PACE Client Experience Survey 2018

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

By IFF Research

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CONTENTS

EXECUTIVE SUMMARY

Partnership Action for Continuing Employment (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.

This report details findings from research into the experiences of clients receiving redundancy support services through PACE. This research is the fifth iteration of research assessing client experiences of PACE. The previous iterations were carried out in 2010, 2012, 2014 and 2016.

Main messages

Work outcomes in the 2018 survey are at the highest level across the survey series. Four-fifths of PACE clients surveyed (80%) had found new work (including self-employment) following their redundancy. Most of these having found work within six months of their redundancy.

Beyond the initial PACE presentation and information guide, the most commonly accessed services were: information about training and funding sources, help with CVs and job applications, benefits information, and career guidance interviews. Overall satisfaction with PACE services continues to be high, with individual services considered to be relevant to clients' needs.

There has been marked improvement in the perceived timeliness of PACE services. Only a quarter of PACE clients considered the services they accessed to have been delivered too late for their needs; a significant decrease from around a third of clients in the two previous surveys in 2016 and 2014.

The characteristics of the work roles secured compare well to the roles that clients were made redundant from. For the majority of clients that had found work, the new roles tended to be at least at the same level in terms of the level of skills required and the level of responsibility. It is in terms of pay where the new roles tend to compare less favourably. In line with previous years, just over half of clients in new work were at a lower pay level compared to the job they were made redundant from.

Longer-term outcomes are also positive with regard to the proportion of PACE clients in work up to four years following their redundancy. The longitudinal survey also provides evidence of improvements over time in the characteristics of the roles secured in terms of the level of skills and responsibility, though not in terms of the level of pay. There is, however, a trend of longer-term perceptions on the helpfulness of PACE in clients' lives and careers having declined. This may point toward a role for greater follow-up support, something which may be achieved through greater promotion of online PACE services.

Background to the research

Since 2010 the Scottish Government and Skills Development Scotland (SDS) has, on behalf of the Ministerial PACE Partnership, commissioned a biennial survey of PACE clients to help evaluate the performance of the PACE initiative from the perspective of users and assist with its continual development.

Accompanying the 2012, 2014, 2016 and 2018 studies is a longitudinal survey of users, following up with clients interviewed in the preceding iteration of the research to evaluate their current employment situation and how PACE has influenced their career progression up to four years after redundancy.

As in previous years, IFF Research was commissioned to carry out the 2018 PACE Client Experience Survey. It followed a similar methodology to the research undertaken in previous years, with the main objectives being to:

- provide an up-to-date profile of PACE users;
- gauge the extent to which clients have accessed PACE services;

- examine client views about the PACE service (e.g. the relevance, usefulness and timeliness of each service that PACE clients received, as well as their satisfaction levels);
- establish the influence that PACE has had on current and past clients' progression into learning and/or employment, as well as the extent of 'softer' benefits to individuals' lives, such as self-confidence and motivation; and
- make recommendations about the PACE service that will inform its future development.

The 2018 wave of the research comprised 1,065 interviews with clients accessing PACE services since January 2016, as well as 307 follow-up interviews with PACE clients who took part in the main survey in 2016.

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

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

- **Profile and characteristics of individuals accessing PACE services**
  The profile of respondents who had accessed PACE services between 2016 and 2018 were very similar in the characteristics to respondents in the previous studies. The majority were male (72%) and identified themselves as White British (89%), and almost half (47%) were aged 50+. Respondents were split fairly evenly across the socio-economic groups[1], though the proportion from the C1/C2 groupings have increased since 2016.

- **The extent to which clients access specific PACE services on offer**
  The suite of PACE services is still being widely utilised by clients. The PACE presentation and information guide was again the most commonly used service (75% recalled doing so), followed by information about training and funding sources (63%); help with CVs and job applications (51%); benefits information (46%); and career guidance interviews (43%).

  Other services were accessed by a small proportion of PACE clients, such as help with understanding tax responsibilities and help to cope with redundancy related stress (both 12%), and help with reading, writing and numbers (5%).

- **Views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction with service delivery**
  PACE services continue to be well received by clients. Overall satisfaction with their interaction with PACE services continues to be high with an average of 85% of clients being satisfied across service.

  There has been notable improvement in the perceived timeliness of PACE service. A quarter of PACE clients (25%) considered the services they accessed to have been delivered too late for their needs which is a significant decrease from around a third of clients in the two previous surveys in 2016 and 2014. In particular there was a notable decrease in the proportion of clients that considered the PACE presentation and information guide to have been delivered too late (from 26% in 2016 to 18% in 2018). This improvement is notable given that this service often acts as a gateway for directing individuals to the suite of PACE services.

  The survey asked clients, overall, how their experience of engaging with the PACE initiative had met their expectations. Around two-thirds of clients (67%) 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**
  The 2018 survey records the highest proportion of clients having found work since their redundancy. Four-fifths (80%) of clients surveyed in 2018 had found new work, up from 71% reported in 2016.

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 C1/C2 relates to those in junior administrative/managerial roles and skilled workers and category D/E relates to semi-skilled, manual and casual workers.

Of those that had secured work, the majority had found work which required at least the same, or higher, level of skills (67%) and either the same or higher level of responsibility (62%). However, 54% of working clients took a pay cut in their new role. These are in line with the findings reported in 2016.

Over the longer-term, work outcomes are also positive. Of the clients included in the longitudinal survey (i.e. those who accessed PACE services in the period 2014 to 2016), around nine in ten (88%) had secured work at any point following their redundancy, with 78% in work at the time of interview (most of whom were working full-time for an employer). In terms of the levels of skills and responsibility, the characteristics of clients' current roles tend to compare more favourably to the first job/role secured following redundancy; showing career progression over time. However, most (63%) still reported that the level of pay in their current roles was at a lower level compared to the job they were made redundant from.

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 (41%; 3% felt that PACE had made all the difference).

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.

PACE has a positive impact on client's confidence and motivations post-redundancy, as well as their perception of their job-seeking capabilities. Clients were most positive about how PACE improved their receptiveness to seeking local employment, increased their ability to write CVs and job applications, their motivation to apply for different types of jobs, as well as having improved both their general motivation and confidence. Over the longer-term, however, the proportion of clients in the longitudinal survey reporting that PACE had helped them in their career and life has decreased from 58% to 50%.

- **Recommendations for ongoing development**

Although the employment outcomes are still positive and clients' perceptions of PACE continue to be positive, the current research identifies some areas for continuing development.

A relatively small number of clients offered suggestions themselves when asked in the survey. The most common suggestion related to greater personalisation and tailoring of services to specific needs (mentioned by 15% of clients; similar to previous years). Within this, suggestions ranged from greater use of face-to-face meetings, ensuring advice covers the range of roles (from low to high skill), as well as more support for those considering self-employment. A continued drive to enhance the personalisation and tailoring of PACE services is likely to only be a good thing. Other suggestions made by clients included more follow-up help/ongoing support and ensuring access to PACE services earlier in the redundancy process (each mentioned by 6% of clients).

The 2018 data survey also highlights other areas for continuing improvement. Firstly, the improvements in perceived timeliness of PACE services is encouraging and provides evidence of recent efforts to improve the timeliness of services have been successful. It should not be ignored, however, that a quarter of clients still felt that at least some of the services were delivered too late for their needs, including 18% who felt the introductory PACE presentation and information guide came too late. Given the importance of this service in acting as a gateway for directing users to the variety of services available through PACE, efforts to improve the timeliness of this service should be continued.

Secondly, the longitudinal data points to a trend for clients having deteriorating perceptions of PACE in terms of its helpfulness in the broader sense of helping clients in their lives and careers. In line with the suggestions from clients above, more ongoing or follow-up support may help improve longer-term perceptions of PACE. This could be achieved through greater awareness and use of the online services and PACE contact centre helpline; both of which had relatively low levels of use but relatively high levels of satisfaction among those that used them.

Finally, the post-redundancy outcomes of clients aged 50+ were typically poorer compared to younger age groups. This continues a trend seen in previous PACE Client Experience Surveys and reflects the wider labour market trends of lower levels of employment among workers aged 50+. Following the 2016 survey qualitative follow-up research was carried out among PACE users aged 50+. The subsequent report[2] highlighted various aspects of the PACE service that could be reinforced, such as: ensuring careers advice helps older clients broaden their networks through continued use of jobs fairs and advice on how to maximise the value online social media and online professional networks. The recommendations in that report should continue to be considered in the ongoing drive to develop and improve the service that PACE provides.

2 PACE Services – experiences of clients aged 50+ http://www.gov.scot/Resource/0052/00521092.pdf

1. INTRODUCTION

1.1 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

1.2 The Scottish Government Economic Strategy 2015 sets out an overarching framework for how to achieve a more productive, cohesive and fairer Scotland.

1.3 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.

1.4 Established in 2000, PACE is the Scottish Government's national strategic partnership framework 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.

1.5 Through providing skills development and employability support PACE aims to minimise the time people affected by redundancy are out of work. Support provided through PACE to individuals and employers facing redundancy situations is wide ranging and includes: information, advice and careers guidance; advice on benefits; raising awareness of job vacancies; and funding to support training and career progression.

1.6 Following the economic downturn in 2008, the Scottish Government established the Ministerial PACE Partnership in 2009, bringing 22 organisations[3] together with the Scottish Government, to oversee a continuous improvement programme to enhance the operation of PACE.

1.7 An example of this drive for continuous improvement includes the PACE Client Experience Survey which has been commissioned by the Scottish Government and SDS every two years, starting in 2010.[4]

1.8 The surveys collect data on clients' experiences of receiving a range of PACE services and the influence these services have had on their post-redundancy outcomes. Findings from the preceding surveys have largely been positive and demonstrate high satisfaction levels with PACE services. 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. Nevertheless, the research has provided opportunities to identify areas for further development and enhancement.

1.9 For instance, the previous PACE Client Experience Survey highlighted a continued trend of relatively poorer work outcomes among older workers aged 50+ (though lower employment rates among individuals aged 50+ is consistent with wider labour market trends). The Scottish Government and SDS then commissioned qualitative research with PACE clients of this age group to explore their experiences of PACE services in

3 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; R3; Scottish Trades Union Congress; Scottish Training Federation; and Universities Scotland.

4 PACE Client Experience Survey 2016: http://www.gov.scot/Resource/0050/00507033.pdf
PACE Client Experience Survey 2014 -http://www.gov.scot/Resource/0046/00460000.pdf
PACE Client Experience Survey 2012: http://www.gov.scot/Resource/0041/00418328.pdf
PACE Client Experience Survey 2010: http://www.gov.scot/Resource/Doc/920/0105416.pdf

more detail.[5] This research identified the importance of access to PACE services as soon as possible following redundancy, a focus on helping older individuals broaden their networks when searching for new work, a need for tailored advice (potentially over a longer period of time), including assistance on how to make the most of their skills and experience on CVs and applications as this is vital for client confidence and to help tackle negative employer perceptions or unconscious bias.

Aims and objectives

1.10 Two years on from the previous survey, the Scottish Government and SDS commissioned IFF Research to conduct a further follow-up study comprising two core components:

- follow-up interviews with PACE clients who took part in the 2016 survey to ascertain longer-term outcomes; and
- interviews with a 'fresh' group of PACE clients who had received support more recently (since January 2016).

1.11 Through enquiries amongst both audiences, the core aims of the research were to:

- provide an up-to-date profile of PACE users;
- gauge the extent to which clients have accessed PACE services;
- examine client views about the PACE service (e.g. the relevance, usefulness and timeliness of each service that PACE clients received, as well as their satisfaction levels);
- establish the influence that PACE has had on current and past clients' progression into learning and/or employment, as well as the extent of 'softer' benefits to individuals' lives, such as self-confidence and motivation; and
- make recommendations about the PACE service that will inform its future development.

About this Report

1.12 This report covers the findings of the two 2018 surveys, with the main body of the report first focusing on the survey of new clients (those accessing PACE services since January 2016). The findings from the longitudinal follow-up survey of respondents taking part in the 2016 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 2 provides key details of the survey methodology, as well as the profile of clients for the two 2018 surveys, to provide context for the findings.
- Chapter 3 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.
- Chapter 4 describes the influence of PACE on post-redundancy outcomes, including the movement into employment or training.
- Chapter 5 uses data from the 2018 longitudinal survey to highlight the influence of PACE over the longer-term (for clients using the service between 2014 and 2016 and who took part in the 2016 survey of 'new' clients).
- Chapter 6 draws together the key messages arising from both strands of the research.

1.13 The report also contains supplementary appendices which presents time series data for key metrics (Appendix A) and 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 experienced an increase in redundancies during 2015 following a global fall in oil prices (Appendix B).

5 PACE Services – experiences of clients aged 50+ http://www.gov.scot/Resource/0052/00521092.pdf

1.14 The 2018 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, 2014 and 2016 surveys of new users.[6]

1.15 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%.

6 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 2 gives more details of the profile of the clients interviewed at each wave.

2. METHODOLOGY

2.1 The 2018 Client Experience research incorporated two strands:

- a telephone survey of 1,065 new clients who have accessed PACE services since January 2016; and
- a follow-up survey of 307 individuals who took part in the previous wave of research in March 2016 (after accessing PACE services in the period April 2014 to January 2016).

2.2 Interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in January and February 2018.

2.3 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

2.4 The 2018 survey methodology largely maintained continuity with the previous versions. A few changes were made to the questionnaire to reflect changes to PACE services and new questions were added to capture the following:

- The PACE handbook titled ‘Positive Steps to your Future’ was included in both the main and longitudinal surveys across all service-related questions.
- The ’career planning workshop’ was renamed to ‘career management and employability workshop’ to ensure higher levels of client recognition and better reflect the workshop’s purpose for reporting purposes.
- Past questions related to advice about which PACE services to use, timing of redundancy, extra profiling questions about the first role post-redundancy (e.g. changes to commute, reasons for not being in the first-role any longer) and further detail on training undertaken were removed due to being less relevant to the research objectives and ensuring survey length met project guidelines.
- New questions around advice or support with searching and applying for jobs online were included.

2.5 Respondents from the survey came from a database of 6,500 PACE clients who were listed as having received PACE services in the period since January 2016.[7] 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.

2.6 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 6% of the starting sample. Further details on the breakdown of call outcomes can be seen in Table 2.1.

7 These records were randomly selected from a database of 9,500 PACE clients. A selection was made, rather than using all 9,500, based on response rates from the previous surveys which suggested 6,500 records would be sufficient for achieving the desired target of c.1,000 interviews.

2.7 Interviews were completed with a total of 1,065 PACE clients, representing 52% of cases where contact was made with the named respondent. The survey lasted an average of 20 minutes.

Table 2.1 Sample outcomes – 2018 new client survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	(6,500)	(6,500)	(2,245)
Ineligible or unavailable			
Could not recall PACE service	531	8%	n/a
Still in job selected for redundancy	410	6%	n/a
Person not contactable on supplied number(s) during fieldwork period	3,803	59%	n/a
Refusals			
Refused to participate	733	11%	36%
Stopped interview	259	4%	13%
Completed			
Completed interview	1,065	16%	52%

Profile of new PACE clients surveyed

2.8 Table 2.2 presents the demographic profile of clients taking part in the 2018 new client survey and draws comparisons to the demographic profiles of new clients in the previous survey in 2016. The 2018 new client respondents accessed PACE services from January 2016 onwards.

2.9 The profile of clients in 2018 is broadly similar to that in 2016 in terms of the spread of clients by age, ethnicity and disability status.

2.10 Around a quarter of all new clients in the 2018 survey were aged under 40 (27%), a further quarter (24%) were aged 40 to 49, and just under half were aged 50+ (47%).

2.11 The gender profile of PACE clients has become increasingly male across all waves of the research. Nearly three quarters of clients participating in the 2018 new client survey were male (72%). This is a significant increase from 66% in 2016 (and continues a trend seen in the earlier waves of the research).

2.12 The profile of clients surveyed in 2018 included a higher proportion of individuals in the C1/C2 social economic groups[8] than in 2016 (52% in 2018 compared with 43% in 2016). There were corresponding decreases in the proportion of D/E (21%) compared to 2016 (29%). The A/B group has experienced little change.

2.13 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 2018 showed few significant differences by gender or socio-economic profile.

2.14 The vast majority of new clients (89%) described themselves as White British; the same proportion as in 2016.

2.15 In terms of disability status, the proportion of PACE clients who reported having a long-term physical or mental impairment which limits the daily activities or the work that they can do increased from 6% in 2016 to 9% in 2018.

8 Social grading is a form of demographic classification used in the UK originally developed by the National Readership Survey (NRS). Category A/B relates to those in higher or intermediate managerial roles. Category C1/C2 relates to those in junior administrative/managerial roles and skilled workers and category D/E relates to semi-skilled, manual and casual workers.

