knew a little and 33% said they knew virtually nothing.

Packages of PACE services accessed

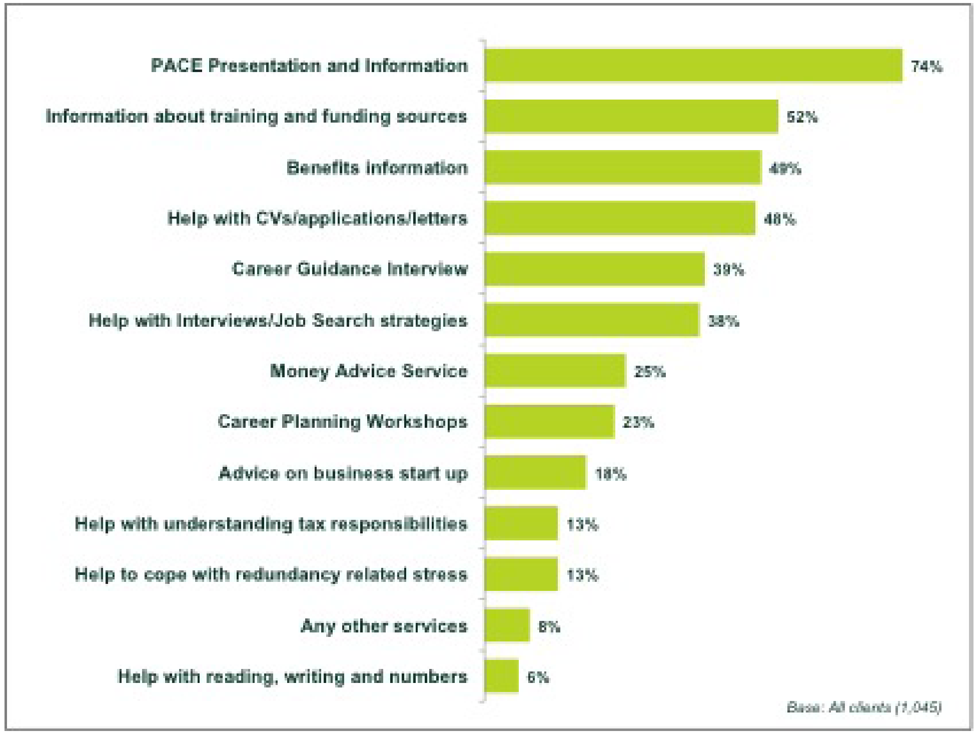
4.4 Figure 4.1 shows the level of take-up across PACE services. In line with the 2014 findings, the PACE presentation and information guide, usually delivered at an early stage of client contact, was received by the greatest proportion of PACE clients (74%). This is a decrease from the 81% reported in 2014. For one in ten (11%) the PACE presentation and information guide was the only service they received from PACE (10% in 2014).

4.5 Information about training and funding sources (52%), benefits information (49%), help with CVs, applications and/or cover letters (48%) and career guidance interviews (39%) were the next most commonly received services.

4.6 Compared to 2014, a smaller proportion of clients had accessed services related to benefits information, help with CVs, applications and/or cover letters, and career guidance interviews.

4.7 The other PACE services and proportions of clients that had accessed them is displayed in Figure 4.1 – in each of which the proportion accessing the service was in line with 2014.

Figure 4.1 Proportion of clients accessing each PACE service – 2016 new client survey



4.8 When considering the PACE services that had been accessed by those who went on to secure work compared with those who did not move into work, there were a number of differences. Perhaps unsurprisingly, those who had found work post-redundancy were more likely to have accessed help with interviews and job search strategies than those who had not secured work (41% compared to 33%). Those in work were also more likely to have had a career guidance interview; two in five (42%) clients who found work used this service, compared with a third (33%) of those who did not. Other significant differences were:

- information about training and funding sources – 54% of clients who found work post-redundancy used this service, compared with 45% of those who did not find work;
- Money Advice Service – 26% of clients in work accessed money advice compared to 20% who did not find work;
- help to cope with redundancy-related stress – 15% of clients who found work post-redundancy used this service, compared with 10% of those who did not find work; and
- help with understanding tax responsibilities – 14% of PACE clients who secured work used this service in comparison to 9% of those who did not secure work.

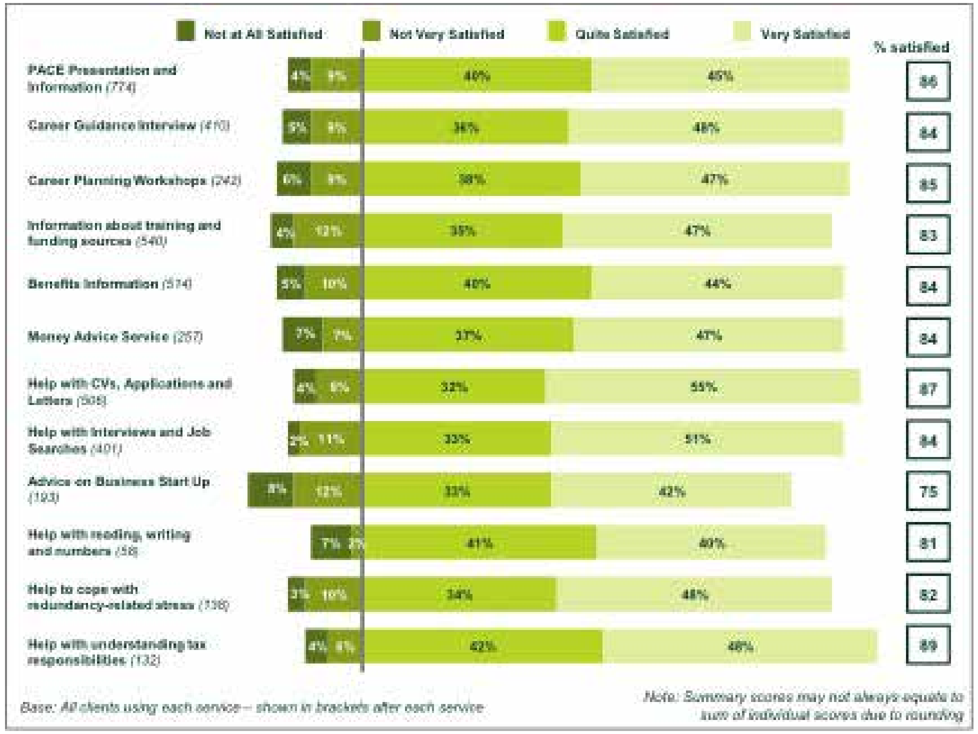
Satisfaction with PACE services

4.9 Figure 4.2 summarises client satisfaction with each of the specific PACE services received. Across these services the average satisfaction score was 84%.

4.10 In general, between two-fifths and one half of respondents were very satisfied with the PACE service they received. The services with which most respondents were very satisfied tended to be those relating to practical job search activity. Over half of respondents that received help with CVs, applications and letters (55%) and that received help with interviews and job search strategies (51%) were very satisfied.

4.11 The services with the highest overall satisfaction levels in 2016 were help with understanding tax responsibilities (89%) and help with CVs, applications and letters (87%). Unchanged since 2012, the service receiving the lowest satisfaction rating was advice on starting up a business with one-fifth reporting that they were not satisfied with the help they had received.

Figure 4.2 Satisfaction with delivery of PACE services – 2016 new client survey



4.12 Figures 4.3 and 4.4 show comparisons of PACE service satisfaction for new clients across the four waves of PACE research. On the right-hand side of each, the summary boxes provide an overall satisfaction figure for those that accessed that service.

4.13 Since the survey series began, satisfaction levels have remained stable and high. There has been no significant change in satisfaction levels between 2014 and 2016. The apparent fall in satisfaction between 2012 and 2014 was only statistically significant for the PACE presentation and information guide and satisfaction with this service stabilised in 2016.

Figure 4.3 Satisfaction with delivery of career guidance and employability services over time

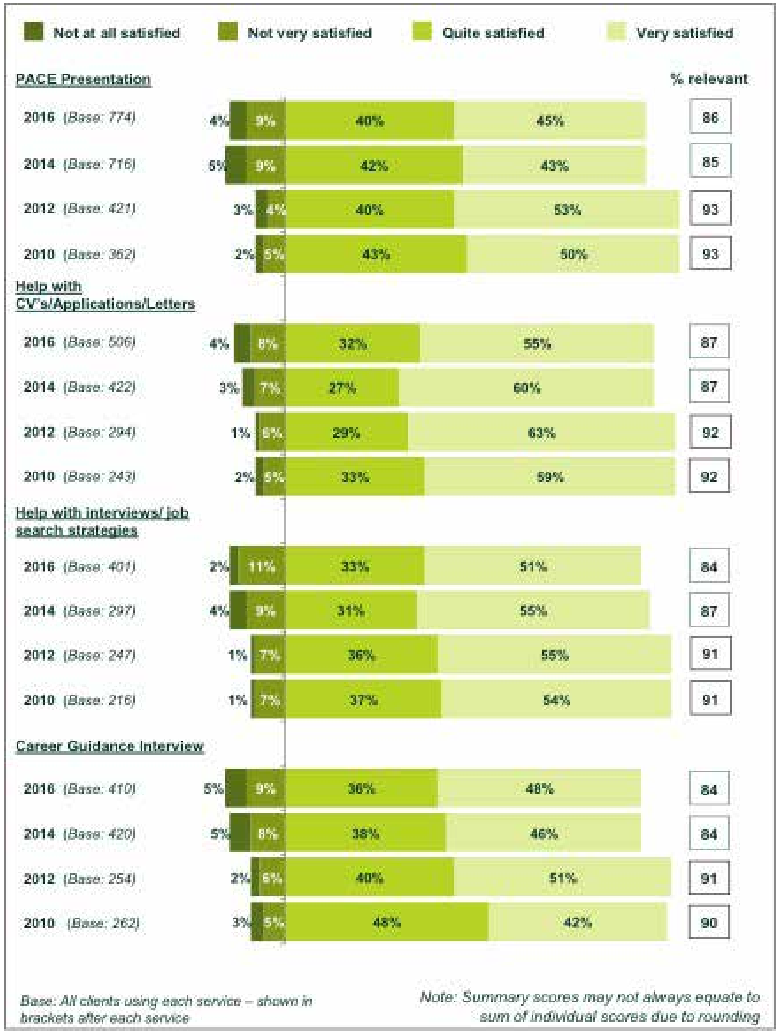
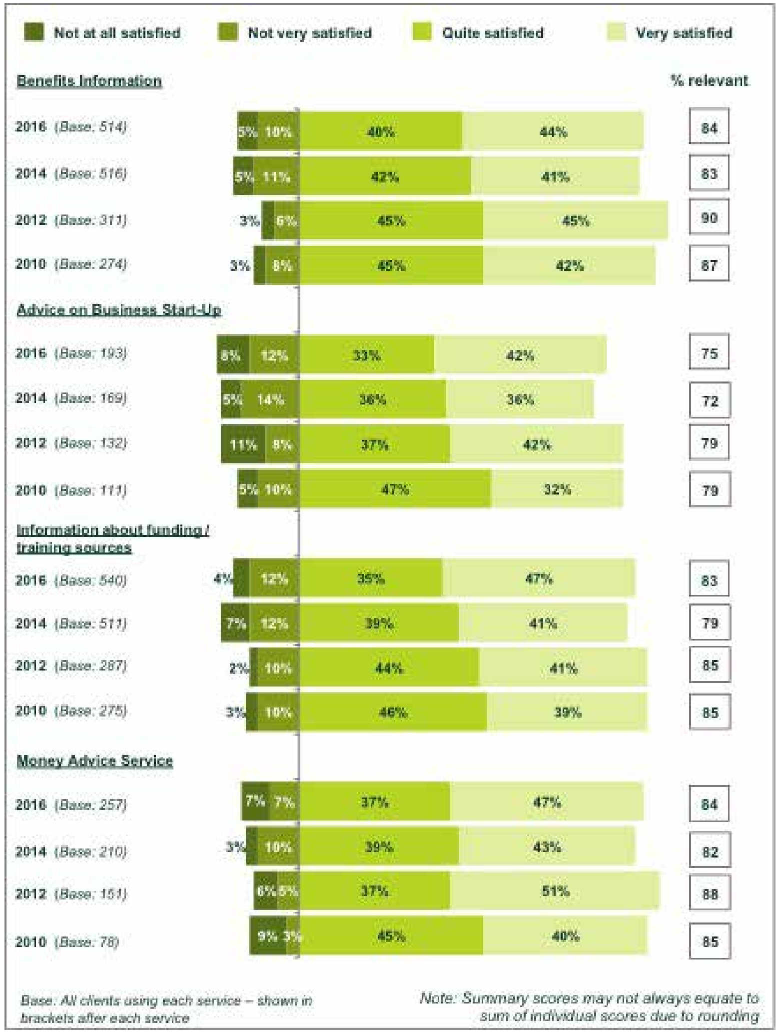


Figure 4.4 Satisfaction with delivery of training and financial support services over time



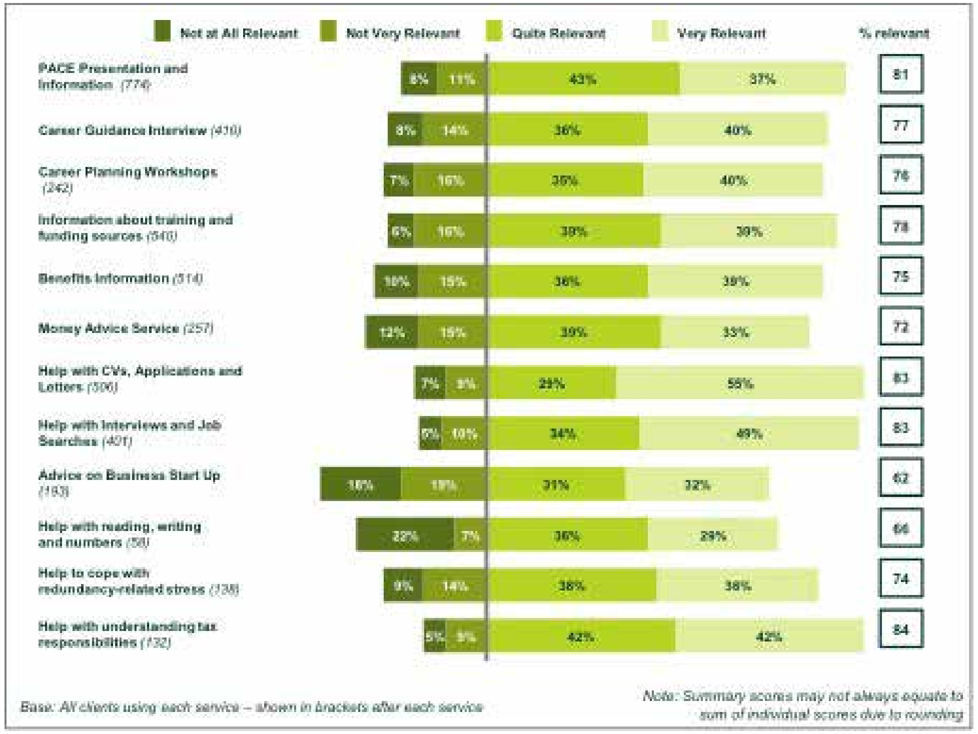
Perceived relevance of PACE services

4.14 Clients were also asked to rate the relevance of each of the PACE services that they had accessed. Figure 4.5 shows the proportion of clients rating each service from 'not at all relevant' through to 'very relevant'. On the right-hand side of each, the summary box gives an overall 'relevance' figure for those who accessed that service.

