



PACE – Client Experience Survey 2012

Commissioned by Skills Development Scotland
On behalf of the PACE Partnership

By IFF Research



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1. EXECUTIVE SUMMARY

- 1.1 This report details the 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 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.

Background to the research

- 1.3 In early 2010, Skills Development Scotland, 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.
- 1.4 Findings from the first survey were largely very positive, and demonstrated high satisfaction levels with PACE support received, and a positive influence in relation to progression into new employment and further learning and development.
- 1.5 Two years on, a follow-up survey has been undertaken to investigate to what extent PACE services and interventions continue to meet the needs of individuals facing redundancy situations. The research has also provided an opportunity to monitor the longer term influence of PACE support, and to identify means of further development and enhancement.
- 1.6 The current survey comprised 268 follow-up interviews with PACE clients who took part in the original survey in 2010, as well as just over 500 interviews with a “fresh” group of PACE clients who received support more recently (since March 2010).

- 1.7 Where comparisons between 2010 and 2012 findings are made in this report, only significant differences are highlighted. Findings from the two waves should be assumed to be similar if not identified otherwise.

Key findings

The key findings in relation to the original objectives of the research are set out below.

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

- 1.8 Amongst individuals accessing PACE services since mid-2010, there was an even split by gender. Almost three quarters of clients were aged 45 or older, with one in four in the 55 plus age bracket. There has been increasing representation of women and older people aged 55 plus since the last survey in 2010. Whilst clients were drawn from all Social Economic Groups¹, only one in ten were 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

- 1.9 **There is a relatively high take up of the various services on offer through PACE, with just one in eight clients deciding not to take up services further to the initial PACE presentation and information package.** The average number of individual PACE services accessed by clients during the redundancy process was five, typically over a period of less than three months.

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 AB relates to those in higher or intermediate managerial roles. Category C1C2 relates to those in junior administrative/managerial roles and skilled workers and category DE relates to semi skilled, manual and casual workers.

- 1.10 **Clients were most likely to choose to access practical help with their CVs or making job applications, and seek information from PACE on benefits potentially available to them.** 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 less than a quarter of clients surveyed, however it should be noted these services are recent additions to the PACE package.
- Objective 3 - Gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction with service delivery**
- 1.11 **Across the board, clients rated PACE services highly for relevance and usefulness.** For all services the majority of clients accessing these felt that the service had been quite or very relevant to their situation, and the materials provided had been useful. Typically, more than three-quarters of clients using each service rated it as quite or very relevant to them personally. PACE services focused on practical help with CVs, applications, interviews and job search continue to have the highest relevance ratings from users.
- 1.12 For the majority of services made available through PACE, more than eight in ten clients selecting to **take up that support were satisfied with how the information, advice and guidance was delivered** and it is clear that **high standards of service delivery have been maintained** since the previous survey. Over three quarters of PACE clients felt that the support received had met or exceeded their expectations. Over a third of respondents who had been engaged with PACE for more than 3 months stated their expectations had been exceeded.
- 1.13 **Two services; advice on business start up and help with reading writing and numbers were notably less well received.** These scored consistently low across all measures of relevance, usefulness and satisfaction.
- 1.14 **The majority of clients stated they feel that PACE services were made available at the right time in the redundancy process.** Where clients did not feel the timing of a service was appropriate, they were more likely to consider the timing as too late rather than too early. Delivering PACE services in the month prior to the person leaving their redundant role may often be later than ideal. However it should be noted that the timing of PACE services is dependent on the employer and in some circumstances, PACE teams may feel that service delivery would have been more effective if it had commenced earlier. Feedback from clients indicates where PACE teams are in a position to advise employers on the best time to make the service available to employees, a two to five month window before redundancy would be the most appropriate time.
- Objective 4 - Establish the influence that PACE support has had on individuals' progression into learning and/or (intended or desired) employment, as well as the extent of 'softer' benefits to individuals' lives.**
- 1.15 **PACE services have substantial direct influence across a range of skills, confidence and well-being measures.** Over half of all clients feel that PACE has improved their practical skills relating to finding new employment, including their ability to put together an effective CV and perform better in interviews.
- 1.16 **Around one in four PACE clients had engaged with further education or training after their engagement with PACE.** There was an increase in the proportion of clients undertaking training through courses in the workplace in comparison with 2010 data, but a decrease in proportions pursuing training options through distance learning at home.
- 1.17 **There has been an increase since 2010 in the proportion of clients securing work post-redundancy, from 51% in 2010 to 74% in 2012.** Furthermore, three in ten clients in work at the time of survey had been able to secure a higher skilled job.

- 1.18 **Over half of clients who secured a new job felt that PACE had helped them to do so.** Whilst around half of clients who secured work said that PACE made no difference in getting them the job, where clients had taken fuller advantage of the services on offer, the influence of PACE is much greater.
- 1.19 **The jobs secured tended to be at a higher level than seen in the previous survey.** Almost twice as many clients in work at the time of the survey (three in ten) had secured a higher skilled job compared to in 2010. Reflecting high take up and satisfaction, help with writing CVs and applications is the most cited influence on clients who feel that PACE helped them move back into employment.
- 1.20 **Amongst clients who found a new job, three-in-ten had secured work at a higher pay level.** However as many as half of those who have gone back into work have been forced to take a job with lower pay. Women were more likely than men to end up in positions requiring lower skills and with less responsibility.
- 1.21 **Around half of clients felt that PACE had sent them forward with greater confidence and motivation generally, and two fifths felt that the service has had a real influence on their ability to cope with the stress of redundancy.** This is an encouraging achievement for the PACE Partnership in the context of the difficult situations being faced by clients. Clearly, more than half of clients felt that the service had not had any positive influence in terms of making them more confident or motivated; these factors are, however, uniquely personal to the individual and therefore it is likely to be more difficult for advisers to influence these.
- 1.22 There are also positive messages that can be taken from the longitudinal element of the research. Over half of all clients who secured a new job with an employer said that the PACE service had helped them to move into this employment. Three-fifths of all clients who got a paid role with an employer following redundancy have stayed with the same employer. **One fifth of all clients followed up were now working in a higher skilled role, with one quarter working in a better paid role than the one they were made redundant from.**
- Objective 5 - Make recommendations about the PACE service that will inform its ongoing development.**
- 1.23 Reflecting the very positive perception of PACE services, only a small number of clients could think of areas for improvement, but a few ideas were suggested, notably:
- A more 'personalised' service (e.g. administering more one-on-one workshops and advice sessions);
 - Implementing more follow up help and providing ongoing support;
 - More help and advice on financial matters (e.g. more guidance on benefit entitlements)

2. INTRODUCTION, AIMS AND OBJECTIVES

2.1 This report details the findings from research into the experiences of clients receiving redundancy support services as part of the Partnership Action for Continuing Employment (PACE) initiative. The partnership 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 well-being 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 the national skills agency. It 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 which brings 18 organisations together with the Scottish Government to oversee a continuous improvement programme to enhance the operation of PACE. 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 (0808 100 1855), Website (www.skillsdevelopmentscotland.co.uk/redundancy), 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;
- Development of an evaluation framework to improve information on the influence and effectiveness of PACE;
- A Client Experience Survey undertaken in 2010 to consider the quality of provision of PACE support. The research found that PACE is perceived as having a positive influence on people's ability to find work. Almost two-thirds (63%) of individuals who had been made redundant before the survey took place had either secured new employment (51%) or undertaken some type of training or development (12%).

2.6 Skills Development Scotland delivers PACE on behalf of the Scottish Government and co-ordinates local response teams across Scotland with other partners including Jobcentre Plus.²

Aims and Objectives

2.7 Against this backdrop, in early 2010, Skills Development Scotland, 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.

2.8 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. The research found that PACE is perceived as having a positive influence on people's ability to find work. Almost two-thirds (63%) of individuals who had been made redundant before the survey took place had either secured new employment (51%) or undertaken some type of training or development (12%).

2.9 Two years on, a follow-up survey has been undertaken to investigate to what extent PACE services and interventions continue to meet the needs of individuals facing redundancy situations. The research has also provided an opportunity to monitor longer-term influences of PACE support, and to identify means of further development and enhancement.

2.10 The current survey comprised both follow-up interviews with PACE clients who took part in the original survey in 2010, as well as interviews with a "fresh" group of PACE clients who received support more recently (since March 2010).

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

- build a detailed picture of the profile and characteristics of individuals accessing PACE services;

- determine the extent to which clients access specific PACE services on offer;
- gauge client views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction 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 2012 surveys, with the main body of the report focusing on the survey of new clients (those accessing PACE services since April 2010). The findings from the longitudinal follow up survey of previous respondents 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 2012 surveys, to provide context for the findings. The extent of differences in the profile of new clients taking part in the 2010 and 2012 surveys is 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 2010 survey 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 2012 survey of new clients.

² The membership organisations of the national PACE Partnership are The Scottish Government, Skills Development Scotland, Jobcentre Plus Scotland, ACAS Scotland, Alliance of Sector Skills Councils, 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, Scotland's Colleges, Scottish Chambers of Commerce, Scottish Enterprise, Scottish Funding Council, Scottish Qualifications Authority, Scottish Trades Union Congress, Scottish Training Federation and Universities Scotland.

- Chapter 7 uses data from the longitudinal survey to highlight the influence of PACE over the longer term.
 - Chapter 8 draws together the key messages arising from the research.
- 2.13 The 2012 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 survey and the 2012 survey 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 the 2012 survey of new users 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 two 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 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 2010 and 2012 surveys 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 2012 Client Experience research incorporated two strands:
- A telephone survey of just over 500 new clients who had accessed PACE services since April 2010.
 - A follow-up survey of individuals who took part in the first survey in March 2010, resulting in 268 telephone interviews.
- 3.2 Interviews were conducted using Computer Aided Telephone Interviewing (CATI) from IFF Research's telephone centre at its offices in London. Fieldwork (including a pilot phase for each strand) took place in March and April 2012.
- 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 for the survey came from a database of c.1,260 clients who were listed as having received PACE services in the period from April 2010 to December 2011. 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, because the priority was to conduct a census of the available contacts.
- 3.5 A screener was applied to exclude from the survey anybody who had not yet left the job which was selected for redundancy. This was found to be the case for 6% of the starting sample. Details on the outcomes from fieldwork can be found in Table 3.1 opposite. Interviews were completed with a total of 505 PACE clients³, representing 70% of cases where contact was made with an eligible respondent.

³ A base of 505 interviews against a population of 1,260 clients is associated with a confidence interval of +/- 3% 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 47% and 53%. It should be noted that all differences between findings from different surveys and differences between sub-groups have been subjected to statistical testing.

Table 3.1: Sample outcomes – 2012 new client survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
<i>Base</i>	(1,256)	(1,256)	(717)
		%	%
Ineligible or unavailable			
Could not recall PACE service	98	8%	n/a
Still in job selected for redundancy	78	6%	n/a
Person not contactable on supplied number(s) during fieldwork period ⁴	363	29%	n/a
Refusals			
Refused to participate	175	14%	24%
Stopped interview	37	3%	5%
Completed			
Completed interview	505	40%	70%

- 3.6 The survey lasted 10 to 15 minutes, largely dependent on the extent of work or training activity engaged with post-redundancy.
- 3.7 There were several changes made to the questionnaire, in comparison with the 2010 survey. In summary, new questions were added to cover the following:
- The month of first and most recent use of PACE services;
 - The extent to which PACE met or exceeded the client's expectations of redundancy support;
 - What clients feel is missing from the PACE service or could be improved.

⁴ In most cases this relates to circumstances where there were 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.

