PACE – Client Experience Survey 2014

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

By IFF Research

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1. EXECUTIVE SUMMARY

1.1 This report details findings from research into the experiences of clients receiving redundancy support services as part of the Partnership Action for Continuing Employment (PACE) initiative.

1.2 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.

Main messages

1.3 The suite of PACE services continue to be well received and are being accessed by high proportions of clients. Beyond the introductory presentation and guide, the most popular services accessed by clients are benefits information and information about training and funding sources. Help with CVs/applications and Career Guidance Interviews are also popular services.

1.4 Clients on the whole are positive about the services they received, and continue to find them useful and relevant to their situation. There is evidence to suggest that delivering the initial presentation earlier could, however, result in even more effective engagement.

1.5 The majority of clients are successful in finding work post-redundancy, and these new employment roles tend to be at a level, in relation to skills and responsibility, similar to or greater than their position selected for redundancy. However, when it comes to salaries, over half of clients have had to take some form of pay cut in their new position.

1.6 Despite the service performing well, there is still scope to improve it, particularly in relation to making the service more personalised and ensuring intervention happens at the most appropriate time in the process.

Background to the research

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

1.8 The evaluation was followed by another study in 2012 to investigate any changes in performance since the first evaluation and to examine to what extent the service was still meeting the objectives set out at its inception.

1.9 Accompanying the 2012 study was a new longitudinal survey of users, following up with clients first interviewed in 2010 about, amongst other issues, their current employment situation and how PACE had influenced their career progression in the two years post-redundancy.

1.10 In 2014, IFF Research was again commissioned to undertake an evaluation of the PACE service, with this latest wave of research following a similar format to the research conducted two years ago. The underlying objectives of the research remain the same, namely to:

- build a detailed picture of the profile and characteristics of individuals accessing PACE services;
- determine the extent to which clients access specific PACE services on offer;
- gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction with service delivery;
- establish the influence that PACE support has had on individuals' progression into learning and/or (intended/desired) employment, as well as the extent of 'softer' benefits to individuals' lives such as self-confidence and motivation; and
- make recommendations about the PACE service that will inform its ongoing development.

1.11 The current survey encompassed 879 interviews with clients accessing the service between April 2012 and January 2014, as well as 194 follow-up interviews with PACE clients who took part in the second wave of the research in 2012.

1.12 Where time-series comparisons are made across all three waves of research in this report, only significant differences are highlighted.

Key findings

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

Objective 1 – Build a picture of the profile and characteristics of individuals accessing the PACE service

1.13 Two-thirds of individuals accessing the PACE service between April 2012 and January 2014 were male and a third female. This represents a similar situation to that witnessed in the baseline survey in 2010, though a departure from the relatively even gender split seen in the 2012 study. The age distribution of clients remains similar to that seen in the 2012 evaluation, with three-quarters aged under 55. Clients were drawn from all Social Economic Groups[1], with one in 10 drawn from the A/B group. The large majority of clients were White British.

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

1.14 **The suite of PACE services are still being widely utilised by clients.** The PACE Presentation and Guide remains the service used the most, and is still frequently used as a gateway to wider services, with nine in 10 subsequently going on to use additional services. The average number of individual PACE services accessed by clients was four and these were accessed typically over a period of less than three months.

1.15 After the presentation and guide, **the next most popular PACE services are benefits information and information about training and funding sources; help with CVs/applications and Career Guidance Interviews also continue to be popular amongst clients.**

1.16 As in 2012, clients were least likely to access help with understanding tax responsibilities, help to cope with redundancy-related stress, and help with reading, writing and numbers. Each of these was taken up by 16% or fewer of clients surveyed.

Objective 3 – Gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction with service delivery

1.17 **PACE services continue to be well received by clients.** The presentation is the service most widely used and acts as a signpost to further services. There has been a slight (though statistically significant) decrease in the proportion of clients finding this service relevant and useful to them, and it is important this does not fall further as this could impact on interaction with wider services.

1.18 **One quarter feel the Presentation and Guide could have been delivered earlier, and was the service that clients were most likely to feel came too late in the redundancy process.**

1.19 **Three-quarters of users are satisfied overall with the interaction they have had with the PACE service.** This increases significantly once they access wider services beyond the initial Presentation and Guide (though that in itself is still regarded as an effective service by those who use it). Older clients (specifically those over 55) are, however, less satisfied than those in other age groups.

1 Social grading is a form of demographic classification used in the UK. It was originally developed by the National Readership Survey (NRS) in order to classify readers and the system has since become the standard classification used in market research. Category 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.

1.20 **The wider suite of services continues to be relevant and useful.** Materials related to interviews and job searches tended to score higher on these factors but the majority of clients are positive in relation to all services. Over two-thirds felt the services they received came at the right point in the redundancy process; however, there has been an increase since 2012 in the proportion of clients who felt at least one service had come too late.

1.21 When asked how their experience of the service compared to their expectations before engaging with PACE, close to **two-thirds of users thought the PACE service met or exceeded their expectations.**

Objective 4 – Establish the influence that PACE support has had on individuals' progression into learning and employment, as well as the extent of 'softer' benefits to individuals' lives

1.22 **Nearly three-quarters of clients (72%) had found work at the point of survey, similar to that in 2012, having increased significantly since the first wave of research.** Of those that had, they were more likely to be in a position that had increased levels of responsibility and required higher skills although over half of those who found work were being paid less than they had been in their position selected for redundancy.

1.23 **Amongst former employees of Vion Halls, the proportion who had secured work before or after redundancy was significantly higher; as many as 86% of these clients were in some form of work.**

1.24 Of those clients followed up having taken part in the evaluation in 2012, their current work activity was again very positive, with **nearly three-quarters in paid employment and a further one in 10 self-employed.**

1.25 Clients were on the whole positive about the influence of PACE on their move back into employment or education. **Of those who had found work, nearly three in 10 felt PACE had made the difference or helped to some extent.**

1.26 **Two-fifths felt interaction with PACE had increased their confidence and motivation more broadly.**

1.27 **Approaching a third (30%) of clients found work that was either at a higher skill level or a higher level of responsibility than the role from which they were made redundant.** However nearly two-thirds took a pay cut in their first work role and over half continued into further work that also offered a lower salary.

1.28 Reflecting the services rated as most useful and relevant, **help with job applications and CVs was cited as the service most influential in returning to employment.**

1.29 **Around one in four clients had undertaken some further education or training after their engagement with PACE.**

Objective 5 – Make recommendations about the PACE service that will inform its ongoing development

1.30 Although in the minority, clients do suggest some improvements they feel would make the service more influential. These include:

- A more personalised service (also mentioned in the 2012 evaluation).
- Longer and more frequent help sessions.
- A more timely point of intervention – interaction to start earlier in the redundancy process.

2. INTRODUCTION, AIMS AND OBJECTIVES

2.1 This report details findings from the third 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 Partnership[2] represents a collaborative approach to supporting individuals back into work after redundancy, and thus promoting sustainable economic growth.

Policy background

2.2 The Scottish Government Economic Strategy 2011 sets the direction for the public sector to work collaboratively with the private, academic and third sectors to accelerate growth and create jobs. Learning, skills and wellbeing forms one of the six strategic priorities of the strategy, with skills playing a central part in raising employment levels and improving productivity and competitiveness.

2.3 Skills Development Scotland (SDS) is focused on supporting sustainable economic growth through contribution to the delivery of the Scottish Government's Economic and Skills Strategies. SDS' services are further shaped in response to the Scottish Government's Career Information, Advice and Guidance Strategy and more recently, the Youth Employment Strategy.

2.4 The SDS Corporate Strategy 2012-15 identifies the purpose of SDS as being to help the skills and learning system to better respond to the needs of the economy, and to help individuals and businesses access learning and skills development opportunities.

2.5 The Partnership Action for Continuing Employment (PACE) is the Scottish Government's national strategic framework for responding to redundancy situations. Through providing skills development and employability support, PACE aims to minimise the time people affected by redundancy are out of work. In light of the economic downturn, the Scottish Government established the Ministerial PACE Partnership in June 2009 bringing 18 organisations together with the Scottish Government to oversee a continuous improvement programme to enhance the operation of PACE.

2.6 Enhancements to the PACE service arising from this continuous improvement programme have included:

- Enhancing the PACE offer to include improved support on health and wellbeing, financial issues and literacy and numeracy;
- Introduction of a PACE Helpline (0800 917 8000), Website (www.redundancyscotland.co.uk), publications and improved marketing to raise awareness of PACE support to employers and individuals;
- Development of a new data capture system to provide information on PACE interventions across Scotland; and
- Development of an evaluation framework to improve information on the influence and effectiveness of PACE.

2.7 Skills Development Scotland leads on the delivery of PACE on behalf of the Scottish Government and co-ordinates local response teams across Scotland with other partners including Department for Work and Pensions.

2 The membership organisations of the national PACE Partnership are The Scottish Government; Skills Development Scotland; Department for Work and Pensions; Acas Scotland; The Federation for Industry Sector Skills and Standards; Citizens Advice Scotland; Confederation of British Industry Scotland; Convention of Scottish Local Authorities; Federation of Small Businesses Scotland; HM Revenue and Customs; Highlands and Islands Enterprise; Colleges Scotland; Scottish Chambers of Commerce; Scottish Enterprise; Scottish Funding Council; Scottish Qualifications Authority; Scottish Trades Unions Congress; Scottish Training Federation; Universities Scotland.

Aims and objectives

2.8 Against this backdrop, in early 2010, Skills Development Scotland and the Scottish Government, on behalf of the PACE Partnership, commissioned IFF Research to evaluate the performance of the refocused PACE initiative from the perspective of PACE service users.

2.9 Findings from the first survey were largely very positive, and demonstrated high satisfaction levels with PACE support received and had positive influences in relation to progression into new employment and further learning and development.

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

2.11 More specifically, the core aims of the research were to:

- build a detailed picture of the profile and characteristics of individuals accessing PACE services;
- determine the extent to which clients access specific PACE services on offer;
- gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction with service delivery;
- establish the influence that PACE support has had on individuals' progression into learning and/or (intended/desired) employment, as well as the extent of 'softer' benefits to individuals' lives such as self-confidence and motivation; and
- make recommendations about the PACE service that will inform its ongoing development.

About this report

2.12 This report covers the findings of the two 2014 surveys, with the main body of the report focusing on the survey of new clients (those accessing PACE services since April 2012). The findings from the longitudinal follow-up survey of respondents taking part in the 2012 study are then used to elucidate the long-term influence of PACE on people's post-redundancy lives. The report is organised into these subsequent chapters:

- Chapter 3 provides key details of the survey methodology.
- Chapter 4 presents the profile of clients for the two 2014 surveys, to provide context for the findings. The extent of differences in the profile of new clients taking part in the three waves of research is also considered.
- Chapter 5 covers client views on PACE services, including the perceived relevance of individual services, views on the usefulness of materials provided, and satisfaction with the way in which services are delivered. This chapter also examines the key issue of whether clients feel that PACE services are being made available to them at the right time. Changes in these key performance measures since the 2012 and 2010 surveys are highlighted.
- Chapter 6 describes the influence of PACE on post-redundancy outcomes, including the movement into employment or training. These findings are taken from the 2014 survey of new clients.
- Chapter 7 uses data from the 2014 longitudinal survey to highlight the influence of PACE over the longer term.
- Chapter 8 draws together the key messages arising from both strands of the research.

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

2.14 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 that was selected for redundancy by that time. Chapter 4 gives more details of the profile of these clients.

2.15 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%.

3. METHODOLOGY

3.1 The 2014 Client Experience research incorporated two strands:

- A telephone survey of 879 new clients who have accessed PACE services since April 2012.
- A follow-up survey of 194 individuals who took part in the previous wave of research in March 2012.

3.2 Interviews were conducted using Computer Aided Telephone Interviewing (CATI) from IFF Research's telephone centre at its offices in London. Fieldwork took place in February and March 2014.

3.3 The outline methodology for each of these strands is described below. Further details on the profile of people interviewed can be found in Chapter 4.

New client survey

3.4 Respondents from the survey came from a database of approximately 3,410 clients who were listed as having received PACE services in the period from April 2012 to January 2014. Contact was attempted with all of these individuals to invite them to take part in a telephone interview. No quotas were applied to control the profile of respondents, as the priority was to conduct a census of the available contacts.

3.5 A screener was applied which excluded from the survey anybody who had not left the job which was selected for redundancy. This was found to be the case in 4% of the starting sample. Further details on the breakdown of call outcomes can be seen in Table 3.1. Interviews were completed with a total of 879 PACE clients[3], representing 68% of cases where contact was made with an eligible respondent.

Table 3.1: Sample outcomes – 2014 new client survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	*(3,411)*	*(3,411)*	*(1,285)*
		%	%
Ineligible or unavailable			
Could not recall PACE service	193	6%	n/a
Still in job selected for redundancy	136	4%	n/a
Person not contactable on supplied number(s) during fieldwork period[4]	1,797	53%	n/a
Refusals			
Refused to participate	286	8%	22%
Stopped interview	120	4%	9%
Completed			
Completed interview	879	26%	68%

3.6 The survey lasted around 13 to 18 minutes, with variance largely dependent on the extent of work or training services engaged with post-redundancy.

3.7 There were several changes made to the questionnaire, in comparison with the 2012 survey. In summary, new questions were added to capture the following:

- Awareness and use of online support provided by PACE, and satisfaction with this support;

3 A base of 879 interviews is associated with a confidence interval of +/- 4% on a finding of 50% (based on a 95% statistical confidence level). This means that it is likely in 95% of cases that the 'true' finding would lie between 46% and 54%. It should be noted that all differences between findings from different surveys and differences between sub-groups have been subjected to statistical testing.

4 In most cases, this relates to circumstances where there was no answer on the supplied telephone number even after 15 attempts. In others, it was clear that the named respondent was no longer available on that number.

- Awareness and use of the PACE contact centre, and satisfaction with this service; and
- Clients' satisfaction with their overall experiences with PACE.

Longitudinal survey

3.8 The longitudinal strand of the research aimed to follow up clients who had taken part in the 'new client' survey in 2012, and had agreed to be contacted for further research. This represented a total of 328 clients, and a census was attempted with all. A total of 194 follow-up interviews were completed, equivalent to interviews being undertaken with just under half of the starting sample (49%).

3.9 Details of the outcomes for the whole starting sample are shown in Table 3.2.

Table 3.2: Sample outcomes – 2014 longitudinal survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	*(328)*	*(328)*	*(220)*
		%	%
Ineligible or unavailable			
Could not recall PACE service	3	1%	n/a
Person not contactable on supplied number(s) during fieldwork period[5]	105	32%	n/a
Refusals			
Refused to participate	26	8%	12%
Stopped interview	0	0%	0%
Completed			
Completed interview	194	59%	88%

3.10 The questionnaire for the 2014 longitudinal survey mirrored that employed in 2012, collecting information on a range of labour market outcomes including:

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

5 In most cases this relates to circumstances where there was no answer on the supplied telephone number event after 15 attempts. In others, it was clear that the named respondent was no longer available on that number.

4. PROFILE OF PACE CLIENTS SURVEYED

4.1 This chapter presents the profile of PACE clients taking part in the two 2014 surveys, to provide context for subsequent findings.

New client survey

4.2 Table 4.1 presents the demographic profile of clients taking part in the 2014 new client survey, and draws comparisons to the demographic profiles of new clients from the previous two waves of 2012 and 2010. The 2014 new client respondents accessed PACE services from April 2012 onwards, with the 2012 and 2010 comparator groups being drawn from people accessing these services in the calendar years 2011 and 2009 respectively.

4.3 The 2014, 2012 and 2010 samples have a broadly similar profile in terms of the spread of clients by age, social economic group, ethnicity and disability status. There have, however, been some changes in respect of the gender balance.

4.4 As with the previous two surveys, around two-fifths of all new clients in the 2014 survey were aged under 45 (43%), and a third (31%) were aged 45 to 54. Meanwhile, a quarter (24%) of new clients were aged 55 or over.

4.5 Two-thirds of clients participating in the 2014 new client survey were men (67%), marking an increase compared with the proportion of males taking part in the 2012 survey (51%), though similar to the 2010 comparator group (among which 68% were men). The changes in the gender profile have been taken into account when comparisons are drawn between the 2014, 2012 and 2010 new client findings, and the report commentary highlights where significant differences occur between these sub-groups. On the whole, findings in 2014 showed no significant differences by gender.

4.6 Just one in 10 new clients from the 2014 survey are in the A/B social economic group[6] (8%), three in 10 in the C1 economic group (31%) and a fifth in the C2 social economic group (20%). These profiles are similar to those of the two comparator groups, though there has been a small increase in the proportion of new clients in the D/E group (40% compared to 32% in 2012 and 31% in 2010).

4.7 The vast majority of new clients in all three surveys described themselves as White British (90% in 2014, 94% in 2012 and 88% in 2010).

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

6 Social grading is a form of demographic classification used in the UK. It was originally developed by the National Readership Survey (NRS) in order to classify readers and the system has since become the standard classification used in market research. Category 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.

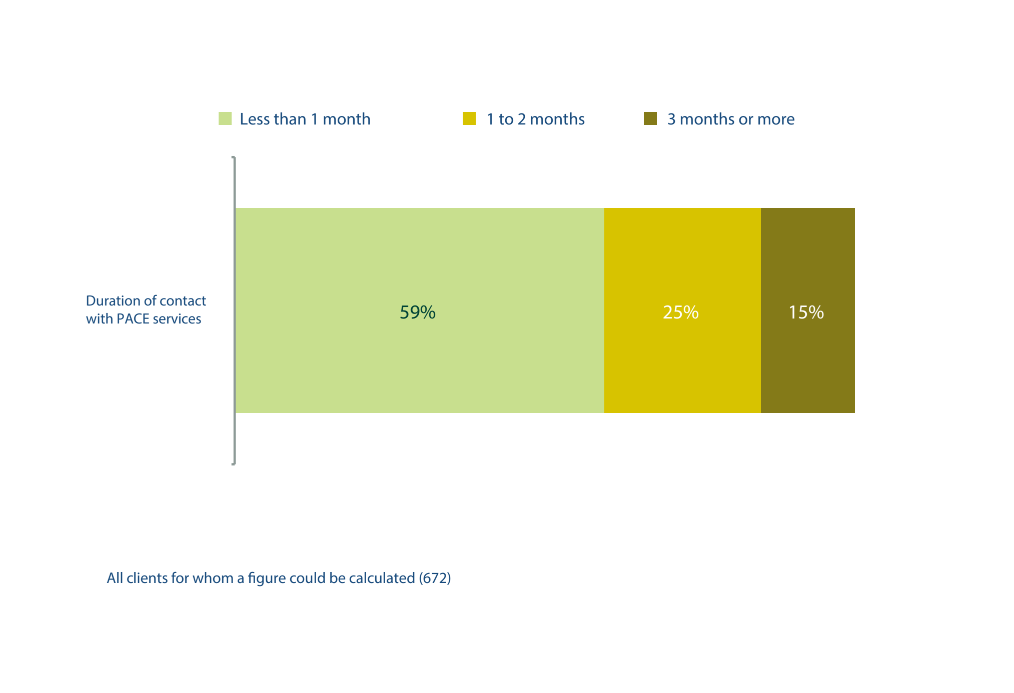
Table 4.1: Demographic profile of survey respondents for 2014, 2012 and 2010 new client surveys

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

4.9 Figure 4.1 shows the duration of contact clients had with the PACE service. The majority of users only interacted with the service for less than a month, during which time they accessed around four services on average. Meanwhile, one in six clients (16%) had contact with the service that extended to over three months, with an average of around six services being accessed over this time.