4.15 The services considered most relevant tended to be those most directly related to job searches, including: help with interviews/ job search strategies (83%); help with CVs, applications and letters (83%); and the PACE presentation and information guide (81%). However, help with understanding tax responsibilities (84%) was another service that respondents found to be particularly relevant. These findings are in line with findings with the 2014 study.

4.16 Advice about starting a business was considered to be the least relevant service, with two-fifths (37%) reporting that the service was either ‘not at all’ or ‘not very’ relevant. Other services considered not at all relevant by at least one in ten clients using them were: help with reading, writing and numbers (22%); the Money Advice Service (12%); and benefits information (10%).

Figure 4.5 Perceived relevance of PACE services – 2016 new client survey



4.17 As in previous waves of this survey whether or not the client had secured new work following redundancy was an important driver for how relevant they perceived the services to be. This was most apparent when looking at perceived relevance of services relating to assistance with job searches and the application process. Clients who had secured work were more likely to rate the following services as very relevant:

- help with CVs and applications – in 2016, 58% found this to be very relevant compared to 45% of those who had not secured work; and
- help with interviews or job searches – in 2016 52% found this to be very relevant compared to 40% not in work.

4.18 Figures 4.6 and 4.7 show comparisons of the perceived relevance of PACE services for new clients across the four waves of the research. The two figures show that perceptions of relevance have remained broadly stable over time and – with the exception of advice on starting a business – levels of perceived relevance remain over 70% for all services in all waves.

Figure 4.6 Relevance of PACE career guidance and employability services over time

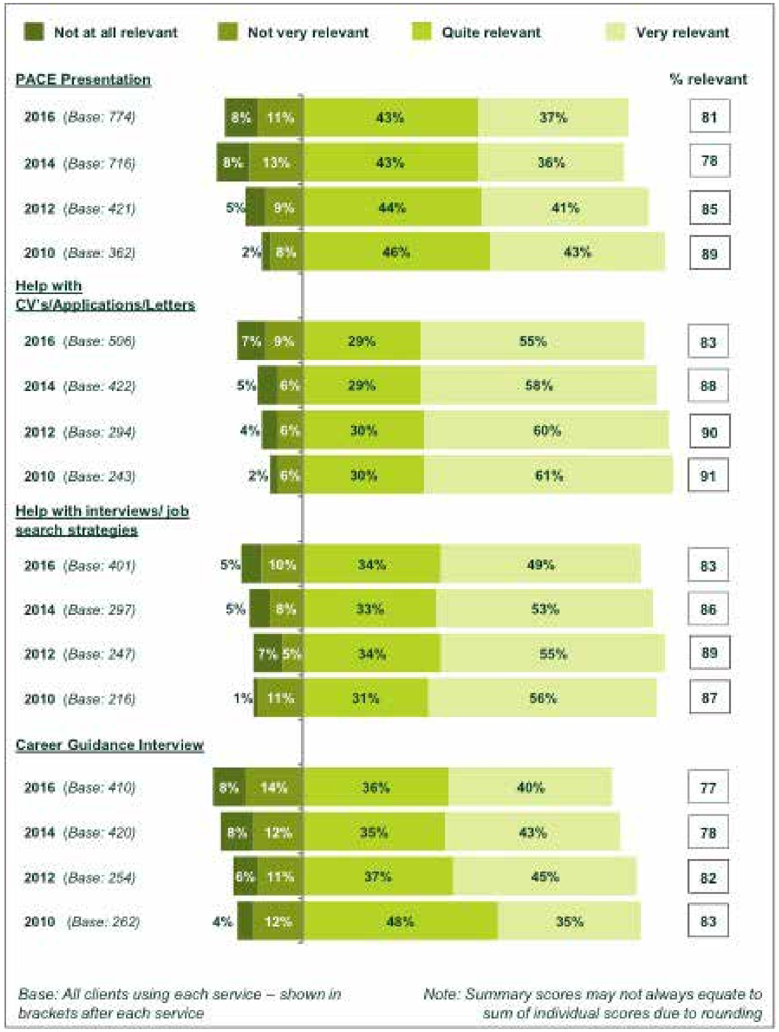
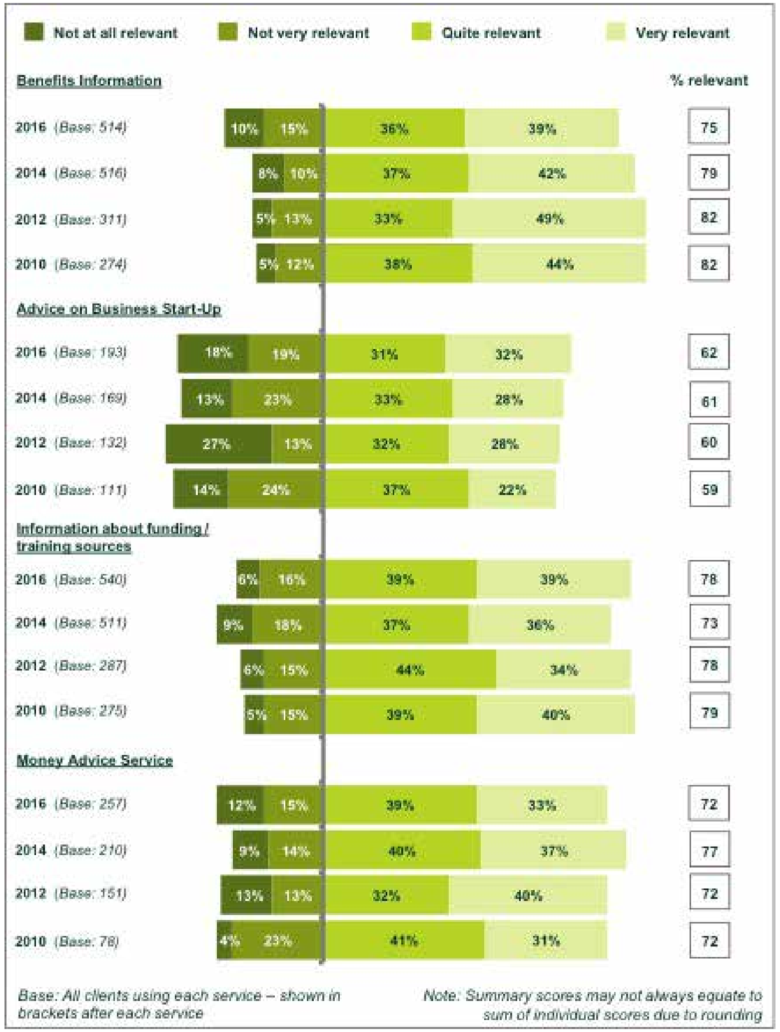


Figure 4.7 Relevance of PACE training and financial support over time

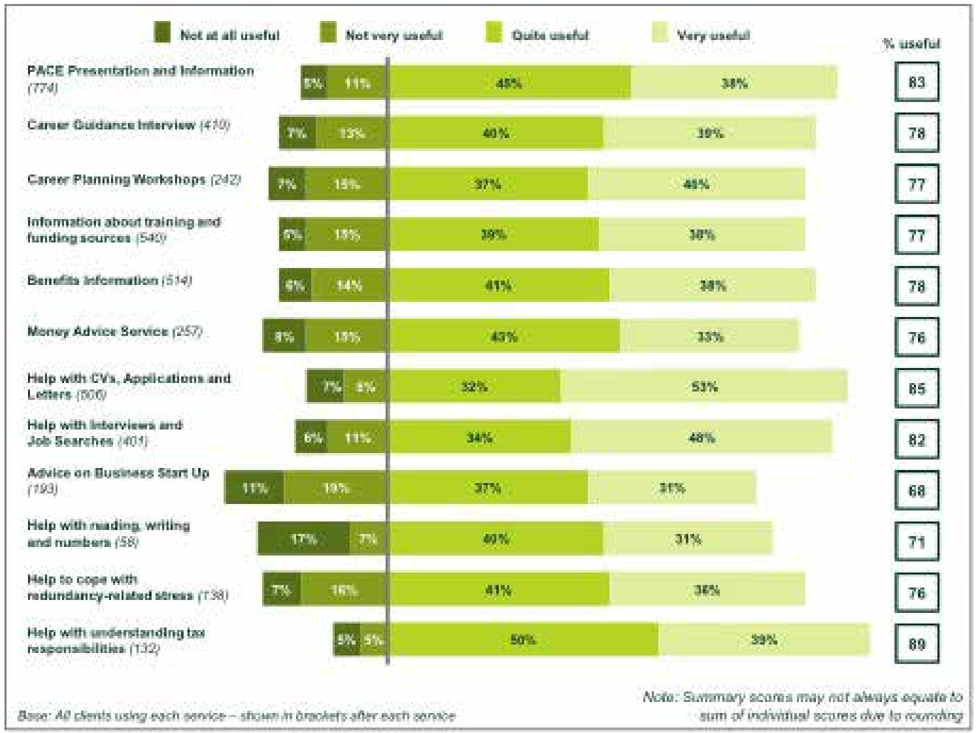


4.19 Clients were also asked to give their views on the materials that they received from each of the PACE services. These are summarised in Figure 4.8, which shows that, overall, PACE clients considered the materials that they received to be useful. The pattern of responses is similar to those seen for service satisfaction and relevance, with materials relating to help with CVs/applications/letters and help with interviews and job search seen to be useful (85% and 82% respectively). The PACE presentation and information guide was also found to be useful by a similarly large proportion of clients (83%).

4.20 Two-thirds of clients (68%) reported that materials relating to advice on business start-up were useful but this proportion was the lowest across the various PACE services.

4.21 When comparing these figures against the equivalent questions in the previous surveys, the overall pattern is similar and there has been no significant change in the perceived usefulness of materials since 2014.

Figure 4.8 Usefulness of materials provided through PACE services – 2016 new client survey



Client views on the timing of PACE services

4.22 A further indicator of the usefulness and relevance of PACE services is whether clients felt that they were offered them at the right time. Respondents were asked whether they felt support was offered too early, too late, at around the right time, or the perfect time for them. Table 4.1 details clients' views on the timing of delivery for each service received.

4.23 Overall, most clients felt that services had been delivered when they needed them. Across most services around half of clients felt that the timing was 'about right', with a further quarter saying that the timing was 'perfect'. The findings are very similar to findings in the 2014 survey which indicates that, overall, PACE continues to provide a well-timed service to clients.

Table 4.1 Client views on the timing of PACE services – 2016 new client survey

Service accessed	View on timing of service offer						
	Base		Timing perfect	Timing about right	Too early	Too late	*
PACE presentation and guide	(774)	%	21	48	4	26	1
Career guidance interview	(410)	%	20	48	6	24	2
Career planning workshops	(242)	%	21	51	3	24	2
Information about training and funding sources	(540)	%	21	51	4	23	1
Benefits	(516)	%	20	58	5	14	4
Information	(514)	%	23	53	4	18	2
Money Advice Service	(257)	%	21	56	3	15	5
Help with CVs, applications and letters	(506)	%	25	50	3	19	2
Help with interviews and job search strategies	(401)	%	24	52	1	20	3

Service accessed	View on timing of service offer						
Advice on business start-up	*(193)*	%	27	46	4	18	11
Help with reading writing and numbers	*(58)*	%	36	36	2	21	5
Help to cope with redundancy related stress	*(138)*	%	31	46	3	19	1
Help with understanding tax responsibilities	*(132)*	%	30	52	2	14	2

Base: All who have accessed each PACE service (as shown for each row).

Note: Data is shown as row percentages.

4.24 Some services are perhaps more time critical than others when facing redundancy. For example, initial concerns may focus on matters such as the immediate financial and emotional implications, with securing work following soon after. In this respect, findings suggest that PACE is meeting clients' needs. The services which were most likely to be seen to be received at the right time were:

- help with understanding tax responsibilities (82% said it was timed 'perfectly' or 'about right');
- Money Advice Service (77% said the timing was perfect or about right); and
- help to cope with redundancy-related stress (77% reported this was timed perfectly or about right).

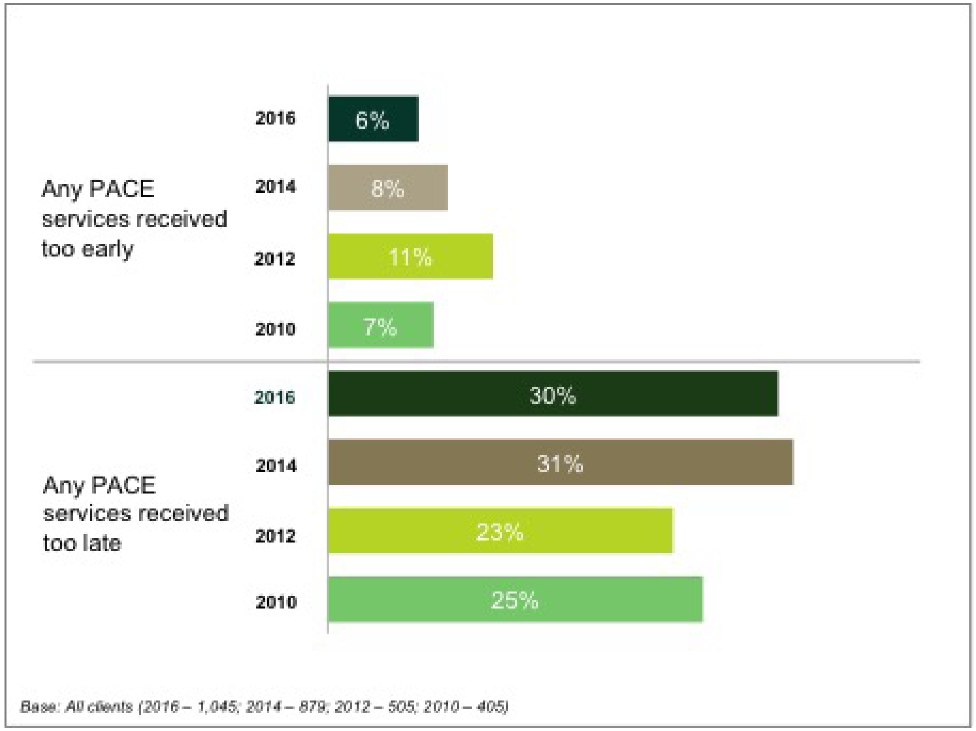
4.25 Where respondents were not completely happy with timing, this tended to be because services were delivered too late rather than too early. The PACE presentation and information guide is received by the largest number of clients and represents the first contact that an individual has with PACE. The 2014 report highlighted that there had been a significant increase since 2012 in the proportion of clients perceiving the presentation and information guide to have been delivered too late (from 17% to 23%). With around a quarter (26%) of clients in the current research deeming this service to have come too late, there is still scope for improving the timeliness of the delivery of this service.