Table 2.2 Demographic profile of respondents for the 2016 and 2018 new client surveys

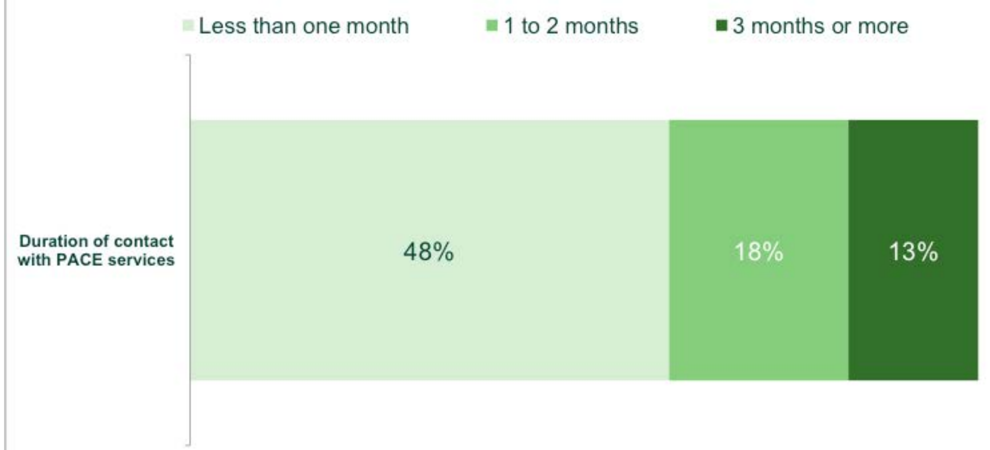
	All 2016 survey respondents	All 2018 survey respondents
Base	(1,045)	(1,065)
	%	%
Gender		
Male	66	72
Female	34	28
Age		
Under 40	27	27
40 to 49	24	24
50 plus	47	47
Refused	2	2
Ethnicity		
White British	89	89
Not White British	8	8
Prefer not to say	2	3
Socio-economic group		
A/B	17	15
C1	31	34
C2	12	18
D/E	29	21
Unknown/refused	10	11
Has disability		
Yes*	6	9
No	92	89
Refused	2	3

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

Note that figures may not sum to 100% due to rounding.

2.16 Figure 2.1 shows the duration of contact clients had with the PACE service. Around half (48%) of clients interacted with PACE services for less than one month, during which time they accessed around four services on average. A minority of clients (13%) had contact with PACE services for a duration of over three months, with an average of around five services being accessed over this time.

Figure 2.1 Duration of contact with the PACE initiative



Base: All clients (1,065)

Note that 19% of clients did not know the dates they first and last used PACE services (and 2% reported that their use of services is ongoing); these have been excluded from the chart, hence figures do not sum to 100%.

Longitudinal survey

2.17 The longitudinal strand of the research followed up with the 710 PACE clients who had taken part in the 'new client' survey in 2016 and had agreed to be contacted for further research. From this, a census approach was attempted with, ultimately, a total of 307 interviews completed. This is equivalent to interviews being undertaken with around nine in ten cases where contact was made with the named respondent (86%). Details of the outcomes for the whole starting sample are shown in Table 2.3.

Table 2.3 Sample outcomes – 2018 longitudinal survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	(710)	(710)	(370)
	N	%	%
Ineligible or unavailable			
Could not recall PACE service	0	0	n/a
Person not contactable on supplied number(s) during fieldwork period[9]	353	50	n/a
Refusals			
Refused to participate	39	5	11
Stopped interview	11	2	3
Completed			
Completed interview	307	43	86

2.18 The questionnaire for the 2018 longitudinal survey largely matched those used in previous iterations of the survey, 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.

Profile of PACE longitudinal clients surveyed

2.19 The longitudinal survey followed up individuals who took part in the 2016 survey. Table 2.4 shows the profile by key factors for:

- all clients who took part in the 2016 survey (1,045 clients);
- all clients from this group who were successfully followed up in the 2018 longitudinal survey (307 clients).

2.20 The profiles of the two samples are broadly similar. The only statistically significant difference being a higher proportion of males in the longitudinal sample (72% compared with 66%)

9 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 2.4 Demographic profile of respondents – comparison of 2016 new client survey and longitudinal survey 2018 respondents

	All 2016 new client survey respondents	All 2018 longitudinal survey respondents
Base	(1,045)	(307)
	%	%
Gender		
Male	66	72
Female	34	28
Age		
Under 40	27	25
40 to 49	24	26
50 plus	47	50
Refused	2	-
Ethnicity		
White British	89	90
Not White British	8	9
Prefer not to say	2	1
Social Economic Group		
A/B	17	21
C1	31	30
C2	12	13
D/E	29	31
Unknown/refused	10	5
Has disability		
Yes*	6	7
No	92	92
Refused	2	1

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

Note that figures may not sum to 100% due to rounding.

3. CLIENT VIEWS ON PACE SERVICES

Chapter summary

Across all PACE services, the most commonly accessed services were the PACE presentation and information guide (75% of clients had accessed this), information about training and funding sources (63%; a significant increase on the 52% reported in 2016), and help with CVs, applications and cover letters (51%).

The average level of satisfaction across services was 85%, in line with previous years. The services with the highest levels of client satisfaction were: help with understanding tax responsibilities (90%), career management and employability workshops (89%), help coping with redundancy-related stress and the handbook 'Positive Steps to your Future' (both 88%). High access services like the PACE Presentation and help with CVs, applications and cover letters also had very high satisfaction (both 86%).

PACE services are also considered to be relevant for clients' needs. The services with the highest proportion of clients considering them to be relevant were: help with understanding tax responsibilities (86%), the handbook 'Positive Steps to your Future' (85%) and help with CVs, applications and cover letters plus the career management and employability workshops (both 84%).

Most services are delivered at the right time, with roughly three-quarters saying timing was 'perfect' or 'about right'. When considering the proportion of clients that considered services to have been delivered too late, there has been marked improvement compared to previous years. A quarter of clients (25%) considered any of the services to have been delivered too late (down from around a third of clients in 2016 and 2014). Given the importance of the PACE presentation and information guide in informing individuals about the range of PACE services available, it is encouraging that the proportion of clients perceiving this to have been delivered too late has decreased from 26% in 2016 to 18% in 2018.

Overall, 42% of clients were aware of the online PACE services, but only 18% had accessed online services. Satisfaction among those using online services was high at 88%. Awareness of the contact centre helpline was 38%, with only 6% of all clients making use of it. Three-quarters of those accessing the helpline were satisfied with their experience of the service.

3.1 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.

3.2 The survey of new clients in 2018 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.

Packages of PACE services accessed

3.3 Figure 3.1 shows the level of take-up across PACE services. In line with the 2016 findings, the PACE presentation and information guide, usually delivered at an early stage of client contact, was accessed by the greatest proportion of PACE clients (75%). For one in ten (9%), the PACE presentation and information guide was the *only* service they received from PACE.

3.4 Information about training and funding sources, help with CVs, applications and/or cover letters, benefits information and career guidance interviews were the next most commonly received services. All are in line with the levels of access reported in 2016 scores, except for information about training and funding sources, which has increased significantly (from 52% to 63%).

Figure 3.1 Proportion of clients accessing each PACE service

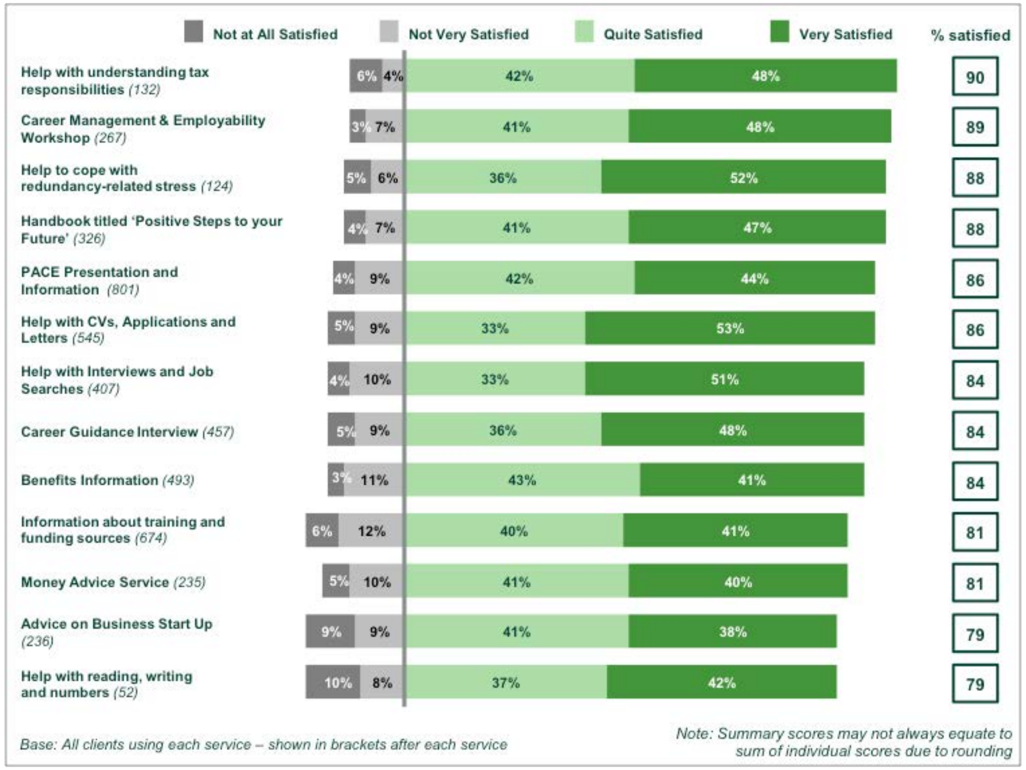
Satisfaction with PACE services

3.5 Figure 3.2 summarises client satisfaction with each of the specific PACE services received. Across these services the average satisfaction score was 85% (in line with an average satisfaction score of 84% reported in 2016).

3.6 Across most services, between two-fifths and one-half of respondents were **very** satisfied. The services with the highest proportions of clients being **very** satisfied related to help with CVs, applications and letters (53%), help to cope with redundancy-related stress (52%), and help with interviews and job search strategies (51%).

3.7 The services with the highest overall satisfaction levels in 2018 were: help with understanding tax responsibilities (90%), career management and employability workshops (89%), help coping with redundancy-related stress and the handbook titled 'Positive Steps to your Future' (both 88%). Services with high levels of use, such as the PACE Presentation and information guide and help with CVs, applications and letters also perform extremely well (both 86%).

Figure 3.2 Satisfaction with delivery of PACE services



3.8 Since the survey series began, satisfaction levels have remained stable and high. There has been no significant change in satisfaction levels between recent waves of the research. Time series tables showing these data across the survey series is included in Appendix A.

Perceived relevance of PACE services

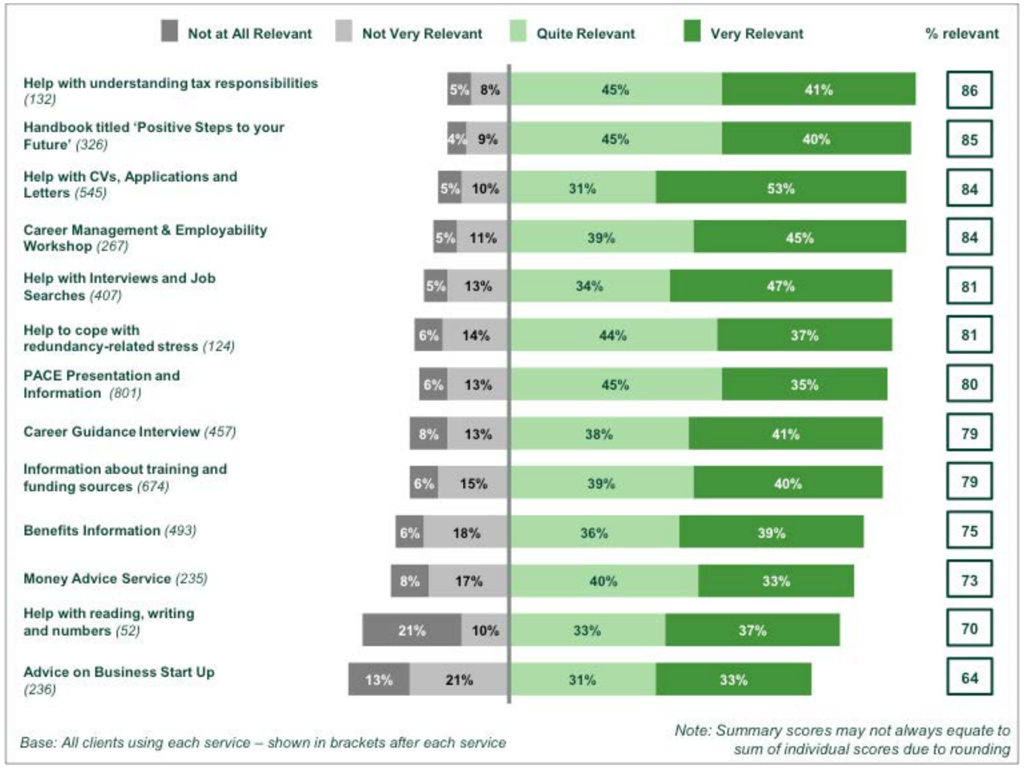
3.9 Clients were also asked to rate the relevance of each of the PACE services that they had accessed. Figure 3.3 shows the proportion of clients rating each service from 'not at all relevant' through to 'very relevant'. The average level of relevance across all services was 79% (in line with the average level of relevance in 2016).

3.10 The services considered most relevant were: help with understanding tax responsibilities (86%), the handbook 'Positive Steps to your Future' (85%), help with CVs, applications and letters (84%) and career management and employability workshops (also 84%; an eight percentage point increase from 2016).

3.11 Practical services with a clear link to finding new employment had the highest proportions of clients saying they were 'very relevant', namely help with CVs, applications and cover letters (53%), help with interviews and job strategies (47%) and the career management and employability workshops (45%).

3.12 Advice about starting a business was considered the least relevant service, with a third of those accessing this type of support (34%) considering it to either be 'not at all' or 'not very' relevant. Other services considered not relevant by at least one in ten clients using them were: help with reading, writing and numbers (31%); the Money Advice Service (25%); and benefits information (24%). The proportions of clients saying that benefits information and Money Advice Service were 'not at all' or 'not very' relevant has increased significantly since 2016.

Figure 3.3 Perceived relevance of PACE services



3.13 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 interview process:

- Help with interviews or job searches: 52% of those that had used this service and found work considered it to be very relevant compared to 38% of those who had not secured work.
- Career management and employability workshops: 49% of those that had used this service and found work, considered it to be very relevant compared to 38% not in work.
- Career guidance interview: 44% of those that had used this service and found work considered it to be very relevant compared to 32% not in work.

3.14 This link between outcome and the perceived relevance of services may explain the lower levels of perceived relevance of services such as advice on business start-up; i.e. if someone received this advice but did not ultimately go on to start up their own business then they may consider the advice to have not been relevant.

3.15 Perceived relevance of services have remained broadly stable over time. Time series tables are provided in Appendix A.

Perceived usefulness of materials

3.16 Clients were also asked to give their views on the usefulness of the materials they received from each of the PACE services. These are summarised in Figure 3.4. This shows that, overall, a strong majority of PACE clients found the materials they received useful. The average level of 'usefulness' was 79% across all services (in line with average ratings of usefulness in 2016).

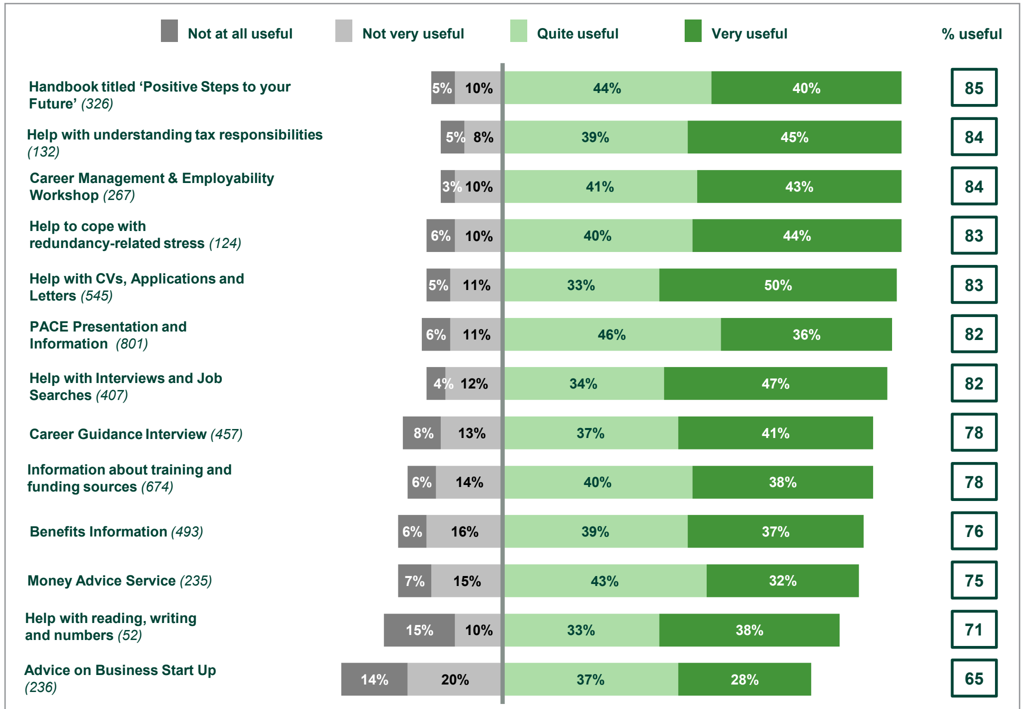
3.17 The most useful material was the handbook titled 'Positive Steps for your Future' (85%), followed by materials relating to understanding tax obligations and those received from the career management and employability workshops (both 84%), and materials relating to help with CVs/applications/letters and materials to help clients cope with redundancy-related stress (83%).