Figure 4.1: Duration of contact with the PACE initiative



Longitudinal survey

4.10 The longitudinal survey followed up individuals who took part in the 2012 survey. To be confident in comparing people's situation now with where they were in 2012, it is important that the profile of the two samples is similar, and that there has not been any substantial bias towards certain types of people that could impact on overall findings. Table 4.2 shows the profile by key factors for:

- All clients who took part in the 2012 survey (505 clients);
- All clients from this group who were successfully followed up in the 2014 longitudinal survey (194 clients).

4.11 The first column in Table 4.2 shows the profile of all clients taking part in the 2012 survey, by gender, ethnicity, social economic grade, and disability status, while the second column presents the same information but of the 2014 longitudinal survey respondents.

4.12 Differences between the two samples are small, with a relatively event split between genders for both groups, approximately three-quarters of clients aged under 55, the vast majority of clients being White British, and 93% of each group stating they did not have a disability.

4.13 The only significant (though still relatively small) difference between the sample groups is in relation to social economic grade, with 41% of the 2014 follow-up sample falling into the C1 group compared to 33% of all original 2012 respondents.

Table 4.2: Demographic profile of respondents – comparison of 2012 new client survey and longitudinal survey 2014 respondents

	All 2012 survey respondents	All 2014 Longitudinal survey respondents
Base	*(505)*	*(194)*
	%	%
Gender		
Male	51	53
Female	49	47
Age		
Under 45	41	30
45 to 54	33	36
55 plus	25	34
Refused	2	0
Summary: Under 55	*74*	*75*
Ethnicity		
White British	94	98
Not White British	4	1
Prefer not to say	2	2
Social Economic Group		
A/B	11	12
C1	33	41
C2	15	14
D/E	32	27
Unknown/Refused	10	5
Has disability/impairment		
Yes*	5	6
No	93	93
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?

5. CLIENT VIEWS ON PACE SERVICES

5.1 PACE delivers 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 and in terms of managing resulting stress. The survey of new clients measured the relevance and usefulness of each of the PACE services as perceived by those that used them, and the satisfaction clients had with the services delivered to them. This chapter presents the outcomes of these key performance indicators and examines the extent to which clients who accessed the different services felt they were being made available at the right time in their redundancy.

Packages of PACE services accessed

5.2 Figure 5.1 shows the proportion of clients who accessed particular services offered by PACE.

5.3 As was the case previously, the PACE Presentation and Guide – often given at the initial stage of client contact – was received by the greatest proportion of new clients (81%). Indeed, one in 10 new clients (10%) said that they had only received this and had not accessed any of the other services listed.

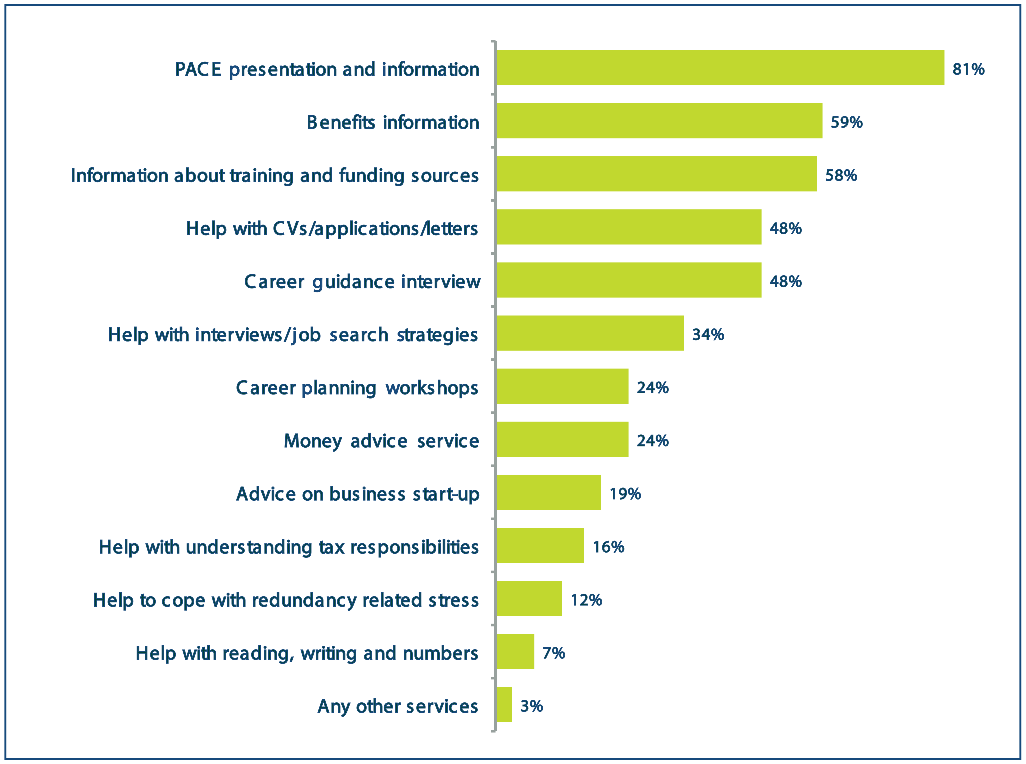
5.4 Benefits information and information about training and funding sources were the services next most likely to be received by clients (59% and 58% respectively).

5.5 Meanwhile, half (48%) had received help with CVs and job applications, the same proportion had taken part in a one-to-one Career Guidance Interview (48%), and a third (34%) had received help relating to job interviews and job searching.

5.6 Services related to managing personal finances were used less often. For example, a quarter (24%) had accessed the Money Advice Service, and fewer than one in five (16%) had received help with understanding their tax responsibilities.

5.7 Help with reading, writing and numbers and English was the least likely service to be accessed (by 7%).

Figure 5.1: Proportion of clients accessing each PACE service – 2014 new client survey



5.8 Three PACE services were more likely to be received by clients who secured a job either during or after redundancy:

- Information on training and funding – 60% of clients who found work used this service, compared to 52% of clients who did not find work.
- Advice on business start-up – accessed by 22% of clients who secured work post-redundancy, compared to 13% who did not.
- Understanding tax responsibilities – 17% of users of this service found work, compared to 10% of users who did not.

5.9 There were no substantial differences in the use of different PACE services by social economic group, or according to the size of the company from which the person was made redundant.

5.10 The proportions of Vion Halls clients accessing each service was at similar levels to the sample as a whole. One notable exception to this was the proportions accessing information on benefit entitlement which was accessed by 66% of Vion Halls clients compared to 55% of the overall sample. More information on findings amongst this group can be found in Annex A.

Use of online PACE support and the PACE contact centre helpline

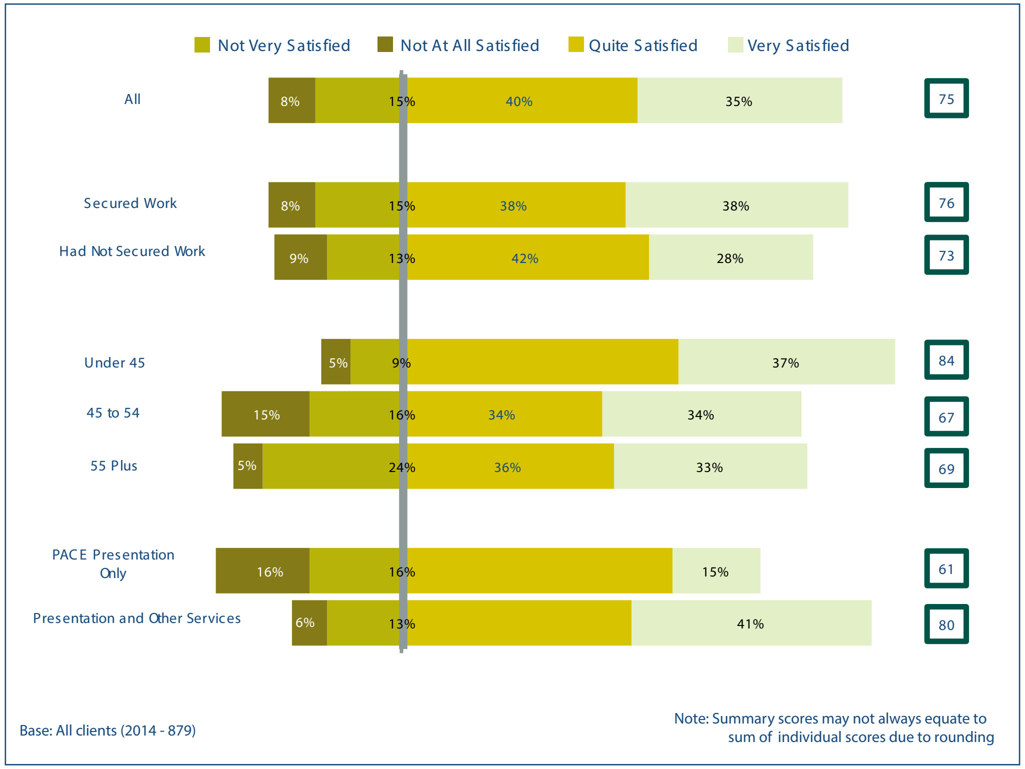
5.11 For the 2014 study, clients were also asked whether they had accessed any online PACE support. One in eight had done so (12%), with a further quarter aware of such support but yet to access it (23%). Where clients had interacted with PACE through online support, they were overwhelmingly satisfied with the information provided; 91% reported they were satisfied with this, including 46% stating they were 'very satisfied'.

5.12 Clients were also asked if they had accessed the PACE contact centre helpline. Just one in 20 reported having done so (6%), although two-fifths of those who had not were aware of such support being available (41%). Satisfaction amongst the small proportion of clients accessing support via the contact centre was high, with 85% reporting being satisfied.

Overall satisfaction with PACE services

5.13 The majority of clients accessing at least one service (75%) were satisfied with their overall experience of PACE, as shown in Figure 5.2.

Figure 5.2: Overall satisfaction with PACE services – 2014 new client survey



5.14 Figure 5.2 also reveals interesting variations in overall satisfaction by key sub-groups. Those clients that were working at the time of the interview were more likely to be satisfied with PACE (76%) than those who had not (yet) managed to secure work (73%), with an even larger variation in the proportions saying they were very satisfied with the service (38% v 28%).

5.15 Clients under the age of 45 were significantly more likely to be satisfied with the overall service than those in older age cohorts. 84% of under 45s reported they were very or quite satisfied compared to only 67% amongst those aged 45-54 and 71% amongst those aged 55 or more.

5.16 The importance of introducing clients to the wider breadth of services outside the introductory Presentation and Guide is also highlighted. Of those clients who solely received this service, just over three-fifths (61%) reported they were satisfied with the overall service. However, those clients that went on to receive at least one other service in addition to the Presentation and Guide were significantly more likely to express satisfaction (80%).

Satisfaction with delivery of individual services

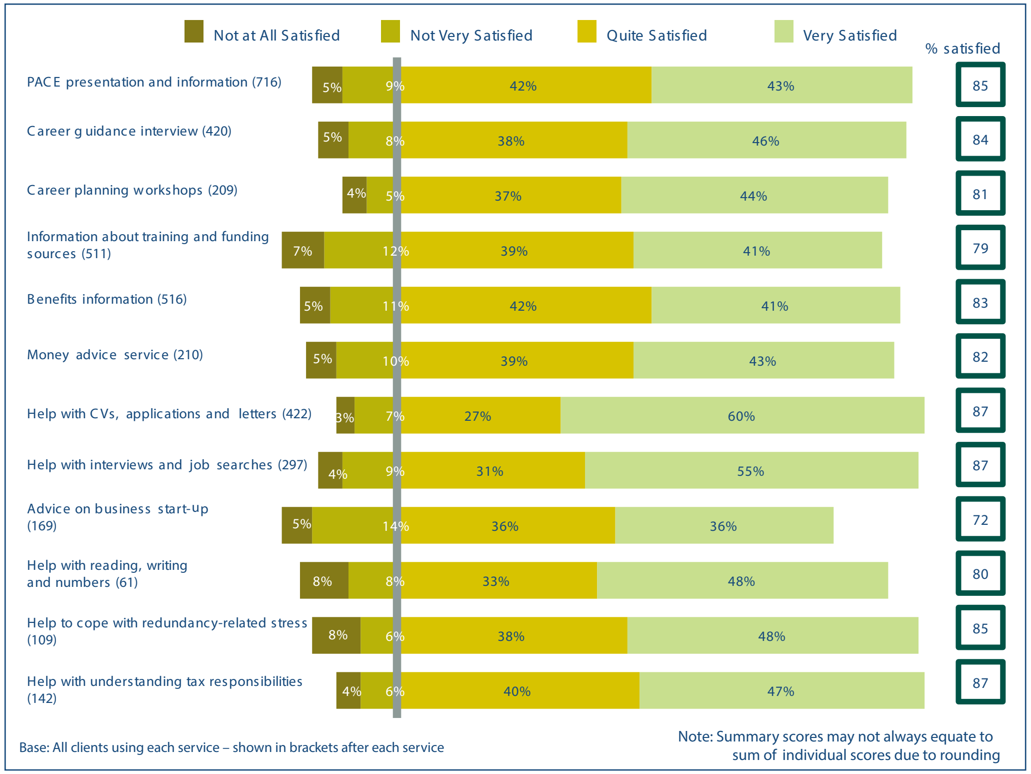
5.17 Figure 5.3 summarises satisfaction with each of the specific PACE services delivered, with all services receiving satisfaction scores in excess of 70%.

5.18 In general, between two-fifths and half of users of each service were very satisfied with their delivery, with higher levels of satisfaction reported for services relating to job application processes:

- Help with CVs, applications and letters – 60% of users were very satisfied with the delivery of this service.
- Help with interviews and job searches – 55% of users were very satisfied with the delivery of this service.

5.19 Over a quarter of the small minority of users of services related to English for Speakers of Other Languages (ESOL) were not at all satisfied with the service, however the base for this finding is very small. Outside of this, as in 2012, advice on starting up a business was the service that received the lowest satisfaction rating, with one in five clients using this service stating that they were not satisfied with its delivery (19%).

Figure 5.3: Satisfaction with delivery of PACE services – 2014 new client survey



Note: Results for English for Speakers of Other Languages (ESOL) are not charted due to low base sizes

5.20 Figures 5.4 and 5.5 show comparisons of PACE service satisfaction for new clients across the three waves to date. Although slight decreases in satisfaction can be seen for each PACE service, this fall is only statistically significant for the PACE Presentation and Guide and Benefits information (85% were satisfied with PACE presentation and information in 2014, compared to 93% in 2012 and 2010; 83% were satisfied with Benefits information in 2014, compared to 90% in 2012, and 87% in 2010).