4.26 Others services for which the timing was considered to be less effective were:

- career guidance interview (24% support offered too late);
- career planning workshop (24% support offered too late); and
- information about training and funding sources (23% support offered too late).

4.27 A comparison of client views on service timing across all four waves of PACE research is presented in Figure 4.9. Broadly in line with the 2014 survey, 30% of clients reported that at least one of the PACE services was received too late and 6% reported that they had been received too early. Being at a similar proportion as reported in 2014, the proportion of clients reporting that services were received too late is still significantly higher than it was in 2012 and 2010.

Figure 4.9 Proportion of clients feeling that any PACE services were delivered too early or too late, over time



Use of online PACE support and the PACE contact centre helpline

4.28 SDS offers clients a range of online services through its 'My World of Work' portal and PACE clients were asked of their awareness and use of these services.

4.29 In 2016, two-fifths (42%) of respondents were aware of the PACE online services. Of this group, over a third (37%) had made use of these. This corresponds to 15% of all respondents having used PACE online services, with a quarter (26%) being aware of the online support but not having made use of it – similar proportions to those reported in 2014.

4.30 Where respondents had used online services, views were very positive. In line with findings from 2014, nearly all of those who had used online services said that they were satisfied with the service they received (91%), nearly half (46%) were very satisfied.

4.31 Clients were also asked about their awareness of the PACE contact centre helpline. Levels of awareness of the helpline were similar to online services, with two in five (43%) respondents aware of this service. Of those who were aware of the helpline just one in ten (12%) had made use of this service. This corresponds to 5% of all respondents having used the contact centre helpline – similar to 2014.

4.32 Although awareness of the helpline is fairly low, satisfaction levels are high among those who have made use of this service. Close to nine in ten (89%) reported being satisfied with the support they received via the helpline, with six in ten (59%) reporting that they were very satisfied.[6]

6 In most cases this relates to circumstances where there was no answer on the supplied telephone number even after 13 attempts. In others, it was clear that the named respondent was no longer available on that number.

5. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE

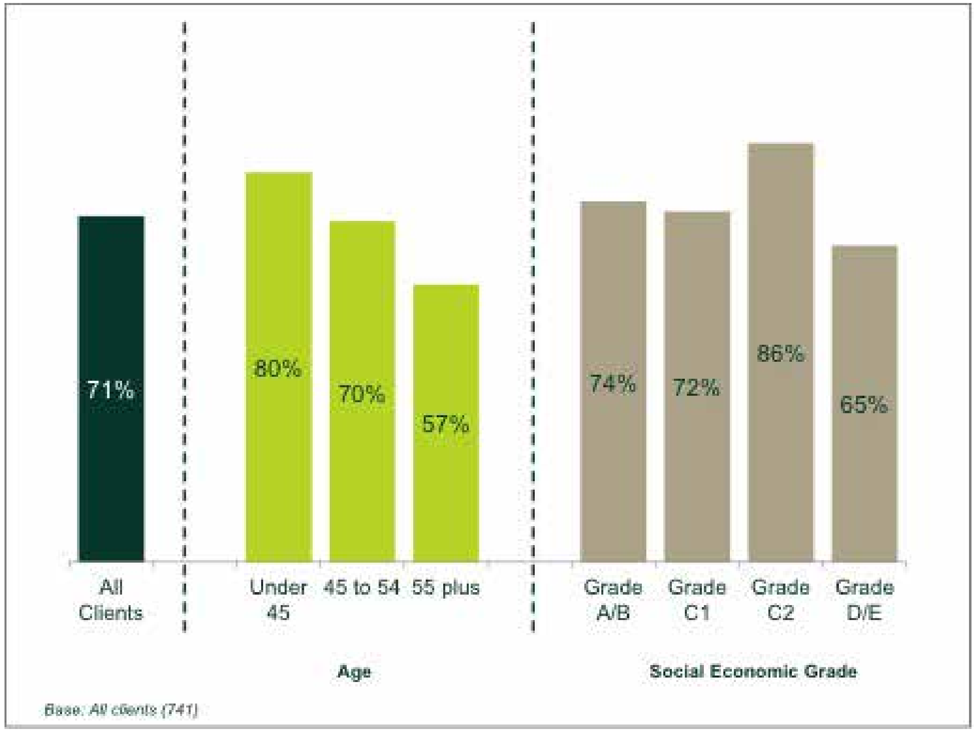
5.1 This chapter looks at the current employment situation of PACE clients and what influence they feel accessing the PACE service has had on their employment outcomes in the short term. They were also asked about the wider benefits they gained from PACE and their overall satisfaction with the experience. These clients received PACE services from January 2014, and were asked about their work status in the new client survey in February and March 2016.

Post-redundancy work outcomes

5.2 Figure 5.1 shows the proportion of PACE clients who secured work either before or after leaving their role selected for redundancy split by age and social economic grade. Overall outcomes from PACE continue to be very positive. Nearly three-quarters of clients (71%), had entered employment before or after their redundancy (unchanged from the 72% reported in 2014).

5.3 Of those that had secured work, 18% had done so before being made redundant, 54% had secured work within three months of being made redundant, and a further 16% had secured work between three and six months. Combined, this means that 88% of clients who had secured work (equating to 62% of all clients surveyed) had done so within six months of being made redundant.

Figure 5.1 Proportion of clients securing work split by age and social economic grade – 2016 new client survey



5.4 Figure 5.1 also shows that the likelihood of securing work was strongly affected by the age of the client. Clients under the age of 45 and those between 45 and 54 were more likely to have entered employment than clients 55 or over (80% and 70% vs. 57%). This is a similar pattern to 2014, although the difference in outcomes is less marked (81% and 77% vs. 51% in 2014).

5.5 There are also differences in outcomes by socio-economic status. Those in the C2 group were more likely to have found work than other groups (86% vs. 71% overall). C2 clients are those in skilled manual occupations.

5.6 Figure 5.2 outlines the post-redundancy outcomes of clients interviewed in the four waves of research. The figure presents the proportion of clients who have secured work, not secured work but undertaken training or looking for work but not secured a position or undertaken any training. The remaining clients have not looked for work since their redundancy and are here classified as 'economically inactive'.

Figure 5.2 Post-redundancy work outcomes for PACE clients – comparisons of 2016, 2014, 2012 and 2010 new client surveys

5.7 Employment outcomes from PACE have been very strong over time, particularly since 2012. The proportion of clients who were actively looking for work but had not found employment at the time of the survey stands at 14%, in line with findings from 2014 and 2012. The proportion of clients who have undertaken training (8%) is unchanged since 2014 (7%) but higher than in 2012 (4%). The proportion of clients who are economically inactive has remained at 7%.

5.8 The survey also asked those in work about the jobs they were doing. At the point of being interviewed, of those in employment 82% were working full-time while 18% were working part-time.

5.9 Two-thirds (67%) of those in employment were in permanent positions. Almost a quarter (24%) were in a contracted position – a similar proportion as in 2014 (20%). Over half (59%) of these contracts were for less than 12 months, a decrease (though not statistically significant) from 2014 when 69% of these contracts were for less than 12 months. Just under one in ten (8%) were in casual positions with no fixed terms of employment, a decrease from 2014 (12% in casual positions). These represent changes in the direction of greater employment stability for clients.

5.10 Those under 45 were more likely to be in permanent employment compared with those over 55 (70% vs. 59%). The over 55s were more likely to be in casual employment than the under 45s (14% vs. 6%). This suggests that the over 55s found it more difficult to gain work after redundancy. Other research indicates that employer recruitment of 55 or over workers is lower than that of younger employees: The Employer Perspectives Survey 2014 reported that 14% of all Scottish establishments had recruited anyone aged over 50 in the 12 months prior to that survey, compared with 29% who had recruited anyone aged under 25.[7]

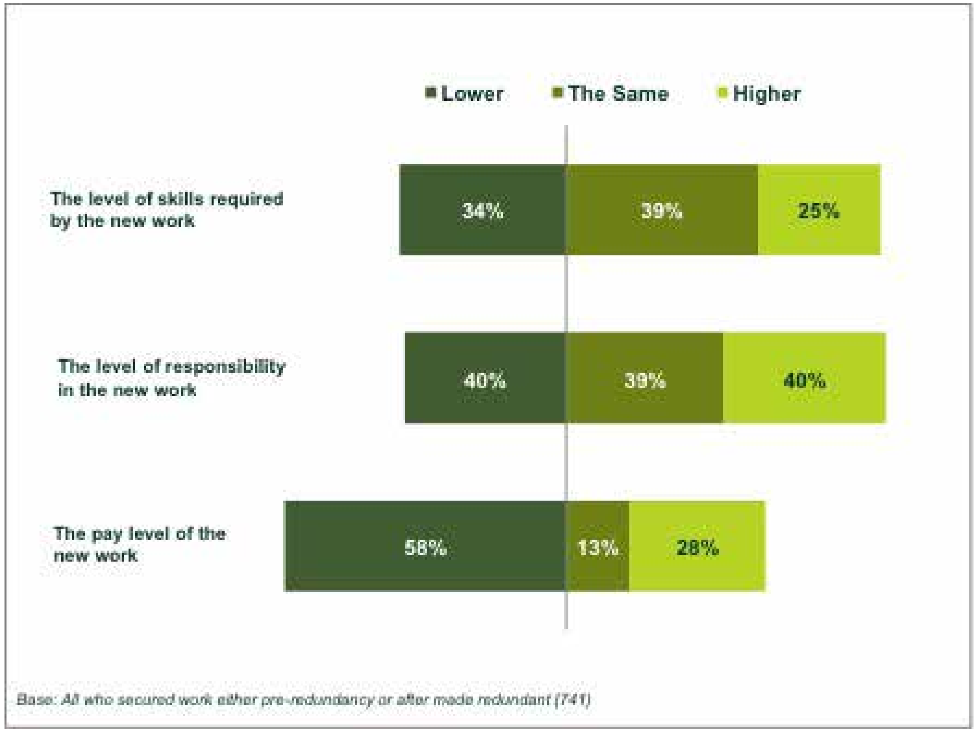
7 Shury et al. (2014) UK Employer Perspectives Survey 2014. UKCES Evidence report 88. UK Commission for Employment and Skills, Wath-upon-Dearne.

Characteristics of post-redundancy employment

5.11 Figure 5.3 shows how clients' new jobs compare with the positions they were in when they were made redundant. In terms of the level of skill and responsibility, the majority of clients had secured work with at least the same level of skill requirements and responsibility – a quarter had in fact secured work requiring a higher level of skills and two-fifths had secured work with a higher level of responsibility.

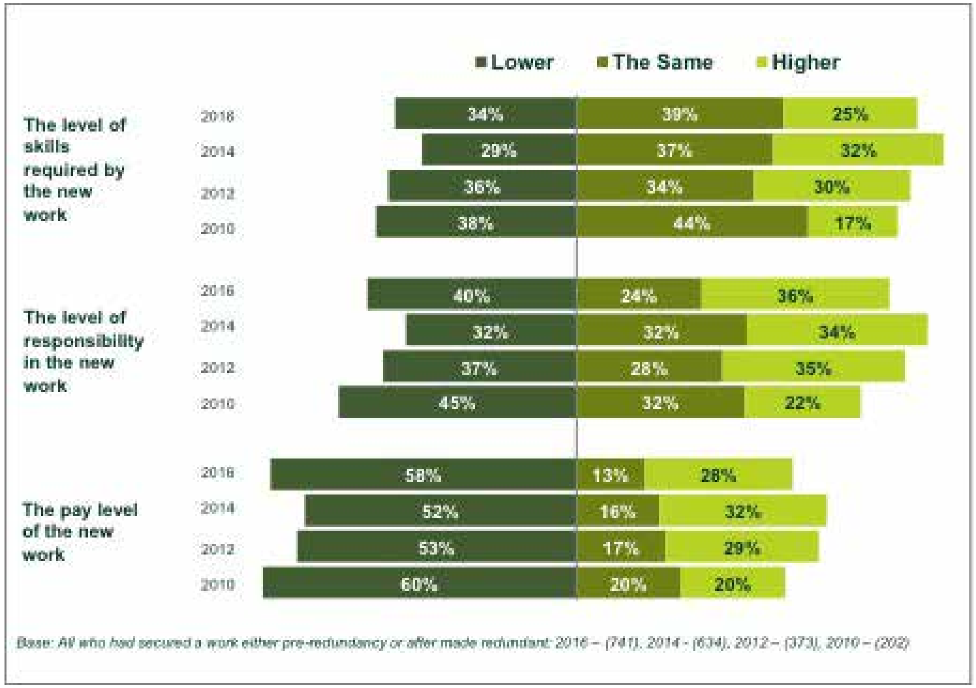
5.12 In terms of pay, well over a half (58%) of clients had taken a pay cut in order to get back into employment. A quarter (28%) had secured a position with a higher pay level while one in ten (13%) had found work with similar pay. Of those who felt their new job had a higher level of responsibility, only 45% had had their pay increased and 38% had taken a pay cut. Of those that found work which required a higher skill level, half (53%) had gained a higher salary, while one-third (34%) had taken a pay cut.

Figure 5.3 Change in level of skill level, responsibility and pay in post-redundancy role – 2016 new client survey



5.13 Figure 5.4 highlights how these findings compare with the three previous waves of the research. Compared to 2014, clients in 2016 were more likely to have taken a job with lower skills requirements (34% vs. 29% in 2014), lower levels of responsibility (40% vs. 32% in 2014) and lower salaries (58% vs. 52% in 2014).

Figure 5.4 Change in level of skill, responsibility and pay in post-redundancy role, over time



5.14 Those aged under 45 years were significantly more likely to have improved their working situations since their redundancy. Approaching half (44%) of this group had found a role with a higher level of responsibility, compared with a third (31%) of those 45-54 and a quarter (25%) of aged those 55 or older. Similarly, nearly one in three (31%) of those 44 or younger had found work requiring a higher skill level, compared with just one in four (23%) of 45-54 year olds and one in six (17%) of those 55 years or older. A third (33%) of the youngest age group had received an increase in pay, compared with around a quarter of 45-54 year olds (25%) and those 55 or older (24%).