- 3.8 The 2010 survey included a single question asking clients to rate the influence of PACE services in helping them move into education, employment or training. For the 2012 survey, clients were asked about the influence of PACE on their move into employment, and then separately about the influence of PACE in terms of helping them move into any education or training. New follow-up questions were included to ascertain which specific PACE service had been the most influential in each case.
- 3.9 The package of PACE services has changed over time, and this was reflected in adjustments to the list of services individuals were asked about for the 2012 survey. A number of new services were added to the list, including ‘help with reading, writing and numbers’ and ‘help to cope with redundancy-related stress’. Details of the changes can be found in Appendix A.

Longitudinal survey

- 3.10 The longitudinal strand of the research aimed to follow up clients who had taken part in the first survey in 2010, and had agreed to further research. This represented a total of 567 clients. A census was attempted with all clients in the sample. A total of 268 follow-up interviews were completed, equivalent to interviews being undertaken with just under half of the starting sample (47%). As described in more detail in Chapter 4, the profile of people completing was very similar to the starting sample; this does provide confidence that any changes between the original and follow-up surveys in, for instance, the employment rates of learners, are not down to chance⁵.
- 3.11 Details of the outcomes for the whole starting sample are shown in Table 3.2.

Table 3.2: Sample outcomes – 2012 longitudinal survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
<i>Base</i>	(567)	(567)	(332)
		%	%
Ineligible or unavailable			
Could not recall PACE service	14	2%	n/a
Still in job selected for redundancy	37	7%	n/a
Person not contactable on supplied number(s) during fieldwork period	184	32%	n/a
Refusals			
Refused to participate	53	9%	16%
Stopped interview	11	2%	3%
Completed			
Completed interview	268	47%	81%

- 3.12 As described in Chapter 4, there were only minimal differences in the profile of the initial sample and the profile of the interviews achieved in terms of key demographic and employer factors.
- 3.13 The questionnaire for the longitudinal survey collected 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.
 - Whether the individual engaged with any education and training since being made redundant.

⁵ Any reported differences between findings from the two surveys have been corroborated with statistical testing at the 95% confidence level. A base of 268 interviews is associated with a confidence interval of +/- 4% on a finding of 50%.

- Whether the client is currently employed/in training/doing voluntary work/seeking work/out of the labour market.
- The approximate proportion of the individual's post-redundancy life that has been spent out of the labour market.

3.14 Clients were asked to say how much PACE had influenced their post-redundancy outcomes, and to say how PACE had influenced their confidence and motivation more generally.

3.15 Much of the demographic information on clients was already available from the first survey.

4. PROFILE OF PACE CLIENTS SURVEYED

4.1 This chapter presents the profile of PACE clients taking part in the two 2012 surveys, to provide context for the findings. Differences in the profile of new clients taking part in the 2010 and 2012 surveys are highlighted, as well as details of the individuals followed up in the 2012 longitudinal survey.

New client survey

4.2 Table 4.1 shows the demographic profile of clients taking part in the 2012 new client survey, and compares this to the profile of the clients from the 2010 survey who are used as the comparator group in this report. The 2012 new client respondents accessed PACE services from April 2010 onwards, with the 2010 comparator group being drawn from people accessing these services in the calendar year 2009.

4.3 The 2012 and 2010 samples have a very similar profile, in terms of the spread of clients by age, social economic group, ethnicity and disability status.

4.4 Looking at the age profile, two fifths (41%) of all respondents to the 2012 new client survey were aged under 45, one third (33%) were aged 45 to 54, and one quarter (25%) were aged 55 or over. The proportion of new clients aged over 55 has increased in comparison to the equivalent group in 2010 (17% to 25%).

4.5 Half of the clients responding to the 2012 new client survey were women (49%). As highlighted in Table 4.1, in the comparator group, only one third of clients were women (32%). It is not clear whether this reflects a genuine shift in the profile of individuals benefiting from PACE services over the last two years. However, because a census approach was taken for both surveys, the probability that these changes are due to survey bias are reduced.

4.6 The changes in the gender and age profiles have been taken into account when comparing 2010 and 2012 new client findings in the report. The report commentary highlights where significant differences occur in the views of women and men or clients of different ages, as in some cases this impacts on the interpretation of 2010 and 2012 comparisons.

4.7 Looking at the profile of respondents according to their social economic group shows that one third (32%) are in the lower D/E category, with one in ten in the A/B group (11%)⁶. The profile is similar to that for the 2010 comparator group.

4.8 In terms of ethnicity, the vast majority of clients in both 2010 and 2012 surveys described themselves as White British (88% in 2010, 94% in 2012).

4.9 In terms of disability status, only a small minority of clients in the 2012 new client survey said that they have a long-term physical or mental impairment which limits the daily activities or the work that they can do (5%). This was similar to the 2010 comparator group, where 3% of clients said that they had impairment.

⁶ Social Grade Category AB relates to those in higher or intermediate managerial roles. Category DE relates to semi skilled, manual and casual workers.

Table 4.1: Demographic profile of survey respondents for 2012 and 2010 comparator group

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

*= <0.5% but >0%

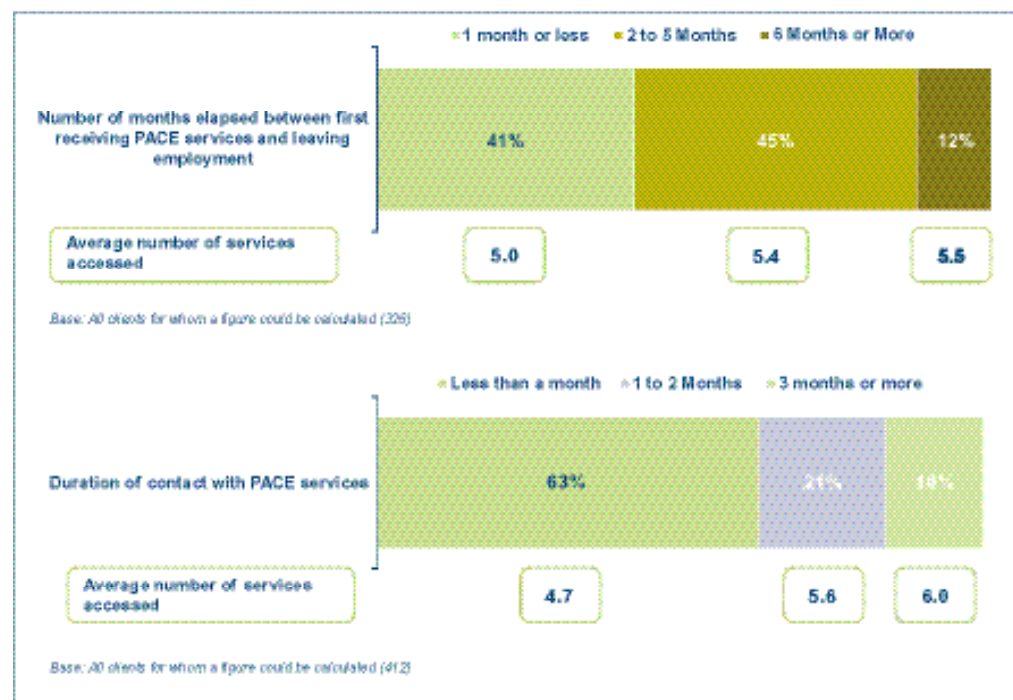
- = zero

**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.

4.10 When discussing client views on whether PACE services were delivered at the right time in the redundancy process, it is interesting to look at this by the amount of time that elapsed between the individual first receiving PACE services and actually leaving their employment. In addition, it is possible to look at the duration of contact with PACE services. Figure 4.1 shows the profile of all clients according to these measures. The figure also shows the average number of different PACE services accessed by clients in contact with PACE for different lengths of time, to give an idea of the intensity of contact. It should be noted, however, that whilst the *number* of services accessed might be the same for two clients (e.g. career guidance interviews and career planning workshops), the client with the longer period of contact may have received a greater intensity of engagement e.g. more sessions or more in-depth guidance.

Figure 4.1: Profile of clients by number of months elapsed between first use of PACE and leaving employment, and by duration of contact with PACE*



*Note that figures in the top bar do not sum to 100% due to rounding.

- 4.11 Two fifths (41%) of clients who could remember the timings said that they had first been in contact with PACE only one month or less before leaving their job. Another two fifths (45%) said that between two and five months had elapsed, and one in eight said that six months or more had elapsed between their first use of PACE and the end of their employment (12%).
- 4.12 Three fifths of clients who could recall the timings said that their contact with PACE lasted less than one month (63%), with a further fifth (21%) saying their contact stretched over one to two months. One in six (16%) had contact lasting three months or longer. It should be noted that there is relatively little difference in the number of services accessed by people with shorter and longer duration of contact with PACE. As shown in Figure 4.1, the average number of services accessed by those with less than three month's worth of contact was five, and for those with longer contact, six.

Longitudinal survey

- 4.13 The longitudinal survey followed up a subset of individuals who took part in the first survey in 2010. To be confident in comparing people's situation now with where they were in 2010, 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 the overall findings. Table 4.2 shows the profile by key factors for:
- All clients who took part in the 2010 survey (803 clients);
 - All clients from this group who were successfully followed up in the 2012 longitudinal survey (268 clients).
- 4.14 The first column in Table 4.2 shows the profile of all clients taking part in the 2010 survey, by gender, ethnicity, social economic grade, and disability status. This shows, for instance, that two thirds (66%) of the respondents to the 2010 survey were men. The second column in Table 4.2 shows that for the longitudinal survey, the same proportion of male and female clients took part in the survey in both years.
- 4.15 As shown in Table 4.2, there were minor changes between the 2010 and 2012 longitudinal samples in two factors:
- **age** - older respondents were slightly more likely to respond to the follow up survey; the percentage aged 55 plus is 22% in 2012, compared to 18% in the 2010 survey, and the proportion under 45 is 35% compared to 42% in 2010.
 - **company size** - 69% of respondents in the 2012 follow up were working at sites with fewer than 250 employees before being made redundant, compared to 63% in the 2010 survey.
- 4.16 These minor changes are not however, statistically significant, and therefore are not likely to have had an influence on the overall findings.