Figure 5.4: Satisfaction with delivery of PACE services (career guidance and employability services) – comparison of 2014, 2012 and 2010 new client surveys

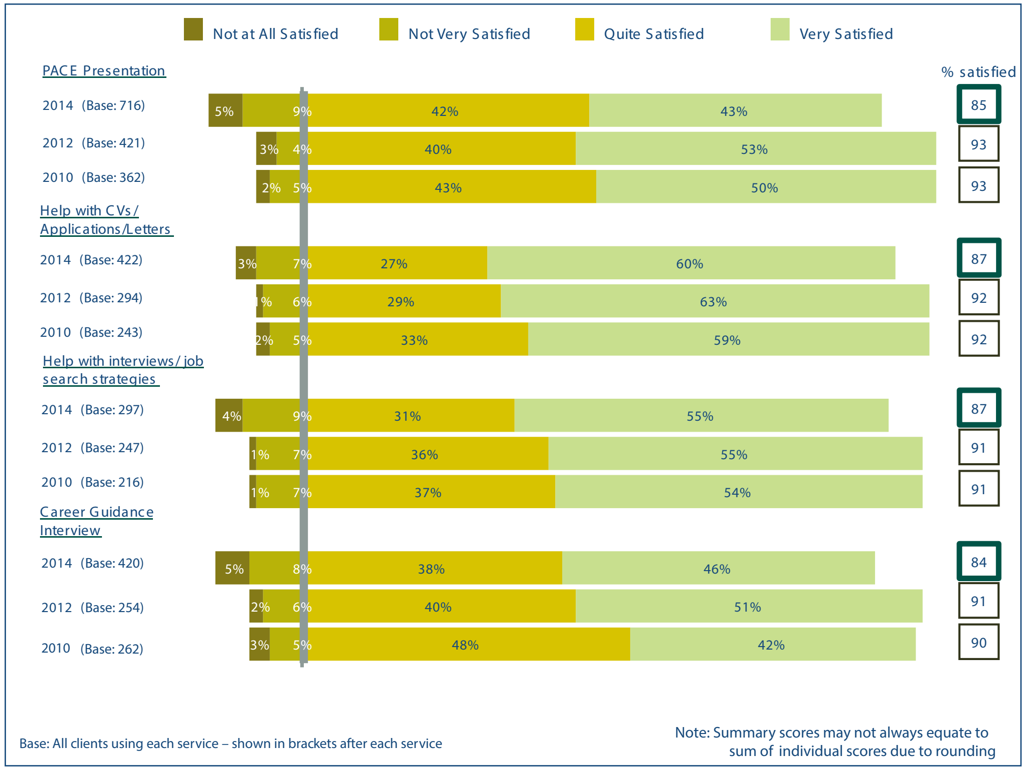
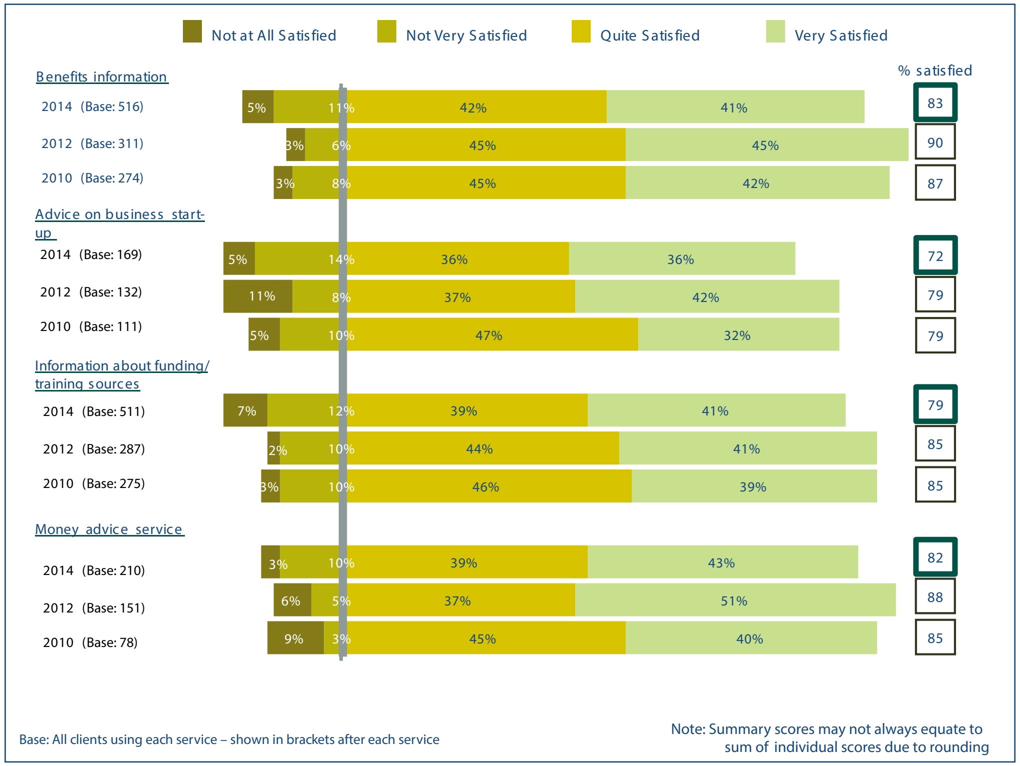


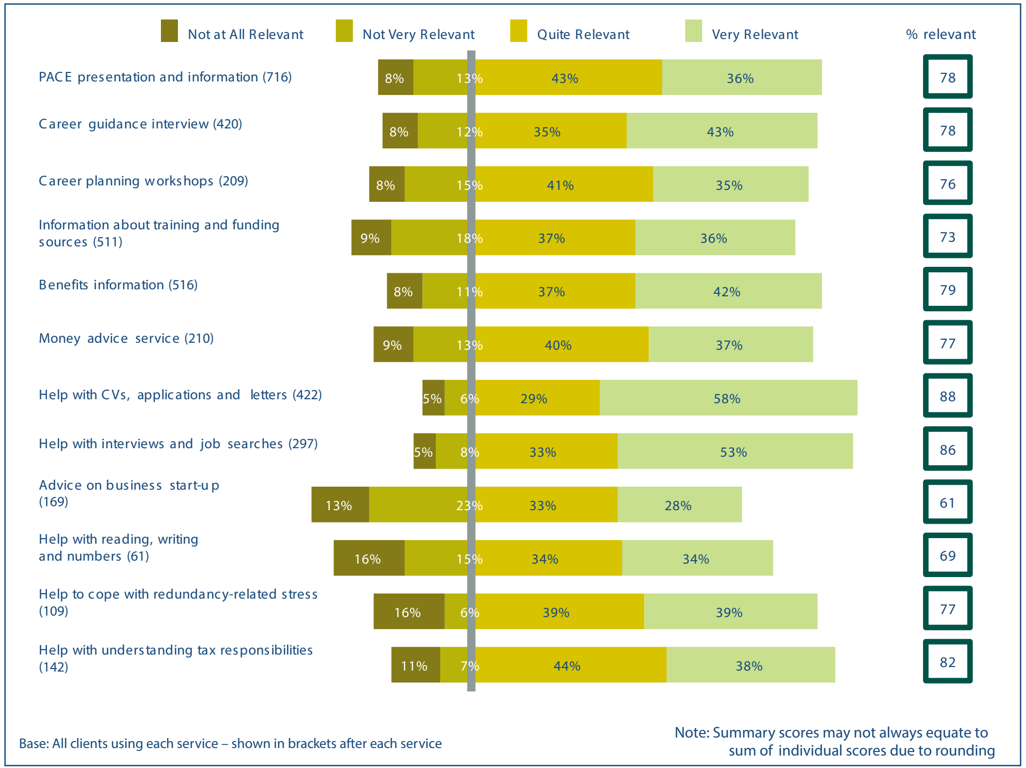
Figure 5.5: Satisfaction with delivery of PACE services (training and financial support services) – comparison of 2014, 2012 and 2010 new client surveys



Perceived relevance of the PACE services accessed

5.21 Clients were asked to rate the relevance of each PACE service they had accessed. Figure 5.6 shows the proportion of clients rating each service from not relevant at all to very relevant, with a summary of the proportion of clients stating a service was relevant (i.e. either 'quite relevant' or 'very relevant') on the far right of the chart.

Figure 5.6: Perceived relevance of PACE services – 2014 new client survey



Note that figures in the bars do not always sum to 100% as clients who preferred not to answer are not shown.

5.22 As Figure 5.6 shows, for all services, a clear majority of clients felt the service had been quite or very relevant. It was the case for all bar two services that over three-quarters of clients felt the service was relevant to them personally.

5.23 Services which were perceived as most relevant by users tended to be those used more often, such as Help with CVs, applications and letters, and Help with interviews and job searches. Both were considered very relevant by more than half of their users (58% and 53%, respectively). Advice on business start-up was perceived to be the least relevant service, with one-quarter of users stating that it was not very relevant to them, and a further one in 10 (13%) perceiving the service as not at all relevant to them. Two other services also stood out as being significantly less relevant than the others, with just under one in six clients who used these services perceiving them as not at all relevant to them personally. These services were:

- Help with reading, writing and numbers (16%).
- Help to cope with redundancy-related stress (16%).

5.24 As was the case in previous waves of the study, whether the respondent had secured any new work post-redundancy was a key driver of how relevant they perceived certain PACE services to be. This was particularly apparent when looking at perceived relevance of services relating to assistance with job searches and the application process.

5.25 Clients who had secured work were more likely to rate the following services as 'very relevant':

- Help with CVs and applications (65% very relevant, compared to 42% of those who had not secured work).
- Help with interviews or job searches (59% v 37%).
- Career guidance interview (47% v 32%).
- Money advice service (42% v 23%).
- Help understanding tax responsibilities (45% v 16%).

5.26 Those aged 55 and over were more likely than the younger age groups to perceive certain services as not being relevant to them, in particular:

- Information about training and funding sources (34% of those aged 55 plus felt this was not relevant compared to 24% of those aged 54 and under).

- Career planning workshops (35% v 19%).
- Career guidance interview (30% v 17%).

5.27 By social economic group, those in the A/B grade perceived services to be less relevant to them than those in lower social economic groups. For example, two fifths (40%) of A/B clients deemed Career guidance interviews as not relevant compared to one fifth (19%) of all other clients who used this service.

5.28 Figures 5.7 and 5.8 show how perceptions of the relevance of PACE services have changed since the first and second waves of this study in 2010 and 2012. Figure 5.7 displays the services related to improving employability and career guidance, whilst Figure 5.8 shows services related to training and financial support.

5.29 Comparing all three waves of the survey shows that, for most services, relevance ratings for PACE services have remained broadly consistent. The only significant decrease between this wave and the first relates to perceived relevance of the PACE Presentation and Guide, with four-fifths of new clients who used this service in the 2014 survey regarding it as relevant to them (78%), compared to nine in 10 of those in 2010 (89%).

5.30 Ratings of perceived relevance of Advice on business start-up have become less polarised in comparison to the 2012 findings, with 13% of users now rating this as not at all relevant, compared to 27% in 2012. Perceived relevance ratings of this service are now largely back in line with those of the 2010 baseline study.

Figure 5.7: Relevance of PACE Services (Employability and career guidance) – comparison of 2010, 2012 and 2014 new client surveys

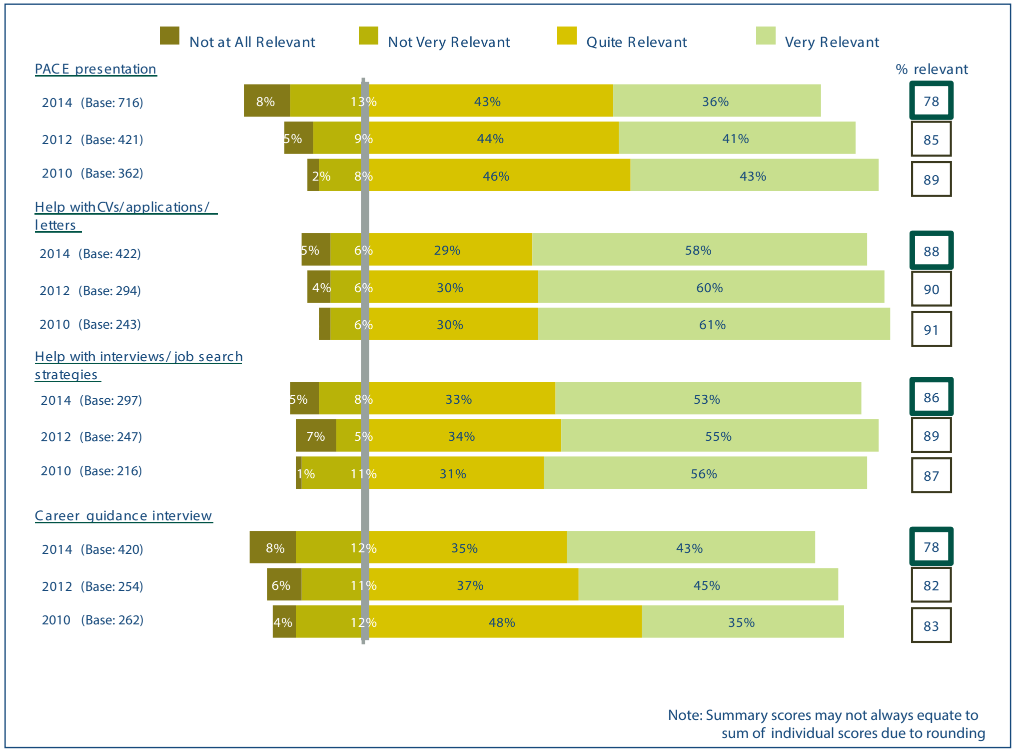
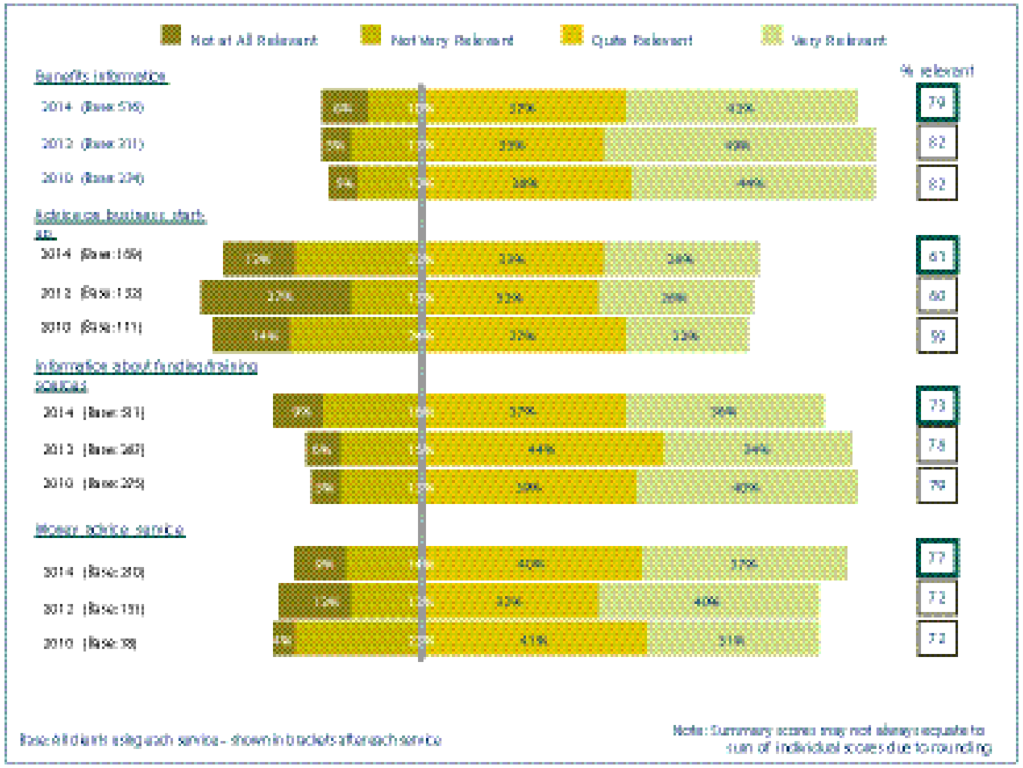
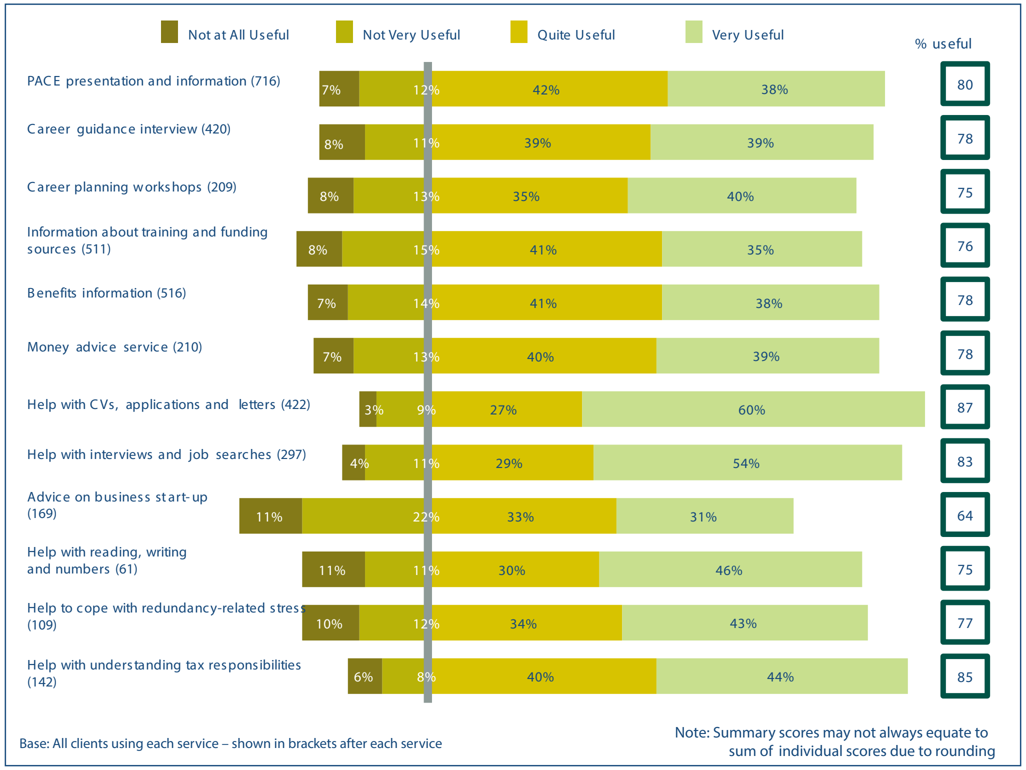


Figure 5.8: Relevance of PACE services (Training and Financial Support) – comparison of 2010, 2012 and 2014 new client surveys



5.31 Clients were also asked to give their views on how useful they found any materials provided to them through interaction with the PACE service. These ratings were given in relation to each service accessed and are summarised in Figure 5.9.

Figure 5.9: Usefulness of materials provided with PACE services – 2014 new client survey

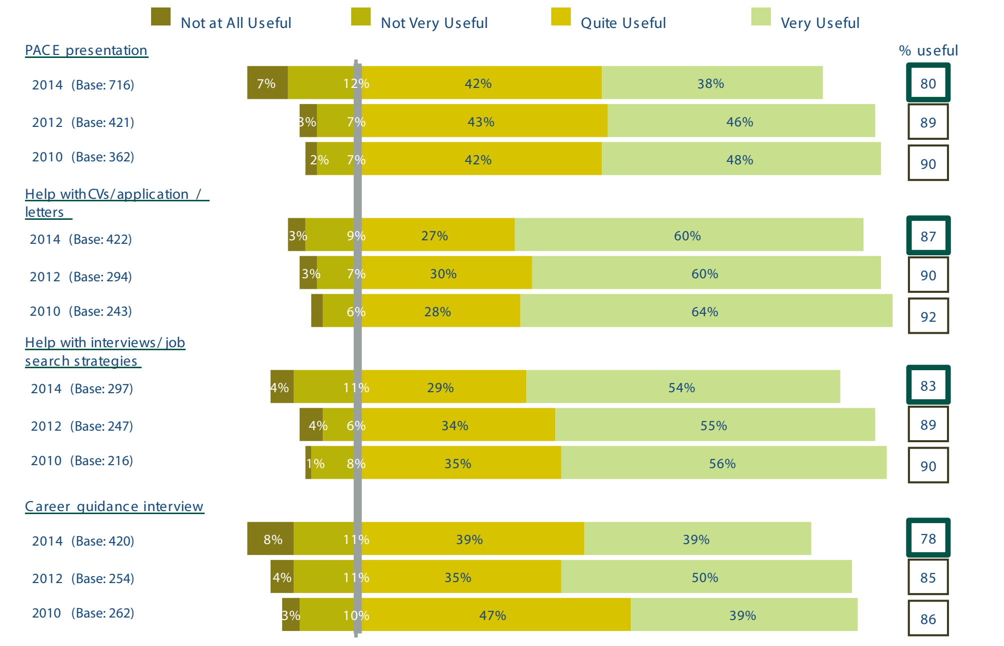


5.32 In general, the majority of PACE clients consider materials provided to be useful, with on average only around one in five negative in this regard. The materials considered the most useful are those provided in relation to Help with CVs, applications and letters, with 87% of clients using these regarding them as quite or very useful. On a similar theme, materials provided in relation to Help with interviews and job searches were also considered useful by a large majority of clients accessing this service (83%). Four-fifths of clients who received the PACE Presentation and Guide found the accompanying materials very or quite useful, which again is very encouraging since these provide 'signposting' to the wider suite of services.