The influence of PACE services on the move back to work

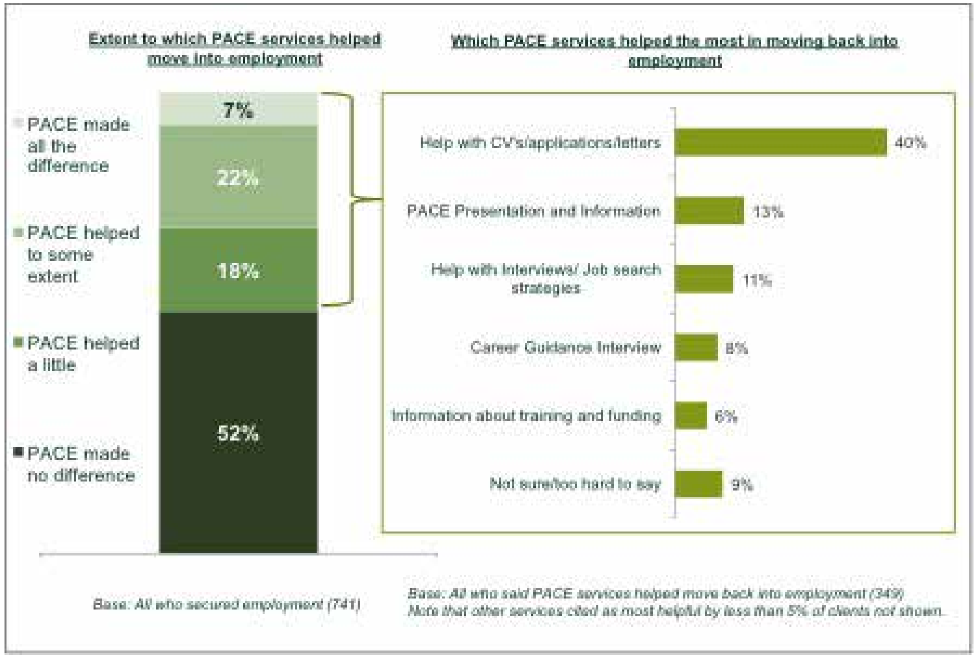
5.15 Clients who had entered employment were asked what influence, if any, PACE services had on this transition. The perceived influence of PACE services on securing work is shown in Figure 5.5. Half (47%) of those who have entered into employment believe PACE services had some influence on this outcome, with 7% reporting that it had made all the difference.

5.16 This is in line with findings from 2014 (45% believed PACE services made a difference) but still a decrease from findings from 2012 (53%).

5.17 Those who said PACE services contributed at least in part to them returning to employment were subsequently asked which services helped the most with this. Similar to 2014, help with CVs and applications was by far the most commonly referenced service. Four in ten referenced this service, up from 35% in 2014.

5.18 The number of PACE services accessed also influenced the extent to which clients perceived PACE services to have helped them back into employment. Clients accessing five or more services were significantly more likely to report that PACE helped in the move back into work (68%) than those accessing just one or two PACE services (28%).

Figure 5.5 Extent to which PACE services were perceived to have helped in the process of finding work – 2016 new client survey



Engagement with learning, training and development post-redundancy

5.19 Clients were also asked about whether they had taken up any training or personal development since leaving their last position (independent of whether they were working or not). Responses are summarised in Figure 5.6. Almost a quarter (23%) of clients had undertaken training, in line with findings from previous waves (26% in 2014 and 23% in 2012).

5.20 Clients who had undertaken training were asked where they had done so (see Figure 5.7). Four in ten clients had done training through a training centre, in line with the 2014 report (40%) but an increase from the 2012 report, when only three in ten (29%) had undertaken training in this setting. The 2016 survey saw a significant increase in the proportion of clients that had undertaken training from home (distance learning): a fifth of clients had undertaken from home (20%), compared to one in ten (10%) in 2014. Training at the client's workplace or on employer premises (19%) has continued to decrease (40% in 2012 and 29% in 2014). It should be noted, however, that these findings are based on relatively small base sizes.

5.21 PACE had some influence on clients' decisions to enter training with 37% of those who had undertaken training said PACE services have had at least some influence on them moving into training or education, with 14% saying it made all the difference.

Figure 5.6 Proportion of clients who have undertaken any other training or development other than through PACE – new client survey

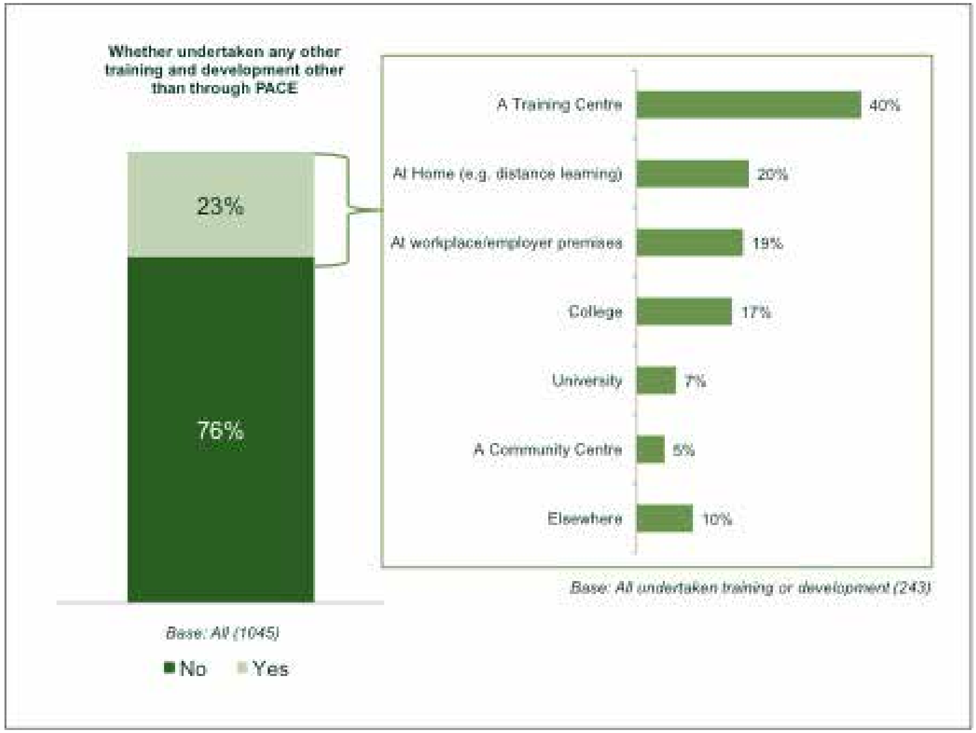
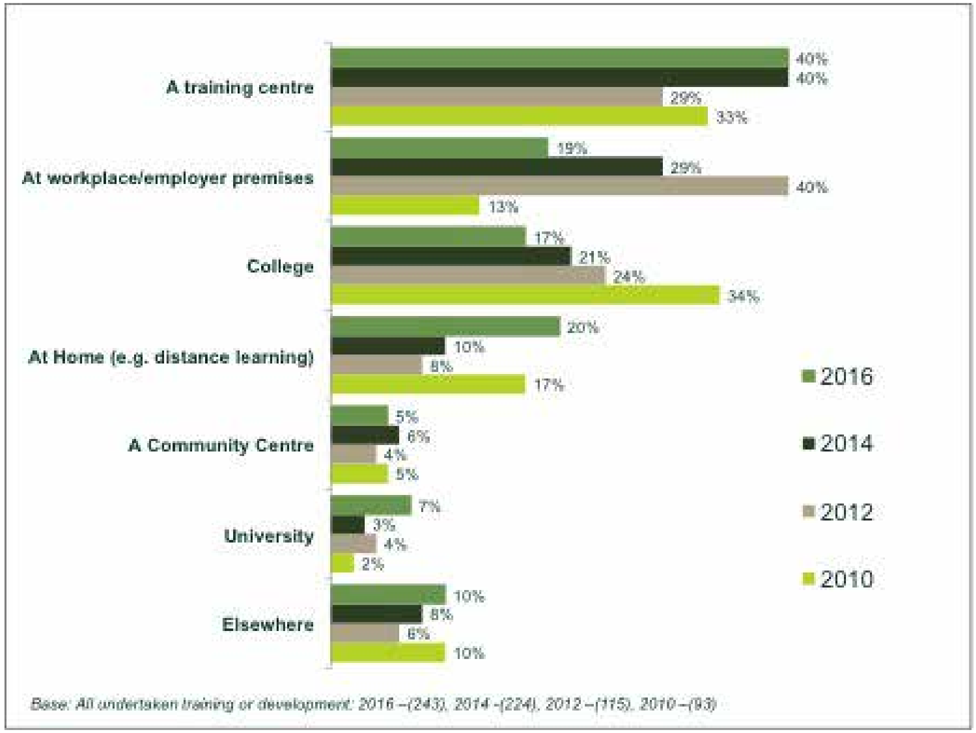


Figure 5.7 Proportion of clients who have undertaken any other training or development other than through PACE, over time



The influence of PACE of client motivation and confidence

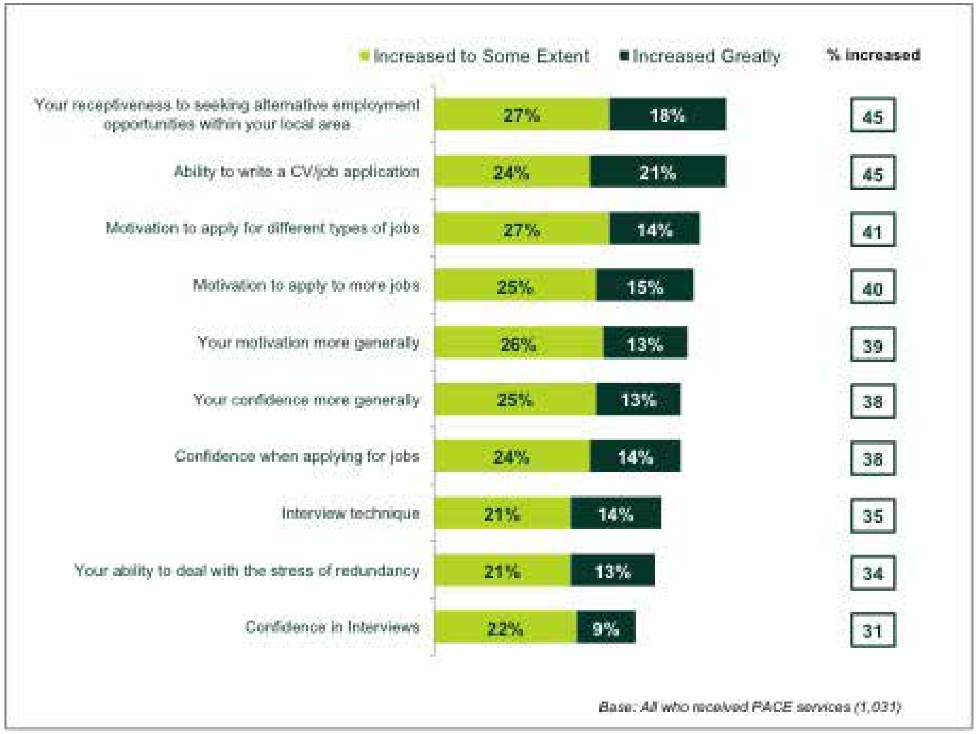
5.22 Clients were asked to rate the influence of PACE on their skills, motivation and confidence when looking for work. Their responses are outlined in Figure 5.8.

5.23 With regards to skills specifically targeted at job seeking, clients were most positive about their ability to write CVs and job applications. Nearly half (45%) felt PACE had increased their ability in this area, with one-fifth (21%) reporting that their skills in this area had increased greatly. Similar proportions of clients indicated that PACE had improved their motivation to apply for more jobs (40%) and different types of jobs (41%).

5.24 New for 2016 was a statement relating to the extent to which PACE had influenced clients' receptiveness to seeking alternative employment opportunities within their local area. Nearly half (45%) reported a positive influence from PACE participation in this respect.

5.25 With regards to broader outcomes in terms of motivation and confidence, roughly four in ten reported that PACE has had an impact on them (motivation 39%, confidence 38%). Furthermore, a third of respondents felt PACE has had an impact on their ability to deal with the stress of redundancy.

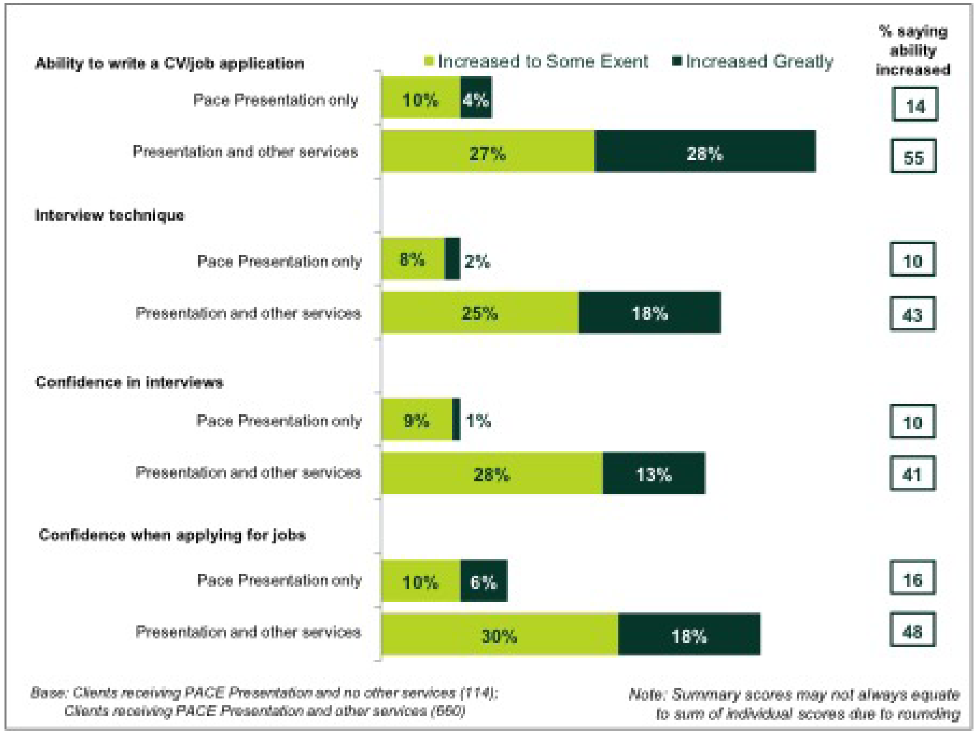
Figure 5.8 Improvements associated with PACE – 2016 new client survey



5.26 In line with previous years' findings it was also evident that accessing services beyond the PACE Presentation and Guide led to a greater perception that the service had improved clients' job search skills. Figure 5.9 compares the proportions who said that PACE led to an improvement in a number of job search areas between those that only received the basic presentation and guide and those who accessed at least one additional service. Differences are marked.

5.27 While just 14% of those who had attended the initial PACE presentation only felt their ability to write a CV or job application had increased, over half (55%) of respondents who had received other additional services saw an improvement in this area. Similarly, while just one in ten (10%) of those receiving the PACE presentation only reported an improvement in their confidence in interviews, four in ten (41%) who had accessed more PACE services were able to identify an increase. The proportions of clients reporting that that they had improved their job search skills and motivations is broadly in line with the proportions reported in 2014.