Table 4.2: Demographic profile of respondents - comparison of 2010 survey and longitudinal survey 2012 respondents

	All 2010 survey respondents	All 2012 Longitudinal survey respondents
<i>Base</i>	(803)	(268)
	%	%
Gender		
Male	66	67
Female	34	33
Age		
Under 45	42	35
45 to 54	35	39
55 plus	19	22
Refused	4	3
<i>Summary: Under 55</i>	77	75
Ethnicity		
White British	85	86
Not White British	10	11
Prefer not to say	5	3
Social Economic Group		
A/B	7	9
C1	37	41
C2	22	23
D/E	28	25
Unknown/Refused	6	3
Has disability/impairment		
Yes*	4	4
No	96	96
Refused	1	1

	All 2010 survey respondents	All 2012 Longitudinal survey respondents
<i>Base</i>	(803)	(268)
	%	%
Size of company made redundant from (no. of employees at site)		
Less than 10	1	2
10 to 49	15	15
50 to 249	47	53
250 to 499	13	9
500 or more	22	19
Don't know	2	2
<i>Summary: Under 250</i>	63	69

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

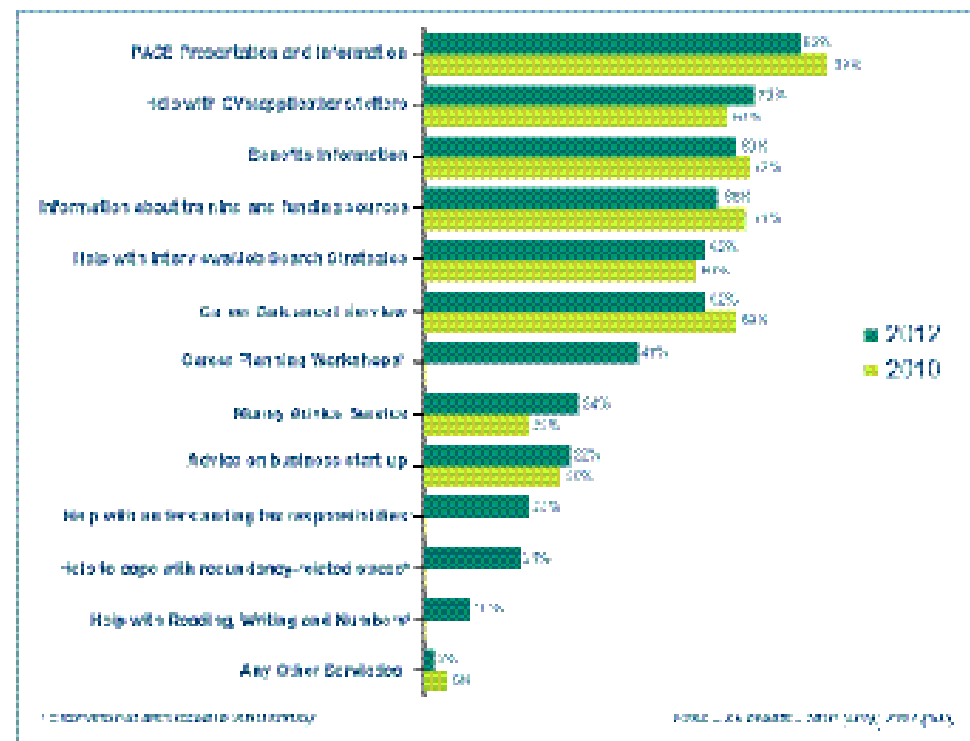
5. CLIENT VIEWS ON PACE SERVICES

5.1 A wide range of services are delivered through PACE, from career guidance, practical assistance with job search and applications, to information about coping financially with redundancy. Clients select the services they feel would benefit them. The survey of new clients measured how relevant different PACE services are perceived to be by those who chose to use them, and client satisfaction with the way in which these services are delivered. This chapter covers these key performance indicators, and changes in these measures since the 2010 survey are highlighted. This chapter also examines the key issue of whether clients feel that PACE services are being made available to them at the right time. Note that where 2010 comparison findings are shown, these are based on 2010 survey respondents who had left their redundant role by the time of survey.

Packages of PACE services accessed

5.2 Figure 5.1 shows the proportion of clients who accessed particular services offered by PACE. As was the case in the 2010 survey, the PACE presentation and information was received by the greatest number of clients (83%). The PACE presentation and information package is often given as the initial stage of client contact with PACE. One in eight clients (12%) said that they had only received this and had not accessed any of the other services listed.

Figure 5.1: Proportion of clients accessing each PACE service – comparison of 2010 and 2012 new client surveys



N.B. See Appendix A for information on changes in the terminology used for certain services.

5.3 Around three quarters of clients (73%) had received help with pulling together their CV or with making job applications. The 2012 new clients were more likely than the previously surveyed group to have received help with CVs and applications (73% vs. 67%).

5.4 Three fifths (62%) had received help relating to job interviews and job search, and the same proportion had taken part in a one-to-one Career Guidance Interview. The proportion of clients having a Career Guidance Interview has decreased since 2010 (from 69% to 42%). Around half of 2012 new clients (47%) recalled taking part in a Career Planning Workshop.

- 5.5 Two thirds of all clients (65%) had received information about training opportunities and funding for training. This represents a drop in comparison to the proportion of clients in 2010 accessing this service (71%).
- 5.6 Whilst seven in ten (69%) had received information on benefits, other services related to managing personal finances were used much less often. For example, only one third (34%) had accessed the Money Advice Service, and fewer than one quarter (23%) had received help with understanding their tax responsibilities.
- 5.7 Use of the financial advice element of the PACE package showed an increase since the last survey. In the 2010 survey, fewer than one in four clients surveyed (23%) said they had accessed Money Management Information provided by the Financial Services Authority (FSA). In 2012, one third (34%) had accessed the Money Advice Service, which now operates as a stand-alone, refocused consumer education service (separate from the FSA).
- 5.8 The newer services added to the PACE package since the previous survey was undertaken included help to cope with redundancy related stress, and assistance with improving literacy and numeracy. These were accessed by a smaller proportion of clients overall (21% for help with stress, 10% for help with reading, writing and numbers).
- 5.9 Certain PACE services were more likely to be used by people in certain social economic groups. Clients with the social economic grade D/E⁷ were less likely to utilise information about further training and funding sources (55% of D/E clients accessed information about training and funding sources, compared to 73% of those in the A/B and C1 groups⁸). Conversely, clients in the D/E group were slightly more likely to receive assistance with their literacy and numeracy, but use of this service was still at quite a low level (14%, vs. 8% of clients across the A/B/C1 groups).
- 5.10 Two PACE services were more likely to be used by clients who found work either before or after being made redundant. These were:
- Career guidance interviews – 65% of clients who managed to find work used this service, compared to 52% of those who had not secured new work at any point.
 - Information about training and funding sources – 69% of clients who secured work were users of this service, compared to 56% of those who had not secured new work at any point.
- 5.11 There were no substantial differences in the use of different PACE services by age group, or according to the size of company from which the person was made redundant.

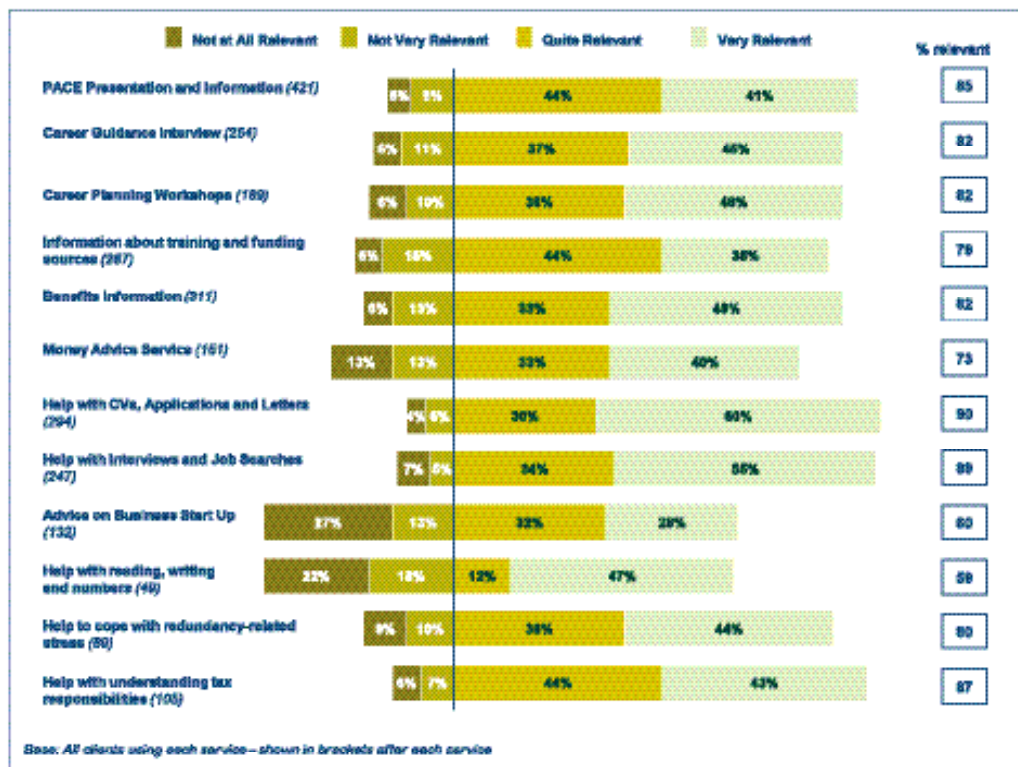
Perceived relevance of the PACE services accessed

- 5.12 Clients were asked to rate the relevance of each PACE service they themselves had accessed. Figure 5.2 shows the results, with a summary of the proportion of users saying that the service was ‘quite relevant’ or ‘very relevant’ shown on the far right of the chart.

⁷ Social Grade categories D and E refer to semi skilled, manual and casual workers.

⁸ Category AB is defined as those in higher or intermediate managerial roles. Category C1 relates to those in junior administrative/managerial roles.

Figure 5.2: Perceived relevance of PACE services - 2012 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.

5.13 As Figure 5.2 shows, for all services the majority of clients felt that the service had been quite or very relevant to their situation. For all but three of the services, more than three-quarters of clients using the service rated it as quite or very relevant to them personally.

5.14 Services that were utilised the least by clients, especially advice on business start-up and help with reading, writing and numbers were also perceived as less relevant by those who did choose to access these services. Two fifths of users of both these services (40%) felt them to be not very relevant or not at all relevant to them.

5.15 The services which were perceived to be the most relevant by users were help with CVs and job applications (90%) and help with job interviews and job services (89%). These two were also the only services where more than half of recipients interviewed assigned the highest score of very relevant, scoring 60% and 55% respectively in this category. Help with understanding tax responsibilities had an overall relevance of 87% which is an encouraging finding suggesting this new service is a good addition to the package of PACE services. Three services stood out as being significantly less relevant than the rest, scoring more than 10% of responses in the not at all relevant category. These services were:

- Advice on Business Start-up (27% not at all relevant)
- Help with reading, writing and numbers (22% not at all relevant)
- Money Advice Service (13% not at all relevant)

5.16 This might suggest that there is a need to find out more about client needs and expectations to inform the design of these three particular services.

5.17 Whether the respondent had secured any new work post-redundancy was a key driver of how relevant they perceived some PACE services to be. Clients who had secured work were more likely to rate the following services as 'very relevant':

- PACE presentation and information (44% very relevant, compared to 31% of those who had not secured work);
- help with CVs and applications (63% vs. 50%);
- help with interviews or job searches (60% vs. 37%); and
- Career Planning Workshops (50% vs. 33%).

5.18 It is difficult, however, to delineate causal links from this data. Chapter 6 will present the results of the direct question put to clients who had secured work about which PACE service helped them the most in getting them back into employment.