5.33 The one service with significantly lower material usefulness ratings was Advice on business start-ups (64%); however, although this proportion is lower than for other services, it should be noted that more people found these materials useful than not.

5.34 When comparing these figures against the equivalent question asked in the 2010 and 2012 surveys, the overall pattern is broadly similar. However, the proportion regarding the PACE Presentation and Guide materials useful has fallen slightly since 2012 (from 89% to 80%).

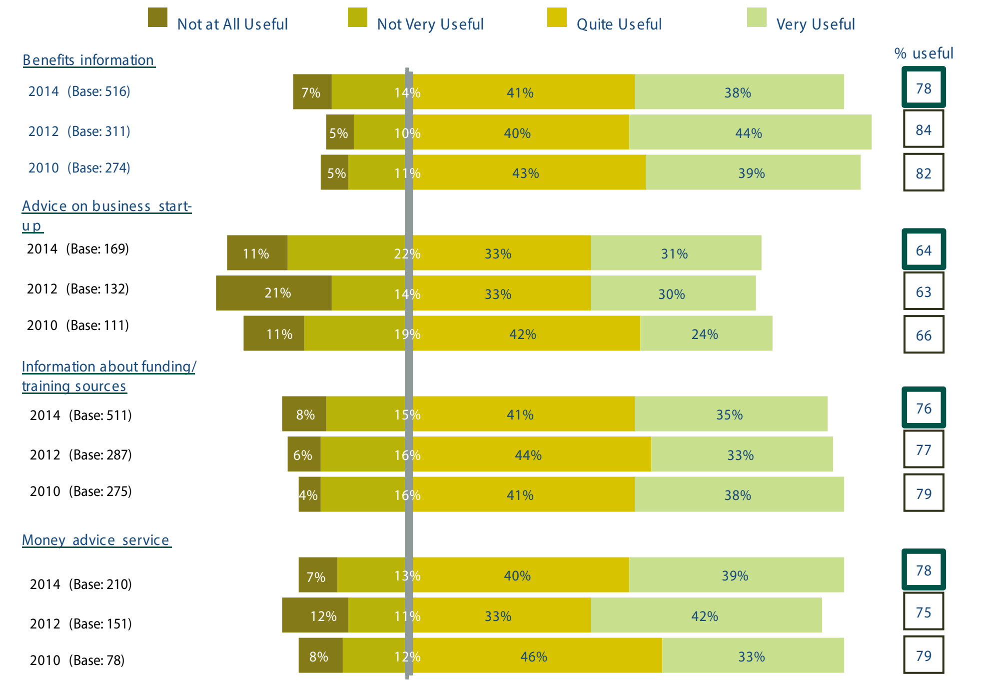
Figure 5.10: Usefulness of materials provided with PACE services (employability and career guidance services) – comparison of 2010, 2012 and 2014 new client surveys



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

Figure 5.11: Usefulness of materials provided with PACE services (training and financial support services) – comparison of 2014, 2012 and 2010 new client surveys



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

5.35 Clients were also asked for their views on the timings of PACE services, specifically whether they felt they were offered too early, too late, at around the right time, or the perfect time for them. Table 5.1 summarises clients' views on the timing of delivery for each service received.

Table 5.1: Client views on the timing of PACE services – 2014 new client survey

Service accessed	View on timing of service offer						
	Base		Timing perfect	Timing about right	Too early	Too late	*
PACE Presentation and Guide	*(716)*	%	18	49	6	24	2
Career guidance interview	*(420)*	%	18	53	3	21	6
Career planning workshops	*(209)*	%	21	49	3	21	6
Information about training and funding sources	*(511)*	%	19	50	4	22	5
Benefits information	*(516)*	%	20	58	5	14	4
Money advice service	*(210)*	%	24	53	3	16	4
Help with CVs, applications and letters	*(422)*	%	27	49	2	16	5
Help with interviews and job search strategies	*(297)*	%	29	49	3	16	3
Advice on business start-up	*(169)*	%	29	46	2	12	11
Help with reading, writing and numbers	*(61)*	%	30	44	3	11	11
Help to cope with redundancy-related stress	*(109)*	%	31	50	5	10	5
Help with understanding tax responsibilities	*(142)*	%	25	56	3	11	6

*='Prefer not to say'
Note that figures may not sum to 100% due to rounding of individual percentage figures to the nearest integer.

5.36 The vast majority of new clients felt that services were delivered at the appropriate time in their redundancy process. It was generally the case that at least half of new clients stated the timing of each PACE service was about right, and around one quarter of clients believed the timing to be perfect.

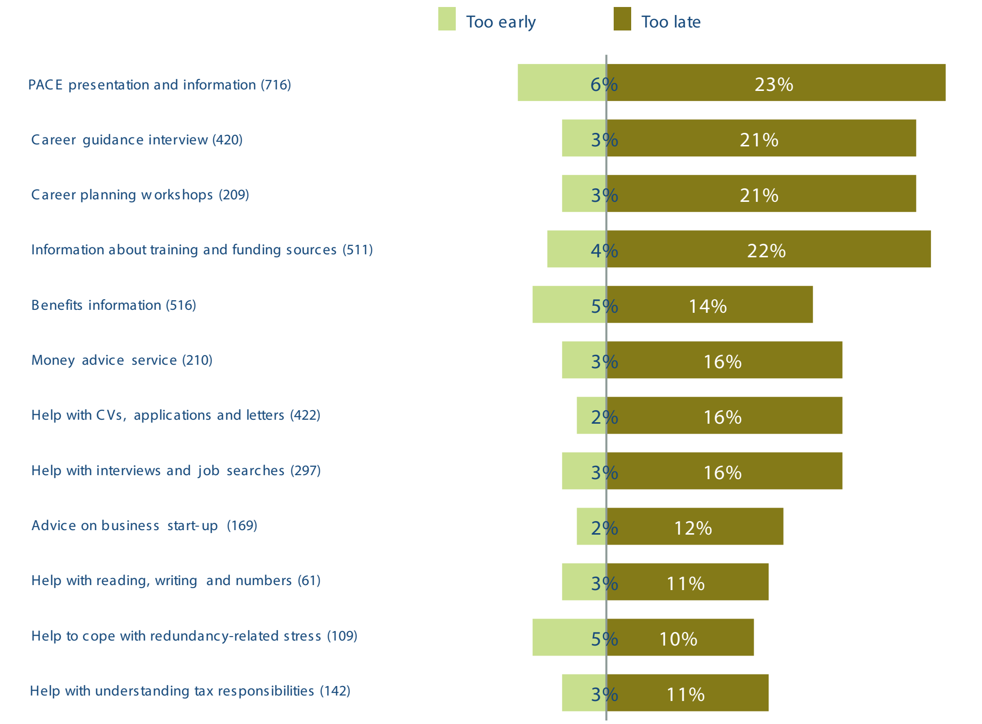
5.37 Where clients did not feel the timing of a service was optimal or near-optimal, they tended to consider it as taking place too late rather than too early. On average, just 5% of new clients receiving particular services reported their delivery being too early to be useful, compared to an average of 16% of users regarding each service being delivered too late in the redundancy process. Figure 5.12 shows the proportion of clients using each service who thought it was delivered too early/late.

5.38 The PACE Presentation and Guide is received by the largest proportion of clients and often represents the first contact that an individual has with PACE. Around one quarter of new clients who attended the presentation felt that this had come too late in the redundancy process (23%), an increase from 2012 where 17% of those attending it expressed this view. The Career Guidance Interview and Information about training and funding sources were also more likely to be considered too late in comparison to 2012 responses, with more than one fifth of users stating this being the case.

5.39 Three services which stood out as most likely to be delivered at the appropriate time were:

- Help with understanding tax responsibilities (just 13% of users felt this was not received at the appropriate time).
- Advice on business start-up (just 14% of users felt this was not received at the appropriate time).
- Help with reading, writing and numbers (just 14% of users felt this was not received at the appropriate time).

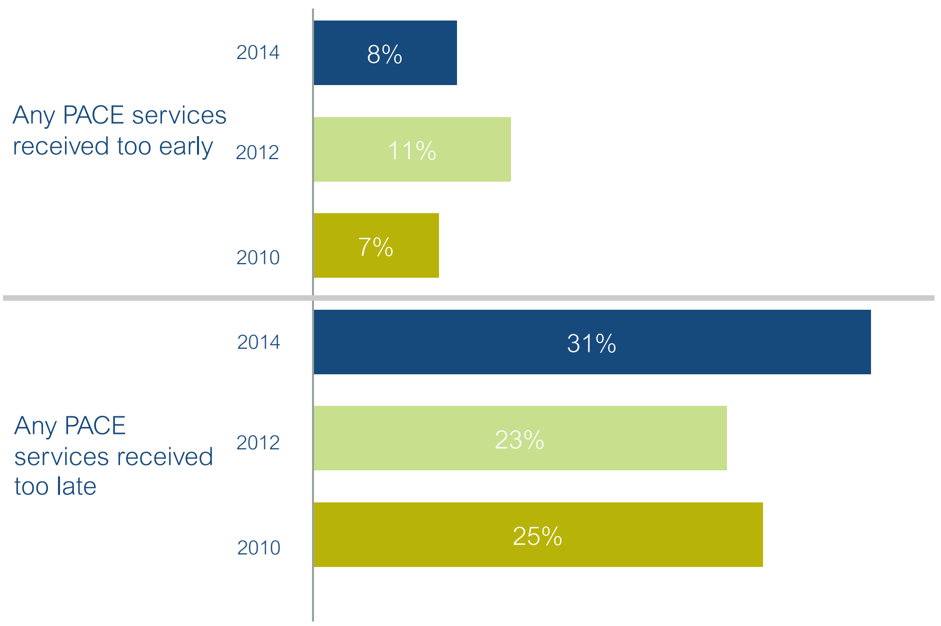
Figure 5.12: The proportion of all clients using each PACE service who felt that the service came too early or too late in the redundancy process



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

5.40 A comparison of client views on service timing across all three waves is summarised in Figure 5.13. The proportion of clients stating that at least one PACE service was received too early in 2014 is broadly consistent with the previous two waves. However, in comparison to 2012, clients in the 2014 survey were more likely to state that at least one service came too late (31% v 23% in the 2012 new client survey).

Figure 5.13: Proportion of clients feeling that any PACE services were delivered too early or too late – comparison of 2014, 2012 and 2010 new client surveys



Base: All clients (2014 – 793; 2012 – 505; 2010 – 405)

Client expectations of the PACE service

5.41 Around one in six clients felt that the service they had received through PACE had exceeded their expectations of redundancy support, at similar levels to in 2012. Overall, 63% of clients said the service exceeded or at least matched their expectations. Meanwhile, over a quarter (28%) felt their expectations were not met.

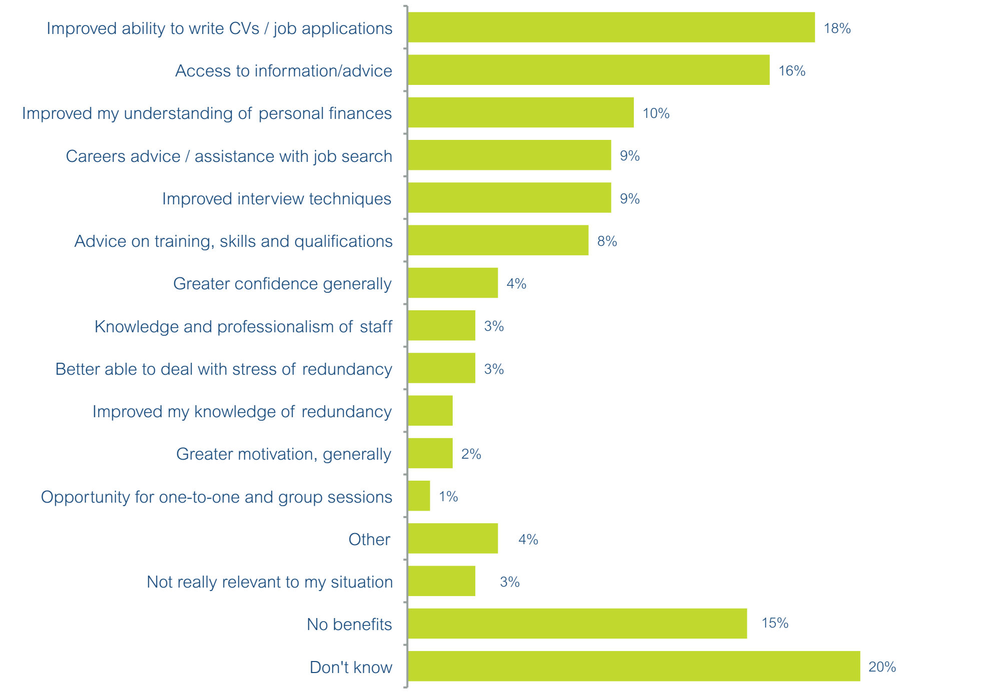
5.42 Where the client had secured work at the time of interview, they were significantly more likely to report the service having met or exceeded their expectations than those that had not (yet) secured work (66% v 56% respectively).

Perceived benefits of PACE

5.43 Spontaneous benefits of the PACE service stated by clients[7] are summarised in Figure 5.14. In line with user ratings of the individual services detailed earlier, the most commonly cited benefit of engagement with PACE was an improved ability to write more effective CVs and applications (mentioned by 18% of clients). Access to information/advice was also mentioned in relatively high proportions with 16% of clients citing this. One in 10 reported an improved understanding of personal finances as being a main benefit (10%) and a similar proportion cited PACE having benefited their ability to search for jobs (9%).

7 Clients were asked, without being prompted with a list of options, to name any benefits to them of having accessed the PACE service.

Figure 5.14: Spontaneous views on the benefits of PACE services – 2014 new client survey



Base – All used PACE services (866)

5.44 As well as benefits, clients were also asked to consider any aspects they felt were currently missing from the PACE package or anything that could be improved. As previously, this question yielded a high number of 'don't know' responses; however some suggestions were mentioned including:

- A more 'personalised' service, with more one-to-one contact and services more tailored to specific needs (mentioned by 77 clients).
- Intervention to happen sooner – some felt they received help too late in the redundancy process to have the maximum impact (61 clients).
- The addition of more follow-up help and advice and for support not to stop once back in employment (43 clients).
- Longer and more frequent sessions (34 clients).

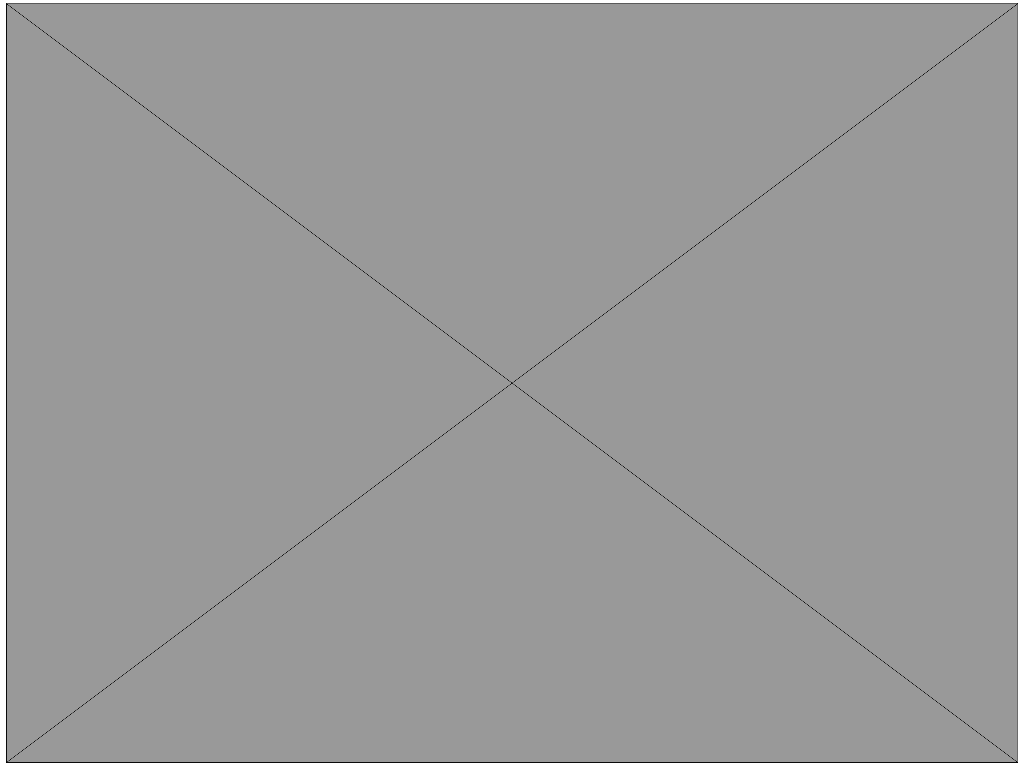
6. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE

6.1 This chapter explores the current employment situation of PACE clients and the perceived influence that accessing the PACE service has had on their employment outcomes in the short term. These clients received PACE services from April 2012, and were asked about their work status in the new client survey in February/March 2014.

Post-redundancy work outcomes

6.2 Figure 6.1 shows the proportion of PACE clients who secured new work either before or after leaving their role selected for redundancy split by age and social economic grade. Around three-quarters (72%) of clients had secured some form of employment – 80% secured work after they had left their job selected for redundancy. The remaining 20% were able to line up work before they left their previous positions.