Figure 5.9 Improvements associated with PACE in job search skills and motivation – 2016 new client survey

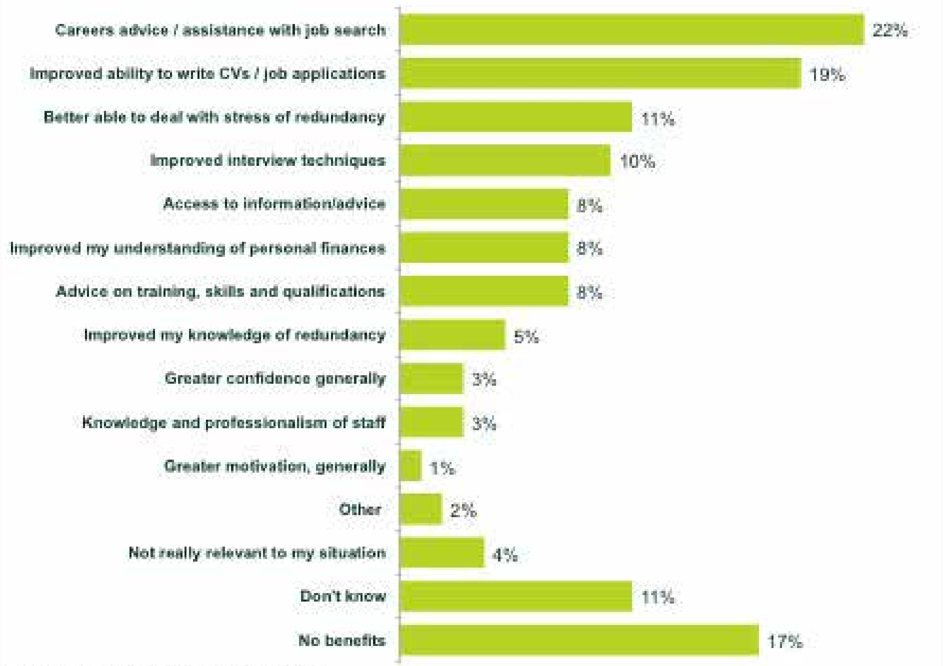


Perceived benefits of PACE

5.28 Clients were asked without prompts what in their opinion had been the main benefit of receiving PACE services. Responses are summarised in Figure 5.10. The most commonly cited benefits were careers advice and assistance with job searching, mentioned by nearly a quarter (22%) of clients, followed by improved ability to write CVs and job applications, mentioned by two-fifths (19%). This mirrors findings on service satisfaction reported previously in this report.

5.29 Other benefits of the PACE service which were spontaneously expressed by clients include improving their knowledge of redundancy (5%) and their understanding of personal finance (8%), the knowledge and professionalism of staff delivering PACE services (3%).

Figure 5.10 Spontaneous views on the benefits of PACE services – 2016 new client survey



Base – All who used PACE services (1,031)

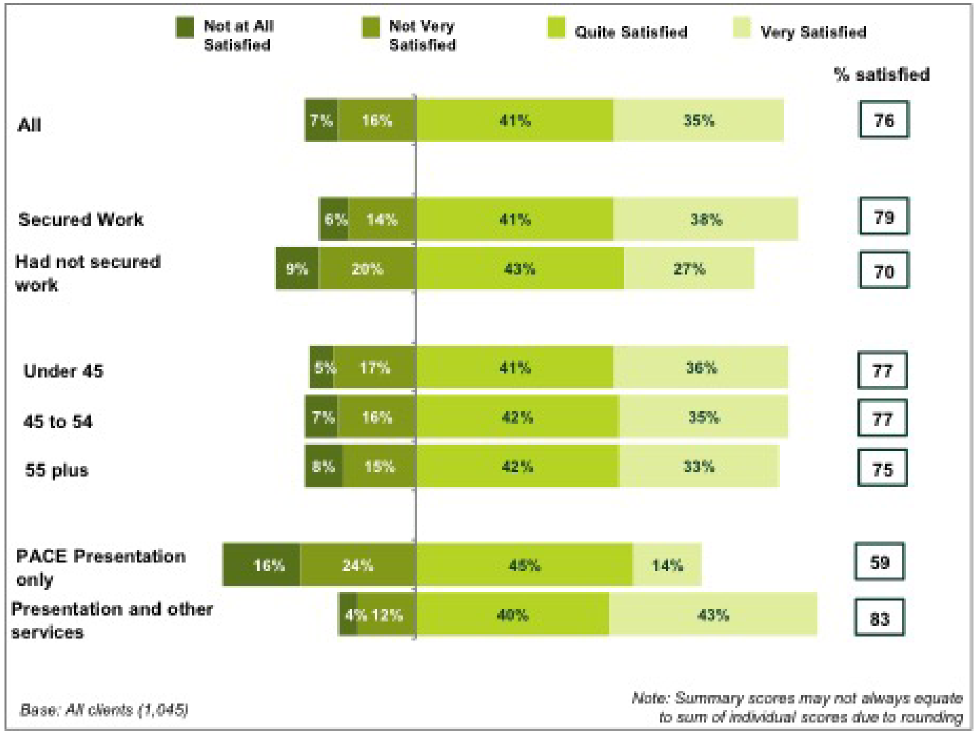
5.30 Clients were also asked whether they felt there were any gaps in PACE provision or any services which could be improved upon. Responses to this question included a high number of 'don't know' responses (37%) but some suggestions were made. These included more personalised or one-to-one support (requested by 146 clients) and more information and support materials (requested by 27 clients).

Overall satisfaction with PACE services

5.31 Nearly one-fifth (19%) of clients felt the support they had received through PACE had exceeded their expectations of redundancy services. A further 46% felt their expectations had been met, whereas over a quarter (29%) felt their expectations had not been met. These findings are in line with findings from the 2014 report. Those who have entered into employment were more likely to say the experience either exceeded or met their expectations (67%) compared with those who have not (58%).

5.32 The overall majority of clients were satisfied with the support they received from PACE, as is illustrated in Figure 5.11. Of all respondents, 76% reported that they were satisfied with the support they received, with 35% saying they were very satisfied. This is similar to the 2014 research where 75% of all respondents reported that they were satisfied (35% very satisfied).

Figure 5.11 Overall satisfaction with PACE services – 2016 new client survey



5.33 Those who had secured work were more likely to say they were very satisfied compared with those who had not found work (38% vs. 27%).

5.34 In the 2014 report those under 45 were significantly more likely to be satisfied with the service compared with those 45 to 54 and those over the age of 55 (84% vs 67% and 69%). In the 2016 survey, however, the proportions satisfied with PACE services was similar across the ages (ranging from 75% among those 55 or over to 77% among those under 45).

5.35 In line with findings from previous years those who only received the PACE presentation were less likely to be satisfied with the service and far less likely to be very satisfied compared with those who received additional services.

5.36 Clients were asked how likely they were to recommend PACE to others and this was a new question in the survey. Just over three-quarters of clients (77%) are likely to recommend PACE services to others, with 47% saying they are very likely to do so. Those who had secured work after their redundancy were more likely to recommend PACE than those who had not secured work (80% vs. 70%). Only 22% would be unlikely to recommend the service to others.

6. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE – LONGITUDINAL STUDY

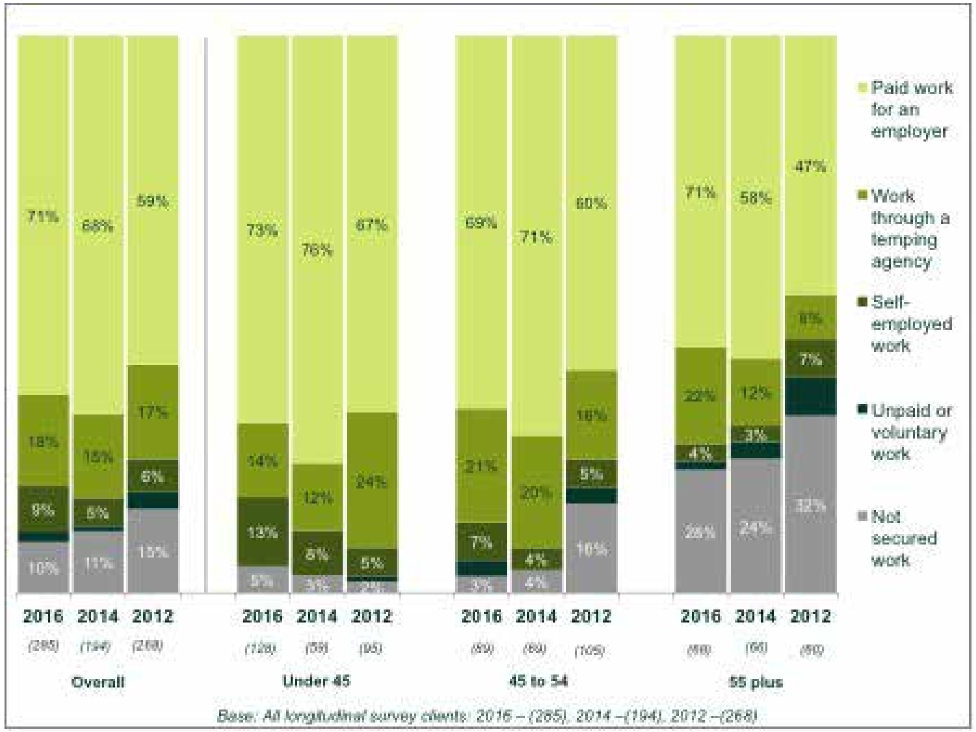
1.1 This chapter presents findings from the longitudinal survey of clients previously interviewed for the 2014 study. The 2016 longitudinal survey followed up 285 clients who had left their job which was selected for redundancy following receipt of PACE services in the period from April 2012 to January 2014. This chapter examines the longer-term labour market outcomes of recipients of PACE services and the influence of PACE on individuals' careers and engagement with education, as well as on their confidence and motivation more broadly.

Moving back into work post-redundancy

6.1 The longitudinal survey asked individuals to think back to when they first left their job that had been selected for redundancy and recall whether they had secured any new work at the time or since then. The vast majority of clients (90%) had managed to secure some form of work post-redundancy, which is in line with the 89% reported in 2014.

6.2 In terms of the type of work secured, Figure 6.1 shows that seven in ten clients (71%) had managed to secure paid work with an employer. Just under a fifth (18%) had secured work through a temping agency, one in ten (9%) had pursued self-employment and just 2% had taken unpaid or voluntary work. These proportions are similar to those reported in 2014.

Figure 6.1 Proportion of clients engaging with different types of work as their first step back into work – comparison of 2016, 2014 and 2012 longitudinal surveys



6.3 There were differences in the types of work secured depending on age. As shown in Figure 6.1, younger clients aged under 55 were more likely to have secured some form of work following their redundancy. Only 3% of clients aged 45 to 54 and 5% of clients aged under 45 had not secured work since their redundancy, whereas approaching three in ten clients aged 55 plus (28%) had not secured work.

Length of time spent out of work post-redundancy

6.4 The longitudinal strand of the research allows us to examine the duration of time that people were out of work for post-redundancy.

6.5 The time elapsed between leaving employment and securing work is shown in Figure 6.2. The top set of horizontal bars shows the time elapsed between clients leaving their role and entering any type of work (i.e. including self-employment, temping or voluntary work). The bottom set of horizontal bars shows the same analysis but this time filtered only on those clients who managed to secure paid work with an employer.

6.6 In 58% of cases, clients had secured work within three months of leaving their previous job and in 20% of cases clients had secured work between three and six months after leaving their old job. Only 7% of clients had not secured work within a year of leaving their old job.

6.7 Turning to consider the time elapsed before moving into paid work with an employer, the picture is broadly similar with 59% of clients having secured such work within three months and a further 19% between three and six months after leaving their old job. The main difference between 2014 and 2016 is that the proportion of clients who took more than a year to secure paid work for an employer has decreased from 16% in 2014 to only 7% in 2016.

Figure 6.2 Time elapsed between leaving employment and securing work (first set of horizontal bars) and securing first paid work with an employer (second set of horizontal bars) – comparison of 2016, 2014 and 2012 longitudinal surveys

Details of the first work role secured post-redundancy

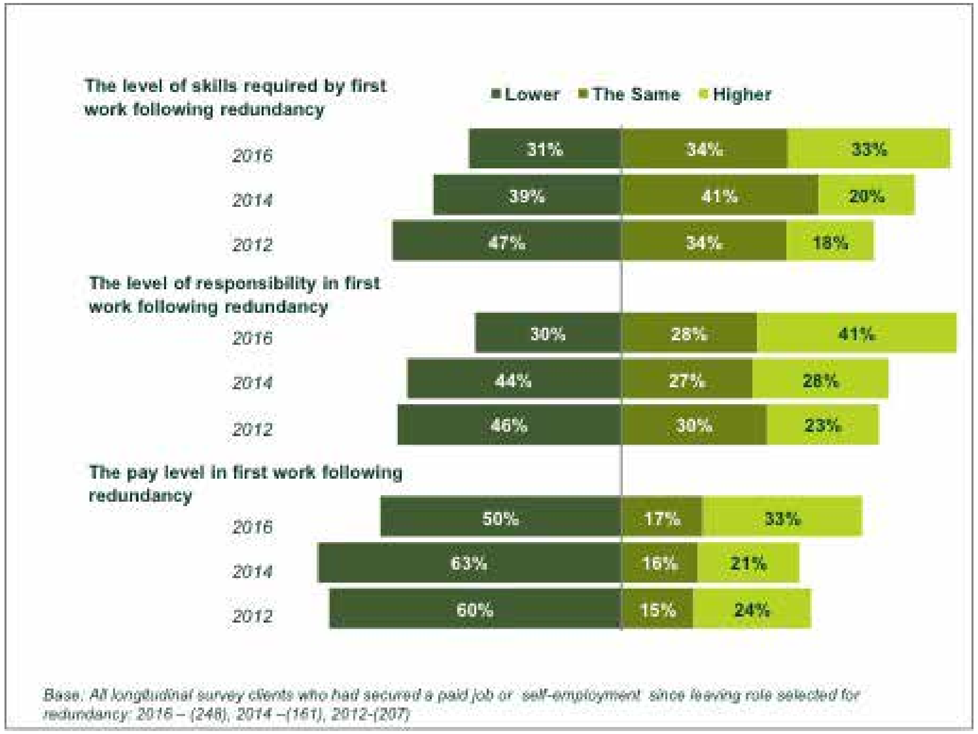
6.8 Among those who had secured paid work for an employer, the majority had secured work on a full-time basis (79%) which was either on a permanent or long-term[8] basis (78%). Similar to previous years, female clients were again more likely than males to have taken paid employment on a part-time basis (44% and 8%, respectively).

6.9 In 46% of cases, the first job (or self-employment) secured was in the same industry – or at least a broadly similar one – to the industry from which they were made redundant. This represents a slight shift from 2014 when over half of clients (55%) had secured work in the same industry, though this difference is not statistically significant. There were no significant differences by age or gender in terms of whether clients had moved to a different industry or not.