3.18 As with relevance, the more practical services with a clear link to finding work has the highest degree of clients saying they were 'very useful', where 50% of those accessing the service helping with CVs, applications and cover letters said it was very useful, followed by help with interview and job search strategies (47%).

3.19 While, two-thirds of clients (65%) reported that materials relating to advice on business start-up were useful, this proportion was the lowest across the various PACE services.

3.20 When comparing these figures against the equivalent questions in the previous surveys, the overall pattern is similar and there have been few significant changes in perceived relevance since 2016. An exception was a significant increase in the perceived usefulness of materials from career management and employability workshops, with the total percent saying it was ‘quite’ or ‘very’ useful increasing from 77% in 2016 to 84% in 2018.

Figure 3.4 Usefulness of materials provided through PACE services



Base: All clients using each service – shown in brackets after each service

Note: Summary scores may not always equate to sum of individual scores due to rounding

Client views on the timing of PACE services

3.21 A further indicator of the usefulness and relevance of PACE services is whether clients felt that they could access them at an appropriate time in their redundancy. 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 3.1 details clients’ views on the timing of delivery for each service received.

3.22 Overall, most clients felt that services had been delivered when they needed them. Across all services at least half of clients felt that the timing was ‘about right’, with a further quarter saying that the timing was ‘perfect’.

Table 3.1 Client views on the timing of PACE services

	View on timing of service offer						
	Base		Timing perfect	Timing about right	Too early	Too late	Don't know/prefer not to say
PACE Presentation and Guide	(801)	%	21	54	5	18	2
Career Guidance Interview	(457)	%	22	56	4	16	2
Career management and employability workshops	(267)	%	23	56	6	14	1
Information about training and funding sources	(674)	%	20	54	4	19	3
Benefits Information	(493)	%	24	56	5	11	4
Money Advice Service	(235)	%	26	58	5	9	2
Help with CVs, applications and letters	(545)	%	27	53	3	15	2
Help with interviews and job search strategies	(407)	%	30	53	3	12	2
Advice on Business Start-up	(236)	%	23	55	6	12	3
Help with reading writing and numbers	(52)	%	27	58	0	13	2
Help to cope with redundancy-related stress	(124)	%	27	56	2	13	1
Help with understanding tax responsibilities	(132)	%	28	59	3	9	1
Handbook titled 'Positive Steps to your Future'	(326)	%	27	57	2	12	2

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

Note: Data is shown as row percentages.

3.23 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. It is therefore encouraging that the following services were generally considered to have been accessed at an appropriate time:

- help with understanding tax responsibilities (87% said the timing was 'perfect' or 'about right');
- help with reading, writing and numbers (85%);
- Money Advice Service and the 'Positive Steps to your Future' handbook (both 84%); and
- help to cope with redundancy-related stress and help with interviews and job search strategies (both 83%).

3.24 Where respondents were not completely happy with timing, this tended to be because services were delivered too late rather than too early.

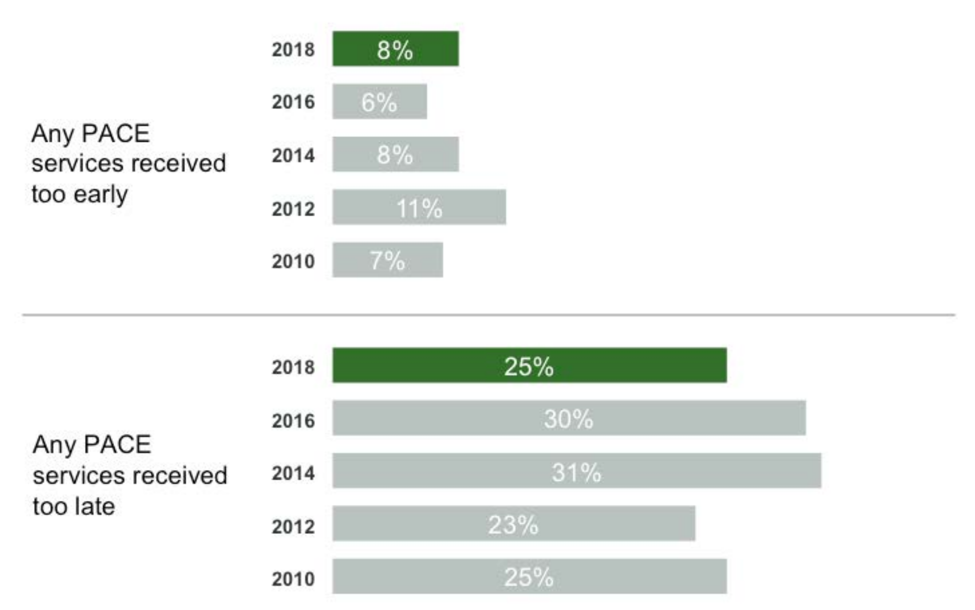
3.25 The PACE presentation and information guide is received by the largest number of clients and represents the first contact that an individual has with PACE, acting as a gateway for clients accessing further services. The perceived timeliness of this service has improved since 2016 in that significantly fewer clients felt that this service was delivered too late (down from 26% in 2016 to 18% in 2018).

3.26 While performance differs by service, there has been an overall improvement in timeliness of services and materials have improved significantly since 2016, a reversal of a more negative trend reported in previous years. Figure 3.5 shows a comparison of client views on service timing across all five waves of the PACE Client Experience Surveys. The proportion of clients reporting at least one PACE service was delivered too late has decreased significantly from 30% in 2016 to 25% in 2018. Conversely, 8% reported at least once service was received too early (no significant change). The figures mark a return to 2012 and 2014 levels.

3.27 Service timeliness improved significantly for the following services:

- Help with reading, writing and numbers: significant increase in those saying the timing was 'perfect' or 'about right' (72% in 2016 to 85% in 2018).
- Career guidance interview: significant increase in those saying the timing was 'perfect' or 'about right' (68% in 2016 to 78% in 2018).
- PACE presentation and information pack: significant increase in those saying the timing was 'perfect' or 'about right' (69% in 2016 to 75% in 2018).
- Career management and employability workshops: significant increase in those saying the timing was 'perfect' or 'about right' (72% in 2016 to 79% in 2018).
- Benefits information: significant decrease in the number saying this service came too late (18% in 2016 to 11% in 2018).

Figure 3.5 Proportion of clients feeling that any PACE services were delivered too early or too late, over time



Base: All clients (2018 – 1,065; 2016 – 1,045; 2014 – 879; 2012 – 505; 2010 – 405)

Use of services to support online job searching and applications

3.28 New for the 2018 survey were a set of questions asked of clients that had accessed the 'help with CVs and job search strategies' service which asked about the support related to online job searching.

3.29 Of those who accessed this service, 75% received support which included help with searching and applying for jobs online. Overall, satisfaction with online support was high, with 88% stating they were 'very' or 'quite' satisfied with the support they received for searching and applying for jobs online.

3.30 Of the 9% dissatisfied with the online support, the main reasons for dissatisfaction was that the information received was too generic and not tailored to their individual needs.

Use of online PACE support and the PACE contact centre helpline

3.31 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.

3.32 As illustrated in Figure 3.6, just under a fifth of all clients surveyed (18%) had used PACE online services (a small but significant increase from 15% in 2016), with a further quarter (24%) being aware of the online support but not having made use of it.

3.33 Where respondents had used online services, views were very positive. In line with findings from 2016, nearly all of those who had used online services said that they were satisfied with the service they received (88%).

3.34 Clients were also asked about their awareness of the PACE contact centre helpline. As is also illustrated in Figure 3.6, levels of awareness of the helpline were similar to online services, with two in five (38%) respondents aware of this service. However very few clients (6%) had used the contact centre helpline; unchanged from 2016.

3.35 Satisfaction with the helpline was high among those who have made use of this service (75% were satisfied).

3.36 Across both the online services and the contact centre helpline, awareness and usage levels were relatively low, yet among those that use them satisfaction levels are high. It is possible, therefore, that greater promotion of these services to raise awareness and use of these services may further enhance users' overall experiences of PACE.

Figure 3.6 Awareness and use of online PACE services and the contact centre helpline

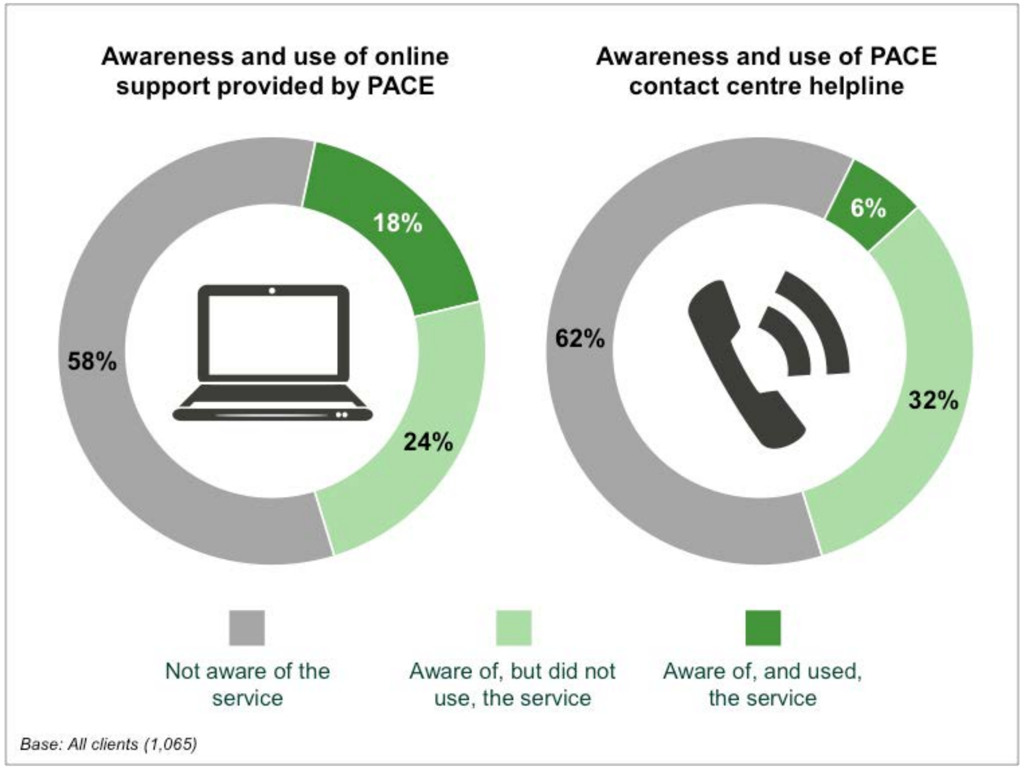
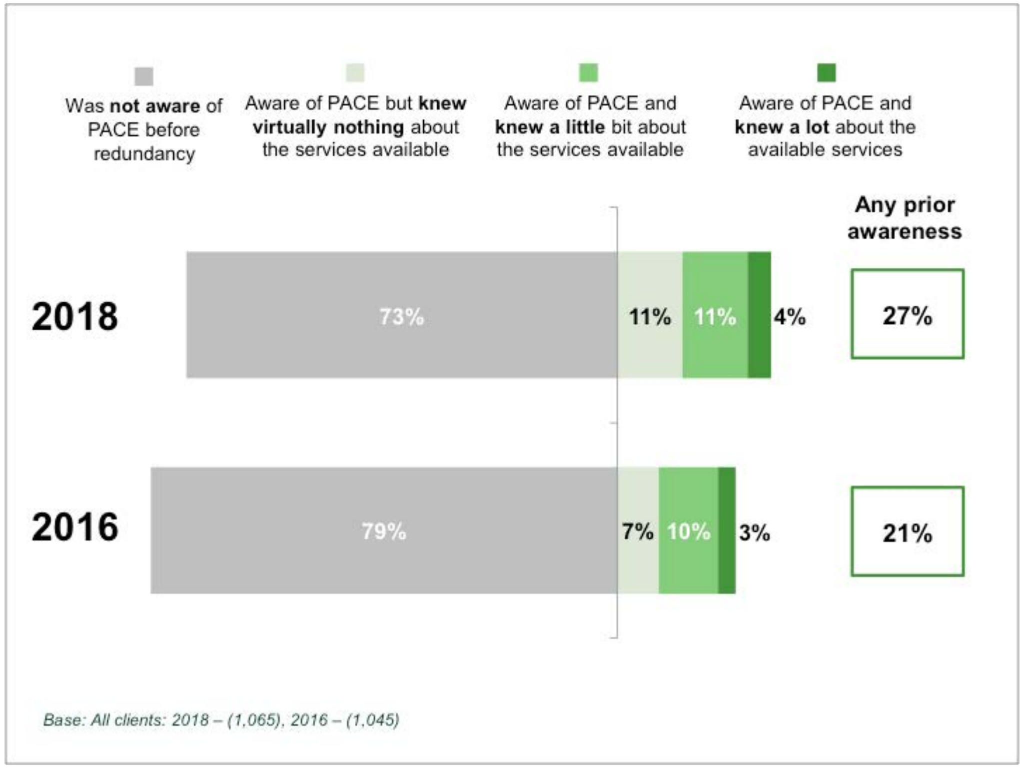


Figure 3.7 Prior awareness and knowledge of PACE – comparisons



Awareness of PACE services prior to receiving support and use of other redundancy support services

3.37 Just over a quarter (27%) of PACE clients were aware of PACE before receiving redundancy support. As detailed in Figure 3.7, prior knowledge of the services offered by PACE was fairly limited with most of those aware of PACE reporting that they knew 'virtually nothing' or 'very little' about the services delivered through PACE. The level of prior awareness of PACE has increased since 2016 when around a fifth were aware of PACE (21%).

3.38 One in five PACE clients (20%) had accessed other redundancy support services offered through their employer. The majority of these clients that had accessed both types of services (57%) felt PACE services were more helpful (or at the same level of helpfulness) than the other services they accessed.

4. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE

Chapter summary

The 2018 survey records the highest proportion of clients having found work since their redundancy. Four fifths (80%) of clients surveyed in 2018 had found new work – up from 71% reported in 2016 – with most of these having found work within six months of their redundancy (65% of all clients).

Of those that had secured work, the majority had found work which required at least the same, or higher, level of skills (67%) and either the same or higher level of responsibility (62%). However, 54% of working clients took a pay cut in their new role. These are in line with the findings reported in 2016.

Amongst those in work, nearly half (46%) believe that their interaction with PACE services had an influence on their employment outcome (in line with 2016). The PACE services considered most helpful for clients in securing new work were: help with CVs, job applications and cover letters; information on training and funding sources; and the PACE presentation and information guide.

Just over a quarter of all clients (27%) had undertaken some form of training and development since their redundancy (aside from their interaction with PACE services); a small but significant increase from 23% in 2016. Of those who undertook training or development, 29% believe PACE has at least some influence on this decision (significantly lower than 2016).

PACE continues to have a positive impact on client's confidence and motivations post-redundancy. Clients were most positive about how PACE improved their receptiveness to seeking alternative employment in their local area (47%), increased their ability to write CVs and job applications (45%), their motivation to apply for different types of jobs (41%) and both their general motivation and confidence (40%).

When asked to consider their overall experience of engaging with PACE, 76% of clients were satisfied. Underlying this, 67% of clients felt PACE met or exceeded their expectations and 80% said they would recommend PACE to others. Unsurprisingly, overall satisfaction with the PACE experience was higher among those that had found work (79%), though satisfaction was still relatively high among those that had not (71%).

4.1 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 2016 and were asked about their work status in the new client survey in January and February 2018.

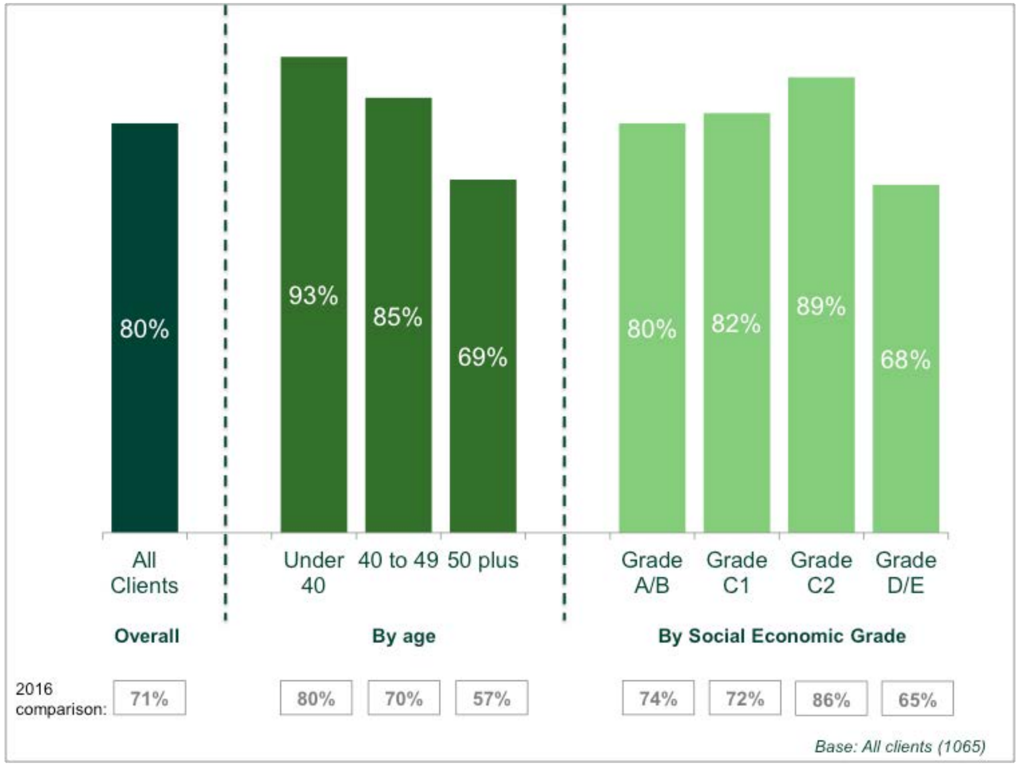
Post-redundancy work outcomes

4.2 Figure 4.1 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. Four-fifths of clients (80%) had entered employment before or after their redundancy. This is a significantly higher proportion compared to 2016 when it was reported that 71% had found work.