Figure 6.1: Proportion of PACE clients securing work split by age and social economic grade – 2014 new client survey

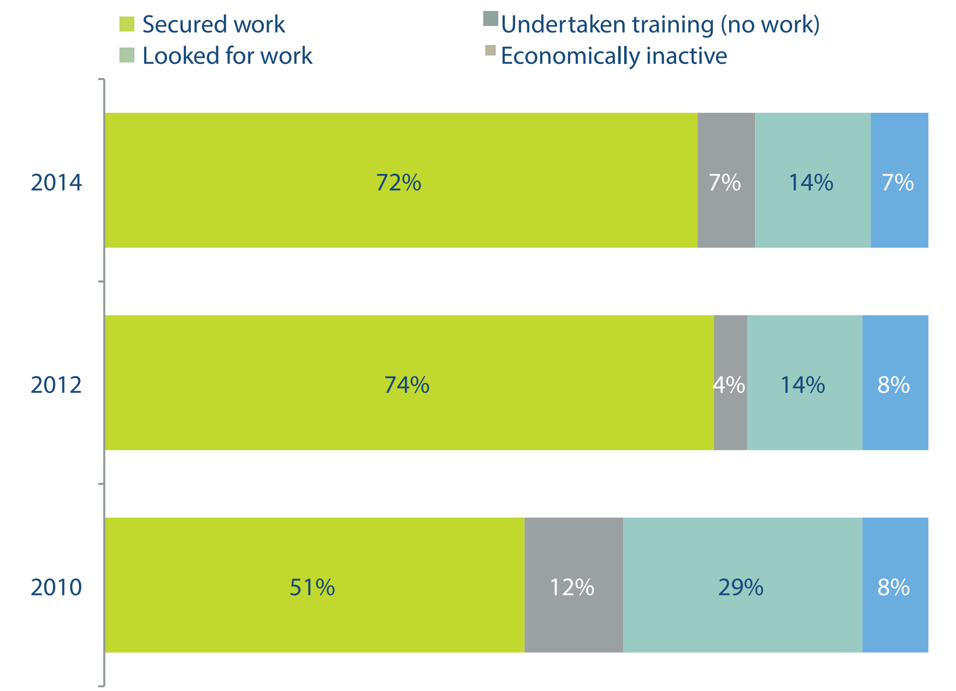


6.3 Clients aged under 45 and those between 45 and 54 were significantly more likely to have secured work than those aged over 55 (81% and 77% respectively v 51%).

6.4 Figure 6.2 shows the post-redundancy outcomes of clients interviewed in each of the three waves of research undertaken to date. Each chart gives the proportion who have secured work (72% in 2014), the proportion who have not secured work but have undertaken some training (7% in 2014), and the proportion who have been looking for work but have not secured it since being made redundant or undertaken any training (14% in 2014). The remaining 7% have not been looking for work since they were made redundant, and are classed as 'economically inactive'.

6.5 Overall, outcomes continue to be very positive in terms of the likelihood of clients being able to secure new work. In the latest wave of the survey, over two-thirds (72%) have secured work, slightly, but not significantly, lower than the 74% reporting having done so in the 2012 survey, but significantly higher than in 2010 (51%). The proportion of clients who have looked for work but have not been successful in securing it stands at just 14% (at identical levels to the 14% for whom this was the case in 2012 and substantially below the 29% reported in 2010). The proportion of clients interviewed who are economically inactive continues to remain static at 7%.

Figure 6.2: Post-redundancy outcome of PACE clients – comparisons of 2010, 2012 and 2014 new client surveys



Base: All: 2014- (879), 2012 - (505), 2010 – (405)

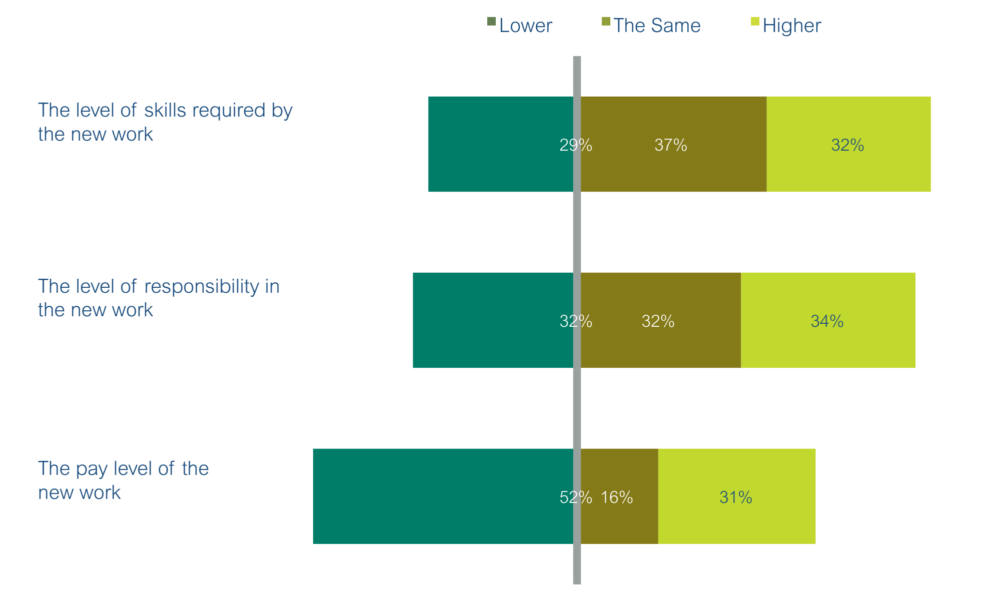
6.6 Of those working at the time of the survey, two-thirds (68%) were in a permanent position, with just one in five on a contract (although in the majority of these cases (69%) this contract was for less than 12 months). The remainder (12%) were in casual positions with no fixed terms of employment. Four in five (81%) of those in permanent positions were employed on a full-time basis.

6.7 Vion Halls clients were more likely to have found work than the sample as a whole. 86% of former Vion Halls employees had secured work either before or after leaving their position which is significantly higher than the overall sample (72%). More detail on findings amongst Vion Halls clients is given in Annex A.

Characteristics of post-redundancy employment

6.8 Figure 6.3 summarises how clients' new jobs compared to the positions from which they were made redundant. Where clients had secured new work, 32% had secured a job at a higher skill level than their previous position required. Similar proportions (34%) said their new role meant they had a higher level of responsibility than before. However around half (52%), said that they had to take a pay cut when starting in their new position and earn less than they did pre-redundancy. Furthermore, of those taking positions requiring a higher level of skills, only around half (52%) were being paid more for this higher position than their previous salary – 18% were earning the same and 29% were earning less.

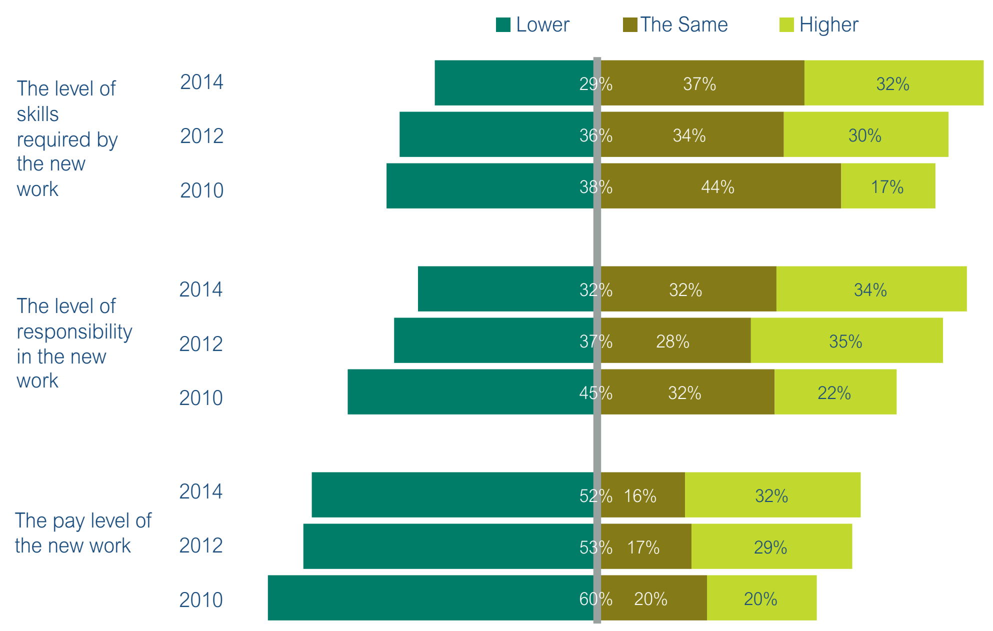
Figure 6.3: Change in level of skill requirement, responsibility and pay in work post-redundancy as compared to role selected for redundancy – 2014 new client survey



Base: All 2014 fresh survey clients who had secured a paid job or self-employment since leaving role selected for redundancy (634)

6.9 Figure 6.4 highlights how these findings compare with the two previous studies. The proportion of clients taking positions requiring a lower skill level has decreased significantly since 2012 (down from 36% to 29%).

Figure 6.4: Change in level of skill requirement, responsibility and pay in work post-redundancy as compared to role selected for redundancy – comparison of 2014, 2012 and 2012 new client surveys



Base: All who had secured a paid job or self-employment since leaving role selected for redundancy - 2014 - (634), 2012 – (373), 2010 – (202)

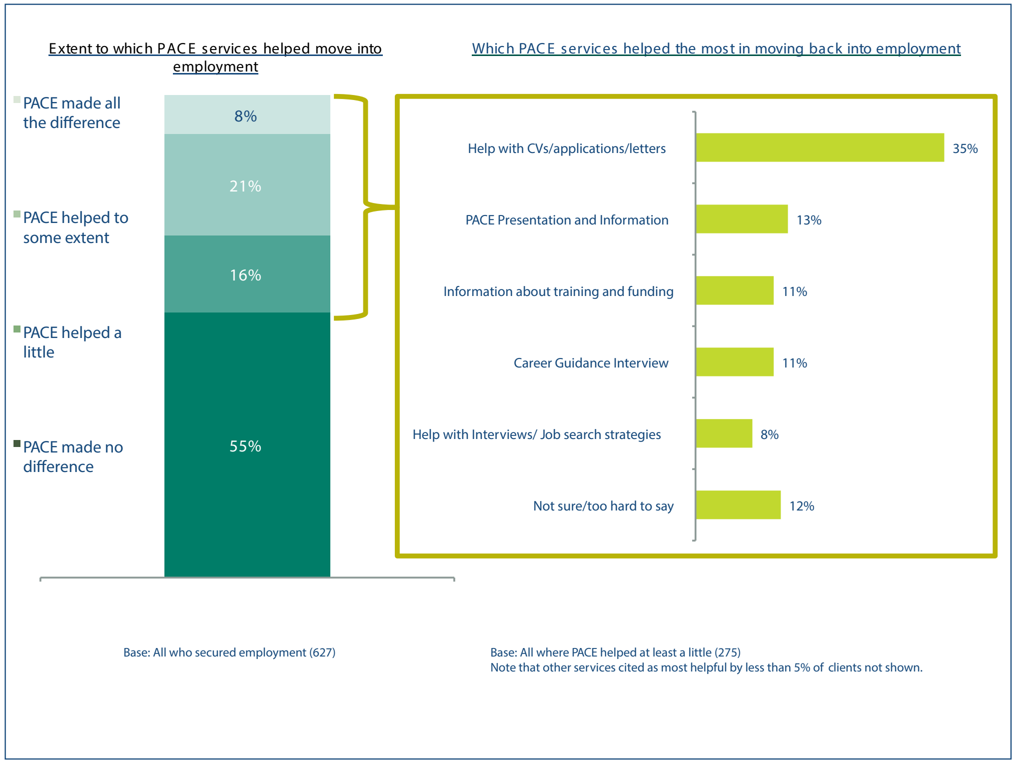
6.10 Sub-group analysis by age reveals that those aged 45 and under recorded more positive outcomes when it came to the type of role they were currently working in. Those aged 55 plus were more likely to have taken on a role which required a lower set of skills (46%) compared to those aged under 45 (23%) and 45 to 54 year olds (29%) They were also more likely to have taken a pay cut (69%) and to have taken on a job with less responsibility (44%).

The influence of PACE on the move back into work

6.11 As shown in Figure 6.5, of those clients that were employed at the time of the survey, 45% said that PACE had some influence on this move back into employment (with 8% stating that it made all the difference). This marks a fall since 2012 (53%), although still remains at a level which reflects positively on the service.

6.12 Where clients expressed that PACE had helped at least in part to return into employment, they were asked which aspects of the service had helped the most. The service mentioned by far the most by clients in this regard was help with writing and preparing CVs and applications, mentioned by just over a third (35%).

Figure 6.5: Extent to which PACE services were perceived to have helped in the process of finding work – 2014 new client survey

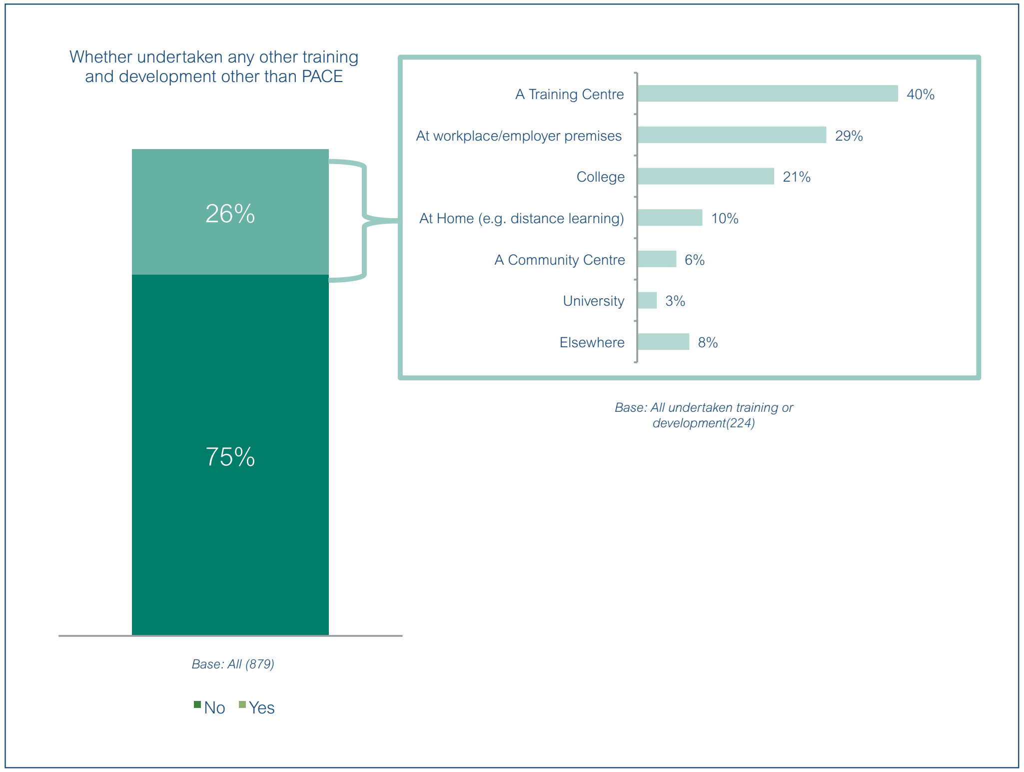


6.13 The number of PACE services accessed also influenced the extent to which clients believed the service helped them back into employment. Those accessing more than five services were significantly more likely to report that PACE helped in the move back into work (67%) than those accessing just one or two services (23%).

Engagement with learning, training and development post-redundancy

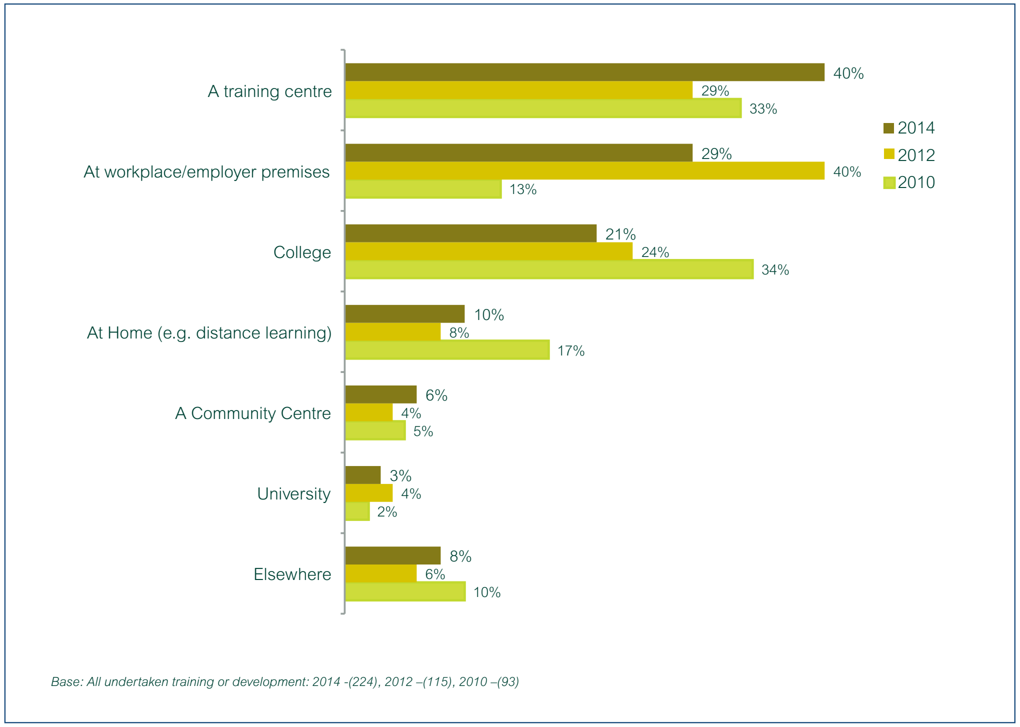
6.14 Clients were also asked about whether they had taken up any training or personal development since leaving their last position (independent of whether they were working or not), summarised in figure 6.6. Around one-quarter of clients (26%) said they had undertaken training, in line with the 2012 study (23%).

Figure 6.6: Proportion of clients who had undertaken any other training and development other than through PACE – 2014 new client survey



6.15 The majority of clients who had undertaken training had done so through a training centre (40%) – this represents a significant increase from 2012 (Figure 6.7) when only 29% of trainers had undertaken it via this route. Another significant change since two years ago was the proportion of clients undertaking additional training through the workplace or at their employer premises. In 2012, four-fifths reported this whilst for the current study this proportion had fallen to 29%. These movements should be treated with some caution, however, due to the relatively small base sizes.