6.10 Turning to consider the type of employment first secured following redundancy, Figure 6.3 shows that there was a near even three-way split between clients who had either: moved into a job with lower skill requirements than their previous position; or had moved into a role with similar skill requirements; or had moved into a role with higher skill requirements. This split is broadly in line with findings from the 2014 longitudinal survey.

6.11 Encouragingly, however, in terms of the level of responsibility and level of pay, the proportion of clients who had moved into a position with a higher level responsibility has increased since 2014 (from 28% to 41%) and the proportion of clients who had moved in to a position with a higher level of pay has also increased (from 21% in 2014 to 33% in 2016).

Figure 6.3 Change in level of skill requirement, responsibility and pay in first work post-redundancy as compared to role that was selected for redundancy – comparison of 2016, 2014 and 2012 longitudinal surveys



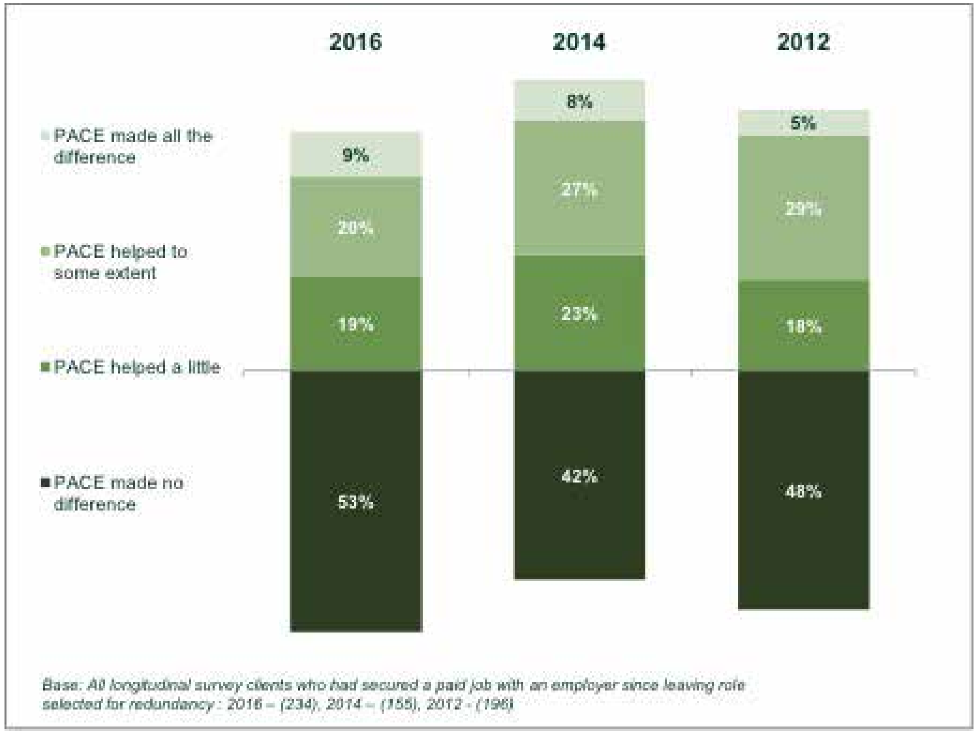
8 A contract term of over 12 months.

The influence of PACE services on the move back into work

6.12 Just under half of clients (47%) who had secured paid work following redundancy reported that the PACE services they had accessed has helped them to move into this employment. Specifically, 19% reported that PACE services had helped 'a little', 20% said they have helped 'to some extent' and 9% reported that PACE services had 'made all the difference' (see Figure 6.4).

6.13 The proportion of clients reporting that PACE services had made no difference has increased since 2014, from 42% to 53%. This appears to be largely driven by an increase in the proportion of older clients aged 45 plus reporting that PACE services had made no difference (59% compared with 42% in 2014).

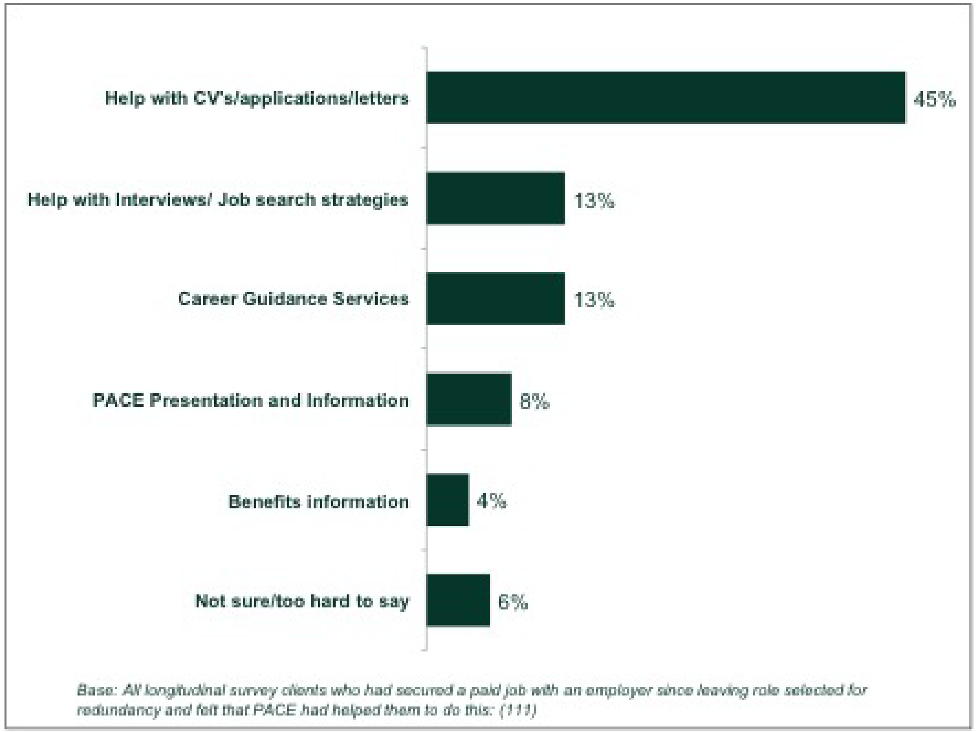
Figure 6.4 The perceived helpfulness of PACE on the move back into employment – comparison of 2016, 2014 and 2012 longitudinal surveys



6.14 Clients who felt that PACE services had helped 'at least a little' in the move back into employment were asked to pick which aspect of the service they considered to have been most helpful in assisting their move back into employment. As shown in Figure 6.5, clients cited that the help they received with CVs and/or job applications had been the most helpful aspect. This is consistent with the findings from the 2014 survey.

6.15 There has been a marked increase in the proportion of clients citing careers guidance services as being the most helpful (from 2% in 2014 to 13% in 2016), largely at the expense of 'help with interviews/job searching which was cited as being the most helpful by 13% of clients in 2016, compared with 24% in 2014.

Figure 6.5 The PACE service considered to be the most helpful in assisting the move back into employment



Current status

6.16 This section of the report explores what clients were doing at the time of the longitudinal interview, a minimum of two years on from accessing the PACE service. Table 6.1 details the main activity of the clients surveyed.

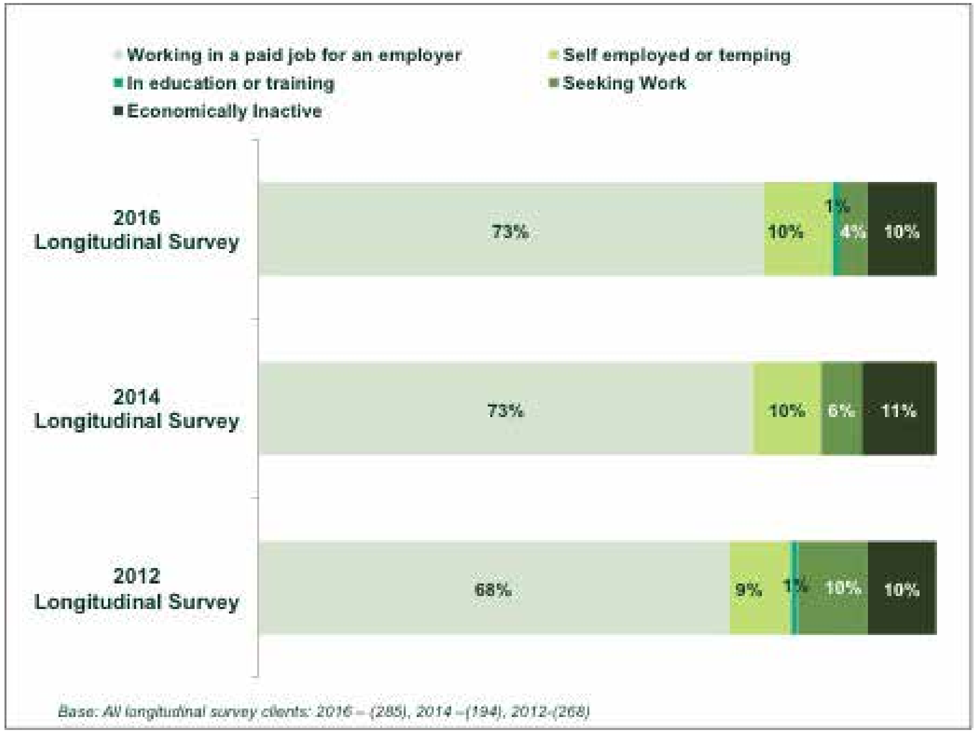
6.17 At the time of the survey around six in ten clients (62%) were working full-time for an employer: a similar proportion to that reported in 2014 but a significant increase from the 51% of clients working full-time in the 2012 longitudinal survey.

Table 6.1 Main activity of longitudinal clients at point of survey – comparison of 2016, 2014 and 2012 longitudinal surveys

	2016 longitudinal survey	2014 longitudinal survey	2012 longitudinal survey
Base: All longitudinal survey clients	*(285)*	*(194)*	*(268)*
	%	%	%
Working full-time for an employer	62	55	51
Working part-time for an employer	11	17	17
Self-employed	7	5	5
Working through a temping agency	3	5	4
In full-time education or training	1	-	1
Working in an unpaid or voluntary role	-	-	1
Unemployed but actively seeking work	4	6	10
Retired	5	8	5
Not working because of ill-health or disability	2	1	2
Being a full-time carer or looking after the family	2	2	1
Taking time out of work to consider options	1	1	1
Other	-	-	1

6.18 Figure 6.6 combines these work outcomes into more general categories and shows that 73% of clients interviewed were working in a paid job for an employer – the same proportion reported in 2014. The 10% classified as 'economically inactive' includes those who had retired or were not working because of a long-term health condition or disability.

Figure 6.6 Summary of main activity at point of survey – comparison of 2016, 2014 and 2012 longitudinal surveys



The incidence of sustained employment

6.19 The longitudinal survey allows analysis of the extent to which clients have secured sustained employment with the same employer over the period since they were made redundant (or had maintained successful self-employment).

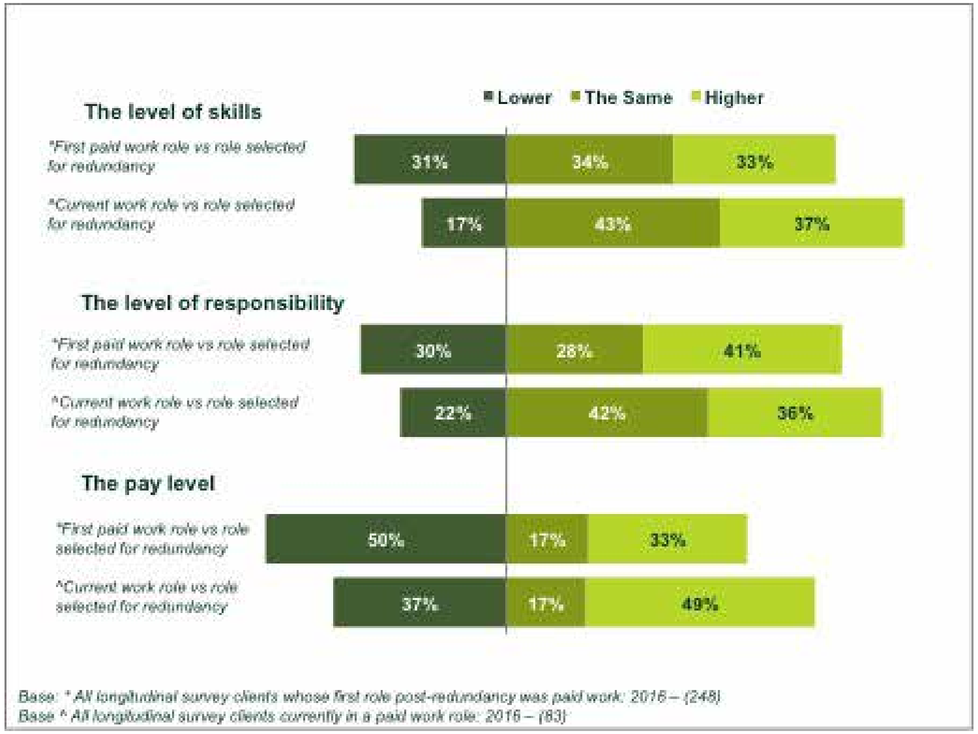
6.20 Two-fifths of clients (38%) were still working for the same employer in the same job role that they had secured as their first job post-redundancy. A further 9% had moved role in this period but continued to work for the same employer. Of the 14 clients interviewed who were in self-employment following redundancy, nearly all (13) were still working for themselves at the time of the longitudinal survey.

6.21 Turning to consider the type of employment that clients had secured at the time of the longitudinal survey, Figure 6.7 shows the characteristics of the job roles of clients interviewed for the 2016 longitudinal survey. It shows the difference in the level of skills, level of responsibility and pay between:

- the first paid job role that clients secured following redundancy with the role they were made redundant from (this data was shown previously in Figure 6.3); and
- their current role at the time of the longitudinal survey and the role they were made redundant from.

6.22 In relation to the skills required, the level of responsibility and the pay levels, there was an evident shift towards clients working in roles at the time of the longitudinal survey that were superior to those secured as their first employment post-redundancy. It is particularly notable that half (49%) of clients who were in paid work at the time of the longitudinal survey were in a role with higher pay than the job role from which they were made redundant.

Figure 6.7 Change in level of skill requirement, responsibility and pay between i) the position selected for redundancy and first work role; and ii) the position selected for redundancy and the current role



Engagement with learning, training and development post-redundancy

6.23 Only two clients interviewed for the 2016 longitudinal survey were in full-time or part-time education at the time of the survey. However, over a third (36%) of all clients had undertaken some form of education, training or development since being made redundant.