4.3 Of those that had secured work most (82%) had done so within six months of their redundancy.[10]

10 Equating to 65% of all clients surveyed having found work within six months.

Figure 4.1 Proportion of clients securing work split by age and social economic grade



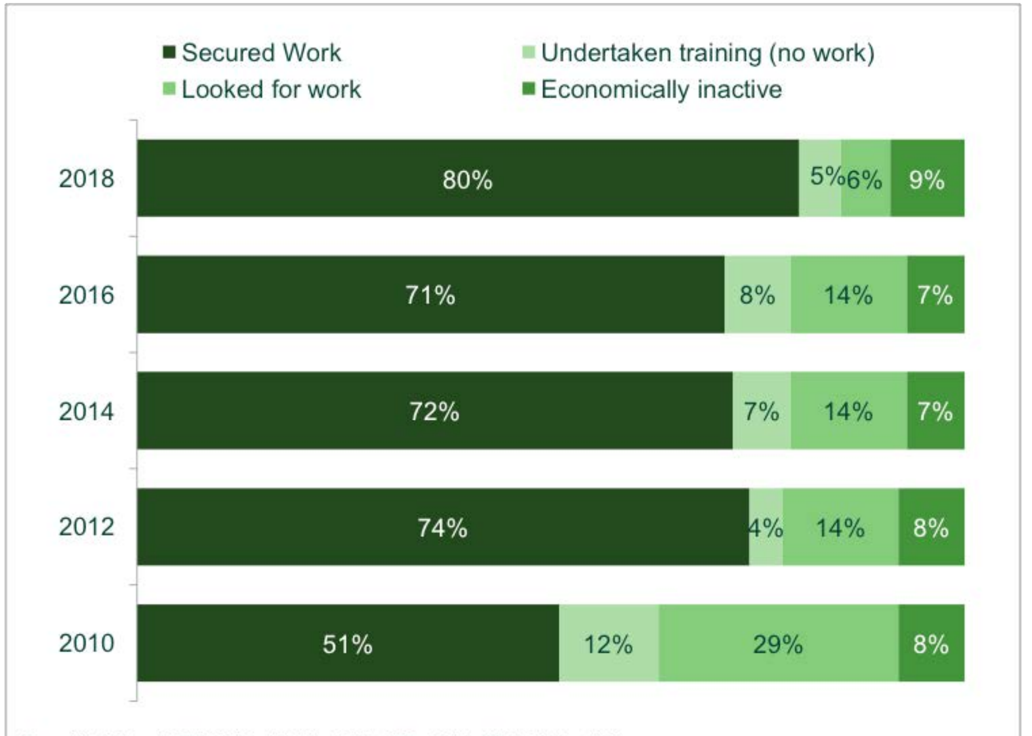
4.4 Figure 4.1 also shows that the likelihood of securing work was strongly influenced by the age of the client. A higher proportion of clients aged under 50 had found work following redundancy compared to those aged 50+ and is a similar pattern to both 2014 and 2016.

4.5 There are also differences in outcomes by socio-economic status. Those in the D/E group were significantly less likely to have found work than those in the other groups (68% vs. 80% overall).

4.6 Figure 4.2 outlines the post-redundancy outcomes of clients across the five waves of the research. The figure presents the proportion of clients who have secured work at some point following redundancy, the proportion that have not secured work since their redundancy but have undertaken training, as well as those that have not secured work but are currently looking for work. The remaining clients were not seeking work at the time of interview and are here classified as 'economically inactive'.[11]

4.7 The proportion of PACE clients that secured work following redundancy sits at its highest level since the Client Experience Survey series began.

Figure 4.2 Post-redundancy work outcomes for PACE clients – comparisons of 2010-2018 new client surveys



Base: All: 2018 – (1065), 2016 – (1045), 2014 - (879), 2012 - (505), 2010 – (405)

11 The 9% classified as economically inactive comprises those who have retired (5%), those not working due to ill health or disability (3%) and those who have taken on caring responsibilities in lieu of paid work (1%).

4.8 The survey also asked those in work about the jobs they were doing. At the point of being interviewed, of those in employment most (81%) were working full-time while 18% were working part-time. This is unchanged from 2016.

4.9 Nearly three-quarters (73%) of those in employment were in permanent positions, while two-fifths (20%) were in contracted positions. Of those in a contracted position, half were on contracts for less than 12 months, while the other half were on contracts for more than 12 months. This represents a small but significant increase in those in permanent positions and a corresponding decrease in contracted work since the 2016 survey. Only about one in twenty (6%) were in casual positions with no fixed terms of employment (similar to the 8% reported in 2016).

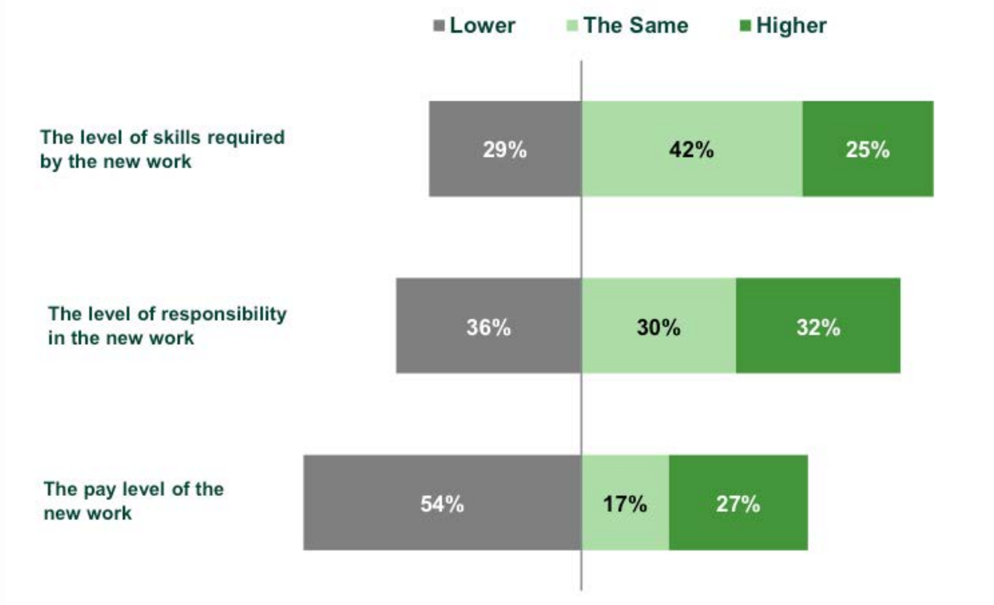
4.10 Those aged under 50 were significantly more likely to be in permanent employment compared with those over 50 (76% vs. 68%). Those aged 50+ were significantly more likely to be in contracted positions of less than 12 months than those under 50 (15% compared with 7% respectively).

Characteristics of post-redundancy employment

4.11 Figure 4.3 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 secured work requiring a higher level of skills and one-third had secured work with a higher level of responsibility.

4.12 In terms of pay, just over half (54%) of clients had taken a pay cut in order to get back into employment. A quarter (27%) had secured a position with a higher pay level while less than one-in-five (17%) had found work with similar pay. Of those who felt their new job required a higher level of skills or came with a higher level of responsibility, only 34% had increased their pay and 44% had taken a pay cut. This apparent lack of increase in pay despite an increase in the required skills or responsibility was also evident in the 2016 survey.

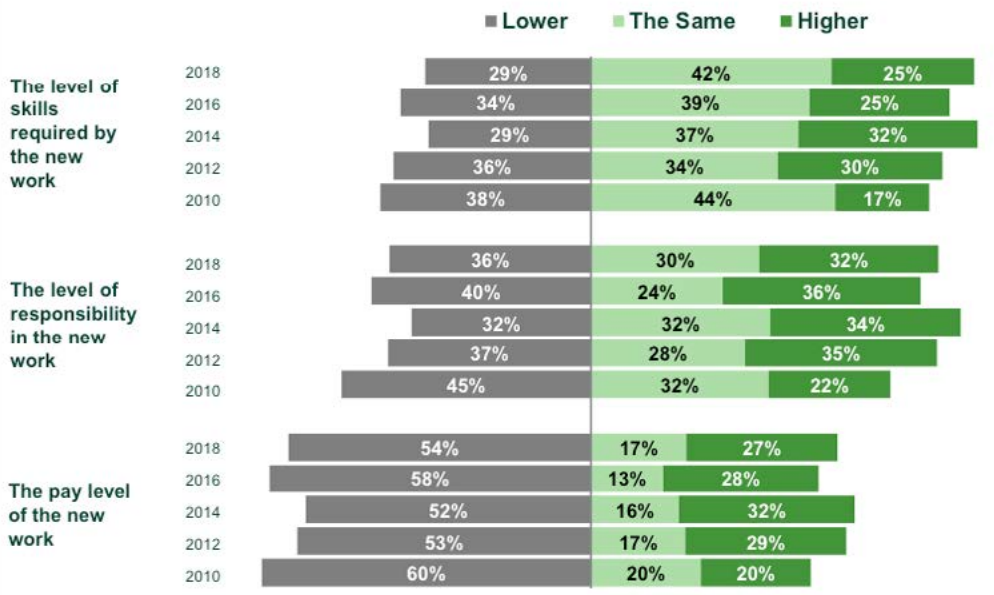
Figure 4.3 Change in level of skill level, responsibility and pay in post-redundancy role



Base: All who secured work either pre-redundancy or after made redundant (784)

4.13 Figure 4.4 highlights how these findings compare with the four previous waves of the research. Findings are broadly consistent across years, though compared to 2016, clients in 2018 were less likely to have taken a job with lower skills requirements (29% vs. 34% in 2016).

Figure 4.4 Change in level of skill, responsibility and pay in post-redundancy role, over time



Base: All who had secured a work either pre-redundancy or after made redundant: 2018 – (784), 2016 – (741), 2014 - (634), 2012 – (373), 2010 – (202)

4.14 Those aged under 50 were significantly more likely to have improved their working situations since their redundancy. Approaching half (43%) of this group had found a role with a higher level of responsibility, compared with a fifth (22%) of those aged 50 or older. Those aged under 40 were significantly more likely to have found both a job with higher responsibility (43% vs. 22% for those age 50 or above) and, similarly, to have achieved higher pay in their new role (42% vs. 17% amongst those age 50 or above). Those aged 40 to 49 years were also more likely to have a job with higher responsibility than those age 50 or above (32%) but were not any more likely to have achieved higher pay.

The influence of PACE services on the move back to work

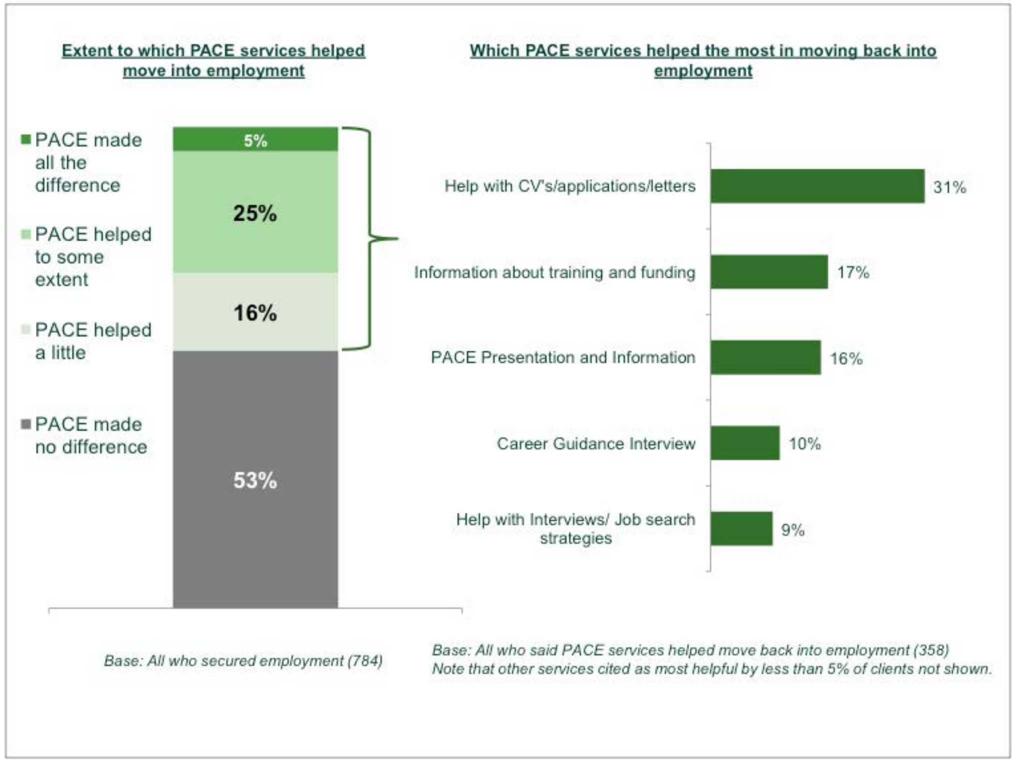
4.15 Clients who had entered employment were asked what influence, if any, PACE services had on this transition. The perceived influence of PACE services on securing work is shown in Figure 4.5. Half (46%) of those who have entered employment believe PACE services had some influence on this outcome, with 5% reporting that it had made all the difference.

4.16 This is in line with both the 2016 and 2014 findings (47% and 45% respectively believed PACE services made a difference) but still a decrease from findings from 2012 (53%).

4.17 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 2016, help with CVs and applications was by far the most commonly referenced service. Three in ten (31%) referenced this service as most important, in line with the 2014 findings (35%), but significantly lower than 2016 (40%).

4.18 The PACE services accessed also influenced the extent to which clients perceived PACE services to have helped them back into employment. Clients who received only the PACE Presentation and Information pack were significantly less likely to feel PACE helped them get back into work than those who accessed other services (15% vs. 52% who felt PACE made a difference). Services that help people find and secure jobs and/or training were significantly more likely to make people feel PACE made a difference to them in moving into employment, particularly: help with job search strategies and interviews; help with CVs, letters and applications; information about training and funding sources; and the handbook 'Positive Steps to your Future'.