Figure 6.7: Proportion of clients who had undertaken any other training and development other than PACE – comparison of 2014, 2012 and new client surveys

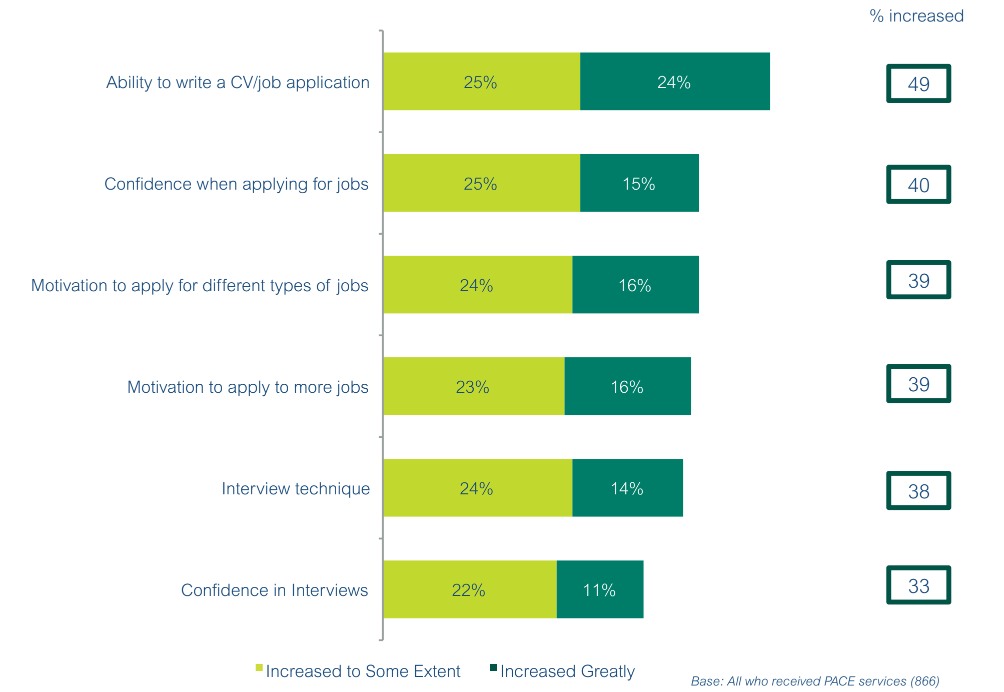


The influence of PACE on client motivation and confidence

6.16 Clients were asked to rate the influence of PACE on their skills, motivation and confidence when looking for work (Figure 6.8 and 6.9).

6.17 In reference to skills specifically related to job searching and writing applications, clients were the most positive about the influence of PACE on the ability to write a CV or job application; around a quarter (24%) said that PACE had greatly increased their ability to do this and a further quarter said it had improved their ability to do this to some degree (25%). Confidence to apply for jobs and motivation to submit more applications were increased as a result of accessing PACE amongst two-fifths of clients using the service. In lesser proportions, candidates remarked that PACE improved their ability to perform in interviews; 38% of clients said PACE had increased their interview technique and a third (33%) felt it had improved their confidence in interviews.

Figure 6.8: Improvements associated with PACE – skills and motivation specifically related to job search and applications – 2014 new client survey

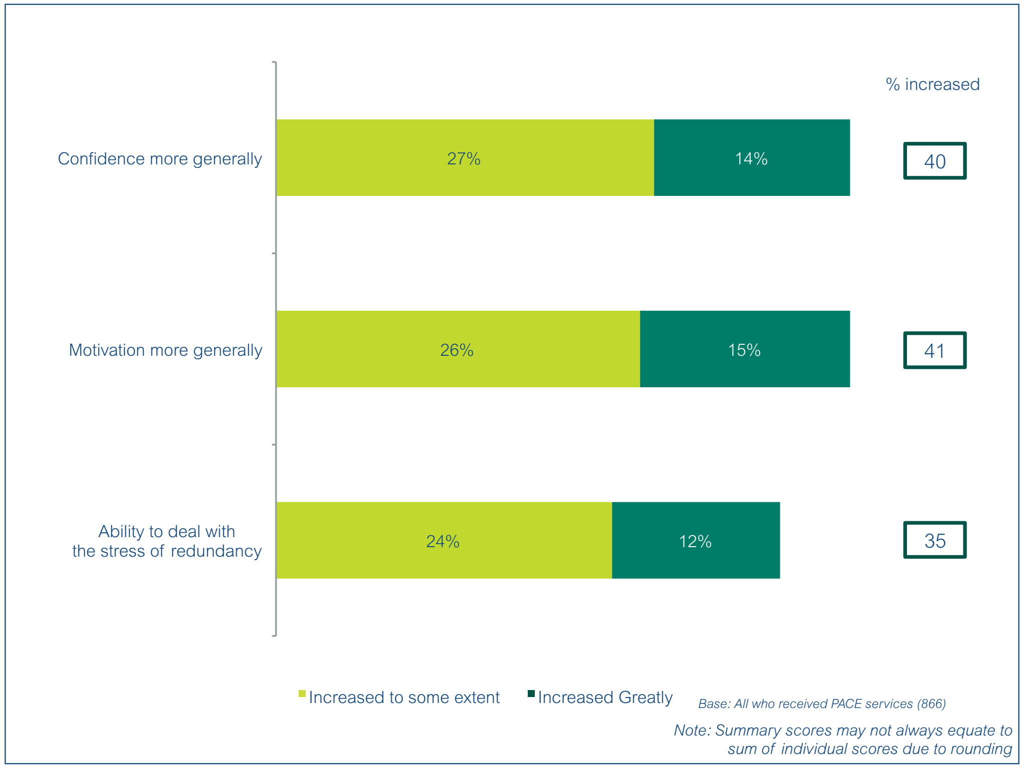


Base: All who received PACE services (866)

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

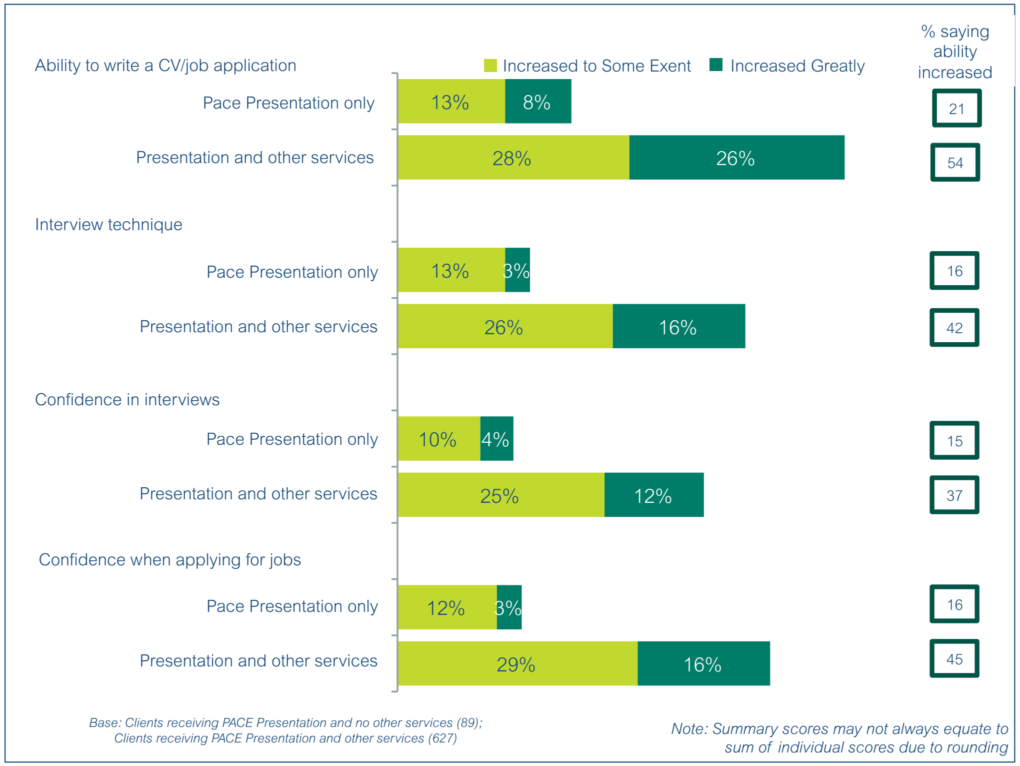
6.18 Turning to the influence of PACE on more general improvements in confidence and motivation, outside of specific skills relating to the search for work, the influence of PACE is also notable. Two-fifths of clients accessing PACE said their confidence (40%) and motivation (41%) in general had increased after contact. Meanwhile, just over a third (35%) felt contact with PACE had increased their ability to deal with the stress of redundancy.

Figure 6.9: Improvements associated with PACE – more general improvements in confidence and motivation outside of specific job search skills – 2014 new client survey



6.19 It was also evident that accessing services beyond the basic PACE Presentation and Guide led to a greater perception that the service had improved their job search skills. Figure 6.10 compares the proportions who said that PACE led to an improvement in a number of job search skills between those that only received the basic Presentation and Guide to those who accessed at least one additional service alongside this. For example, amongst the former group, just one fifth thought their ability to write a CV or job application had improved compared to over half (54%) of clients accessing wider services. These findings highlight the importance of encouraging clients to look into the whole portfolio of services and that the Presentation and Guide should act as a springboard to do this.

Figure 6.10: Improvements associated with PACE in job search skills and motivation – differences according to whether only received PACE Presentation or whether received Presentation and also other services – 2014 new client survey



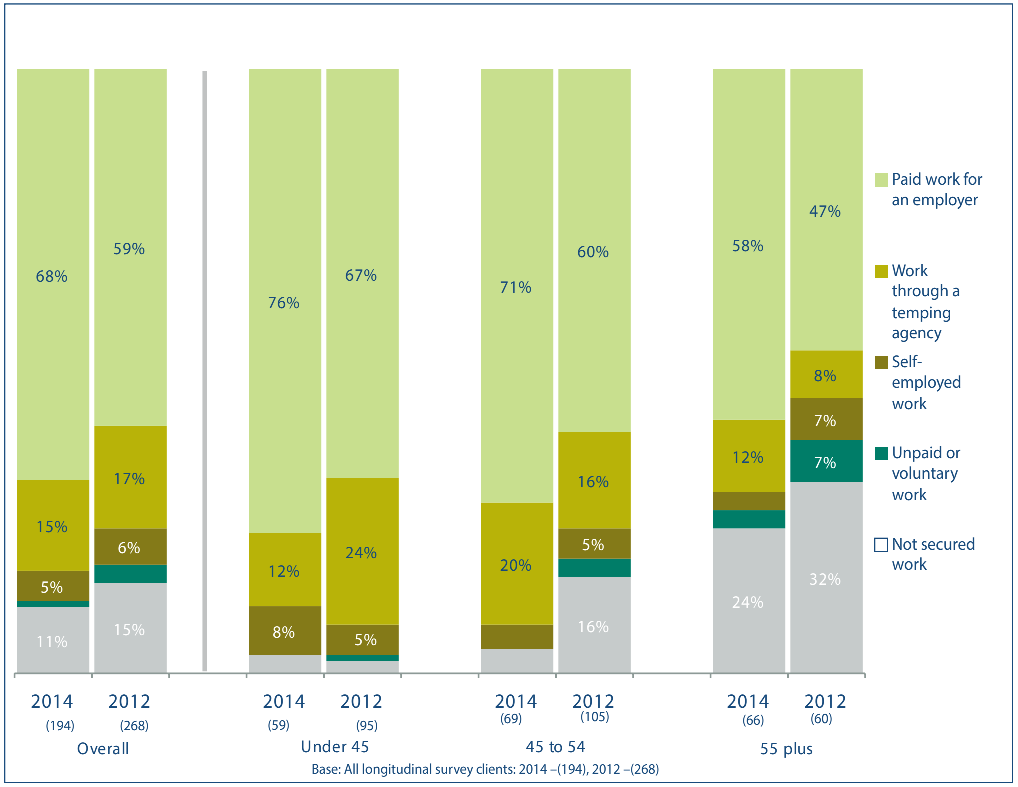
7. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE – LONGITUDINAL SURVEY

7.1 This chapter presents findings from the longitudinal survey of clients previously interviewed during the 2012 study. The 2014 longitudinal survey followed up 194 clients who had left their job that was selected for redundancy following receipt of PACE services in 2011 and 2012. 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

7.2 The longitudinal survey asked individuals to look back to when they first left their job that had been selected for redundancy. Clients were asked whether they had secured any new work at the time or since then. The majority of clients (89%) had managed to secure some work post-redundancy – Figure 7.1 shows the type of work clients had secured after leaving their previous employment. Around two-thirds of clients (68%) had managed to secure a paid job with an employer. Around one in seven (15%) secured work through a temping agency and one in 20 (5%) set themselves up on a self-employed basis as their first move back into work. Just 1% had taken unpaid or voluntary work.

Figure 7.1: Proportion of clients engaging with different types of work as their first step back into work – comparison of 2014 and 2012 longitudinal surveys



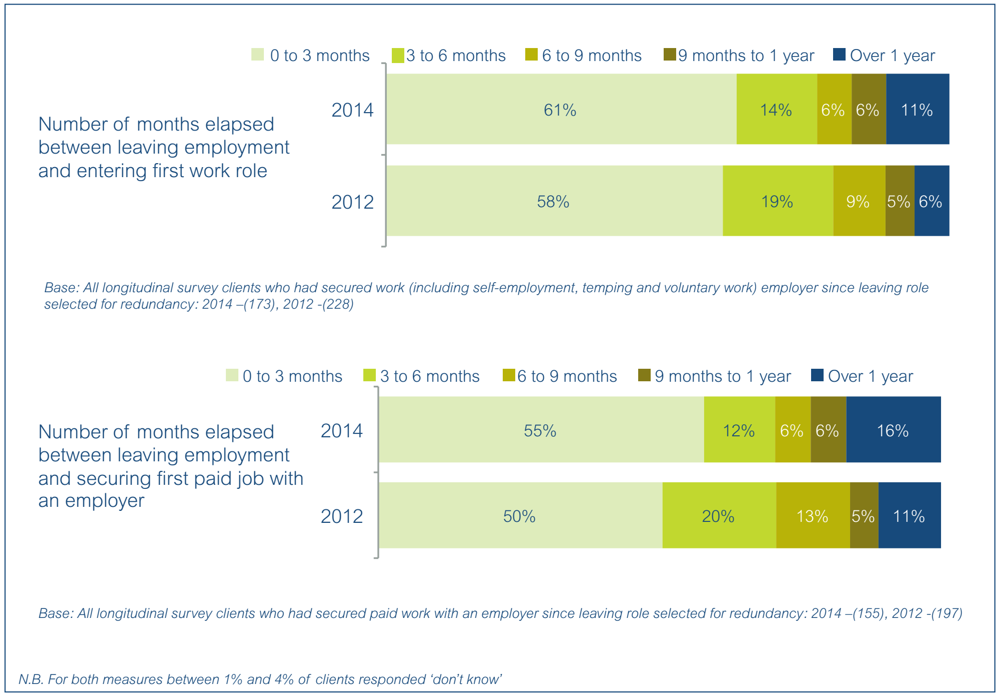
7.3 There was a clear difference in work outcomes by age, as demonstrated in Figure 7.1. Younger clients, specifically those under 45, were much more likely to have gone back into work following their redundancy.

7.4 In comparison to the 2012 survey, more clients had found themselves in paid work as their first role post-redundancy, the proportion having increased from 59% to 68%.

Length of time spent out of work post-redundancy

7.5 The longitudinal strand of the research provides the opportunity to examine how long people were out of work for post-redundancy. Results for this are shown in Figure 7.2. The top bar shows the time elapsed between the person leaving their role and entering any type of work, including self-employment, temping or voluntary work. The bottom bar shows the same analysis but this time filtered on those who managed to secure paid employment.

Figure 7.2: Time elapsed between leaving employment and securing first paid work and first paid job with an employer – comparison of 2014 and 2012 longitudinal surveys



7.6 Where individuals had secured work, in around three-fifths of cases this was within three months of leaving their previous job (61%). In 14% of cases, the person started work between three and six months after leaving their old job. However, 11% had not done so within a year. When looking at time elapsed before moving into a paid job, the picture is broadly similar, though a slightly lower proportion of clients (55%) found paid work within three months and a further 12% between three and six months.

Details of the first work role secured post-redundancy

7.7 Clients were asked to give details of their first paid role post-redundancy. In the majority of cases clients had secured work on a full-time basis (72%) and work which was a long-term[8] or permanent contract (77%). Female clients were more likely to have taken paid employment on a part-time basis (36%) compared to men (20%).

7.8 For a little over half of clients (55%), the first job secured was in the same industry or a broadly similar one to the position from which they were made redundant. This represents a reversal of the findings from the 2012 survey when the majority of clients had actually moved into a different industry (64%). Older clients, specifically those aged 55+, were significantly more likely to have moved into a different industry in the 2014 survey (57%) compared to those aged under 45 (32%).

7.9 Figure 7.3 shows that two-fifths of clients (39%) moved into a job with lower skills requirements than their previous position, although encouragingly this proportion has decreased since 2012 (47%). Nearly two-thirds (63%) had taken a pay cut for their new position, broadly in line with findings from the 2012 study (60%).

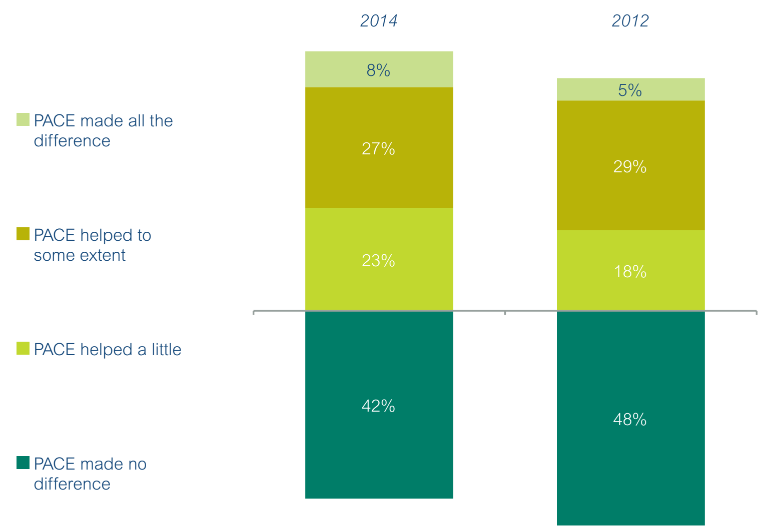
7.10 More positively, over a quarter of clients (28%) moved into a job with a higher level of responsibility than their previous position, with one fifth moving into a better paid position (21%). Half of clients (50%) saw their new position as a 'stepping stone' to a job with better pay.