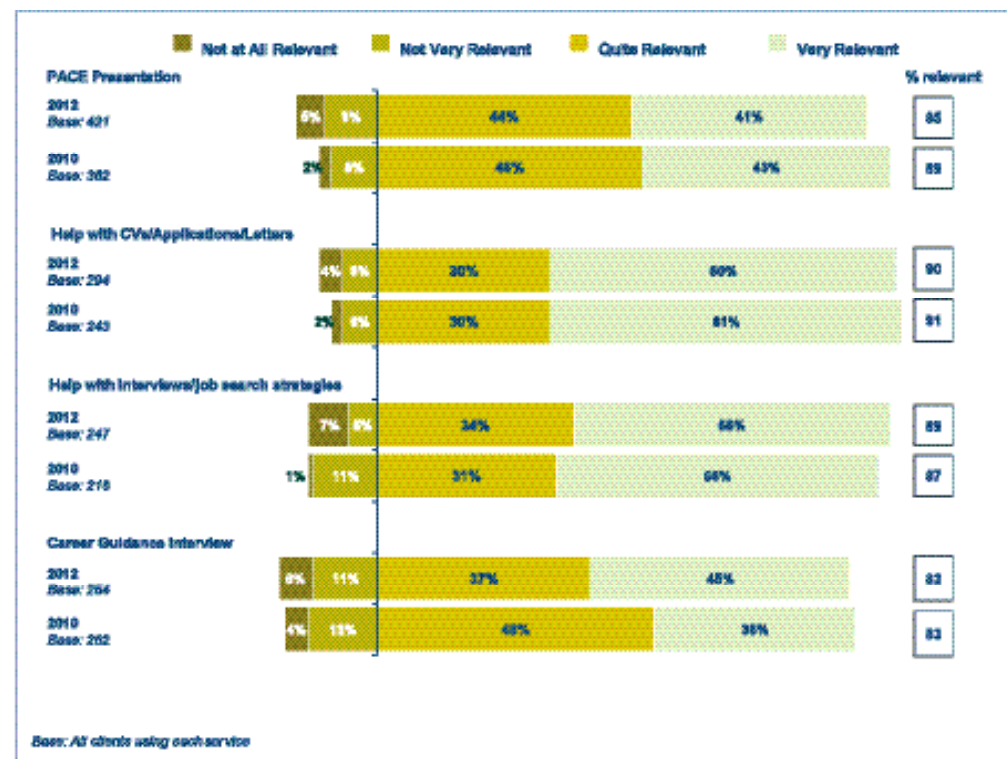
5.19 Encouragingly, consistently high relevance ratings for key services such as Career Guidance Interviews and information about training were seen across all age groups. The only element for which there was significant variation in perceived relevance by age was the Career Planning Workshop service. Where older clients (aged 55 plus) had used Career Planning Workshops, they were less likely to say this was relevant to them, compared to younger users of this service (71% saying it was relevant to them, compared to 85% of those under 55).

5.20 There was no significant variation in perceived relevance by gender or social economic grade.

5.21 Figures 5.3 and 5.4 show how perceptions of the relevance of PACE services have changed since the first wave of this study conducted in 2010. Figure 5.3 displays the services related to improving employability and career guidance, whilst Figure 5.4 shows services related to training and financial support. The figures only show the service rated for relevance in both surveys.

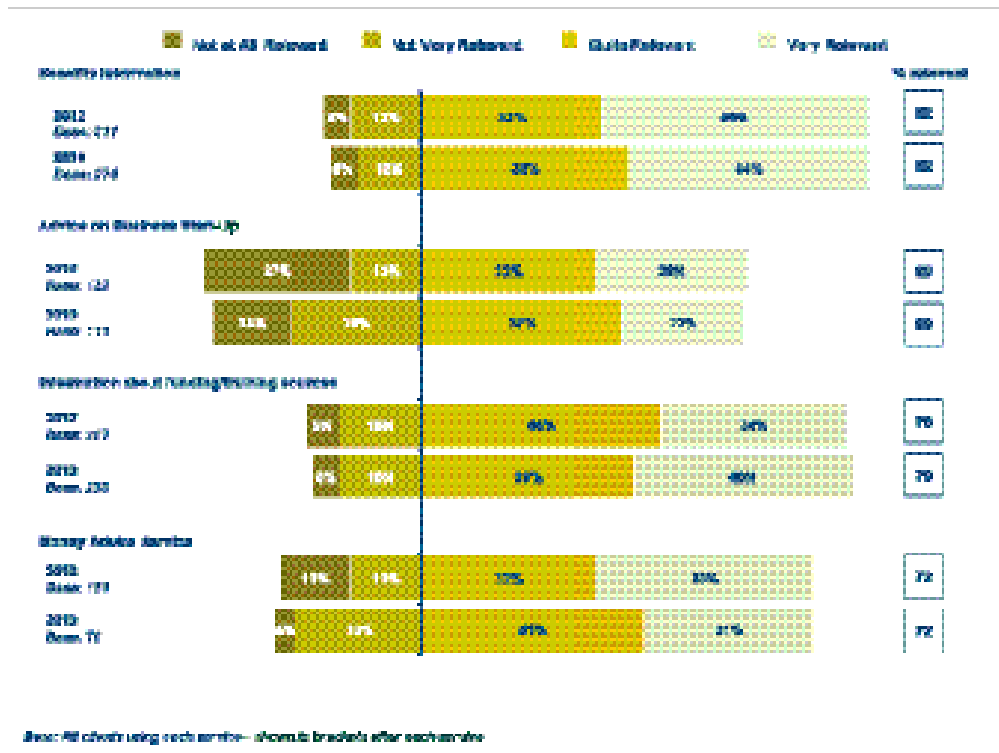
5.22 Comparing the two waves of the survey shows that the overall ratings of relevance for PACE services have remained very consistent. There have been no significant changes in the proportion of users rating each service as quite or very relevant. There has been one significant increase in the proportion of service users giving a rating of 'very relevant', for career guidance interviews (up to 45% from 35% in 2010).

Figure 5.3: Relevance of PACE Services (Employability and career guidance) - comparison of 2010 and 2012 new client surveys



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

Figure 5.4: Relevance of PACE services (Training and Financial Support) – comparison of 2010 and 2012 new client surveys



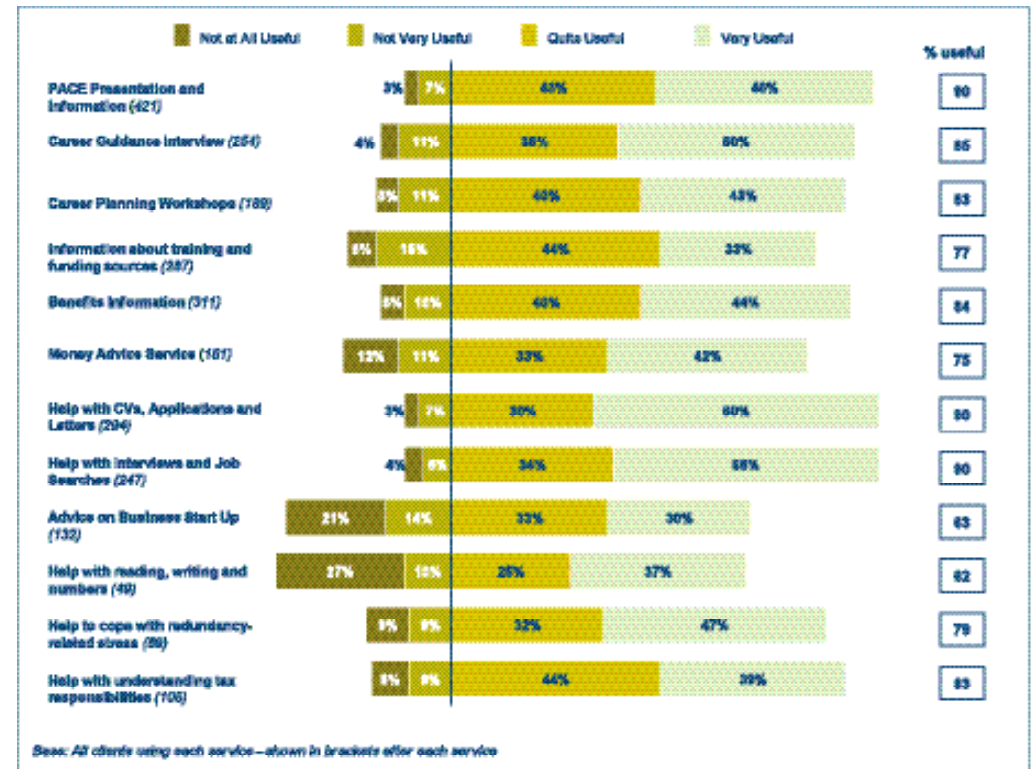
Note: Most figures for the 2010 survey were taken from a 2010 survey which performed and its services were not available

5.23 Ratings of perceived relevance have become more polarised for advice on business start-up, with 27% of users now rating this as not at all relevant, compared to 14% in 2010, and 28% rating it as very relevant, compared to 22% in 2010.

Usefulness of the materials provided with PACE services

5.24 Clients were also asked to give their views on how useful they found the materials provided with the services they received from PACE. Clients were asked to give separate ratings for each of the PACE services they had accessed. The results are shown in Figure 5.5.

Figure 5.5: Usefulness of materials provided with PACE services – 2012 new client survey



- 5.25 In general, clients consider the majority of PACE materials useful, with all but two services receiving overall usefulness scores of 75% or more. The materials provided as part of the PACE Presentation and Information package were perceived as quite useful or very useful by the vast majority of people receiving this service (90%). This is encouraging given that this often represents the gateway to further engagement with the full suite of PACE services.
- 5.26 As we have seen, the PACE services focused on helping clients with CVs and applications and help with interviews and job searches were the most likely to be rated as relevant by those using them. As shown in Figure 5.5, the materials provided as part of these services were very well received, with materials for both these services being rated as useful by 90% of users.
- 5.27 Similarly, where services were rated as less relevant overall by users, the materials provided as part of these services also received lower usefulness ratings. More than a third of clients who received advice on business start up said that the materials they received as part of this service were not very or not at all useful by more than one third of users (35%). The pattern was similar amongst those receiving services designed to help them improve their reading, writing and number skills; again, over one third felt that the materials they received in connection with this service were not very useful or not at all useful (37%). It should be remembered, however, that the majority of users did still find the materials useful to some extent.
- 5.28 Half (50%) of all clients taking part in a career guidance interview felt that the accompanying materials they received had been very useful. As shown in Figure 5.6, there has been a significant increase in the proportion of all clients having a career guidance interview who rated the accompanying materials as very useful (from 39% in 2010 to 50% in 2012), but the overall proportion of those rating the materials as useful has remained the same. Comparing the 2010 and 2012 scores (Figure 5.6 and Figure 5.7) demonstrates that there has been no significant change in the usefulness of materials ratings for any of the other services.

Figure 5.6: Usefulness of materials provided with PACE services (employability and career guidance services) - comparison of 2010 and 2012 new client surveys