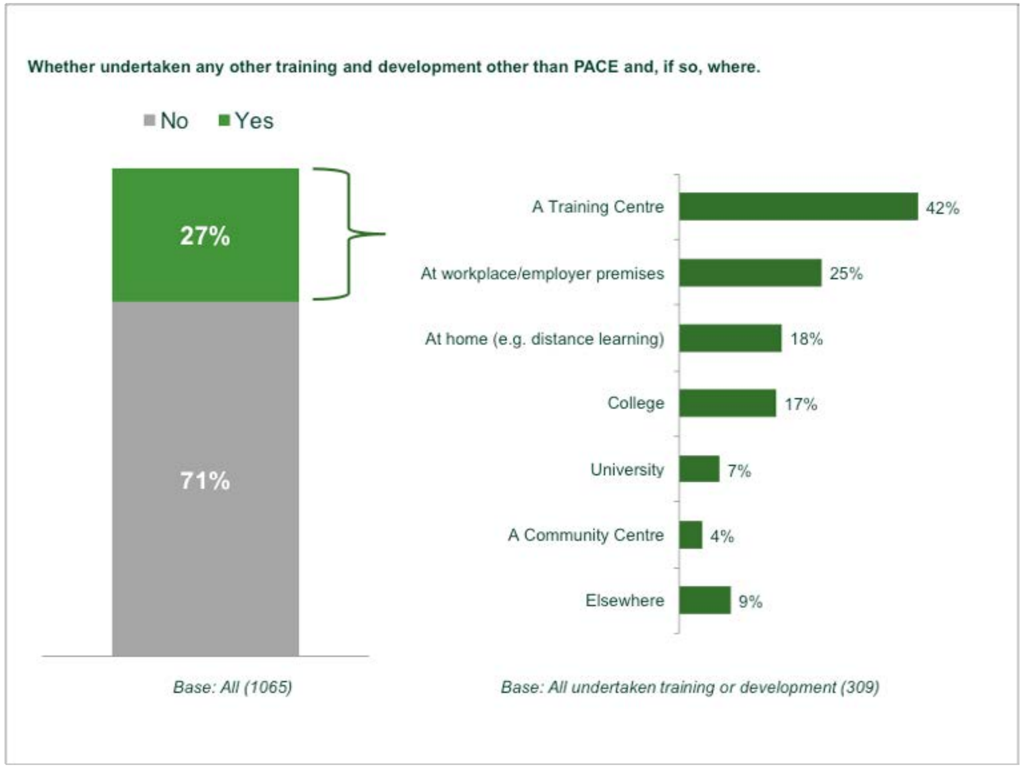
Figure 4.5 Extent to which PACE services were perceived to have helped in the process of finding work – 2018 new client survey



Engagement with learning, training and development post-redundancy

4.19 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 4.6. Almost a quarter (27%) of clients had undertaken training, a small but significant increase since 2016 (23%).[12]

Figure 4.6 Proportion of clients who have undertaken any other training or development other than through PACE – 2018 new client survey

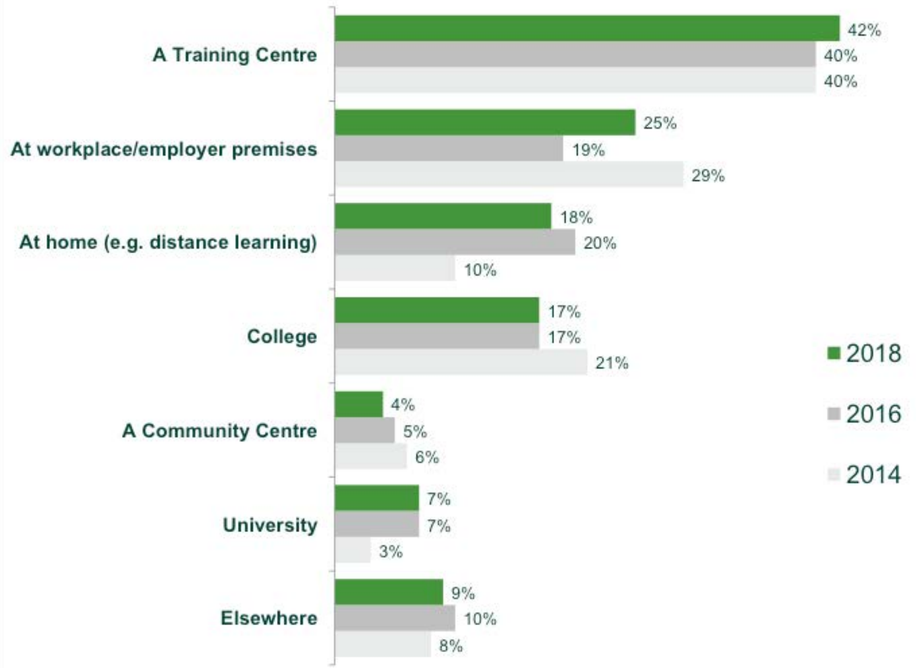


4.20 Clients who had undertaken training were asked where they had done so (see Figure 4.7). Four in ten (42%) clients had done training through a training centre, in line with the 2016 and 2014 surveys (both 40%). The 2018 survey has maintained the 2016 trend, which saw a significant increase in the proportion of clients that had undertaken training from home (distance learning): a fifth of clients had undertaken from home (18% in 2018, 20% in 2016), compared to one in ten (10%) in 2014. Training at the client's workplace or on employer premises (25%) has returned to a similar level reported in 2014 (29%) following a decrease in 2016 (19%).

4.21 PACE had some influence on clients' decisions to enter training with 29% of those who had undertaken training saying PACE services have had at least some influence on them moving into training or education, with 9% saying it made all the difference. This has, however, declined significantly since 2016 (37% saying PACE made a difference, 14% all the difference).

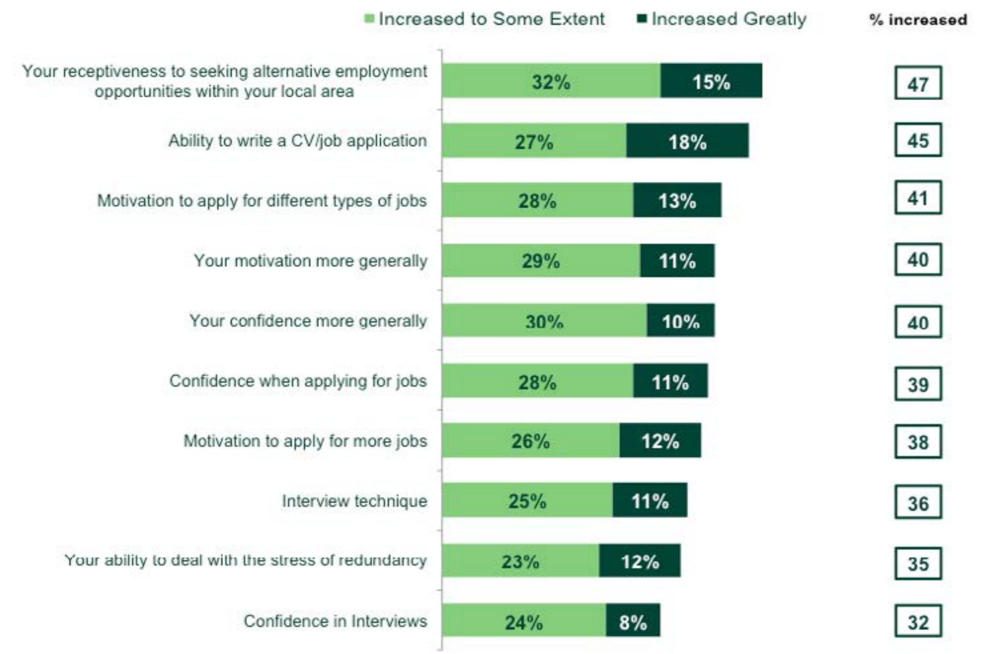
12 Of those that had undertaken training, 81% had secured work following their redundancy.

Figure 4.7 Proportion of clients who have undertaken any other training or development other than through PACE, over time



Base: All undertaken training or development: 2018 – (309), 2016 –(243), 2014 – (224)

Figure 4.8 Improvements associated with PACE – 2018 new client survey



Base: All who received PACE services (1,025)

The influence of PACE on client motivation and confidence

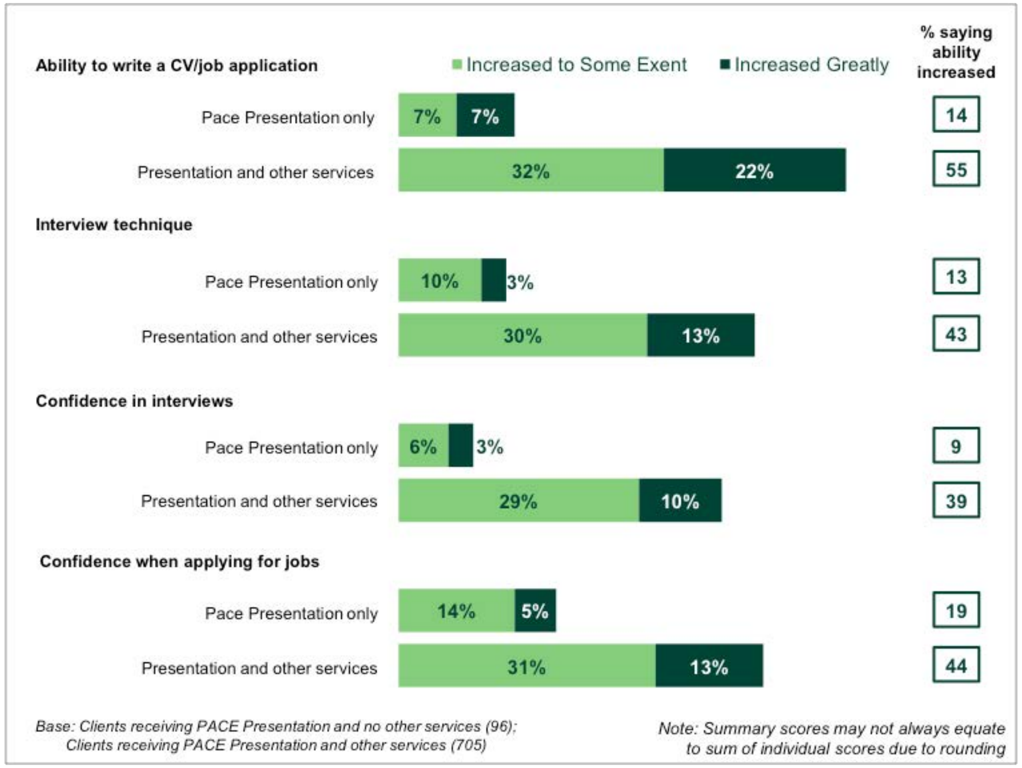
4.22 Clients were asked to rate the influence of PACE on their skills, motivation and confidence when looking for work. Their responses are outlined in Figure 4.8.

4.23 With regards to skills specifically targeted at job seeking, clients were most positive about how PACE improved their receptiveness to seeking local employment (47%, 15% greatly) and increased their ability to write CVs and job applications (45%, 18% greatly). Similar proportions of clients indicated that PACE had improved their motivation to apply for different types of jobs (41%, 13% greatly) and both their general motivation and confidence (40%, 10-11% greatly). The performance of each area is in line with 2016 findings.

4.24 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 4.9 compares the proportions who said that PACE led to an improvement across a number of key outcomes between those that **only** received the basic presentation and guide and those who accessed **at least one** additional service. Differences are marked.

4.25 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 (9%) of those receiving the PACE presentation only reported an improvement in their confidence in interviews, four in ten (39%) who had accessed more PACE services were able to identify an increase. The same trends can be seen when looking at interview technique and confidence when applying for jobs. These findings have not changed significantly since 2016.

Figure 4.9 Improvements associated with PACE in job search skills and motivation – 2018 new client survey



Perceived benefits of PACE

4.26 Clients were asked without prompts what in their opinion had been the main benefit of receiving PACE services. Responses are summarised in Figure 4.10. The most commonly cited benefits were careers advice and assistance with job searching, mentioned by nearly one-fifth and improved ability to write CVs and job applications, both mentioned by one-fifth (18%) of those who accessed PACE services. This mirrors findings on service satisfaction reported previously in this report.

4.27 Other commonly mentioned benefits of PACE included access to information and advice generally (16%), improved ability to cope with redundancy-related stress (11%) and access to advice on training, skills and qualifications (also 11%).

4.28 Benefits of the PACE service which were **spontaneously** expressed by clients include improving their knowledge of redundancy (5%) and their understanding of personal finance (12%), and the knowledge and professionalism of staff delivering PACE services (4%).

Figure 4.10 Spontaneous views on the benefits of PACE services – 2018 new client survey

Base – All who used PACE services (1,025)

4.29 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' or 'nothing missing' responses (51%) but some suggestions were made. These included more personalised or one-to-one support (requested by 156 clients), earlier support in coping with the redundancy-related stress (requested by 66 clients) and more time with advisors as well as follow up support (64 mentions).

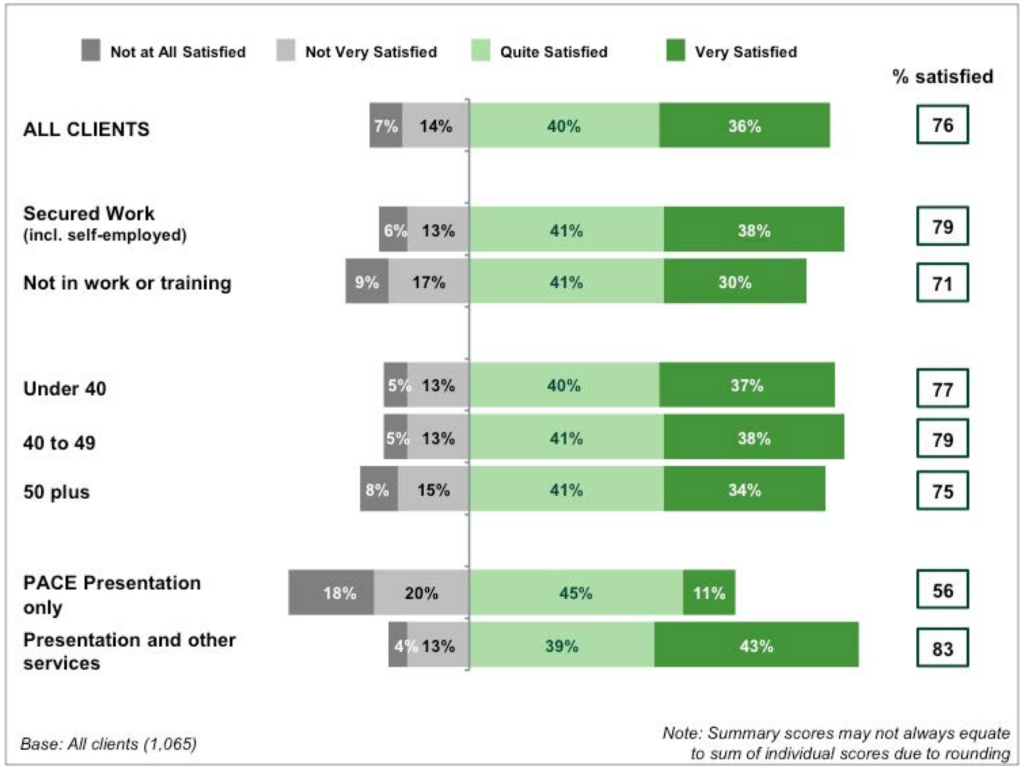
Satisfaction with the overall experience of PACE

4.30 One-fifth of clients (21%) felt the support they had received through PACE had exceeded their expectations of redundancy services, while a further 46% felt their expectations had been met. Over a quarter (27%) felt their expectations had not been met. These findings are in line with findings from the 2016 report. It should be noted that in Chapter 3 the levels of satisfaction with specific PACE services averaged 85%. The difference between service-level satisfaction and the extent to which expectations were met are likely explained by the expectations of individual PACE clients. It may be the case that a client had expectations for finding a job of certain characteristics within a set period of time, did not achieve this, yet were still satisfied with the delivery of the individual PACE services. Indeed, job outcomes appear to have a strong influence on the extent to which expectations were met as those who had re-entered employment were more likely to say the experience either exceeded or met their expectations (69%) compared with those who have not (59%).

4.31 The majority of clients were satisfied with their overall experience of PACE, as illustrated in Figure 4.11. Of all respondents, 76% reported that they were satisfied with their overall experience, with 36% saying they were very satisfied.[13] This is similar to the 2016 and 2014 research, where roughly 75% of all respondents reported that they were satisfied (35% very satisfied) in both years.

13 The difference between this satisfaction score and the levels of satisfaction with specific services may be linked to expectations, as discussed in the preceding paragraph.

Figure 4.11 Overall satisfaction with PACE services – 2018 new client survey



4.32 Those who had secured work were more likely to say they were very satisfied compared with those who had not found work (38% vs. 30%).

4.33 As in the 2016 survey, the proportions satisfied with PACE services was similar across the ages (ranging from 75% among those 50 or over to 79% among those aged 40 to 49). Women were also significantly more likely to be satisfied with PACE services when compared to their male counterparts (84% for women vs. 73% for men).

4.34 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.

4.35 Overall, 80% of clients said they are likely to recommend PACE services to others, with 49% saying they are very likely to do so. Women were more likely to recommend PACE services (86% amongst women vs. 78% amongst men), as were those aged under 40 (85% likely to recommend vs. 78% amongst age 50 and above). In line with other findings, those who used multiple PACE services and those who were able to find new work before or within three months of being made redundant were most likely to recommend PACE.

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

Chapter summary

PACE clients who accessed PACE services in the period from April 2014 to January 2016 (and took part in the 2016 Client Experience Survey) were surveyed for the longitudinal element of the research.

Around nine in ten PACE clients (88%) had secured some form of work following their redundancy; a similar proportion reported in the 2016 longitudinal survey. There were notable differences by age, with only 5% of clients aged under 40 having not secured work at any point following their redundancy, compared with 18% of clients aged 50+.

Of those that had found work, in around a third of cases (36%) 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 is a decrease of 10 percentage points from 2016 and continues a trend reported in 2016 of a greater proportion of clients securing work in different industries to the one they were made redundant from.

At the time of the longitudinal interview, 78% of clients were currently in work (either in employment or self-employment), similar to the levels reported in 2016. A third of clients (34%) were still working for the same employer in the same job role that they had secured as their first job post-redundancy; indicating a relatively high level of movement between jobs between the initial redundancy and current activity.

When comparing the characteristics of the employment first secured following redundancy to the job they were made redundant from, 54% of clients that secured work considered that the skills required from the new role was at the same or higher level relative to the job they were made redundant from. Just under half (49%) considered the level of responsibility of the new role to be at the same or higher level, and a smaller proportion (36%) reported that the level of pay was at the same or higher level. Over time the characteristics of the work secured tend to improve. When comparing their **current** role to the one they were made redundant from, 71% considered their current role to be at the same or higher level of skills and 64% considered it to be at the same or higher level of responsibility. In terms of pay, however, there was little improvement with 36% reporting that the current job was at the same or higher level of pay.