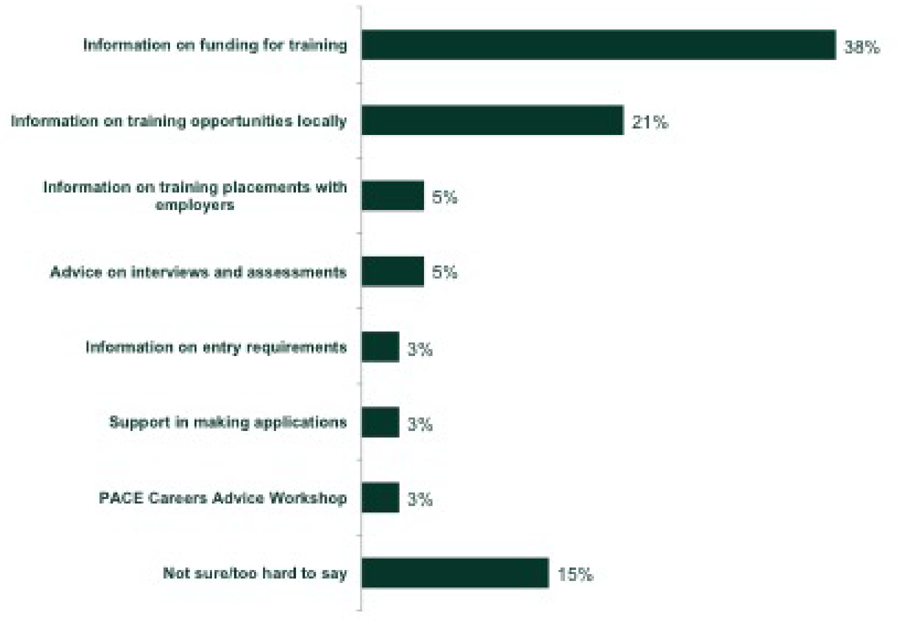
6.24 Approaching a fifth of all clients (18%) had undertaken full-time education or training at any point since their redundancy, with 20% having undertaken part-time learning. Around a quarter (24%) had been on a course of learning or training lasting a week or more and training most often took place:

- at a training centre (15% of all clients);
- at the client's workplace or an employer's premises (14%); and
- at a college (8%).

6.25 In terms of the influence of PACE services, around four in ten clients (38%) who had undertaken some form of education, training or development since their redundancy reported that PACE had helped them move into this education/training. These proportions are largely in line with the findings reported in 2014 and 2012.

6.26 Clients who felt that PACE services had helped 'at least a little' in their move into education, training or development were asked to pick which aspect of the service they considered to have been most influential. As shown in Figure 6.8, clients typically cited 'information on funding for training' and 'information on training opportunities locally' as being the biggest help. The low base size here of 39 respondents should be noted and taken into account if comparing across years.

Figure 6.8 PACE service considered most helpful in moving into education, training and development following redundancy



Base: All longitudinal survey clients who had engaged with any education or training since job selected for redundancy and felt that PACE had helped them to do this: 2016-(39)

The influence of PACE on client motivation and confidence

6.27 All clients taking part in the longitudinal survey were asked to reflect on whether they felt PACE had helped them in their life and career since they were made redundant. Around six in ten clients (58%) reported that PACE has helped at least a little in their life and career (of which, 11% felt that PACE had made 'all the difference' to them). The findings in 2016 largely mirror those reported in 2012 when a greater proportion of clients reported that PACE had made 'no difference' compared to the level reported in 2014 (see Figure 6.9).

Figure 6.9 The perceived helpfulness of PACE in life and career post-redundancy – comparison of 2016, 2014 and 2012 longitudinal surveys

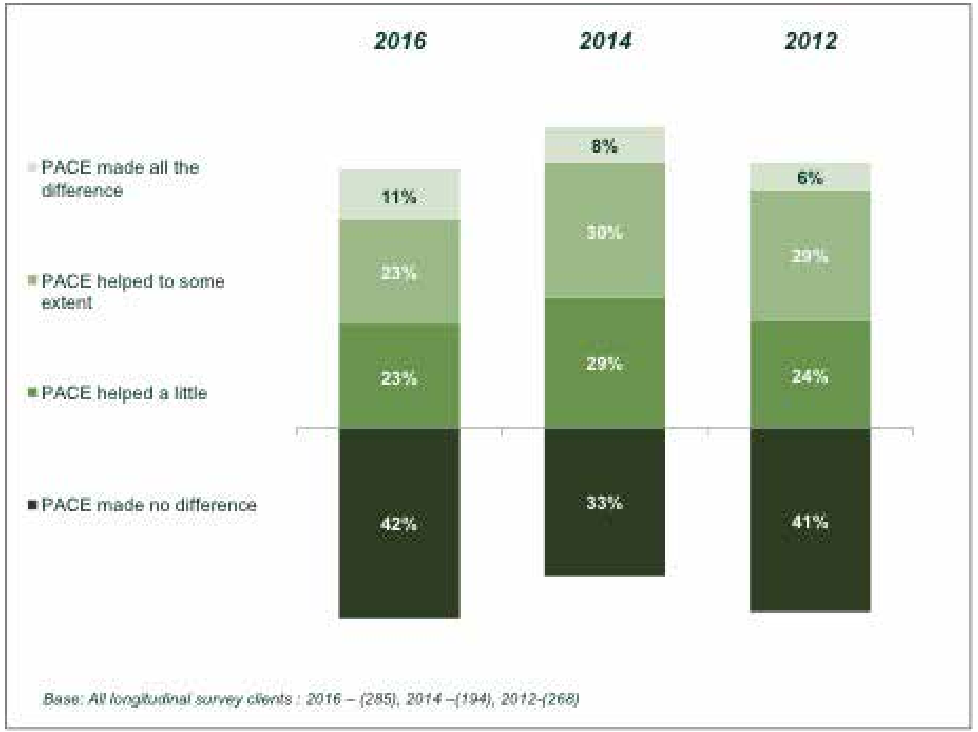
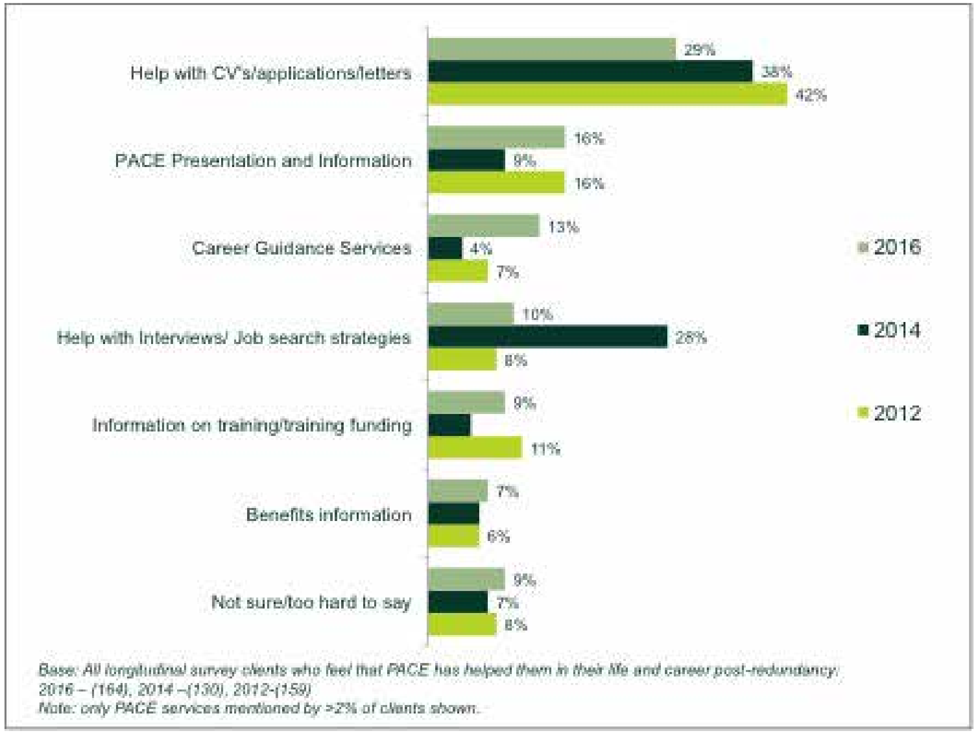


Figure 6.10 PACE service considered the most helpful in life and career post-redundancy – comparison of 2016, 2014 and 2012 longitudinal surveys



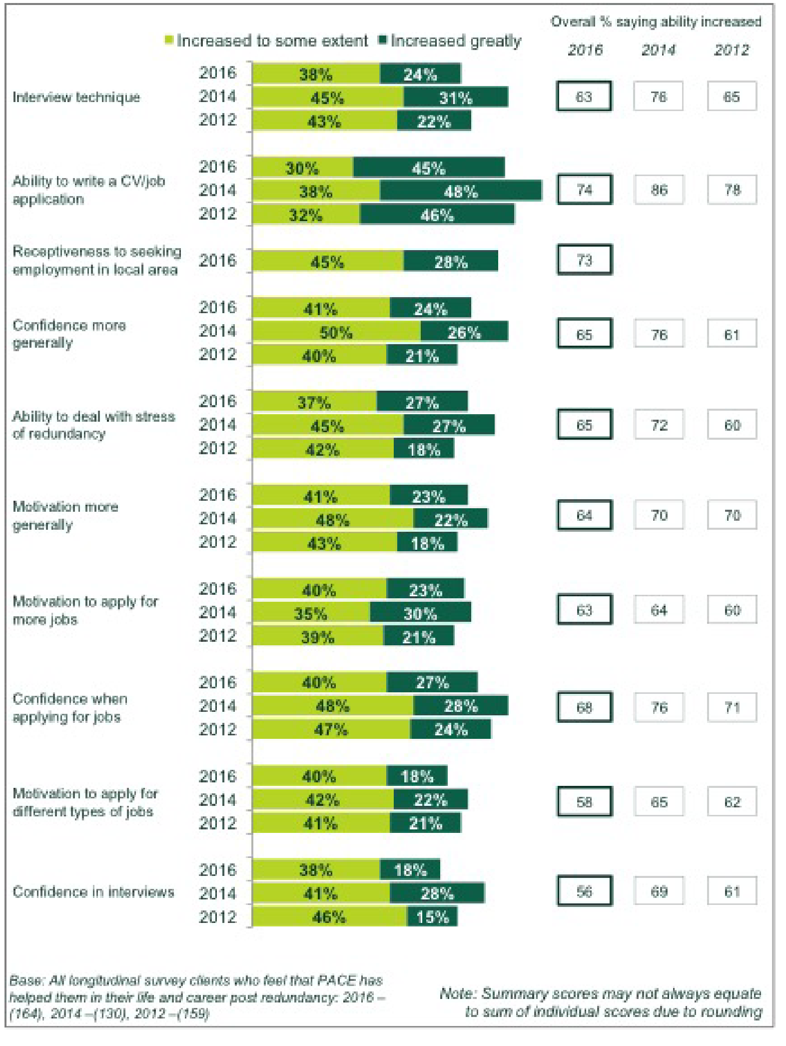
6.28 When asked to cite which aspects of PACE have been most helpful in their life and career post-redundancy, clients most commonly cited the help they had received relating to writing CVs and job applications (29%). The second most helpful aspect was deemed to be the PACE presentation and information (16%), followed by career guidance services (13%). This represents a shift from 2014 when help with interviews and job search strategies was deemed the second most helpful aspect of the PACE service (see Figure 6.10).

6.29 To further explore how PACE services have helped clients in their post-redundancy life, clients were asked to rate the extent to which PACE has helped them in particular aspects of their post-redundancy life. As shown in Figure 6.11, around six in ten clients (63%) felt that PACE had improved their interview technique and similar proportions felt that PACE had helped their ability to write CVs and/or job applications (74%) and had helped increase their receptiveness to seeking alternative employment opportunities in their local area[9] (73%).

9 Note that this statement was a new addition to the 2016 longitudinal survey.

6.30 Compared to 2014, however, the proportion of clients reporting that PACE had improved their ability has generally decreased across most of the items listed in Figure 6.11 but only significantly so for the following: interview technique; ability to write CVs/job applications; confidence in interviews; and confidence more generally.

Figure 6.11 The influence of PACE on skills, confidence and motivation – comparison of 2016, 2014 and 2012 longitudinal surveys



Satisfaction with PACE services

6.31 As a way of gauging client satisfaction with PACE services two years on from the previous survey, clients were asked a new question in the 2016 longitudinal survey: whether they would recommend PACE services to others going through redundancy.

6.32 Encouragingly, around three-quarters of clients (74%) indicated that they would be likely to recommend PACE services to others (43% would be very likely to recommend PACE to others and 31% ‘quite likely). A quarter (24%) would be unlikely to recommend PACE to others with the remaining 2% unsure as to whether they would recommend PACE.

7. CONCLUSIONS

7.1 The final chapter of this report brings together findings to answer the key research objectives for the study, and to make recommendations for the ongoing improvement and development of PACE services.

Objective 1: Provide an up-to-date picture of the profile and characteristics of individuals accessing PACE services

7.2 In this survey, respondents who had accessed PACE services between 2014 and 2016 were very similar in their characteristics to the respondents to previous 2014 and 2012 surveys. They were predominantly male (66%), predominantly under 55 (73%) and predominantly White British (94%). Respondents were fairly evenly balanced across socio-economic groups with slightly more in the C1 and D/E groups.[10] This is broadly in line with the overall PACE client base.

7.3 The survey provides an opportunity to identify differential experiences of and outcomes from PACE by a number of client characteristics: age, gender and socio-economic profile. Overall, findings suggest that there are few differences in the services accessed by these characteristics nor are there significant differences in their views on the quality (relevance, timeliness and usefulness) of services. In this way PACE can be seen to be delivering the same level and quality of service to clients regardless of their age, gender and socio-economic profile.

7.4 However, there were differences in outcomes based on client characteristics, which are discussed further below.

10 Social grading is a form of demographic classification used in the UK. It was originally developed by the National Readership Survey (NRS) in order to classify readers and the system has since become the standard classification used in market research. Category AB relates to those in higher or intermediate managerial roles. Category C1C2 relates to those in junior administrative/managerial roles and skilled workers and category DE relates to semi-skilled, manual and casual workers.

Objective 2: Determine the extent to which clients access specific PACE services on offer

7.5 The PACE Presentation and Information session remains the most widely used PACE service which three-quarters of all clients have accessed. The presentation acts as the gateway to further use of services as the vast majority of those who received the PACE Presentation and Information session went on to access other PACE services.

7.6 Levels of take up are reasonable across all PACE services, suggesting that all services are utilised. After the PACE information session, the most commonly accessed services were information about training and funding sources, help with CVs/applications/letters and information about benefits (although these were not necessarily those subsequently considered to be most relevant or useful). Each of these services were accessed by over half of all clients. Where services are less well-used this tended to be those that are more niche or specialist such as help with reading, writing and numbers and help with redundancy-related stress.

7.7 Certain services were used more frequently by those that had gone onto find work post-redundancy. Perhaps unsurprisingly these were the more employment-focused services such as help with interviews and job search strategies and careers guidance.[11]

Objective 3: Gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as their satisfaction levels more broadly

7.8 Overall clients were happy with the support that they had received through PACE. Satisfaction levels remain high over time with around three-quarters expressing satisfaction with PACE and over a third saying they were very satisfied.