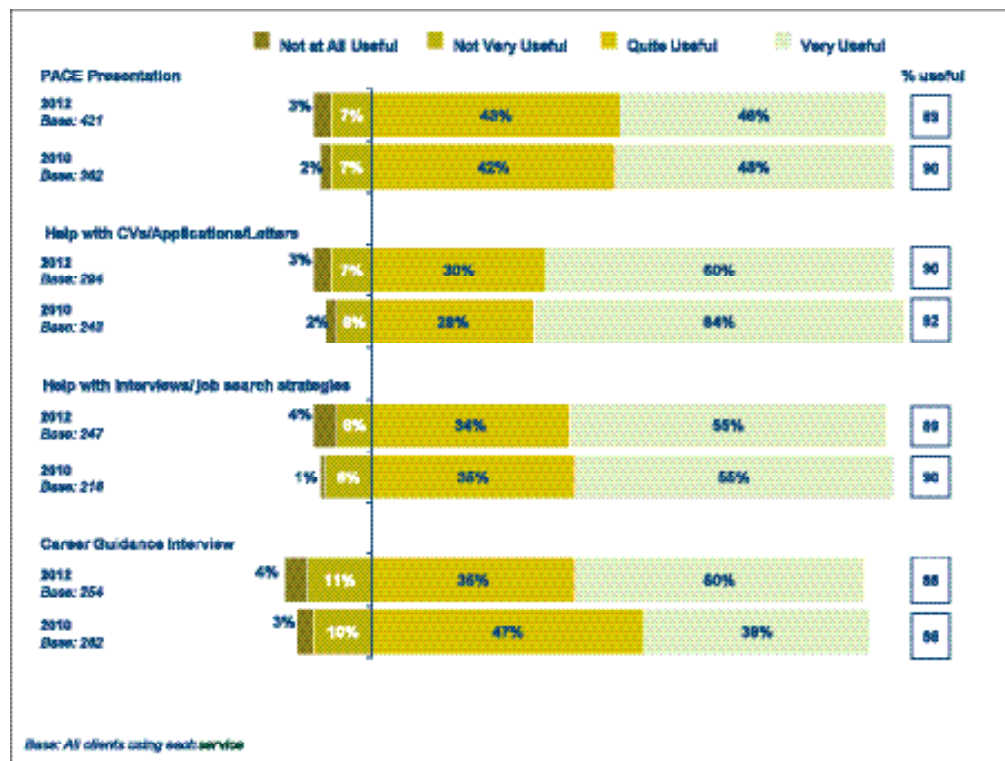
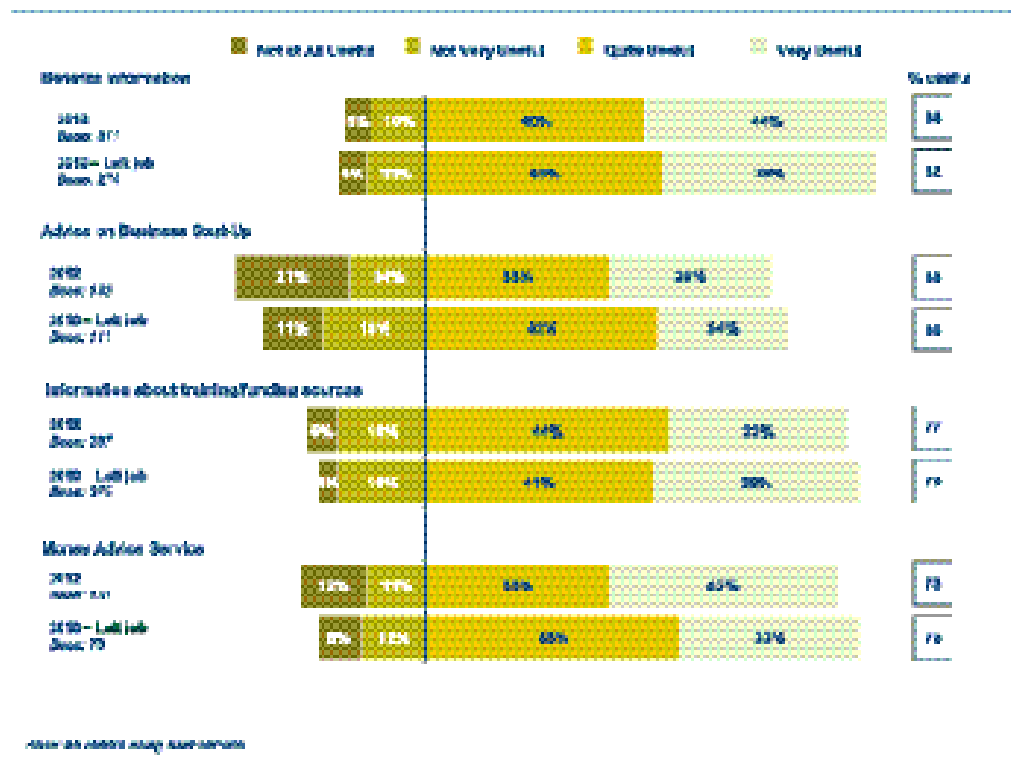


Figure 5.7: Usefulness of materials provided with PACE services (training and financial support services) – comparison of 2010 and 2012 new client surveys



Satisfaction with service delivery

5.29 Figure 5.8 shows that overall clients were satisfied with the way in which the PACE services were delivered with all services receiving overall satisfaction scores of over 75%.

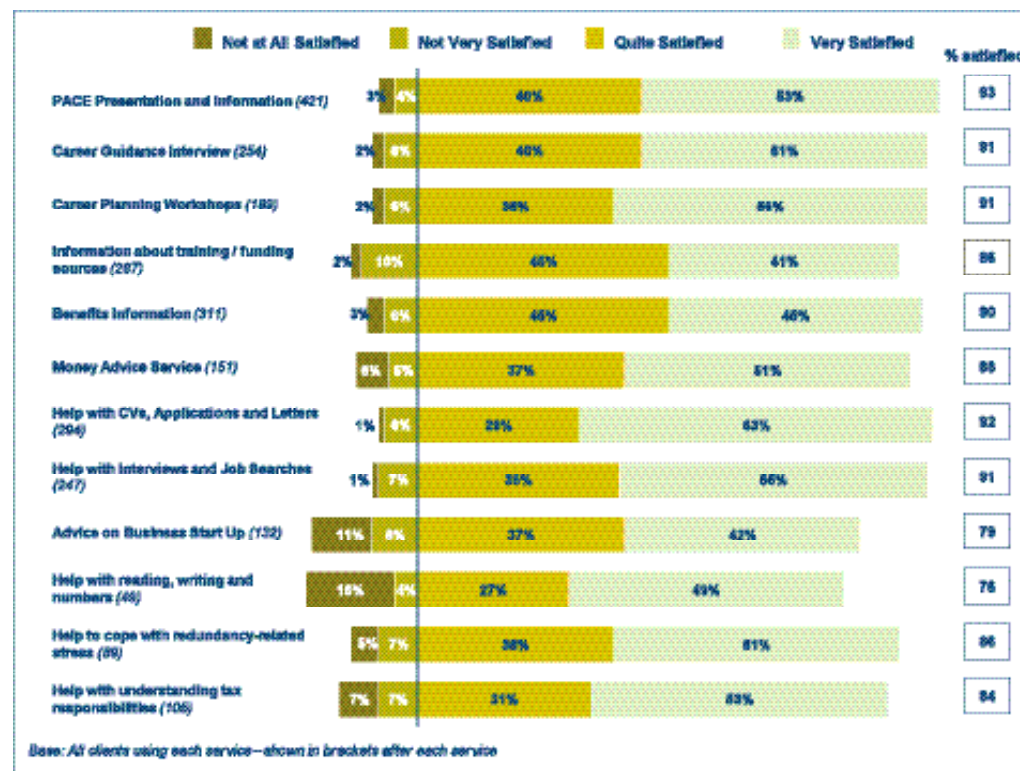
5.30 In general, between two fifths and one half of clients using each PACE service were very satisfied with the way in which the service had been delivered. Higher proportions of clients receiving the following services were very satisfied with how these were delivered:

- Help with developing CVs, job applications and letters (63% very satisfied);
- Career Planning Workshops (56% very satisfied);
- Help with interviews and job search strategies (55%).

5.31 Again, clients tended to be more satisfied with the delivery of services relating to career guidance and improving employability than those relating to training and financial support. This appears to be a recurring theme amongst all questions in this section. Likewise, two services stood out as being rated below average on satisfaction of delivery:

- Advice on Business Start-up – 19% of clients were not satisfied and this service also had the lowest proportion of users giving a rating of very satisfied (42%).
- Help with reading writing and numbers – 20% of clients were dissatisfied with the delivery of this service, the lowest level of satisfaction amongst all services.

Figure 5.8: Satisfaction with delivery of PACE services – 2012 new client survey



5.32 Although satisfaction with PACE service delivery was high across all ages, older clients (aged 55 plus) were less likely to say that they were satisfied with the way in which the Career Planning Workshops had been delivered (81% satisfied, compared to 93% of those aged under 55 taking part in a workshop). The older group of clients were also less likely to be satisfied with the delivery of information about training and funding for training (77%, compared to 88% of recipients under the age of 55).

5.33 Figures 5.9 and 5.10 show comparisons between client satisfaction with service delivery for 2010 and 2012 new client surveys. These show that the very high satisfaction levels as seen in the 2010 survey have continued. There have been no significant shifts between 2010 and 2012 in client views on service delivery for any of the services covered.

Figure 5.9: Satisfaction with delivery of PACE services (career guidance and employability services) – comparison of 2010 and 2012 new client surveys

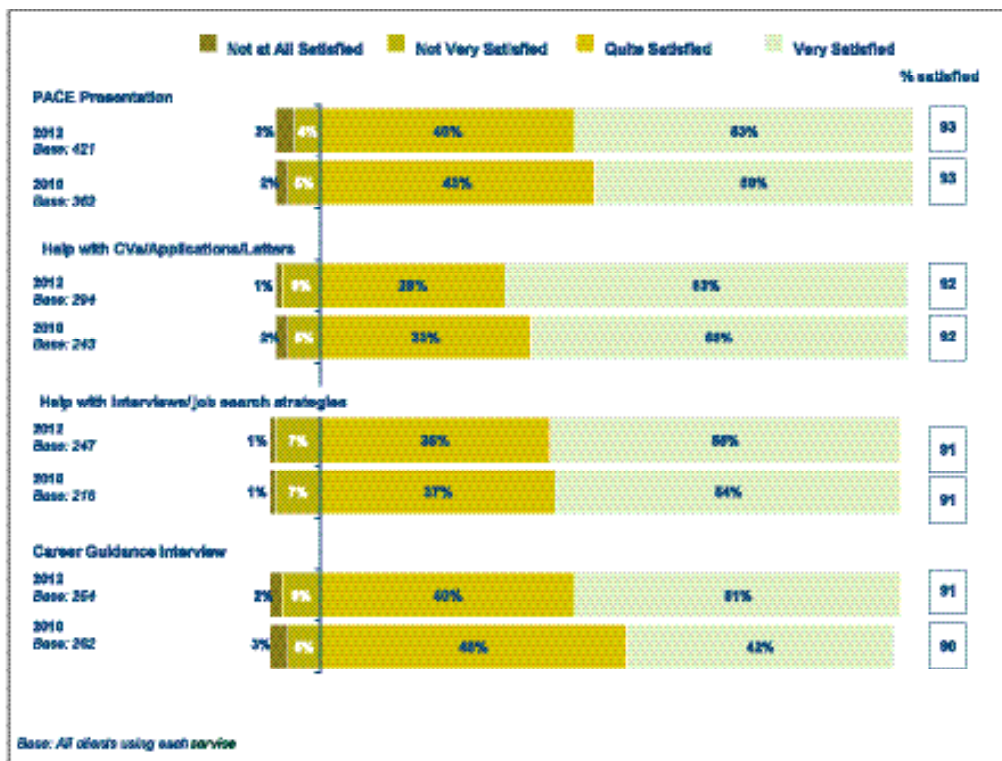
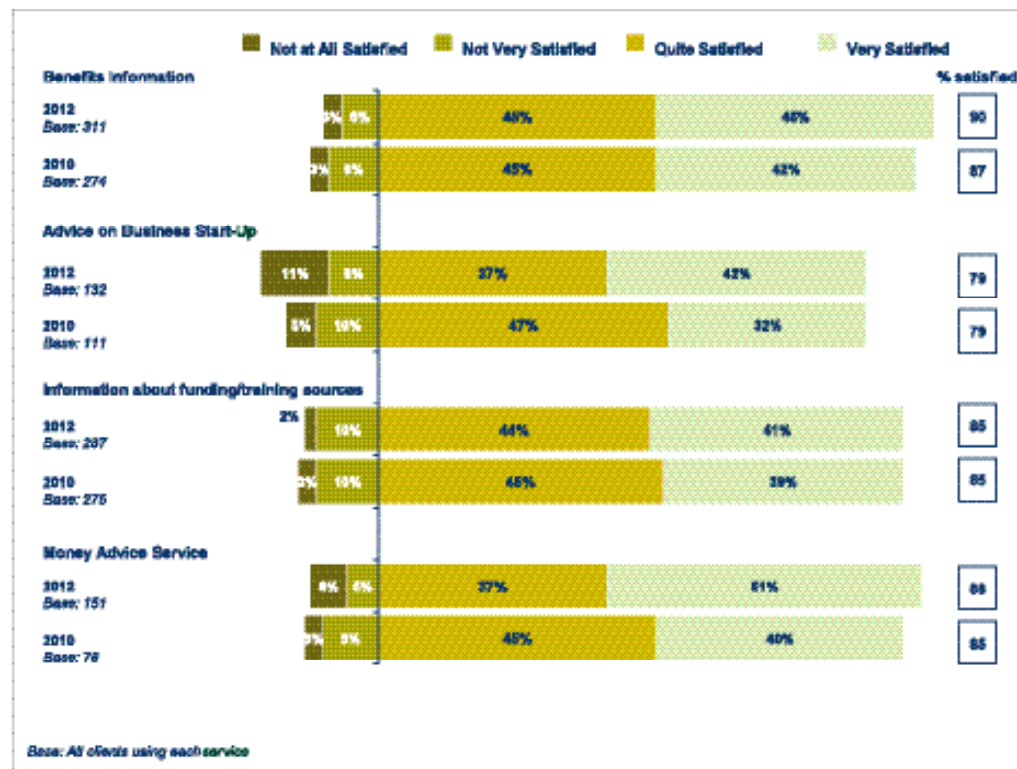


Figure 5.10: Satisfaction with delivery of PACE services (training and financial support services) – comparison of 2010 and 2012 new client surveys



Client views on the timing of PACE services

5.34 Clients were asked for their views on the timing of PACE services, specifically whether they felt they were offered too early, late, at around the right time or at the perfect time for them. Clients' views on when each service was received in the redundancy process are summarised in Table 5.1.