When reflecting on whether they felt PACE had helped them in their life and career since they were made redundant, half of all clients in longitudinal survey (50%) reported that PACE had helped them (7% felt that PACE had 'made all the difference' to them). This is a decrease from 58% reported in 2016. Nevertheless, as a gauge of overall satisfaction with PACE, three quarters of clients (75%) said they would be likely to recommend PACE to others (39% would be 'very' likely to recommend to others), which is in line with 2016.

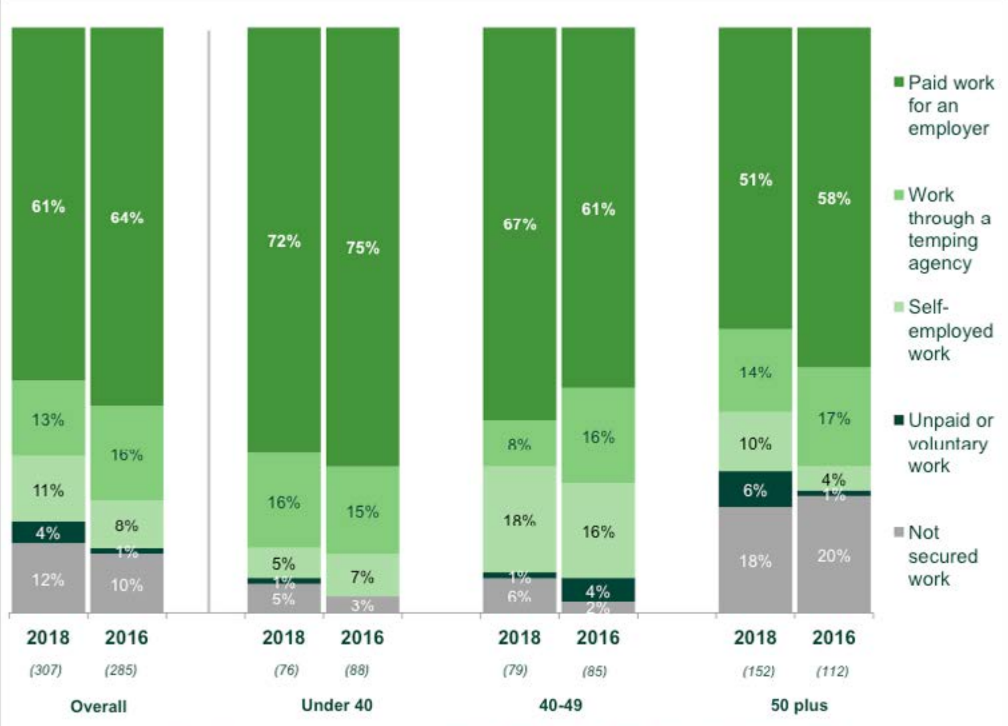
5.1 This chapter presents findings from the longitudinal survey of clients previously interviewed for the 2016 study. The 2018 longitudinal survey followed up 307 clients who had accessed PACE services in the period from April 2014 to January 2016. This chapter examines the longer-term labour market 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

5.2 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. Around nine in ten clients (88%) had managed to secure some form of work post-redundancy, similar to the 90% reported in 2016 longitudinal survey.

5.3 In terms of the type of work secured, Figure 5.1 shows that six in ten clients (61%) had managed to secure paid work with an employer, while around one in ten had secured work through a temping agency (13%) or pursued self-employment (11%). Just 4% took on unpaid or voluntary work. These proportions are broadly similar to the longitudinal data reported in 2016.

Figure 5.1 Proportion of clients engaging with different types of work as their first step back into work – comparison of 2018 and 2016 longitudinal surveys



Base: All longitudinal survey clients: 2018 – (307), 2016 – (285), 2014 –(194), 2012 –(268)

5.4 There were differences in the type of work secured depending on age. As shown in Figure 5.1, younger clients in the under 40 and 40-49 age groupings were more likely to have secured some form of work following their redundancy compared with those aged 50+. Only 5% of clients aged under 40 had **not** secured work since their redundancy, whereas approaching one in five clients aged 50+ (18%) had not secured work.

Length of time spent out of work post-redundancy

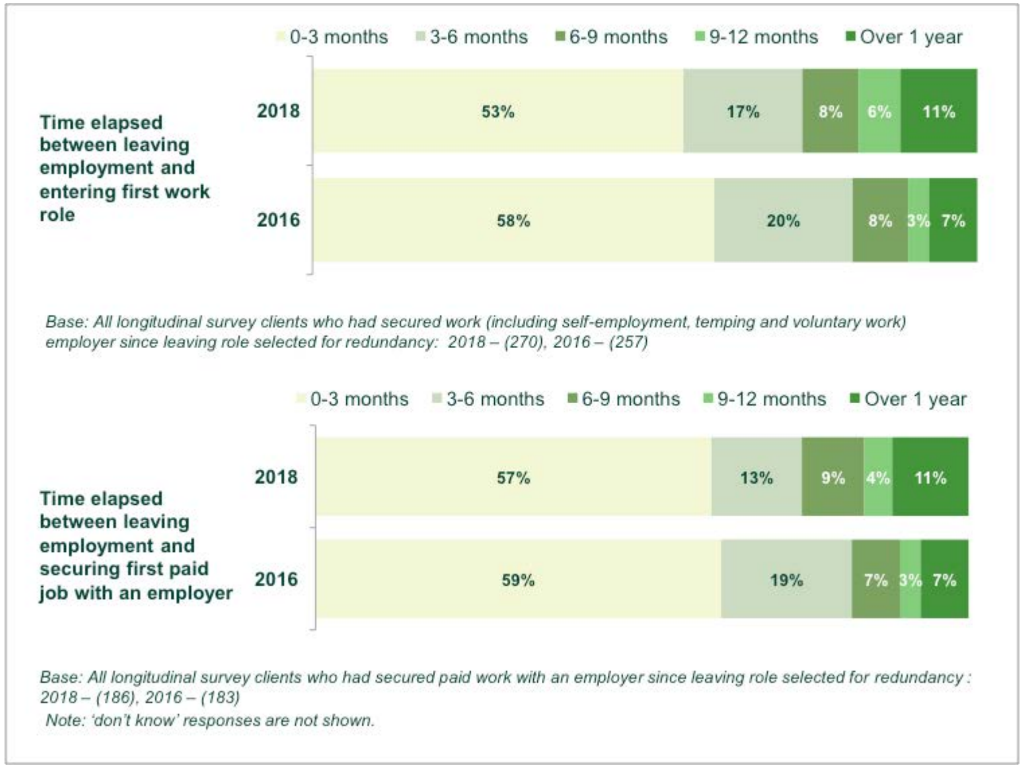
5.5 The longitudinal strand of the research allows for an assessment of the duration of time that people were out of work post-redundancy.

5.6 The time between leaving employment and securing work is shown in Figure 5.2. 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 on those clients who managed to secure paid work with an employer.

5.7 In 53% of cases, clients had secured work within three months of leaving their previous job and in 17% of cases clients had secured work between three and six months after leaving their old job. In 11% of cases it had taken clients over a year.

5.8 Turning to consider the time elapsed before moving into paid work with an employer, the picture is broadly similar with 57% of clients having secured such work within three months and a further 13% between three and six months after leaving their old job. Though the proportion of clients who took more than a year to secure paid work for an employer has increased since 2016 (from 7% to 11%), this change is not statistically significant.

Figure 5.2 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 2018 and 2016 longitudinal surveys



Details of the first work role secured post-redundancy

5.9 Among those who had secured paid work for an employer, the majority had secured work on a full-time basis (82%) which is similar to the 79% reported in 2016. Also similar to previous years, female clients were again more likely than males to have taken paid employment on a part-time basis (33% and 12%, respectively).

5.10 In 36% 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 is a decrease of 10 percentage points from 2016 and continues a trend reported in 2016 of a greater proportion of clients securing work in different industries to the one they were made redundant from.

5.11 In terms of the characteristics of the employment first secured following redundancy, Figure 5.3 details clients' assessments on the level of skills required by the first role secured following redundancy (relative to the job they were made redundant from), the level of responsibility and the level of pay.

5.12 In terms of skills, 54% of clients that secured work considered that the skills required from the new role was at the same or higher level relative to the job they were made redundant from. Just under half (49%) of clients considered the level of responsibility of the new role to be at the same or higher level, and a smaller proportion (36%) reported that the level of pay was at the same or higher level.

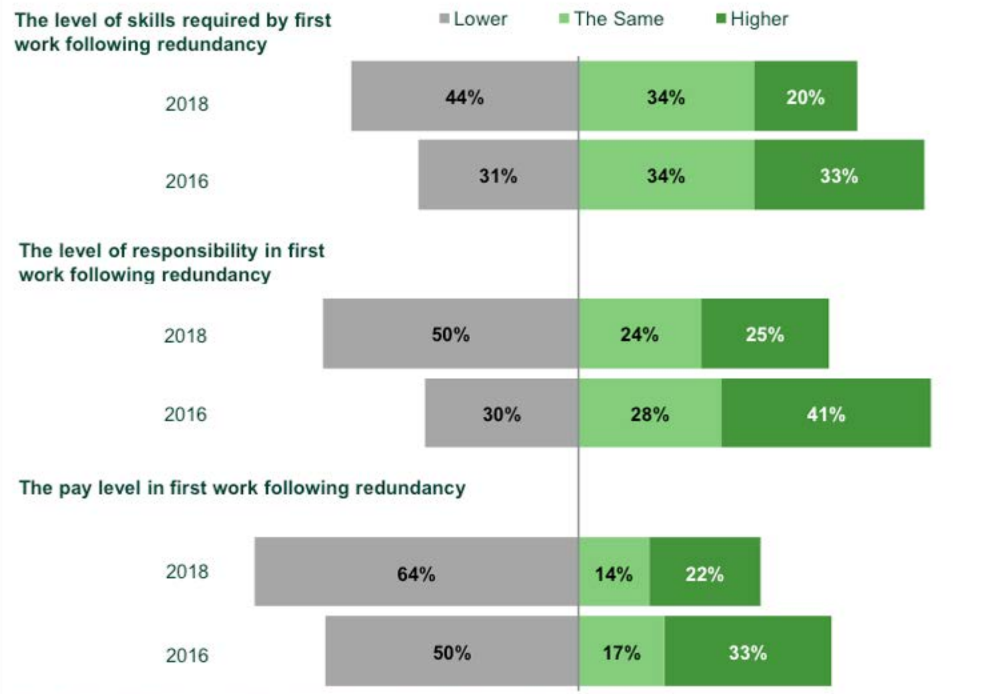
5.13 Across each of these assessments of the characteristics of the new role secured, clients aged 50+ were less likely to report that their new role was at the same or higher level compared to the one they were made redundant from and, instead, were more likely to report that the new role was at a lower level of skills/responsibility/pay.

5.14 Similarly, in terms of the level of pay, clients which were made redundant from the oil and gas sector were significantly more likely to have secured a new role with a lower level of pay than the job they were made redundant from. (77% of clients from the oil and gas sector reported that the pay level of their new role was at a lower level compared with 62% of clients made redundant from other sectors.)

5.15 It is notable from Figure 5.3 that across each of these categories the proportion of clients reporting that the skills/responsibility/pay of the new work role was at a same or higher level is lower than the proportions reported in 2016. (The 2018 data is more in line with the 2014 and 2012 longitudinal data.)

5.16 The age profile of respondents in the 2018 longitudinal survey is more towards the older age category of 50+ relative to the 2016 longitudinal profile (50% were aged 50+ in 2018 compared with 39% in 2016). In addition, the 2018 longitudinal survey is the first in the series to include individuals made redundant from the oil and gas industry in the wake of a large fall in oil prices at the end of 2014. These two factors combined contribute, at least in part, to the differences in work characteristics observed in the 2016 and 2018 longitudinal data.

Figure 5.3 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 2018 and 2016 longitudinal surveys

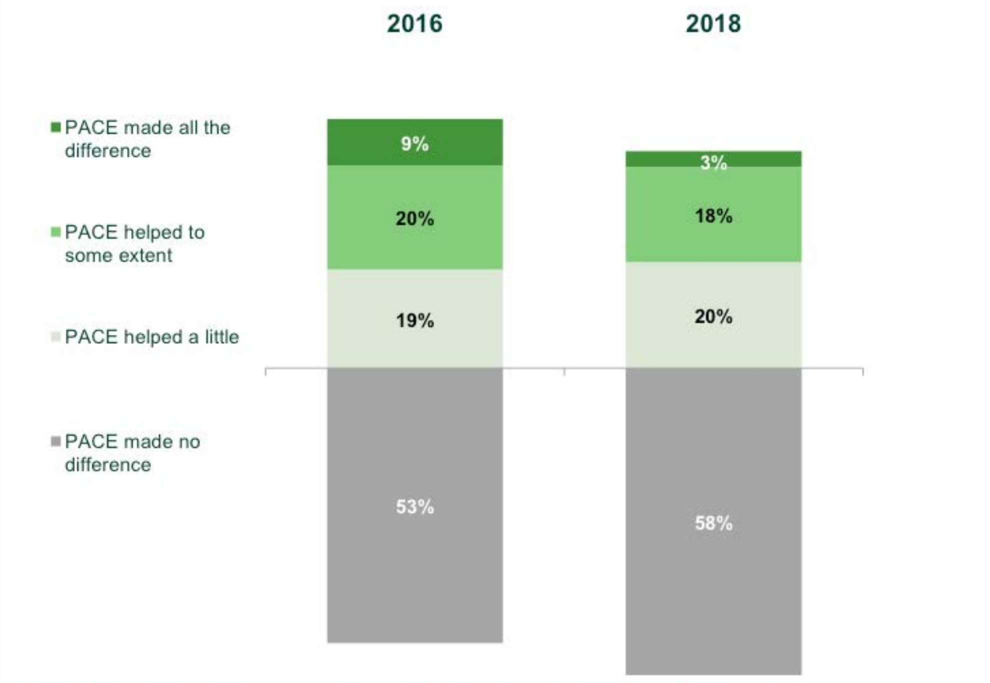


Base: All longitudinal survey clients who had secured a paid job or self-employment since leaving role selected for redundancy: 2018 – (254), 2016 – (248) *Don't know responses not shown*

The influence of PACE services on the move back into work

5.17 Two-fifths of clients (41%) who had secured paid work following redundancy reported that the PACE services they accessed had helped them in their move into employment (see Figure 5.4). Though this is a decrease compared to 2016 in the proportion of clients reporting that PACE had helped, the decrease is not statistically significant.

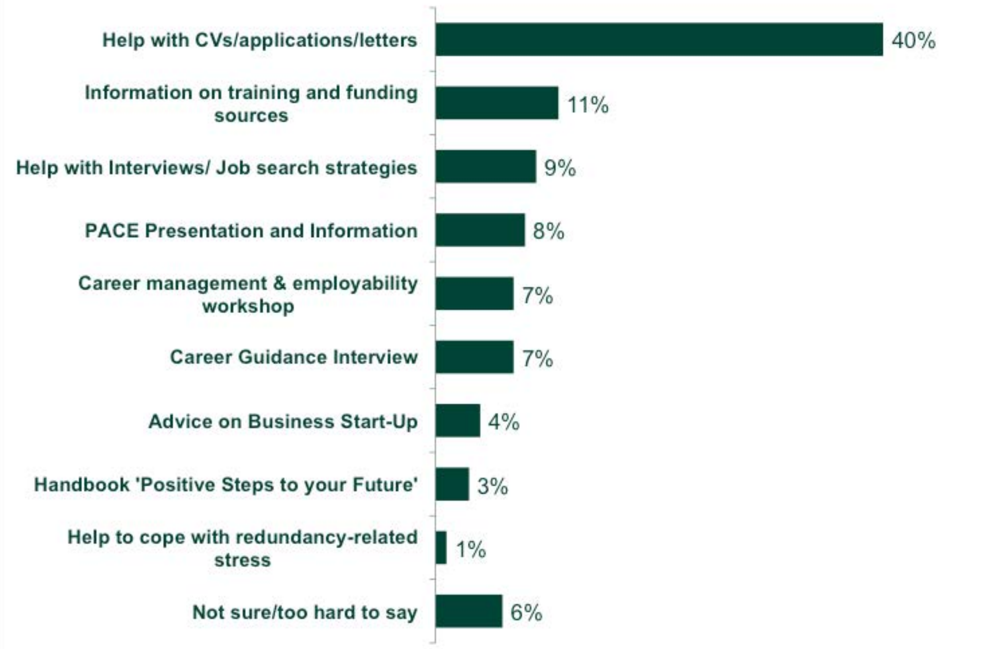
Figure 5.4 The perceived helpfulness of PACE on the move back into employment – comparison of 2018 and 2016 longitudinal surveys



Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy: 2018 – (237), 2016 – (234)

5.18 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 5.5, clients cited that the help they received with CVs and/or job applications had been the most helpful aspect. These rankings are consistent with the findings from previous longitudinal surveys.

Figure 5.5 The PACE service considered to be the most helpful in assisting the move back into employment



Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy and felt that PACE had helped them to do this: 2018 (96)

Current status

5.19 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 PACE services. Table 5.1 details the main activity of the clients surveyed.