8 A contract term of over 12 months.

Figure 7.3: 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 2014 and 2012 longitudinal surveys

Base: All longitudinal survey clients who had secured a paid job or self-employment since leaving role selected for redundancy: 2014 –(161), 2012-(207)

Figure 7.4: The influence of PACE on the move back into employment – comparison of 2014 and 2012 longitudinal surveys



Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy : 2014 –(155), 2012-(196)

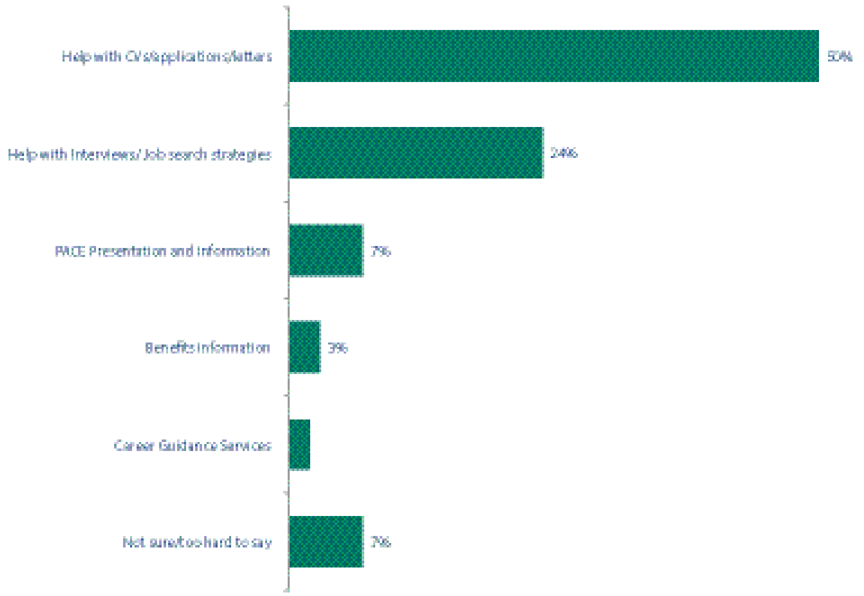
The influence of PACE services on the move back into work

7.11 Almost three-fifths of clients (58%) who secured a new job with an employer said that the PACE service had helped them to move into this employment. Figure 7.4 shows the influence clients perceived PACE to have had on their move back into employment.

7.12 A third of clients moving into a paid job or employment found that their interaction with PACE had at least helped to some extent (35%), within which 8% said the service made 'all the difference' (compared to 5% in 2012). Just under a quarter felt it had helped a little (23%) and the remaining 42% felt that interacting with the service had not made a difference.

7.13 Clients that felt PACE had helped at least a little were also asked to cite which aspects of the service they considered to have been the most influential. Half (50%) saw Help with CVs and/or job applications as being the most influential aspect, whilst a quarter (24%) considered the assistance with interviews and job search strategies to have been the most helpful element in their move back into employment.

Figure 7.5: PACE service considered the most helpful in moving 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 (90)

Current status

7.14 The survey then went on to look at what clients were doing at the time of interview, two years on from accessing the PACE service. Table 7.1 describes the main activity of the clients surveyed.

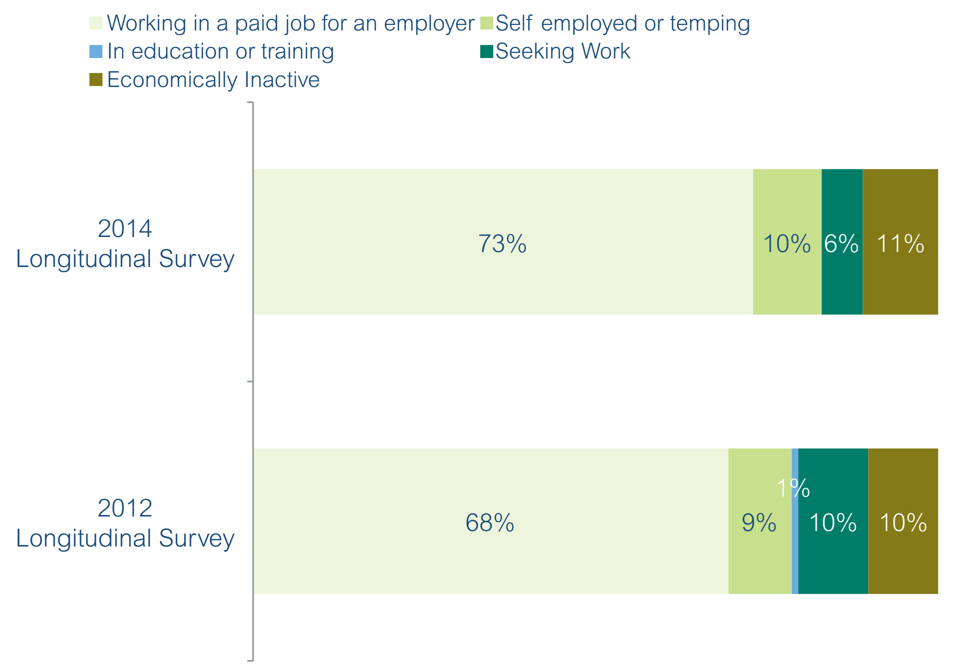
7.15 At the time of the survey, over half of clients had a full-time job with an employer (55% compared to 51% in 2012) whereas one in six (17%) were in part-time employment. Meanwhile, one in 20 clients were working on a self-employed basis (5%).

Table 7.1: Main activity of longitudinal clients at point of survey – comparison of 2014 and 2012 longitudinal surveys

Main current activity	2014 Longitudinal Survey	2012 Longitudinal Survey
Base: All longitudinal survey clients	*(194)*	*(268)*
	%	%
Working full-time for an employer	55	51
Working part-time for an employer	17	17
Self-employed	5	5
Working through a temping agency	5	4
In full-time education or training	0	1
Working in an unpaid or voluntary role	0	1
Unemployed but actively seeking work	6	10
Retired	8	5
Not working because of ill-health or disability	1	2
Being a full-time carer or looking after the family full-time	2	1
Taking time out of work to consider options	1	1
Other	0	1

7.16 By combining these work outcomes, Figure 7.6 demonstrates that 72% of clients interviewed were working in a paid job for an employer. A further 10% were self-employed or had work through a temping agency. Just over one in 20 clients were unemployed but were currently seeking work (6%). Those who had retired or were not working because they had a long-term health condition or disability were classified as 'economically inactive'; around one in 10 clients (11%) fell into this category.

Figure 7.6: Summary of main activity at point of survey – comparison of 2014 and 2012 longitudinal surveys



Base: All longitudinal survey clients: 2014 –(194), 2012-(268)

The incidence of sustained employment

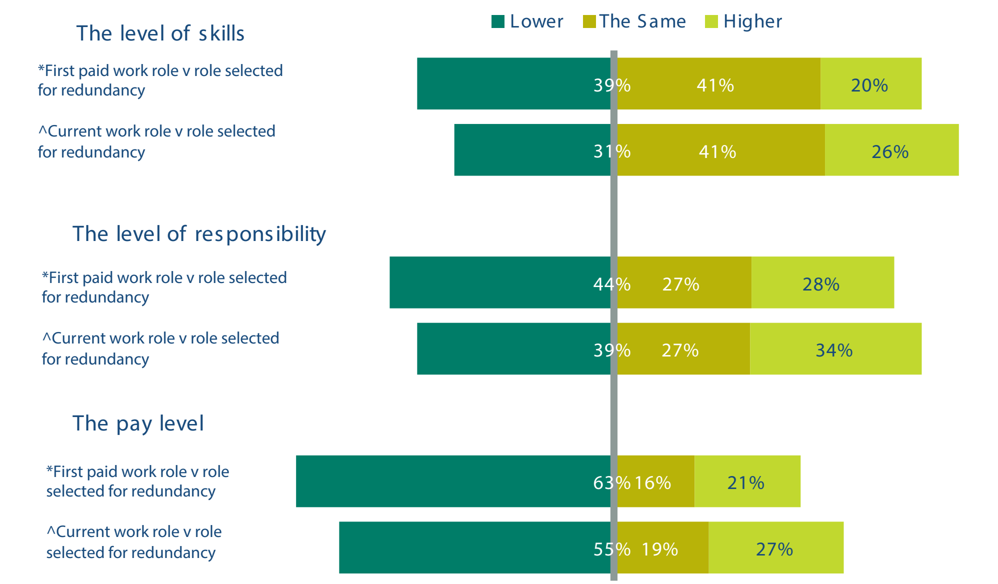
7.17 The longitudinal survey of clients accessing the PACE survey allows analysis of the extent to which individuals have had sustained employment with the same employer or maintained successful self-employment over the period since they were made redundant.

7.18 Two-fifths (38%) of all longitudinal survey respondents were still working in the same job that they had secured as their first job post-redundancy. A further 11% had moved role in this period but continued to work for the same employer. Of the 10 clients interviewed who were self-employed following redundancy, seven were still working for themselves at the time of the survey.

7.19 Figure 7.7 shows characteristics of the job roles of clients interviewed for the 2014 survey. It shows the difference in skills, levels of responsibility and pay between:

- The first paid work role post-redundancy with the role selected for redundancy (as shown previously in Figure 7.3); and
- Their current work role with the role selected for redundancy.

Figure 7.7 Change in level of skill requirement, responsibility and pay between i) position selected for redundancy and first work role and ii) position selected for redundancy and current employment



Base: * All longitudinal survey clients whose first role post-redundancy was paid work: 2014 –(161), 2012-(207)
Base ^ All longitudinal survey clients currently in a paid work role: 2014 (150) – 2012 (196)

7.20 Jobs that clients have now are on average superior to those secured as their first employment post-redundancy in relation to skills required, responsibility levels and pay. However, a slight majority of clients are still employed in positions with lower pay levels than for their pre-redundancy employment (55%). More positively, a quarter of clients (26%) now find themselves in roles requiring a higher level of skills than their role selected for redundancy and a third (34%) now have more responsibility in their job.

Engagement with learning, training and development post-redundancy

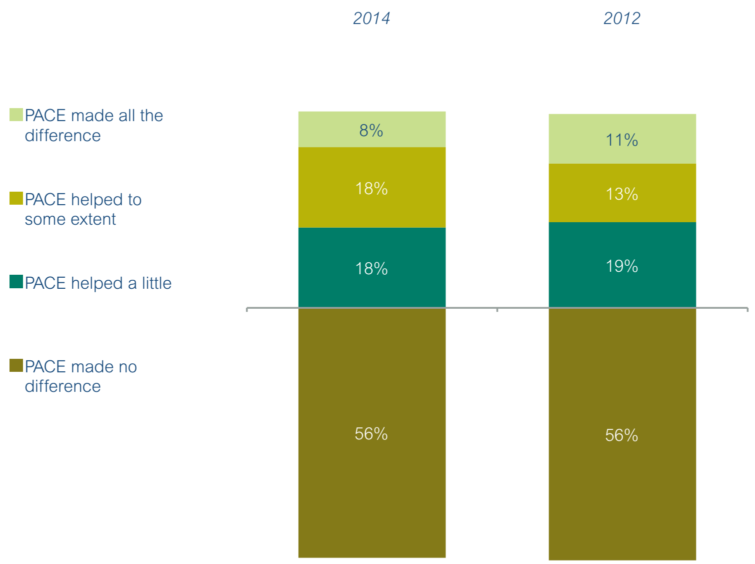
7.21 As shown previously, none of the clients interviewed in the 2014 longitudinal survey were in full-time or part-time education at the point of survey. However, close to two in five clients (38%) had undertaken some form of training, education or development since being made redundant.

7.22 One in 10 clients had studied full-time at some point (10%), with three in 10 having undertaken part-time learning. Close to a quarter (23%) had been on a course of learning or training lasting a week or more. Learning and training most often took place:

- at the person's workplace or an employer premises (12% of all clients);
- at a training centre (10%); and
- at a college (8%).

7.23 Figure 7.8 shows how people rated the influence of PACE in helping them get into this education or training. Overall more than two-fifths (43%) of people who had undertaken training said that PACE helped them at least a little, including 8% saying it had made all the difference.

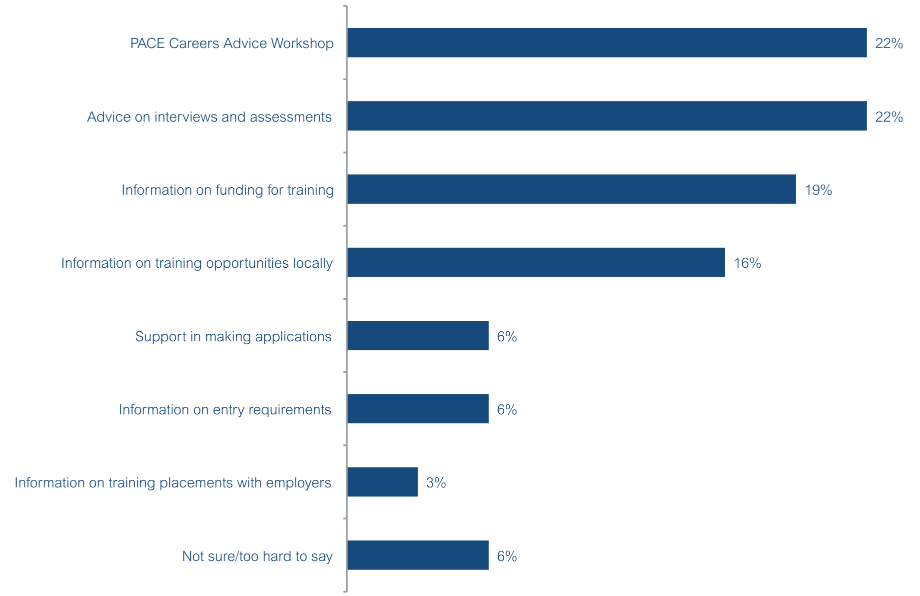
Figure 7.8: Influence of PACE in helping client get into education or training



Base: All longitudinal survey clients who had engaged with any education or training since leaving role selected for redundancy : 2014 –(73), 2012-(91)

7.24 Clients were asked to consider which PACE service they perceived to have had the biggest influence on their move into education and training. One in five clients cited the Careers Advice Workshop as being the biggest help (22%), with similar proportions mentioning the advice given on interviews and assessments (22%) and information on funding for training (19%) as the biggest influence.

Figure 7.9: PACE service considered most helpful in moving into education and training



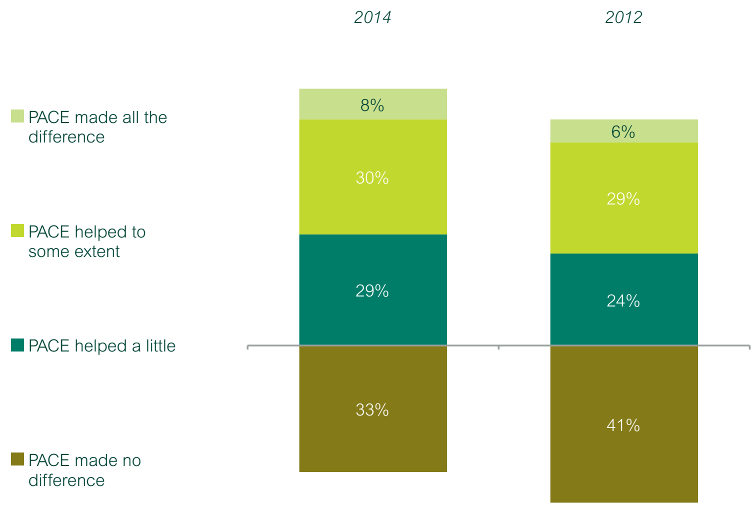
Base: All longitudinal survey clients who had engaged with any education or training since job selected for redundancy and felt that PACE had helped them to do this: 2014-(32)

The influence of PACE on client motivation and confidence

7.25 All clients taking part in the longitudinal survey were asked to reflect on whether they felt that PACE had helped them in their life and career since they were made redundant. Two-thirds of clients said PACE had some positive influence as demonstrated in Figure 7.10. Results from this question show a slight increase in positive response compared to 2012 (when 59% thought PACE had made a positive influence on their life and career).

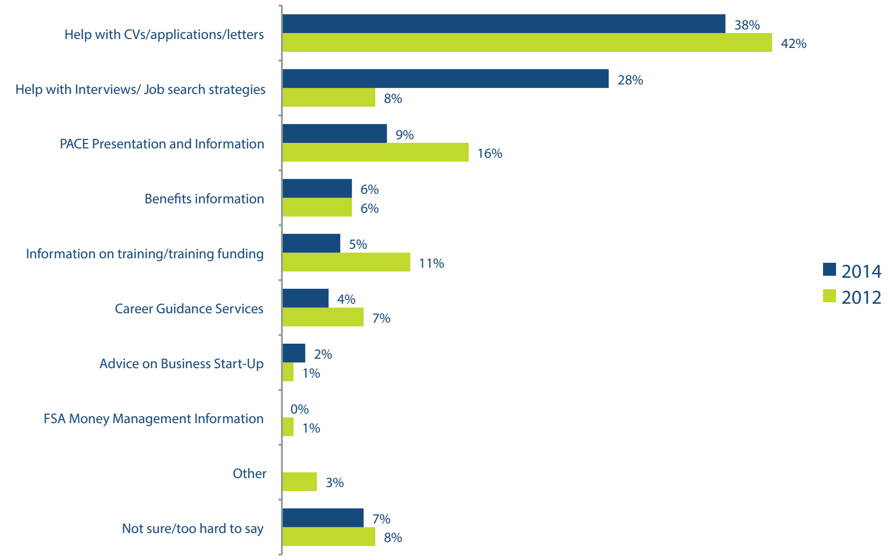
7.26 Mirroring findings from the main survey in 2014, the aspects of the service deemed most useful in this respect are help relating to constructing effective CVs and applications as well as help aimed at refining the interview and job search process (see Figure 7.11).