Table 5.1: Client views on the timing of PACE services - 2012 new client survey

Service accessed	View on timing of service offer						
	Base		Timing perfect	Timing about right	Too early	Too late	Ref*
PACE Presentation and Information	(421)	%	18	55	9	17	1
Career Guidance Interview	(254)	%	22	57	6	14	1
Career Planning Workshops	(189)	%	18	59	8	14	1
Information about training and funding sources	(287)	%	18	57	8	15	1
Benefits Information	(311)	%	18	64	5	11	3
Money Advice Service	(151)	%	26	58	3	11	2
Help with CVs, applications and letters	(294)	%	24	59	4	13	1
Help with interviews and job search strategies	(247)	%	27	52	6	14	1
Advice on Business Start-up	(132)	%	21	58	2	15	3
Help with reading writing and numbers	(49)	%	22	53	2	14	8
Help to cope with redundancy-related stress	(89)	%	25	60	4	10	1
Help with understanding tax responsibilities	(105)	%	21	62	5	10	3

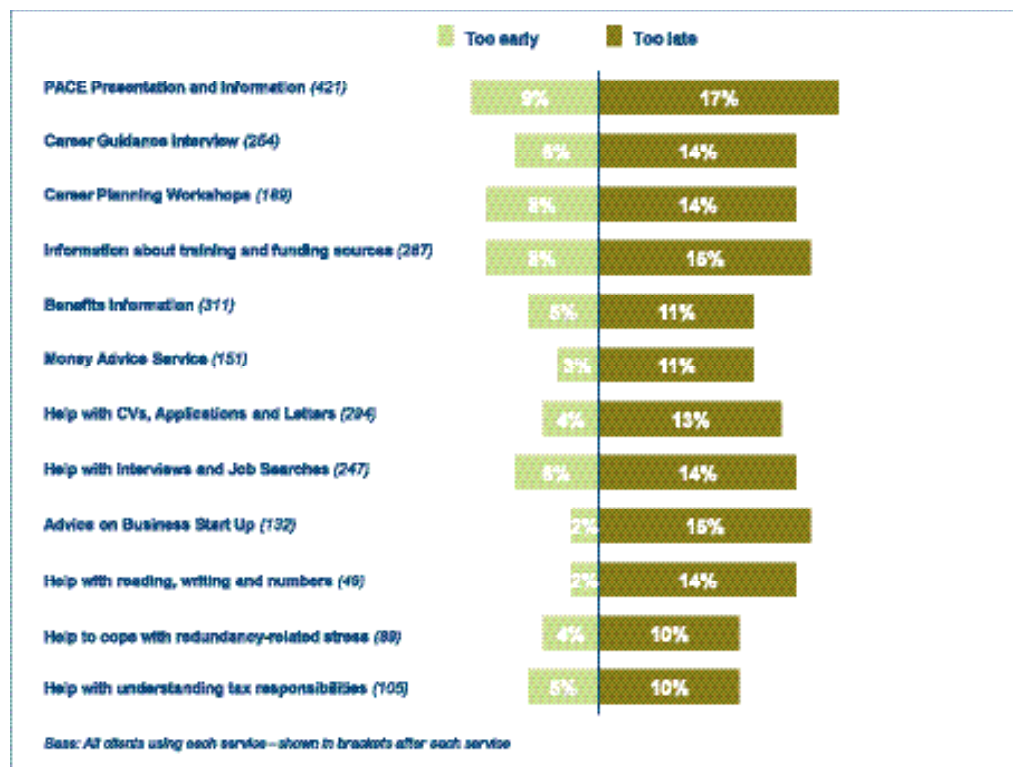
*='Prefer not to say'

Note that figures may not sum to 100% due to rounding of individual percentage figures to the nearest integer.

5.35 The vast majority of PACE clients felt that the services they received had come at an appropriate time to be useful to them during the redundancy process. For all PACE services, around one fifth of users felt that the service had been made available to them at the perfect time, with a further half to two thirds feeling that the timing was about right. For example, amongst those clients who had a Career Guidance Interview, 22% felt that the timing was perfect, and 57% said the timing was about right, with 20% feeling that the timing was not right.

5.36 Where clients did not feel the timing of a service was appropriate, they were more likely to consider the timing as too late rather than too early. Fewer than one in ten clients receiving each service said that the service was delivered too early to be useful, compared to between 10% and 17% of users rating each service as coming too late in the redundancy process. Figure 5.11 shows the findings graphically, focusing just on the proportion of clients using each service who thought this came too early or too late.

Figure 5.11: The proportion of all clients using each PACE service who felt that the service came too early or too late in the redundancy process



The proportions of clients rating the timing of the service as 'perfect' or 'about right', and the proportion saying 'Prefer not to say' are not shown.

5.37 The PACE Presentation and Information service is the one received by the largest proportion of clients and often represents the first contact that individuals have with PACE. One in six people who had attended the presentation felt that this had come too late in the redundancy process (17%). There has not been any significant change in client views on the timing of the presentation since 2010.

5.38 As shown on Figure 5.11, clients in the 2012 survey were asked to rate the timeliness of each of the different services they had accessed. Looking more generally across all services, one in ten clients (11%) felt that at least one of the PACE services they received had come too early in the redundancy process. Conversely, more than one fifth (23%) said that at least one service had come too late.

5.39 An area of interest emerging from the 2010 survey was around how the offer of PACE services could be best timed during the redundancy process. The 2012 new client survey sought to understand how the proportion of clients saying any service came too early or late varies according to the number of months elapsed between the client's first contact with PACE services and leaving the job selected for redundancy. Table 5.2 shows that those clients with a shorter period of contact with PACE before leaving their job were more likely to say that the services were available too late; one third (34%) of clients who had only one month or less of contact before leaving their job said the services came too late, compared with 15% of other clients with longer contact timeframes.

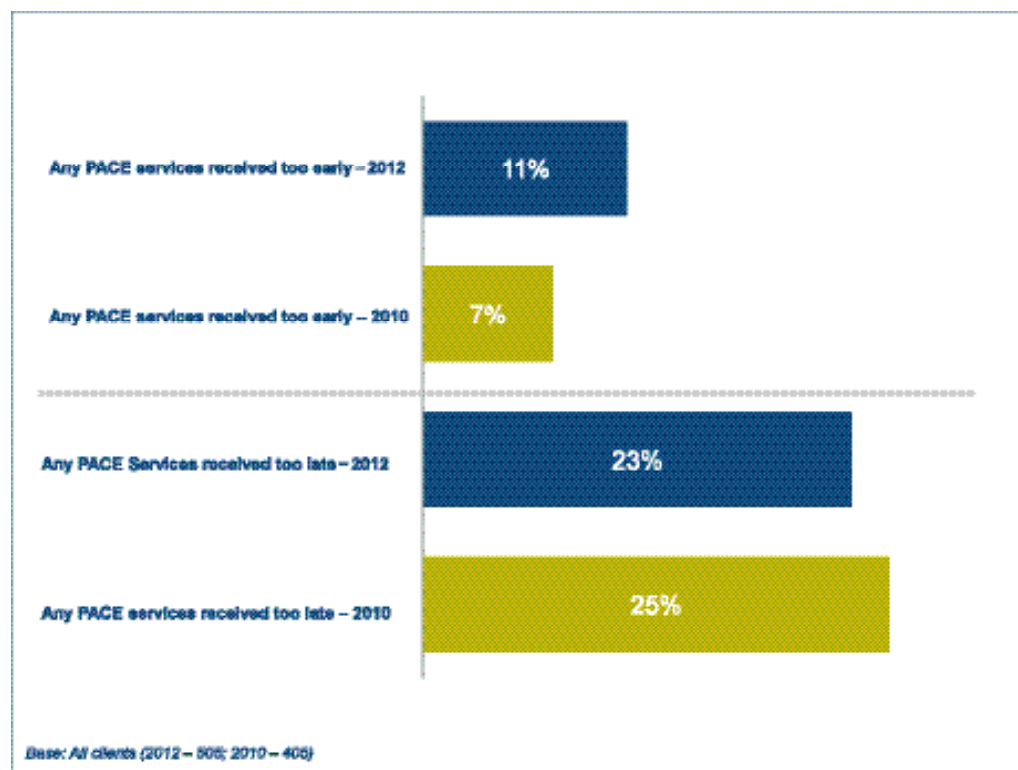
Table 5.2: Proportion of clients feeling that any PACE services were delivered too early or too late – by number of months elapsed between first use of PACE and leaving employment

Time elapsed between first use of PACE and leaving employment			
	Base	%	
			Any services too early
			Any services too late
<i>Base: All who could remember time elapsed between first use of PACE and leaving employment</i>			
One month or less	(135)	%	4
Two to five months	(152)	%	11
Six months or more	(39)	%	46

5.40 It should be noted that the timing of PACE service delivery is very much dependent on the employer, and in some circumstances, PACE teams may feel that the service delivery would have been more effective if it had commenced earlier. In the cases where there is flexibility in planning the service provision with employers, the findings from this survey suggest that the PACE teams might suggest a two to five month window before redundancy as the most appropriate time.

5.41 A comparison of client views on service timing for the 2010 and 2012 surveys is summarised in Figure 5.12. Whilst the proportion of clients stating that at least one PACE service was received too late has remained constant, clients in the 2012 survey were more likely to state that at least one service came too early (11% vs. 7% in the 2010 new client survey).