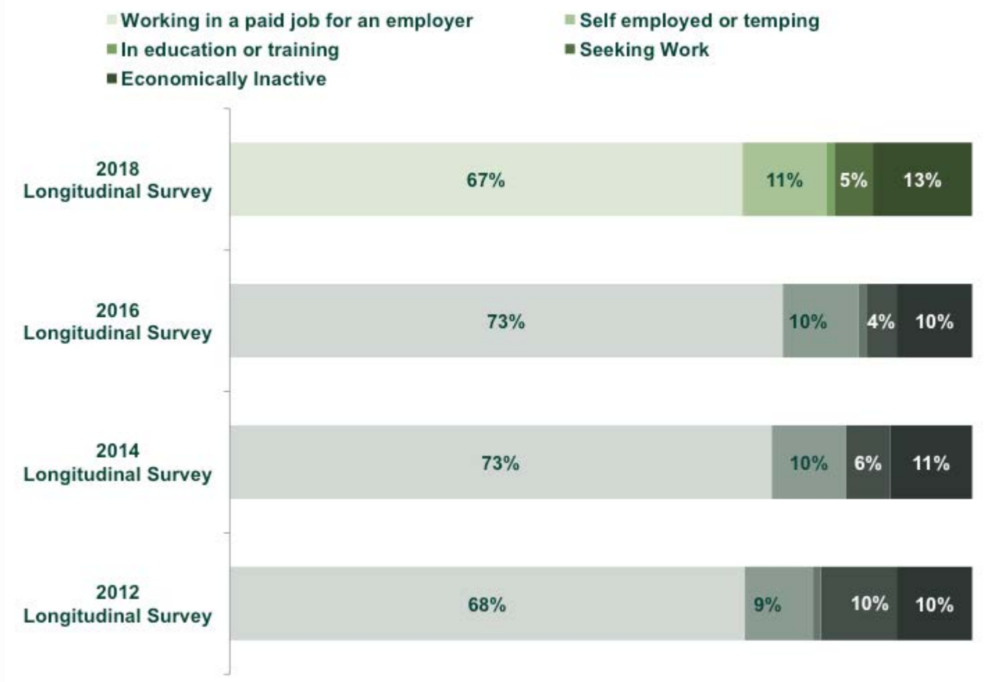
5.20 At the time of the survey, 56% reported that they were working full time for an employer and 11% part time. As detailed in Table 5.1, the current activities of clients at the point of the longitudinal interview were similar to those reported in 2016.

Table 5.1 Main activity of longitudinal clients at point of survey – comparison of 2018 and 2016 longitudinal surveys

	2018 Longitudinal Survey	2016 Longitudinal Survey
Base: All longitudinal survey clients	(307)	(285)
	%	%
Working full time for an employer	56	62
Working part time for an employer	11	11
Self-employed	8	7
Working through a temping agency	4	3
In full-time education or training	1	1
Working in an unpaid or voluntary role	1	-
Unemployed but actively seeking work	5	4
Retired	8	5
Not working because of ill-health or disability	3	2
Being a full-time carer or looking after the family	1	2
Taking time out of work to consider options	1	1
Other	1	-

5.21 Figure 5.6 combines these current work outcomes into more general categories and shows that 67% of clients interviewed were working in a paid job for an employer, 11% were self-employed or temping, 5% were seeking work and 13% were 'economically inactive' (i.e. retired or not working due to a long-term health condition or disability). The proportions in each type of activity do not significantly differ from the proportions reported in 2016 and again show high levels of work activity post-redundancy in the long term.

Figure 5.6 Summary of main activity at point of survey – comparison of 2018, 2016, 2014 and 2012 longitudinal surveys



Base: All longitudinal survey clients: 2018 – (307), 2016 – (285), 2014 –(194), 2012-(268)

The incidence of sustained employment

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

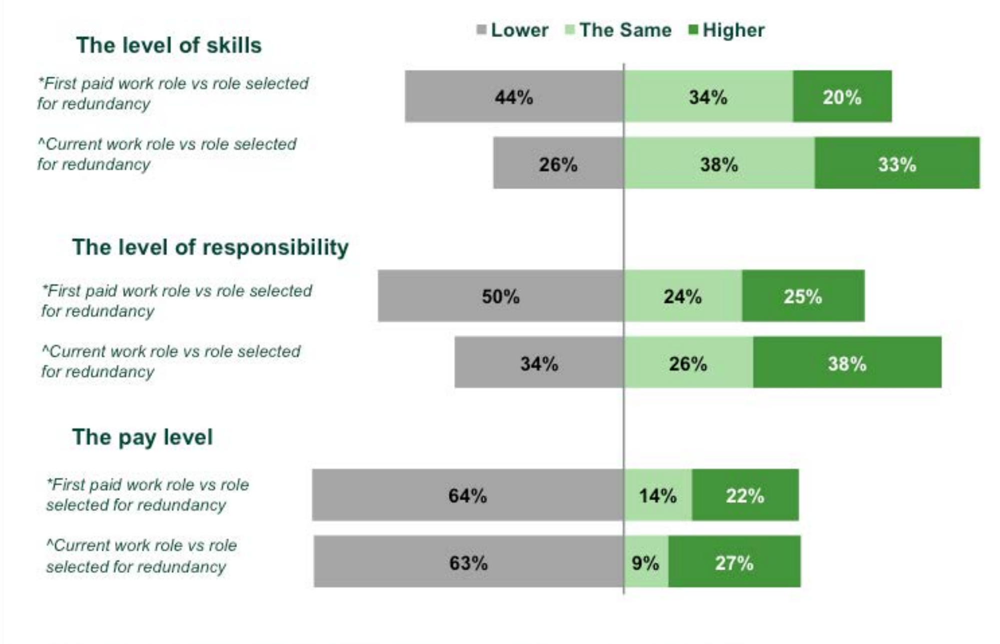
5.23 One-third of clients (34%) were still working for the same employer in the same job role that they had secured as their first job post-redundancy. A further 7% had moved roles in this period but continued to work for the same employer. Of the 17 clients interviewed who were solely in self-employment following redundancy, most (13) were still working for themselves at the time of the longitudinal survey.

5.24 Turning to consider the type of employment that clients had secured at the time of the longitudinal survey, Figure 5.7 shows the characteristics of the job roles of clients interviewed for the 2018 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 5.3); and
- their current role at the time of the longitudinal survey and the role they were made redundant from.

5.25 This shows that whilst the first job secured following redundancy may be associated with a lower level of skills and/or responsibility, these aspects tend to improve in the longer term, either after moving to another employer, or progressing within the existing role. In terms of pay, however, this trend does not hold with 63% of clients in work still reporting that their current position has a lower level of pay relative to the job they were made redundant from.

Figure 5.7 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



*Base: * All longitudinal survey clients whose first role post-redundancy was paid work: 2018 – (254)*
Base ^ All longitudinal survey clients currently in a paid work role: 2018 – (92)

Engagement with learning, training and development post-redundancy

5.26 Only three clients interviewed for the 2018 longitudinal survey were in full-time or part-time education at the time of the survey. However, one third (33%) of **all** clients had undertaken some form of education, training or development since being made redundant.

5.27 A minority (9%) had undertaken full-time education or training at any point since their redundancy, while 24% have undertaken some form of part-time learning. Around a fifth (21%) had been on a course of learning or training lasting a week or more.

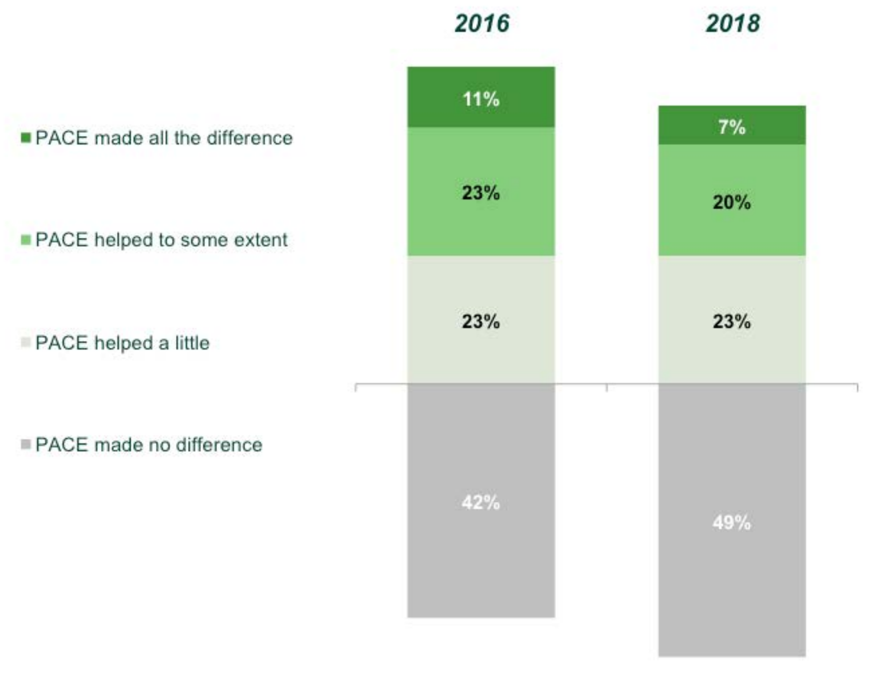
5.28 In terms of the influence of PACE services, around three-in-ten clients (31%) who had undertaken some form of education, training or development since their redundancy reported that PACE had helped them move into this education/training.

5.29 These proportions are largely in line with the findings reported in 2016.

The influence of PACE on client motivation and confidence

5.30 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. Half of all clients (50%) reported that PACE has helped at least a little in their life and career (7% felt that PACE had made 'all the difference' to them). This represents a decrease since 2016, when 58% reported that PACE has helped at least a little in their life and career.

Figure 5.8 The perceived helpfulness of PACE in life and career post-redundancy – comparison of 2018 and 2016 longitudinal surveys



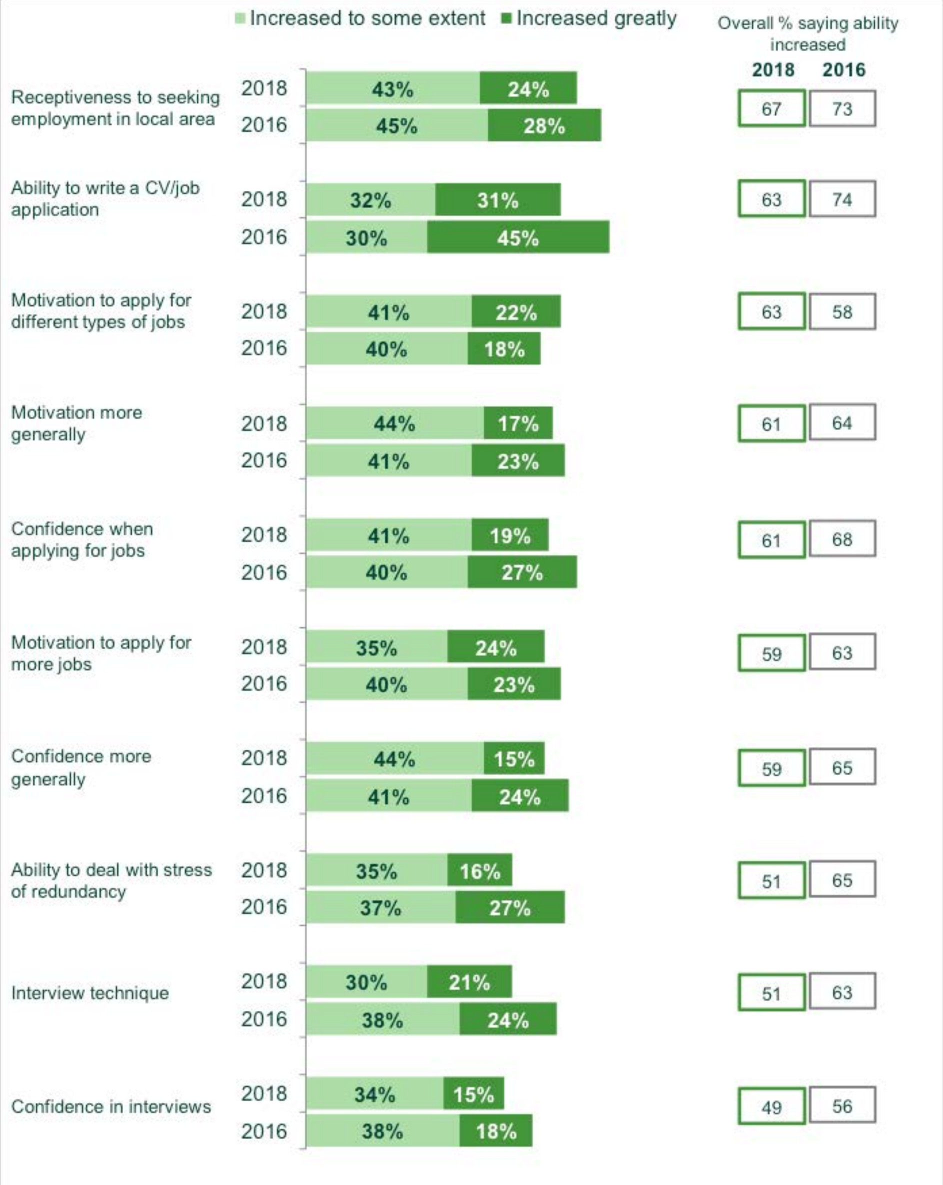
Base: All longitudinal survey clients : 2018 – (307), 2016 – (285)

5.31 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 aspects were the PACE presentation and information pack and information on training and training funding (both 13%), followed by career management and employability workshops and help with interviews and job search strategies (both 9%).

5.32 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 aspects of their post-redundancy life. As shown in Figure 5.9, nearly seven-in-ten clients (67%) felt that PACE had improved their receptiveness to seeking employment in their local area, while more than six-in-ten (63%) said PACE improved their ability to write a CV or job application and their motivation to apply for different types of jobs.

5.33 Continuing a trend reported in 2016, the proportion of clients reporting that PACE had improved their ability has generally decreased across most of the items listed in Figure 5.9 but only significantly so for the following: interview technique, and ability to deal with the stress of redundancy.

Figure 5.9 The influence of PACE on skills, confidence and motivation – comparison of 2018 and 2016 longitudinal surveys



Base: All longitudinal survey clients who feel that PACE has helped them in their life and career post redundancy: 2018 – (150), 2016 – (164)

Note: Summary scores may not always equate to sum of individual scores due to rounding

Satisfaction with PACE services

5.34 As a way of gauging client satisfaction with PACE services two years on from the previous survey, clients were asked whether they would recommend PACE services to others going through redundancy.

5.35 Encouragingly, three-quarters of clients (75%) indicated that they would be likely to recommend PACE services to others (39% would be 'very likely' to recommend PACE to others and 36% 'quite likely). A fifth (22%) would be unlikely to recommend PACE to others with the remaining 3% unsure as to whether they would recommend PACE. These proportions are in line with those reported in 2016.

6. CONCLUSIONS

6.1 Findings in this report show a great deal of continuity with previous PACE Client Experience Surveys conducted biennially since 2010, there are some notable areas of improvement as well as one new area of concern for 2018.

6.2 Levels of satisfaction with PACE services continue to be high (average of 85% across services), and services are considered relevant to clients' needs. Clients continue to access a wide range of services (around four on average), with greatest take up amongst services directly relating to job search i.e. information about training and funding sources, help with CVs/applications/ letters, information about benefits, and career guidance interviews. We again see that these services are among those with the highest levels of perceived relevance, especially among clients who went on to secure new employment.

6.3 Employment outcomes and quality of work are also positive. Four fifths of PACE clients surveyed (80%) had found new work following their redundancy. These figures are the best yet (since the survey began in 2010) for the proportion of clients finding work following redundancy (up from 71% reported in 2016). The vast majority of those finding work had done so within six months of their redundancy. Compared to the findings reported in 2016, relatively fewer clients were in casual employment, with more having found full time employment.

6.4 Longer term outcomes are also consistently positive. Around nine in ten clients interviewed for the longitudinal survey had secured new work at some point following their redundancy, with many (78%) in employment or self-employment at the point of the longitudinal survey (up to four years following their engagement with PACE services).

6.5 The characteristics of the work roles secured compare well to the roles that clients were made redundant from. For the majority of clients that had found work, the new roles tended to be at least at the same level in terms of the level of skills required and the level of responsibility. In line with previous years, it is in terms of pay where the new roles tend to compare less favourably, just over half of clients in new work were at a lower pay level compared to the job they were made redundant from.

6.6 A recurring theme in surveys over time has been the perceived timeliness of PACE services, with a notable improvement for 2018 in the proportion of clients considering the services to have been delivered too late. A quarter of PACE clients considered the services they accessed to be have been delivered too late for their needs; a significant decrease from around a third of clients in the two previous surveys in 2016 and 2014.

6.7 Aside from these suggestions from clients, the data from the 2018 survey highlights some areas for continuing improvement.

6.8 Whilst the improvements in service timeliness are welcomed, it should not be ignored that a quarter of clients still felt that at least some of the services were delivered too late for their needs. Most notably, 18% felt the introductory PACE presentation and information guide came too late. Given the importance of this service in acting as a gateway for directing users to other PACE services, efforts to improve the timeliness of this service should be ongoing.