11 However, this does not necessarily indicate that these services are more likely to lead to a return to work. There may be differences in the motivations and expectations between the two groups which made one more likely to take up such services (and enter work).

7.9 Satisfaction levels with individual services were also high (and have been since the survey began). In 2016, levels of satisfaction with individual PACE services were over 80% for the majority of services, and between 40% and 50% of clients reported that they were very satisfied.

7.10 The services with which most respondents were very satisfied tended to be those relating to practical job search, such as help with CVs/applications/letters and help with interviews and job search strategies. These were also the services that clients were more likely to perceive as very relevant, particularly those clients who had gone on to find work. This suggests that these services should remain at the heart of the PACE offer.

7.11 The timeliness of support is also very important in a redundancy situation and overall clients were happy that services had been delivered when they needed them. The services that were most likely to be seen as timely were help with understanding tax responsibilities, the Money Advice Service and help to cope with redundancy-related stress. These are perhaps services that are more time critical than others as they relate to immediate financial or emotional needs. In this respect PACE is successfully delivering in a time-responsive manner.

7.12 Where services were not perceived to be delivered at the right time, it tended to be because clients felt they had been delivered too late. Around a quarter of clients felt that the PACE Presentation and Information and services relating to careers guidance and training could have been delivered earlier in the redundancy process.

Objective 4: Establish the impacts that PACE support has had on individuals' progression into learning and/or (intended/desired) employment, as well as the extent of 'softer' benefits to individuals' lives

7.13 Overall client outcomes from PACE continue to be very positive. Nearly three-quarters of clients who accessed PACE services between 2014 and 2016 (71%) had entered into employment before or after their redundancy. PACE clients also have strong longer-term outcomes with 91% of those interviewed as part of the 2016 longitudinal survey having moved into work at some point.

7.14 In the 2016 new client survey, where clients had entered work the job quality was arguably high with the majority in full-time employment and two-thirds in permanent positions. Around two-thirds were in roles of the same or higher level of skill or responsibility, yet a significant proportion (58%) had taken a lower paying job than their pre-redundancy role. However, the 2016 longitudinal survey indicates that outcomes for PACE clients improve over time. By the time of the longitudinal survey clients were in roles that were superior to those they had secured as their first employment post-redundancy, particularly in relation to pay.

7.15 In the 2016 new client survey, the likelihood of securing work was strongly influenced by client characteristics. Younger clients, aged under 55 were more likely to have entered employment than those aged over 55. They were also more likely to have improved their employment situation post-redundancy by finding a role that was more skilled, better paid or with greater responsibility compared to the over 55s.

7.16 Clients were positive about the impact that PACE had on their move into work. Just under half of those who had entered into employment reported that PACE services had some degree of influence on this outcome. Three in ten said it had either helped to some extent or made all the difference.

7.17 With regards to softer skills, PACE clients reported improvements in their job seeking skills, in their motivation and confidence and their ability to deal with the stress of redundancy. This was particularly the case where clients had accessed more than just the PACE Presentation and Information session and had a deeper engagement with the initiative.

7.18 Overall nearly two-thirds of all clients reported that PACE had exceeded their expectations and over three-quarters said that they would recommend PACE to others.

Objective 5: Channel the insight gained from the study into the development of actionable strategies for further enhancing the effectiveness and focus of PACE

7.19 A small number of clients suggested ways in which the PACE services could be further enhanced. These included greater personalisation of services (mentioned by 14% of all clients) and more follow-up help/ ongoing support (mentioned by 9% of all clients).

7.20 However, more broadly, the findings from the research indicate two main areas in which there may be scope to further improve PACE delivery:

- Awareness and use of online and telephone support. Where clients had used the online PACE services and the telephone helpline they tended to be very satisfied. However, awareness and use of these kinds of support was low. Given that clients expressed a desire for more follow-up help and ongoing support, it may be possible to meet that need by ensuring that they are aware of all the services that they can access online and through the helpline.
- Support for older workers. It is clear from the findings that post-redundancy outcomes for those aged over 55 are poorer than for the younger age group. This finding is consistent with the 2014 survey and is reflective of a wider employment trend which sees barriers to recruitment, retention and retraining for older workers. There may be a case for further specialised support for older clients following redundancy, particularly given that in the long-term it was older clients who were more likely to report that PACE had not helped them.
- Ensuring the PACE presentation and information guide is delivered earlier in the redundancy process. A quarter of clients who received this service felt it came too late. Given that this service acts as a gateway to other more specific PACE services, it is important that this service is delivered early in the process and may help bring down the perceived 'lateness' of other PACE services. Moreover, clients who had accessed a greater number of services tended to be more likely to report that PACE had helped them in their move back into employment and use of the presentation and guide earlier in the process may help facilitate use of a greater number of services among clients.

8. ANNEX A – OIL AND GAS SECTOR ANALYSIS

Background

A.1 The North Sea oil and gas sector is a key part of Scotland's economy. The fall in oil prices at the end of 2014 had an impact on the sector and the *Economic Report 2015* from the trade body Oil and Gas UK estimated a 15% reduction in jobs over the course of 2015. However, Scotland's 2015 Economic Strategy makes clear that the sector will make an important contribution to Scotland's economy for decades to come.

A.2 This section explores the experiences and outcomes for PACE clients made redundant from the oil and gas sector, more specifically a sub-group of 110 respondents who were made redundant from that sector and accessed the PACE services during the period 2014-2016. These individuals were identified in the sample through an 'oil and gas' marker which was set by SDS on their system. Differences between the responses of oil and gas sector clients and clients in the main new client 2016 sample have been described, where they are statistically significant.

Profile and characteristics

A.3 As regards age and gender, clients in the oil and gas sub-group were similar to the wider PACE client base; however, some differences were evident in relation to age, socio-economic group and ethnic origin (see Figure A.1). Clients who had been made redundant from the oil and gas sector appeared to be younger, relatively more socio-economically advantaged and more ethnically diverse than the main sample.

A.4 Eighty percent of oil and gas sector respondents were aged under 55 compared to 73% in the main sample, with most of those aged under 45. When asked to consider their ethnic origin, 94% of clients in the main sample classified themselves as either British or Scottish whereas this classification was only reported amongst 86% of clients in the oil and gas sub-group. Respondents in the oil and gas sector group were also more likely to be found in the C1 and C2 socio-economic groups and less likely to be in the D/E groups than the main sample.

Use of PACE services

A.5 Also summarised in Figure A.1 are the proportions accessing each of the PACE services. Overall oil and gas sector clients were less likely than the main sample to say that they had received each of the PACE services. As with the wider sample the PACE presentation and guide was the service accessed the most amongst oil and gas sector clients (70% vs 74% for the wider sample). However, this group were more likely to say that this was the only PACE service that they had accessed (20%) than clients in the main sample (10% in both 2016 and 2014).

A.6 The top four services received by oil and gas sector clients were similar to the main sample but in a slightly different order. Forty percent had received help with CVs, applications and letters (48% in the main sample), 37% had received information about training and funding sources (52% in the main sample) and 34% had accessed benefits information (50% in the main sample).

Figure A.1 Profile of oil and gas sector clients and services accessed

Respondent demographics

	Oil & gas sector respondents	All 2016 new client survey respondents
Base	[illegible]	[illegible]
	%	%
Gender		
Male	67	66
Female	33	34
Age		
Under 45	50	40
45 to 54	30	33
55 plus	18	25
Refused	2	2
Summary: Under 55	80	73
Ethnicity		
White British	86	94
Not White British	10	4
Prefer not to say	4	2
Social Economic Group		
A/B	19	17
C1	38	31
C2	20	12
D/E	13	29
Unknown / Refused	9	10
Has disability/impairment		
Yes	6	6
No	92	92
Refused	2	2

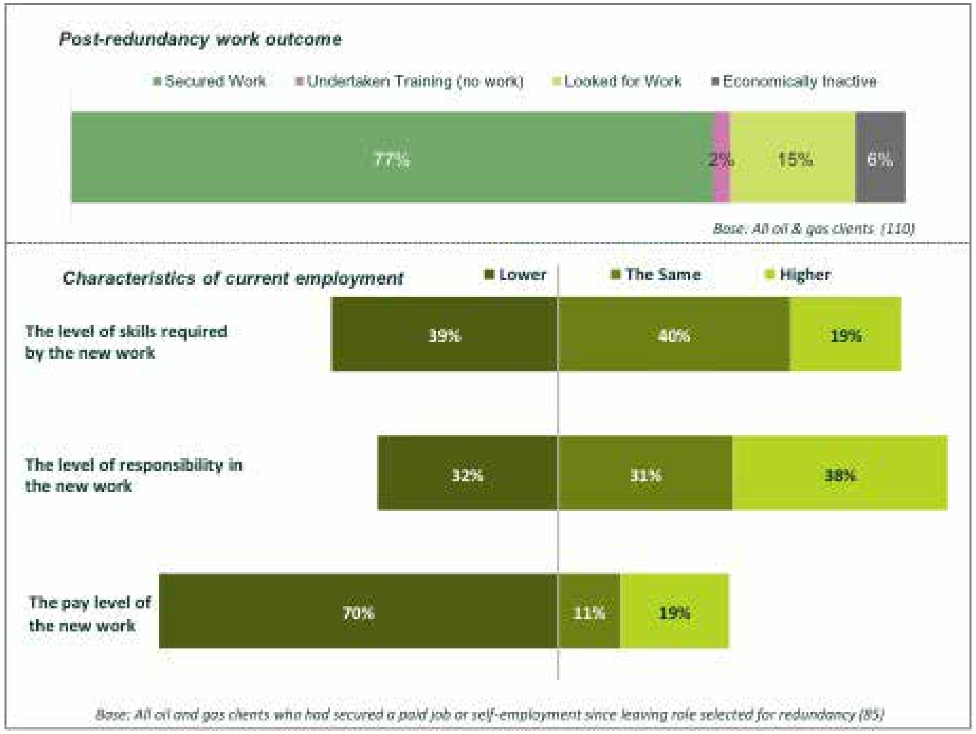
Moving back into employment

A.8 Encouragingly, oil and gas sector clients were very likely to have found work since being made redundant (see Figure A.2). Seventy-seven percent of former oil and gas employees had secured work either before or after leaving their position selected for redundancy, which perhaps explains why they accessed fewer PACE services overall. The oil and gas sub-group were similar to the main sample in their likelihood of having been unemployed looking for work at the time of (15% of oil and gas, 14% of main sample) but fewer were not in work but in training (2% compared to 8%), with a similar proportion economically inactive (6%, 7% in the main sample).

A.9 For most (former) oil and gas clients their new roles were found in a different industry (59%), 17% had found work in a broadly similar industry whilst the remainder (25%) were still employed in the same industry. Most were still in the first job they had found post-redundancy (71%).

A.10 Former oil and gas sector clients were likely to have taken a pay cut for their new position with 70% on lower pay post-redundancy (compared to 58% of the main sample group). Yet, as Figure A.2 shows, 59% of respondents said that their new roles required the same or higher levels of skill than their previous job and for 68% it required the same or more responsibility.

Figure A.2 Summary: Post-redundancy activity amongst oil and gas sector clients



Influence of PACE on move back into employment and training

A.11 The extent to which PACE was perceived to have been an influence in the move back into employment was similar amongst oil and gas sector clients compared to the wider PACE client base. The proportion of clients who felt PACE had helped at all was 37% amongst the oil and gas subset compared to 47% amongst the wider sample (note, however, that this difference is not statistically significant due to the small base sizes involved).

A.12 The PACE services that oil and gas sector clients perceived to have helped them most in the move back into employment were similar to those mentioned by the main sample. The service perceived to have been the most helpful was support with CVs, applications and letters (mentioned by 33% of oil and gas sector employees who thought PACE had at least some influence on their move back into employment).

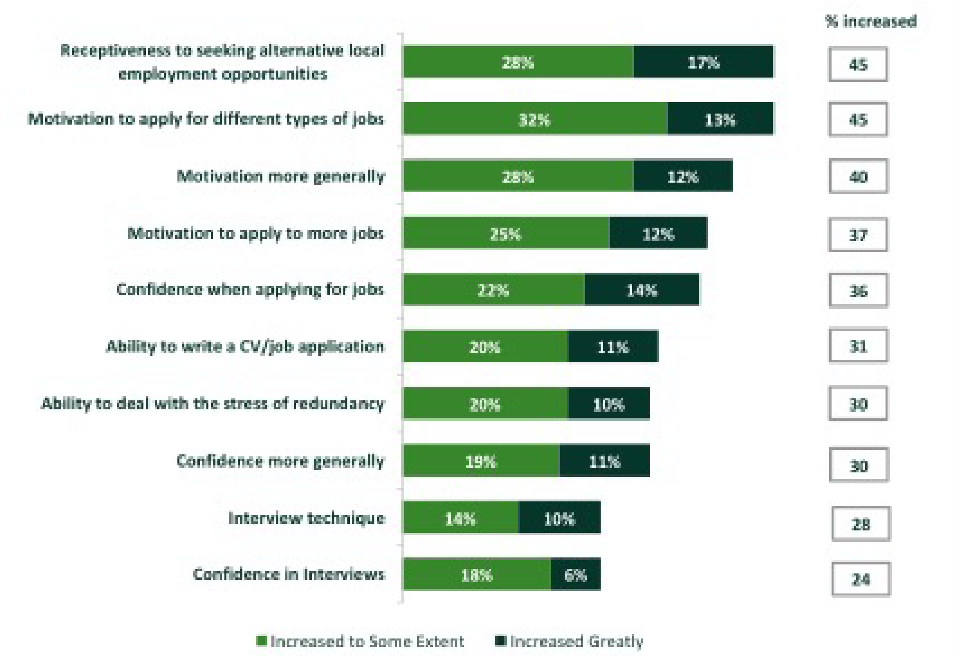
A.13 One-fifth (19%) of the oil and gas sub-group had undertaken some form of training since being made redundant, again broadly in line with the wider sample (26%).

Influence of PACE on motivation and confidence

A.14 When asked about how PACE had influenced factors such as their job search behaviour, confidence and motivation, oil and gas sector clients gave similar responses to the main sample. The key impacts, shown in Figure A.3, were around motivation to apply for jobs and on the breadth of the roles that they sought.

A.15 Nearly half said that PACE had influenced their receptiveness to alternative local employment opportunities (45%) and their motivation to apply for different types of jobs (45%). This is reflected in the finding that over half of oil and gas sector clients had found work in a different sector. Slightly fewer felt that PACE had influenced their motivation more generally (40%) and their motivation to apply for jobs (37%).

Figure A.3 Improvements associated with PACE amongst oil and gas sector clients



Base: All oil and gas respondents who received PACE services (100)

Overall satisfaction

A.15 Oil and gas sector clients using PACE had high levels of overall satisfaction with services: 79% percent were satisfied overall, with 46% very satisfied.

A.16 Broadly in line with the main survey, 60% of oil and gas sector clients reported that PACE service had matched or exceeded their expectations and three-quarters (74%) said that they would recommend PACE to others.