Figure 5.12: Proportion of clients feeling that any PACE services were delivered too early or too late - comparison of 2010 and 2012 new client surveys

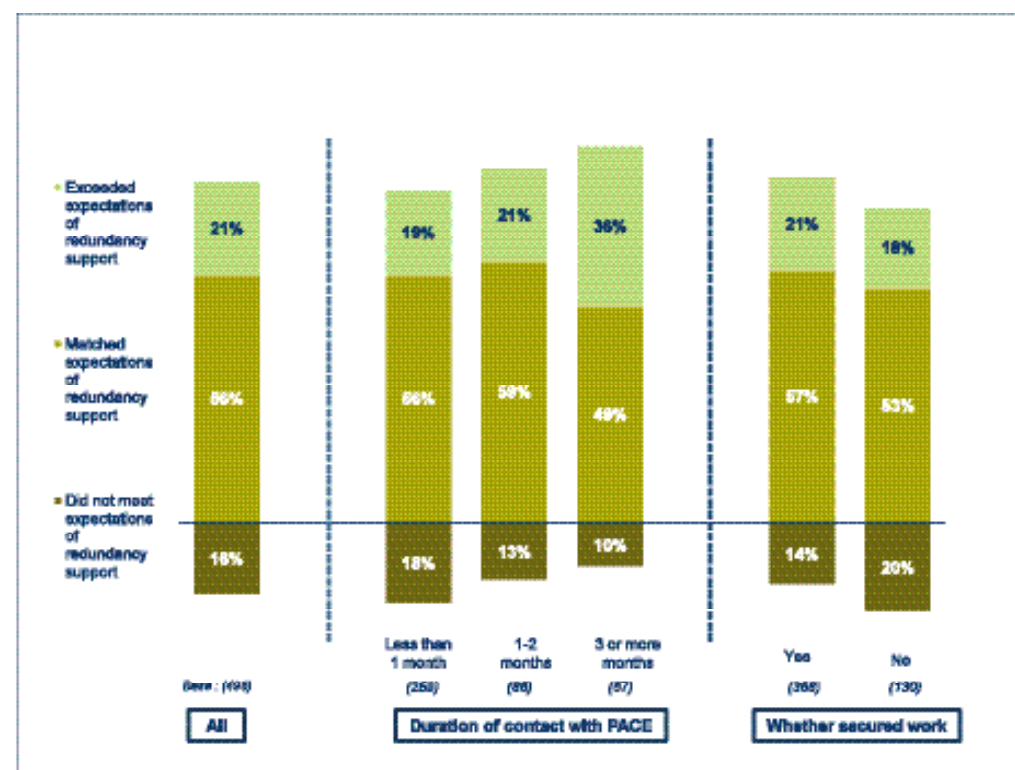


Whether PACE services met client expectations

5.42 Around a fifth of respondents (21%) felt that their experience of engaging with PACE had exceeded their expectations of redundancy support, whilst 16% said that it did not meet their expectations (16%) (Figure 5.14). **For the majority of clients, PACE services either met or exceeded expectations, regardless of the length of contact time.**

5.43 However, clients who had been engaged with PACE for three months or more were significantly more likely to say that the service had exceeded their expectations of redundancy support compared to those who had contact with PACE for less than a month. In instances where the client had not managed to secure any new work by the time of survey, they were significantly more likely (20%) to say that the service had not met their expectations than those that hadn't secured work (14%).

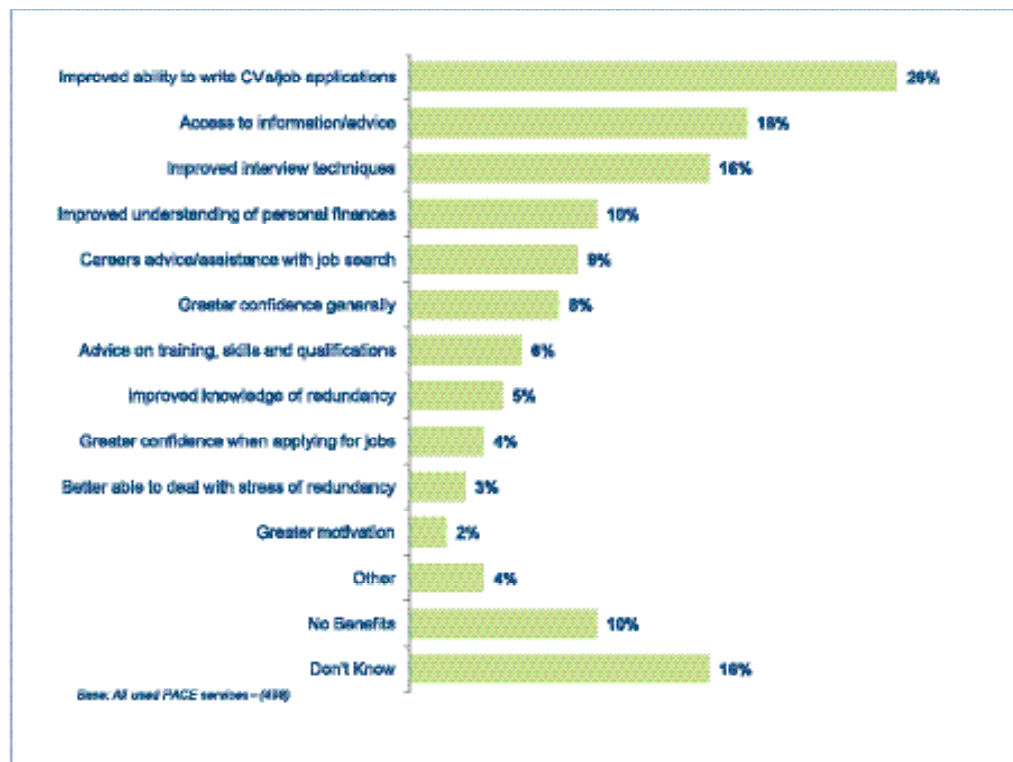
Figure 5.13: Whether PACE exceeded client expectations of redundancy support



Perceived benefits of PACE services

5.44 Spontaneous benefits of PACE stated by the client are summarised in Figure 5.14. In line with findings presented earlier in this report on the usefulness of various PACE services, the most commonly cited benefit of engagement with PACE was an improved ability to write more effective CVs and applications. One in six clients felt general access to information and advice, and improved interview techniques were the most beneficial (18% and 16% respectively). One in ten PACE clients surveyed (10%) spontaneously credited PACE with improving their understanding of their personal finances. One in ten clients (10%) stated that they felt there were no benefits of PACE. Respondents who had only received the PACE presentation were more likely to perceive there to be no benefits from PACE services (25%) compared to those that had received additional services (7%).

Figure 5.14: Spontaneous views on the benefits of PACE services – 2012 new client survey



Elements missing from the PACE service or that could be improved

5.45 Clients were asked to provide details of anything they felt was missing from the PACE package or aspects that could be improved. This question yielded a high number of 'don't know' responses (47%), but also almost a fifth of clients (17%) felt that there was nothing that needed improving or adding. Where clients did suggest an improvement a few ideas were put forward, notably:

- Making the service more personalised (51 mentions, 10%);
- Specifically conducting more workshops and advice sessions on a one-to-one basis;
- Implementing more follow up help and providing ongoing support (25 mentions, 5%);
- Bringing support forward in the redundancy process (21 mentions, 4%);
- More help and advice on financial matters (18 mentions, 4%).

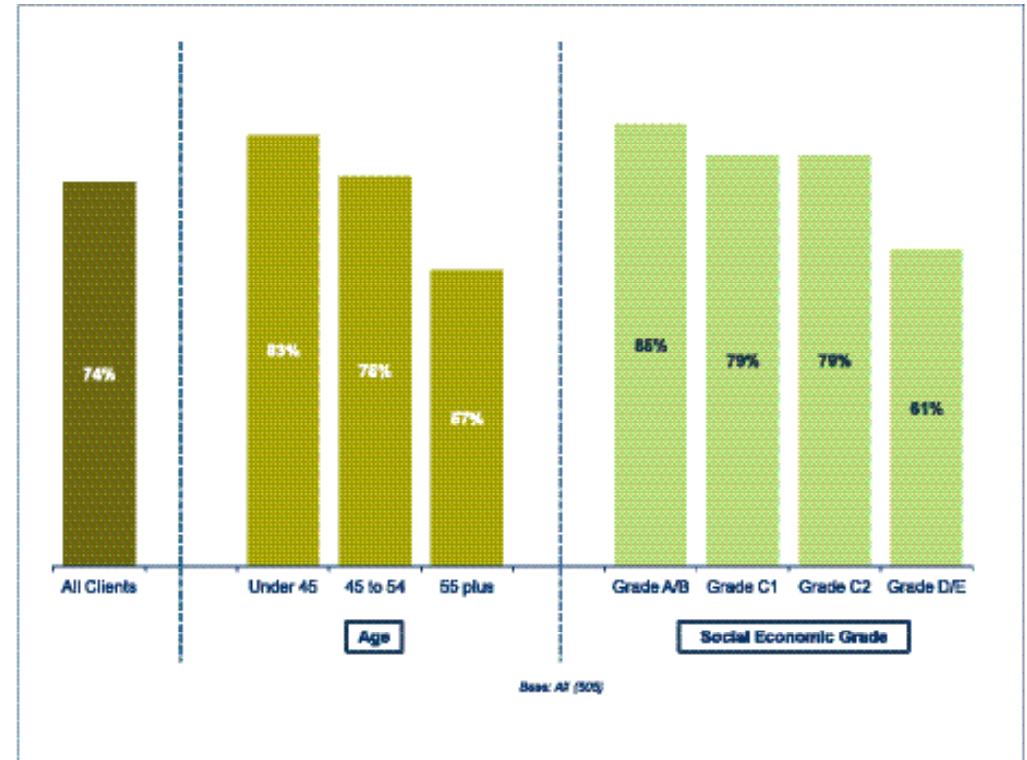
6. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE – AS EVIDENT IN THE SHORT-TERM

6.1 This section summarises the findings of the current employment situation of PACE clients and the influence that PACE services have had on their employment outcomes in the short term. These clients received PACE services from April 2010, and were asked about their work status in the new client survey in March/April 2012.

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 which was selected for redundancy, split by age and socio-economic grade. Just under three quarters of clients managed to secure new work (74%). Half of clients (50%) secured this employment after leaving their old job whilst one quarter (24%) were able to line up work before leaving their previous positions.

Figure 6.1: Proportion of PACE clients securing work split by age and social economic grade – 2012 new client survey

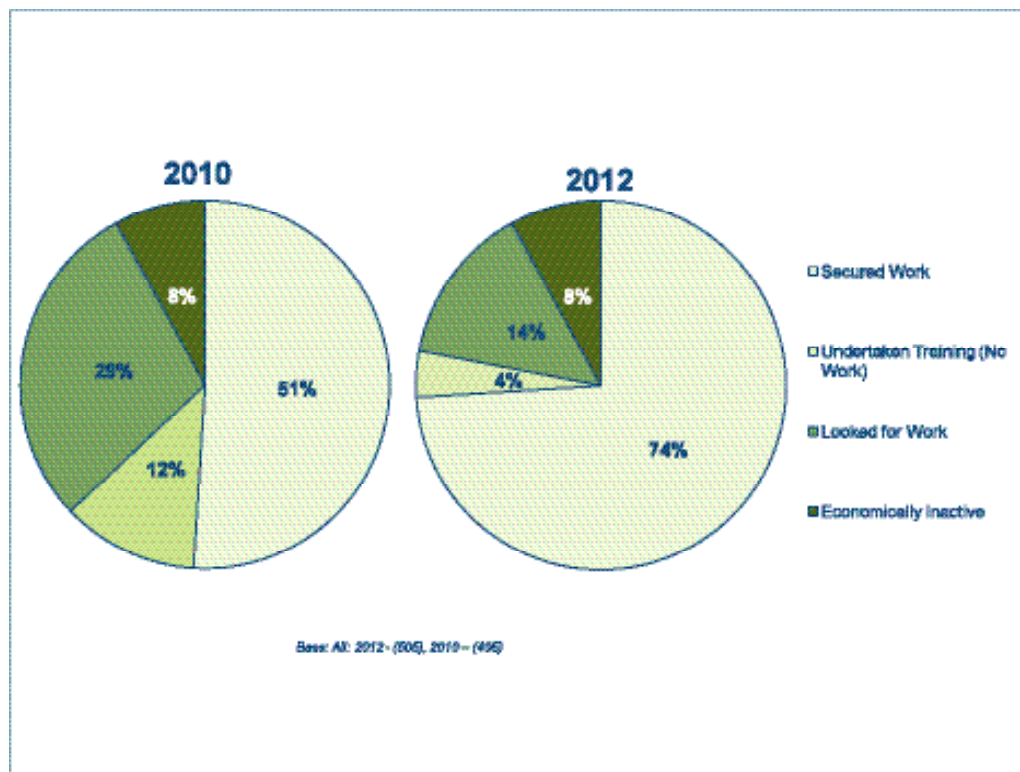


6.3 Clients aged under 45 were significantly more likely to have secured work (83%) whereas those 55 or over were significantly less likely to have found a job (57%). Patterns amongst social economic grade showed clients in the top social economic grade (A/B) were more likely to secure employment (85%) whereas those in grades D and E were less likely (61%).