6.9 Continuing a trend seen in previous PACE surveys (and reflecting the wider labour market trends for employment among those aged 50+), the post-redundancy outcomes of clients aged 50+ were typically poorer compared to younger age groups.[14] Following the 2016 survey qualitative follow-up research was carried out among PACE users aged 50+ and the subsequent report[15] highlighted various aspects of the PACE service that could be reinforced, such as: ensuring careers advice helps older clients broaden their networks through continued use of jobs fairs and advice on how to maximise the value online social media and online professional networks. The recommendations in that report should continue to be considered in the ongoing drive to develop and improve the service that PACE provides.

6.10 Finally, data presented in the longitudinal chapter suggest a new trend of clients perceiving PACE to have been less helpful in securing new work, less helpful in the broader sense of helping clients in their lives and careers, and less influential on various skills, confidence and motivation factors. This could perhaps be achieved through greater awareness and use of the online services and PACE contact centre helpline; both of which had relatively low levels of use but relatively high levels of satisfaction among those that used them.

14 It should be noted, however, that labour market statistics show lower re-employment rates among people aged 50+ compared to other age groups, hence the lower re-employment rates among PACE clients aged 50+ are in line with wider UK labour market trends. [Source: ONS (2018), Redundancies by industry, age, sex and re-employment rates].

15 PACE Services – experiences of clients aged 50+ http://www.gov.scot/Resource/0052/00521092.pdf

APPENDIX A: SUPPLEMENTARY TIME SERIES DATA – SERVICE SATISFACTION AND RELEVANCE

This appendix contains time series data tables covering 2010 to 2018 for key questions covered in Chapter 3: satisfaction with individual PACE services and the relevance of service materials.

Data shows minimal variation and few significant changes across five research waves (nine years) and therefore has been removed from the main body of this report.

Tables B1.1-1.3 Time Series for Services Satisfaction (2010-2018)

Satisfaction with delivery of career guidance and employability (Table 1 of 3)

	Base	Not at all satisfied (%)	Not very satisfied (%)	Quite satisfied (%)	Very satisfied (%)	SUMMARY: satisfied, either 'fairly' or 'very' (%)
PACE Presentation						
••••••••	*801*	••	••	••••	••••	**86**
••••••••	*774*	••	••	••••	••••	**86**
••••••••	*716*	••	••	••••	••••	**85**
••••••••	*421*	••	••	••••	••••	**93**
••••••••	*362*	••	••	••••	••••	**93**
Help with CVs, applications and letters						
••••••••	*545*	••	••	••••	••••	**86**
••••••••	*506*	••	••	••••	••••	**87**
••••••••	*422*	••	••	••••	••••	**87**
••••••••	*294*	••	••	••••	••••	**92**
••••••••	*243*	••	••	••••	••••	**92**
Help with interviews and job search strategies						
••••••••	*407*	••	••••	••••	••••	**84**
••••••••	*401*	••	••••	••••	••••	**84**
••••••••	*297*	••	••	••••	••••	**87**
••••••••	*247*	••	••	••••	••••	**91**
••••••••	*216*	••	••	••••	••••	**91**
Career guidance interview						
••••••••	*457*	••	••	••••	••••	**84**
••••••••	*410*	••	••	••••	••••	**84**
••••••••	*420*	••	••	••••	••••	**84**
••••••••	*254*	••	••	••••	••••	**91**
••••••••	*262*	••	••	••••	••••	**90**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Satisfaction with delivery of career guidance and employability (Table 2 of 3)

	Base	Not at all satisfied (%)	Not very satisfied (%)	Quite satisfied (%)	Very satisfied (%)	SUMMARY: satisfied, either 'fairly' or 'very' (%)
Benefits Information						
••••••••	*493*	••	••••	••••	••••	**84**
••••••••	*514*	••	••••	••••	••••	**84**
••••••••	*516*	••	••••	••••	••••	**83**
••••••••	*311*	••	••	••••	••••	**90**
••••••••	*274*	••	••	••••	••••	**87**
Advice on Business Start-Up						
••••••••	*236*	••	••	••••	••••	**79**
••••••••	*193*	••	••••	••••	••••	**75**
••••••••	*169*	••	••••	••••	••••	**72**
••••••••	*132*	••••	••	••••	••••	**79**
••••••••	*111*	••	••••	••••	••••	**79**
Information about funding / training sources						
••••••••	*674*	••	••••	••••	••••	**81**
••••••••	*540*	••	••••	••••	••••	**83**
••••••••	*511*	••	••••	••••	••••	**79**
••••••••	*287*	••	••••	••••	••••	**85**
••••••••	*275*	••	••••	••••	••••	**85**
Money Advice Service						
••••••••	*235*	••	••••	••••	••••	**81**
••••••••	*257*	••	••	••••	••••	**84**
••••••••	*210*	••	••••	••••	••••	**82**
••••••••	*151*	••	••	••••	••••	**88**
••••••••	*78*	••	••	••••	••••	**85**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Satisfaction with delivery of career guidance and employability (Table 3 of 3)

	Base	Not at all satisfied (%)	Not very satisfied (%)	Quite satisfied (%)	Very satisfied (%)	SUMMARY: satisfied, either 'fairly' or 'very' (%)
Help with reading, writing and numbers						
••••••••	*52*	••••	••	••••	••••	**79**
••••••••	*58*	••	••	••••	••••	**81**
Help coping with redundancy-related stress						
••••••••	*124*	••	••	••••	••••	**88**
••••••••	*138*	••	••••	••••	••••	**82**
Help understanding tax responsibilities						
••••••••	*132*	••	••	••••	••••	**89**
••••••••	*132*	••	••	••••	••••	**89**
Career management and employability workshops						
••••••••	*267*	••	••	••••	••••	**88**
••••••••	••••••	••	••	••••	••••	••••
Handbook titled 'Positive Steps to your Future' (NEW in 2018)						
••••••••	*326*	••	••	••••	••••	**88**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Figures B2.1-2.3 Time Series for Relevance of Materials (2010-2018)

Relevance of career guidance and employability services (Table 1 of 3)

	Base	Not at all relevant (%)	Not very relevant (%)	Quite relevant (%)	Very relevant (%)	SUMMARY: relevant, either 'quite' or 'very' (%)
PACE Presentation						
••••••••	*801*	••	••••	••••	••••	**80**
••••••••	*774*	••	••••	••••	••••	**81**
••••••••	*716*	••	••••	••••	••••	**78**
••••••••	*421*	••	••	••••	••••	**85**
••••••••	*362*	••	••	••••	••••	**89**
Help with CVs, applications and letters						
••••••••	*545*	••	••••	••••	••••	**84**
••••••••	*506*	••	••	••••	••••	**83**
••••••••	*422*	••	••	••••	••••	**88**
••••••••	*294*	••	••	••••	••••	**90**
••••••••	*243*	••	••	••••	••••	**91**
Help with interviews and job search strategies						
••••••••	*407*	••	••••	••••	••••	**82**
••••••••	*401*	••	••••	••••	••••	**83**
••••••••	*297*	••	••	••••	••••	**86**
••••••••	*247*	••	••	••••	••••	**89**
••••••••	*216*	••	••••	••••	••••	**87**
Career guidance interview						
••••••••	*457*	••	••••	••••	••••	**79**
••••••••	*410*	••	••••	••••	••••	**77**
••••••••	*420*	••	••••	••••	••••	**78**
••••••••	*254*	••	••••	••••	••••	**82**
••••••••	*262*	••	••••	••••	••••	**83**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Relevance of career guidance and employability services (Table 2 of 3)

	Base	Not at all relevant (%)	Not very relevant (%)	Quite relevant (%)	Very relevant (%)	SUMMARY: relevant, either 'quite' or 'very' (%)
Benefits Information						
••••••••	*493*	••	••••	••••	••••	**75**
••••••••	*514*	••••	••••	••••	••••	**75**
••••••••	*516*	••	••••	••••	••••	**79**
••••••••	*311*	••	••••	••••	••••	**82**
••••••••	*274*	••	••••	••••	••••	**82**
Advice on Business Start-Up						
••••••••	*236*	••••	••••	••••	••••	**64**
••••••••	*193*	••••	••••	••••	••••	**62**
••••••••	*169*	••••	••••	••••	••••	**61**
••••••••	*132*	••••	••••	••••	••••	**60**
••••••••	*111*	••••	••••	••••	••••	**59**
Information about funding / training sources						
••••••••	*674*	••	••••	••••	••••	**79**
••••••••	*540*	••	••••	••••	••••	**78**
••••••••	*511*	••	••••	••••	••••	**73**
••••••••	*287*	••	••••	••••	••••	**78**
••••••••	*275*	••	••••	••••	••••	**79**
Money Advice Service						
••••••••	*235*	••	••••	••••	••••	**73**
••••••••	*257*	••••	••••	••••	••••	**72**
••••••••	*210*	••	••••	••••	••••	**77**
••••••••	*151*	••••	••••	••••	••••	**72**
••••••••	*78*	••	••••	••••	••••	**72**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Relevance of career guidance and employability services (Table 3 of 3)

	Base	Not at all relevant (%)	Not very relevant (%)	Quite relevant (%)	Very relevant (%)	SUMMARY: relevant, either 'quite' or 'very' (%)
Help with reading, writing and numbers						
••••••••	*52*	••••	••••	••••	••••	**69**
••••••••	*58*	••••	••	••••	••••	**66**
Help coping with redundancy-related stress						
••••••••	*124*	••	••••	••••	••••	**81**
••••••••	*138*	••	••••	••••	••••	**74**
Help understanding tax responsibilities						
••••••••	*132*	••	••	••••	••••	**86**
••••••••	*132*	••	••	••••	••••	**84**
Career management and employability workshops						
••••••••	*267*	••	••••	••••	••••	**84**
••••••••	*242*	••	••••	••••	••••	••••
Handbook titled 'Positive Steps to your Future' (NEW in 2018)						
••••••••	*326*	••	••	••••	••••	**85**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

APPENDIX B: OIL AND GAS SECTOR ANALYSIS

Background

B.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 a 2015 Economic Report 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.

B.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 197 respondents who were made redundant from that sector and accessed the PACE services during the period 2016-2018. These individuals were identified in the sample through an 'oil and gas' marker which was set by SDS on its system. Differences between the responses of oil and gas sector clients and clients in the main new client 2018 sample have been described and indicated where they are statistically significant.

Profile and characteristics

B.3 Looking at the demographic profile, clients in the oil and gas sub-group were similar to the wider PACE client base, though a higher proportion are male (see Figure B.1). Clients who had been made redundant from the oil and gas sector were more likely to be male.

Use of PACE services

B.4 Also summarised in Figure B.1 is the proportion of clients accessing each of the PACE services. Oil and gas sector clients were generally less likely than the main sample to say that they had received most 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.

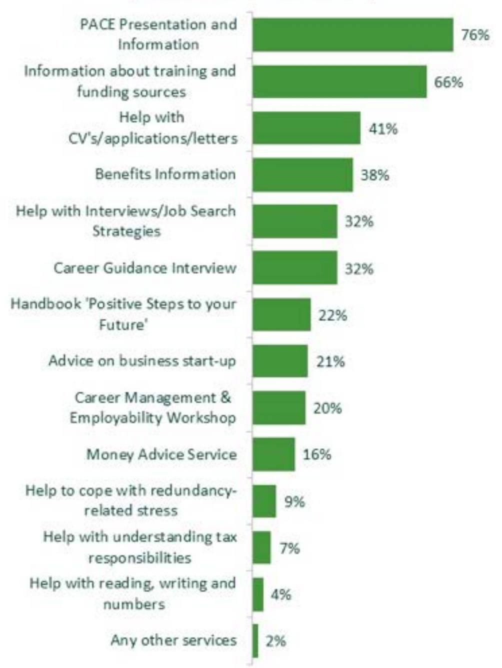
B.5 The top four services received by oil and gas sector clients were similar to the main sample, but with slightly different proportions accessing them. Three-quarters (76%) received help with CVs, applications and letters (75% in the main sample), 66% had received information about training and funding sources (63% in the main sample), 41% had help with CVs, applications and letters (51% in the main sample), and 38% accessed benefits information (46% in the main sample).

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

Respondent demographics

	Oil & gas sector respondents	All 2018 new client survey respondents
Base	*(197)*	*(1,065)*
	%	*%*
Gender		
Male	88	72
Female	12	28
Age		
Under 40	24	27
40 to 49	24	24
50 plus	50	47
Refused	2	2
Summary: Under 50	48	51
Ethnicity		
White British	88	88
Not White British	9	9
Prefer not to say	3	3
Social Economic Group		
A/B	18	15
C1	37	34
C2	17	18
D/E	19	21
Unknown / Refused	9	11
Has disability/impairment		
Yes	7	9
No	92	89
Refused	2	3

PACE services accessed



Base – All oil and gas sector respondents (197)

Moving back into employment

B.6 Four fifths of oil and gas sector clients (80%) had secured work following their redundancy; the same proportion across all clients. Half of those who had secured work had found work in a different industry (48%; similar to the proportion across all clients in new work).

B.7 When comparing the characteristics of their new work to the job they were made redundant from, PACE clients from the oil and gas sector were more likely than other clients to have secured a new role with a lower level of skills, responsibility and pay:

- 38% of those in work had secured a role with requiring a lower level of skills (compared with 29% across all clients).
- 50% had secured work with a lower level of responsibility (compared with 36% across all clients).
- 72% had secured a role with a lower level of pay (compared with 54% across all clients).

B.8 Even among those that had secured new work which required a higher level of skills or came with a higher level of responsibility, only 22% had increased their pay and 62% had taken a pay cut. (As detailed earlier in the report, among all clients that had secured new work which required a higher level of skills or came with a higher level of responsibility, 34% had increased their pay and 44% had taken a pay cut.)

Influence of PACE on move back into employment and training

B.9 Of those that had secured work, 39% of oil and gas clients felt that PACE had helped them in their move back into employment. Though not statistically significant, this is notably lower than the 46% of all clients who felt that PACE had helped them move back into work.

B.10 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 25% of oil and gas sector employees who thought PACE had at least some influence on their move back into employment).

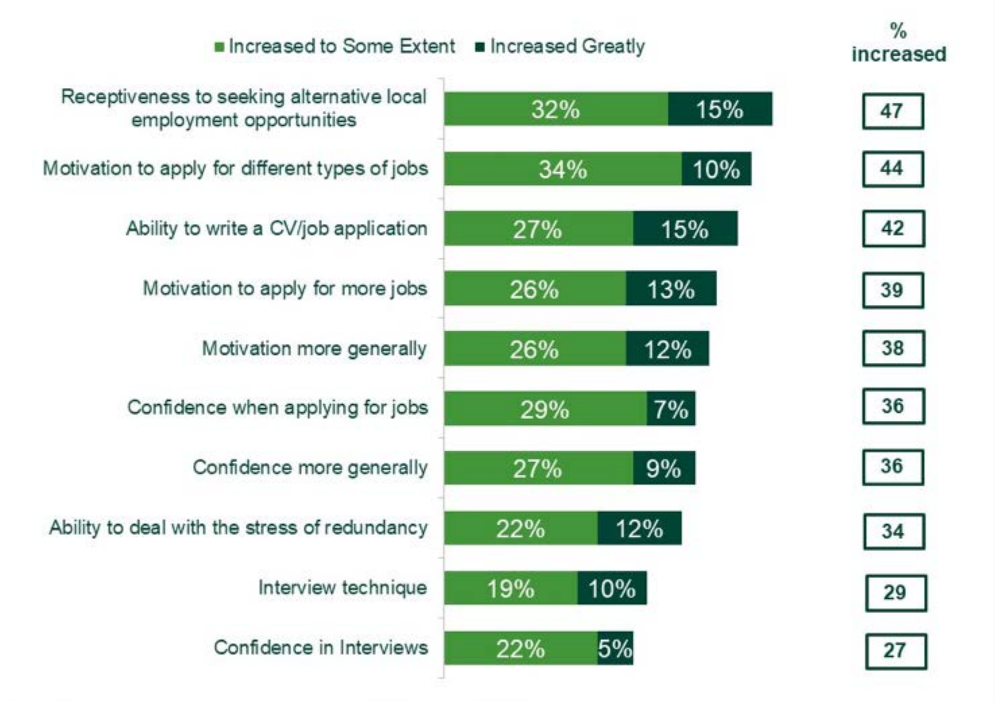
B.11 Nearly one-third (29%) of the oil and gas sub-group had undertaken some form of training since being made redundant, again broadly in line with the wider sample (27%).

Influence of PACE on motivation and confidence

B.12 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 B.2, were around motivation to apply for jobs and on the breadth of the roles that they sought.

B.13 Nearly half said that PACE had influenced their receptiveness to alternative local employment opportunities (47%) and their motivation to apply for different types of jobs (44%). Slightly fewer felt that PACE had influenced their ability to write a CV or job application (42%), motivation to apply for jobs (37%) and their motivation more generally (38%). These are in line with the proportions across all clients.

Figure B.2 Improvements associated with PACE amongst oil and gas sector clients



Base: All oil and gas respondents who received PACE services (187)

Overall satisfaction

B.14 Two-thirds (67%) of oil and gas sector clients using PACE were satisfied with their overall experience of PACE. This is lower than the average across all clients (76%), possibly reflecting the lower level characteristics of roles secured relative to the jobs they were made redundant from.

B.15 Broadly in line with the main survey, 58% 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.

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