Figure 7.10: The influence of PACE on life and career post-redundancy



Base: All longitudinal survey clients : 2014 –(194), 2012-(268)

Figure 7.11: PACE service considered the most influential on life and career post-redundancy – comparison of 2014 and 2012 longitudinal surveys

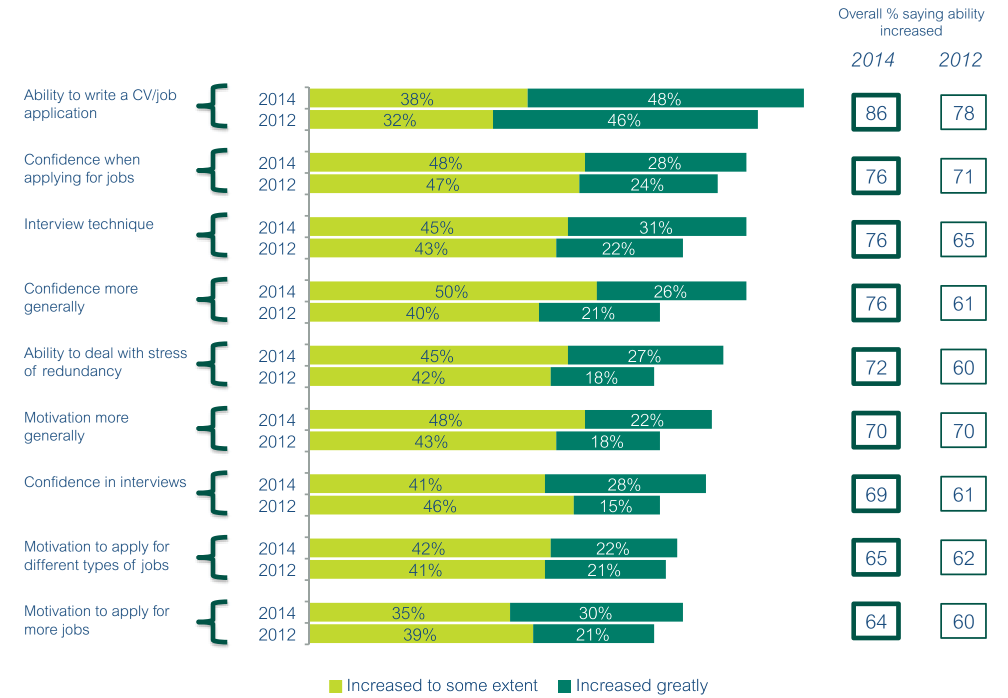


Base: All longitudinal survey clients who feel that PACE has helped them in their life and career post-redundancy: 2014 –(130), 2012-(159)

7.27 When prompted, as shown in Figure 7.12, of those who had said that PACE had helped them in their post-redundancy life, more than four-fifths of clients felt that PACE had improved their ability to write a CV or job application (86%) and three-quarters said their confidence for applying for jobs had improved (76%). The same proportion (76%) felt that interaction with PACE improved their confidence more generally and this was significantly higher than amongst clients interviewed in the 2012 longitudinal survey (61%).

7.28 Those stating they were more able to cope better with the stress of redundancy as a result of PACE also increased significantly this year compared to two years ago (72% v 60%).

Figure 7.12: The influence of PACE on skills, confidence and motivation



Base: All longitudinal survey clients who feel that PACE has helped them in their life and career post redundancy: 2014 –(130), 2012 –(159)

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

8. CONCLUSIONS

8.1 The final section of this report presents a summary of findings that can be made from the research, structured around the key research objectives. In line with these objectives, recommendations have been made to inform ongoing development of the PACE service. Finally, this section presents further ideas for exploration, to better inform the future of the service and to help maintain its influence on clients' working lives.

Objective 1 – Build a picture of the profile and characteristics of individuals accessing the PACE service

8.2 Two-thirds of individuals accessing the PACE service between April 2012 and January 2014 were male and a third female. This represents a similar situation to that witnessed in the baseline survey in 2010, though a departure from the relatively even gender split seen in the 2012 study. The age distribution of clients remains similar to that seen in the 2012 evaluation, with three-quarters aged under 55. Clients were drawn from all Social Economic Groups, with one in 10 from the A/B group[9]. The large majority of clients were White British.

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

8.3 The suite of PACE services is still being widely utilised by clients. The PACE Presentation and Guide remains the service used the most, and is still frequently used as a gateway to wider services, with nine in 10 subsequently going on to use additional services. The average number of individual PACE services accessed by clients was four and these were accessed typically over a period of less than three months.

8.4 After the presentation and guide, the next most popular PACE services are benefits information and information about training and funding sources; help with CVs/applications and Career Guidance Interviews also continue to be popular amongst clients.

Objective 3 – Gauge client views on the relevance, usefulness and timeliness of PACE services used as well as satisfaction with the service delivery

8.5 Three-quarters of users are satisfied with the interaction they have with the service and this increases significantly once they access wider services beyond just the Presentation and Guide (though that in itself is still regarded as an effective service by those who use it).

8.6 PACE services continue to be relevant and useful. Materials related to interviews and job searches tended to score higher on these factors but the majority of clients are positive about all services. Over two-thirds felt the services they received came at the right point in the redundancy process; however, there has been a significant increase since 2012 in the proportion of clients who felt at least one service had come too late.

8.7 When asked how their experience of the service compared to their expectations before engaging with PACE, close to **two-thirds of users thought the PACE service met or exceeded their expectations.**

Objective 4 – Establish the influence that PACE support has had on individuals' progression into learning and employment, as well as the extent of 'softer' benefits to individuals' lives

8.8 The proportion of clients who had found work at the point of survey was similar to that in 2012, having increased significantly since the first wave of research. Of those that had, they were more likely to be in a position that had increased levels of responsibility and required higher skills, although over half were being paid less than they had been in their position selected for redundancy.

9 Social grading is a form of demographic classification used in the UK. It was originally developed by the National Readership Survey (NRS) in order to classify readers and the system has since become the standard classification used in market research. Category 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.

8.9 Of those clients followed up having taken part in the evaluation in 2012, their current work activity was again very positive, with nearly three-quarters in paid employment and a further one in 10 self-employed.

8.10 Clients were on the whole positive about the influence of PACE on their move back into employment or education. Of those who had found work, nearly three in 10 felt PACE had made the difference or helped to some extent.

8.11 Reflecting the services rated as most useful and relevant, help with job applications and CVs was cited as the service most influential in returning to employment.

Objective 5 – Make recommendations about the PACE service that will inform its ongoing development

8.12 Although in the minority, clients do suggest some improvements they feel would make the service more influential. These include:

- A more personalised service (also mentioned in the 2012 evaluation) (mentioned by 77 clients).
- Longer and more frequent help sessions (34 mentions).
- A more timely point of intervention – interaction to start earlier in the redundancy process (61 mentions).

8.13 Examining the research as a whole, there are several recommendations that could help inform service delivery in the future:

- **Keeping the Presentation and Guide relevant and engaging is key to widening service interaction** – There has been a slight (though statistically significant) decrease in 2014 in clients rating the Presentation and Guide relevant and useful. This service acts as a ‘signpost’ to others, and clients engaging with wider services report more positive satisfaction ratings. Therefore it is crucial this ‘entry level’ service is kept engaging for as wide an audience as possible.
- **More tailored support for older clients is needed** – This group is finding it increasingly difficult to re-enter the workforce after a sustained period of unemployment. They are also significantly less likely to find the services they receive as relevant to them. More in-depth research specifically amongst these clients could help identify the main barriers they face to entering work and ultimately better tailor the services they receive through PACE to be more relevant, engaging and effective for them.
- **Additional research into salary drops amongst PACE clients** – Understandably, clients out of work for a significant period may rather be in work but receiving a lower salary rather than continue being out of work, however it would be valuable to collect more information on exactly how much of a pay drop some clients are taking when moving back into work and how this ultimately affects their views on the influence of the PACE service. Over half of respondents interviewed in the longitudinal strand were earning less than they did in the job selected for redundancy which they had left at least two years prior.

9. ANNEX A – ANALYSIS OF VION HALLS SUB-GROUP OF CLIENTS

Background

A.1 In July 2012, VION Food Group UK announced that its site in West Lothian would close, leading to the 1,700 people employed there being made redundant. These individuals were offered a slightly tweaked form of the PACE redundancy package which included access to a walk-in advice centre (the West Lothian Advice Shop) and English proficiency training for those whose first language was not English (ESOL).

A.2 To explore whether the demographics, expectations and career ambitions of these clients differed from the broader PACE client base, this annex focuses specifically on findings among the sub-group of 119 respondents[10] who were made redundant from VION's Halls of Broxburn site (henceforth referred to as 'Vion Halls'), who accessed the PACE service and took part in the 2014 evaluation telephone survey.

Profile and characteristics

A.3 As regards age and gender, clients in the Vion Halls sub-group were similar to the wider PACE client base; however some differences were evident in relation to social grade and ethnic origin (see Figure A.1). Approaching half of clients who had been made redundant from Vion Halls are classified to social grades D and E (46%), compared to 39% amongst the main sample. When asked to consider their ethnic origin, 90% of clients in the wider sample classified themselves as either British or Scottish. This classification was only reported amongst 81% of clients in the Vion Halls sub-group, where 15% considered themselves as white but not British or Scottish (cf. 6% in the main sample).

10 This equates to approximately 15% of clients made redundant from Vion Halls.

Figure A.1 Profile of Vion Halls clients and services accessed

Respondent demographics

	Vion Halls survey respondents	All 2014 survey respondents
Base	(119)	(869)
	%	%
Gender		
Male	63	67
Female	37	33
Age		
Under 45	41	43
45 to 54	27	31
55 plus	29	24
Refused	3	2
Summary: Under 55	*68*	*74*
Ethnicity		
White British	81	90
Not White British	17	7
Prefer not to say	3	3
Social Economic Group		
A/B	4	7
C1	20	29
C2	18	20
D/E	46	39
Unknown / Refused	12	5
Has disability/impairment		
Yes**	6	5
No	94	93
Refused	0	1

Use of PACE services

A.4 Also summarised in Figure A.1 are the proportions accessing each service. As with the wider sample, the PACE Presentation and Guide was the service accessed the most amongst Vion Halls clients (85% cf. 81% for the wider sample). However, the proportion accessing information relating to benefits entitlement was significantly higher amongst those in the Vion Halls sub-group; 66% of these clients accessed this service, compared to 59% of the wider sample. Conversely, Vion Halls clients were significantly less likely to have accessed Information about training and funding sources; two-fifths (42%) of these clients accessed this service compared to three-fifths of the wider sample (58%).

A.5 Individuals who had been made redundant from Vion Halls were offered two additional services that were not provided more widely. One third (36%) of Vion Halls clients reported accessing the West Lothian Advice Shop, a walk-in advice centre. Meanwhile, one in 10 (9%) had accessed services relating to improving English language skills for those clients where English was not their first language.

A.6 When asked how they found certain aspects of their experience of accessing the West Lothian Advice Shop, on the whole clients responded positively. Around three-quarters considered this support relevant to their situation (77%) and the same proportion found it useful (77%). Four-fifths said they were satisfied with service delivery (81%), and three-quarters felt it was delivered at the right time in the redundancy process (77%).

A.7 When asked to consider the timing of the full suite of PACE services received, two-fifths (41%) of Vion Halls clients stated that they thought at least one of the services had come too late in the redundancy process. This compares to three in 10 clients responding this way among the wider sample (31%).

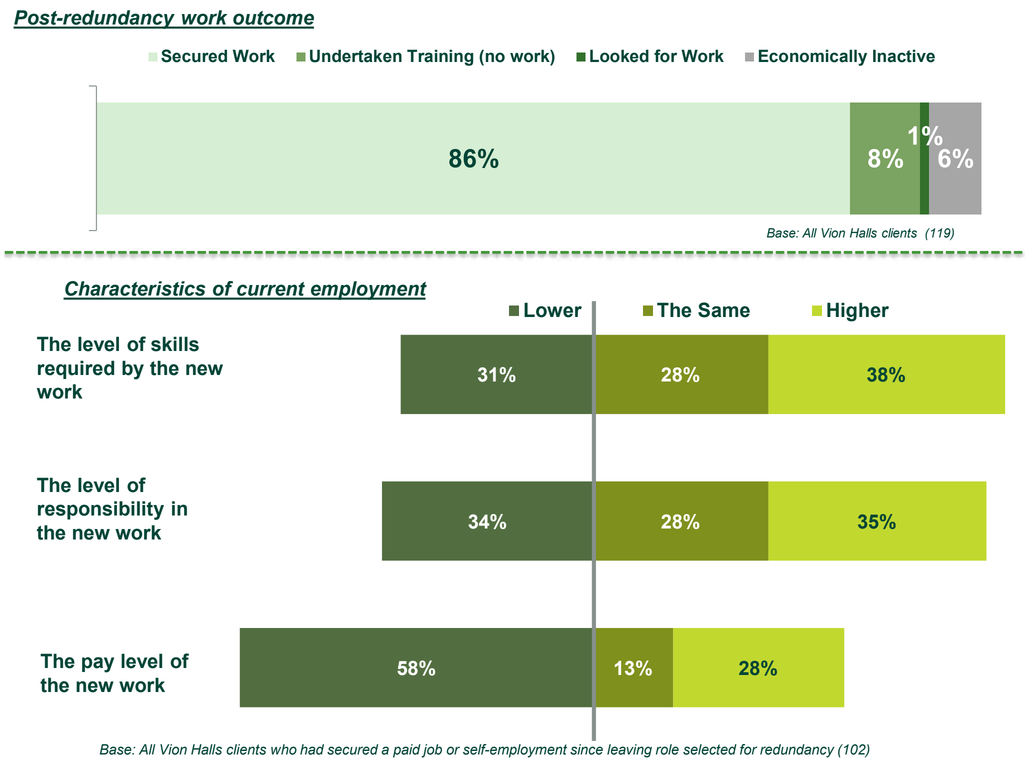
Moving back into employment

A.8 Encouragingly, Vion Halls clients were even more likely to have found work than the sample as a whole (see Figure A.2). 86% of former Halls Vion employees had secured work either before or after leaving their position selected for redundancy, compared to 72% of the wider sample. They were also more likely to have moved on from the position they first accepted post-redundancy; 41% moved on compared to 29% of the wider sample.

A.9 Some characteristics of the type of employment sought by Vion Halls clients were also different (Figure A.2). These clients were considerably less likely to have taken a pay cut for their new position (34% were on lower pay post-redundancy compared to 52% of the wider sample group). They were also more likely to be currently (or recently) working in a job that required a different set of skills to the one from which they were made redundant (60% v 42% amongst the sample as a whole).

A.10 The proportion working in full-time positions compared to part-time ones was similar to that of the wider sample (85% full-time v 15% part-time cf. 81% v 19% for the wider sample) and the proportion on permanent contracts was also similar (76% cf. 68% for the wider sample).

Figure A.2 Summary: Post-redundancy activity and characteristics of current/most recent employment amongst Vion Halls clients



Influence of PACE on move back into employment and training

A.11 The extent to which PACE was perceived to have been an influence in the move back into employment was similar amongst Vion Halls clients compared to the wider PACE client base. The proportion of clients who felt PACE had helped at all was 37% amongst the Vion Halls subset compared to 44% amongst the wider sample (slightly though not statistically significantly higher).

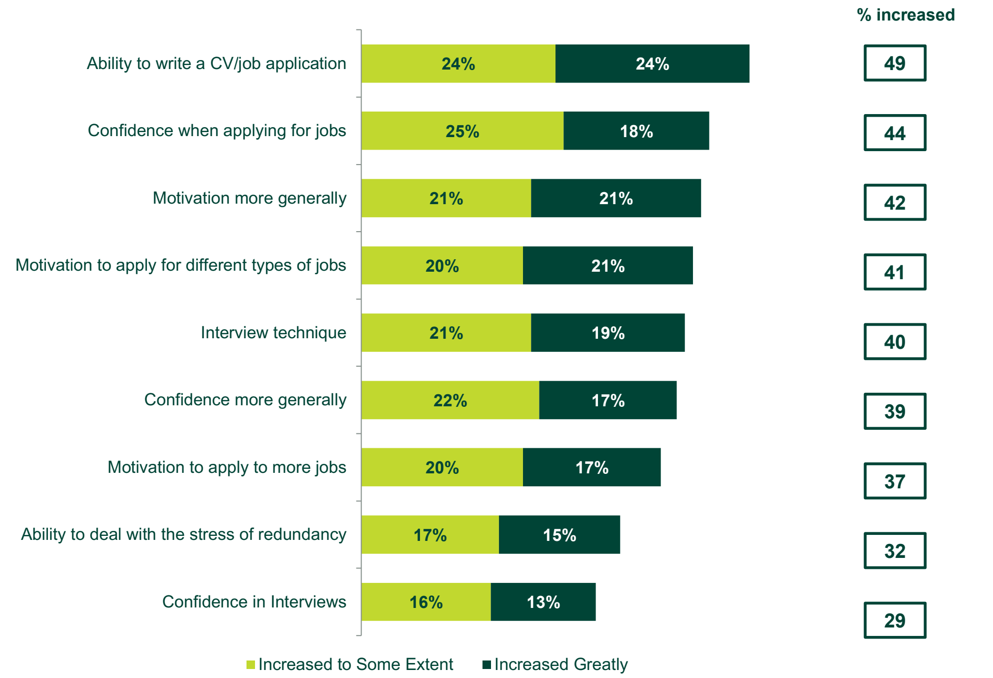
A.12 The PACE services perceived by Vion Halls clients to have helped the most in the move back into employment were similar to those mentioned by the sample as a whole. The service perceived to have been the most helpful was Help with CVs, applications and letters (mentioned by 39% of former Halls Vion employees who thought PACE had at least some influence on their move back into employment).

A.13 One-fifth (20%) of Vion Halls clients had undertaken some form of training since being made redundant, again broadly in line with the wider sample (25%).

Influence of PACE on motivation and confidence

A.14 Vion Halls clients gave similar responses to the wider sample when asked whether PACE had influenced their motivation and confidence. Close to half (48%) felt that their ability to write a CV or job application had increased as a result of their interaction with PACE. Slightly fewer felt that their confidence had increased when it came to applying for jobs (44%) and that their confidence had increased in general (39%). Similarly, around two-fifths felt their motivation to apply for more jobs had increased as had their motivation in general (37% and 41% respectively).

Figure A.3 Improvements associated with PACE amongst Vion Halls clients



Base: All Vion Halls clients (119)

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

Overall influence and satisfaction

A.15 Vion Halls clients reported relatively similar levels of overall satisfaction with PACE services (70% were satisfied cf. 75% of the wider sample), although they were slightly less likely to be 'very satisfied' – 26% of clients in this sub-group expressed this sentiment compared to 33% of the wider sample.

A.16 In terms of whether the PACE service had matched or exceeded their expectations, 56% of Vion Halls clients reported this being the case way (cf. 63% among the wider sample).

Summary

A.17 On the whole, findings amongst the Vion Halls sub-group of clients were in line with the overall sample. In a few places however there were some noticeable differences:

- Vion Halls clients were more likely to access information relating to benefits entitlement (66% compared to 59% in the wider population).
- They were more likely to have found paid employment after being made redundant (86% v 72%).
- They were more likely to have taken employment post-redundancy that required a different set of skills (60% v 42%).