6.4 Figure 6.2 shows the post-redundancy outcomes of clients interviewed in 2010 and 2012. Each chart gives the proportion who have secured work (74% in 2012), the proportion who had not secured work but had undertaken some training (4%), the proportion who have been looking for work but have not secured it since being made redundant or done any training (14%). The remaining 8% have not been looking for work since they were made redundant, and are classed as 'economically inactive'. Overall, 23% of clients in 2012 had done at least some training, with 19% having done both training and work.

6.5 Overall outcomes show positive changes in terms of the likelihood of clients being able to secure new work. In the latest wave of the survey, three-quarters (74%) have secured work compared to just half (51%) two years ago. Subsequently the proportion of clients who have looked for work but have not been successful in securing any has fallen as a result (from 29% in 2010 to 14% in 2012). Interestingly the proportion of clients who have undertaken additional training and development but not been looking for work has fallen slightly from 12% to 4%. The proportion of clients interviewed who are economically inactive has remained static at 8%. As expected, clients aged 55 or over made up 55% of this section of the survey population. On the whole, the difference between the two years is encouraging with the proportion of clients in work or training having increased and the proportion looking for work having decreased.

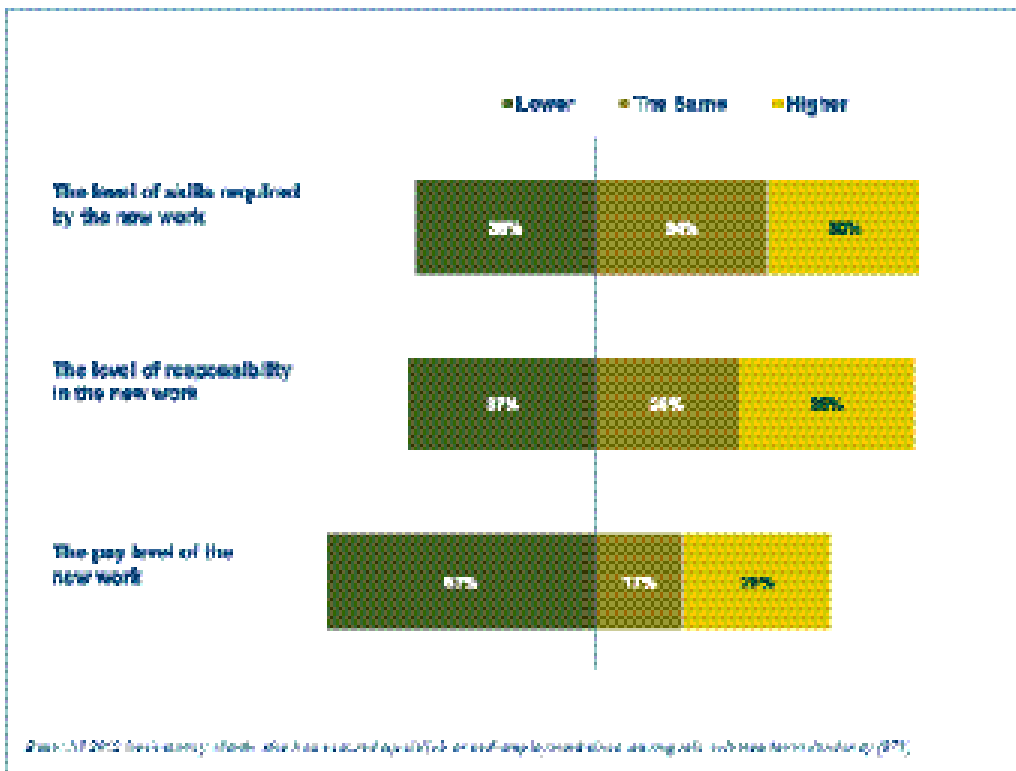
Figure 6.2: Post-redundancy outcome of PACE clients - comparison of 2010 and 2012 new client surveys



Characteristics of post-redundancy employment

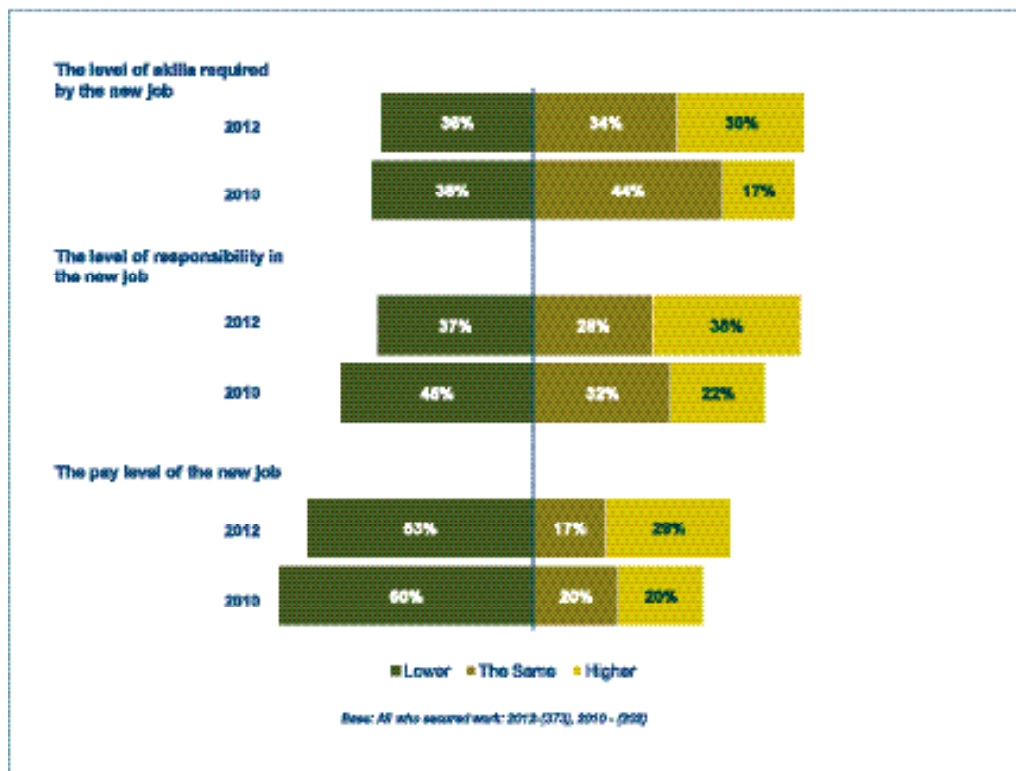
6.6 Figure 6.3 summarises how clients' new jobs compared to the positions they had that were selected for redundancy. Where clients had secured new work, three in ten had secured a job at a higher skill level (30%) and more than one third were doing a job with more responsibility (35%). Three in ten had managed to secure a higher paid position (29%). However, over half of clients had had to take a position that meant their salary was reduced - 53% of those who secured work are earning less than they did in the job role selected for redundancy. Furthermore, of those who had moved to a job at a higher skill level, only just over half (56%) were getting paid more compared to before they were made redundant, with one third actually earning less (34%).

Figure 6.3: Change in level of skill requirement, responsibility and pay in work post-redundancy as compared to role selected for redundancy - 2012 new client survey



6.7 Figure 6.4 shows these figures as a comparison with the 2010 study. Encouragingly the proportions of clients who took jobs at a lower skill level or at a lower level of responsibility have decreased from 2010. However the proportion of clients ending up in lower paid positions has increased significantly, from 38% two years ago.

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 2010 and 2012 new client surveys



6.8 Sub-group analysis on these findings reveals some interesting trends. As shown in Figure 6.5 below, clients aged over 55 are more likely to end up in positions requiring lower skills (49%) and lower pay (69%) than those aged under 45 (24% and 38% respectively).

Figure 6.5: Change in level of skill requirement, responsibility and pay in work post-redundancy as compared to role selected for redundancy - by age

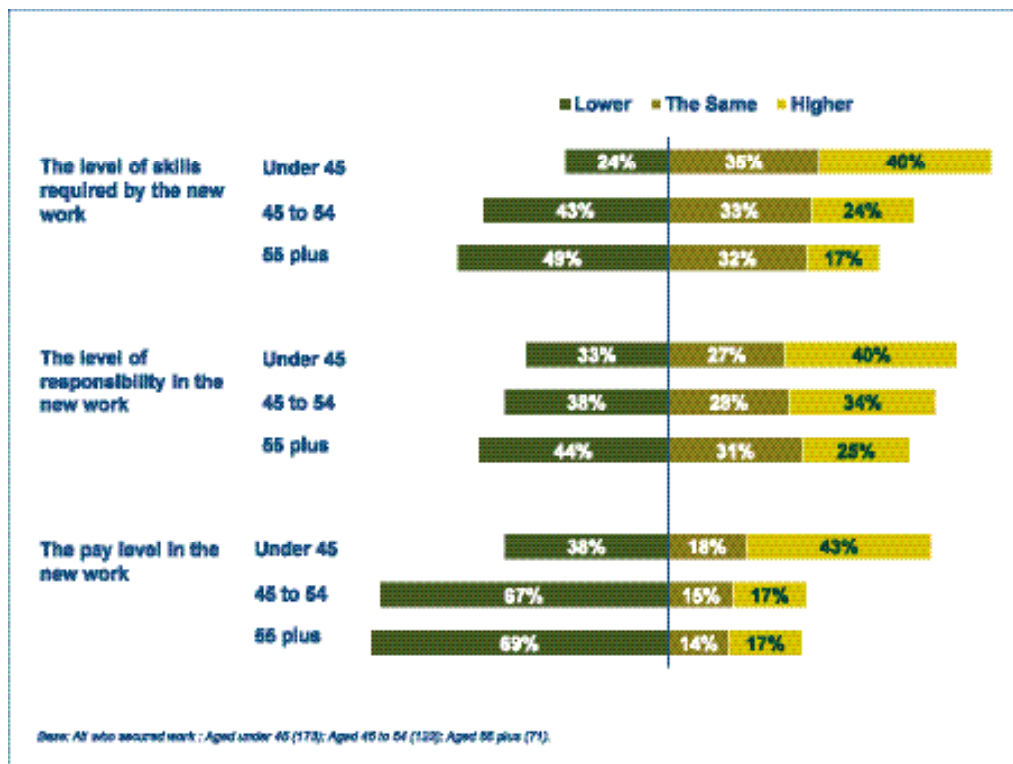
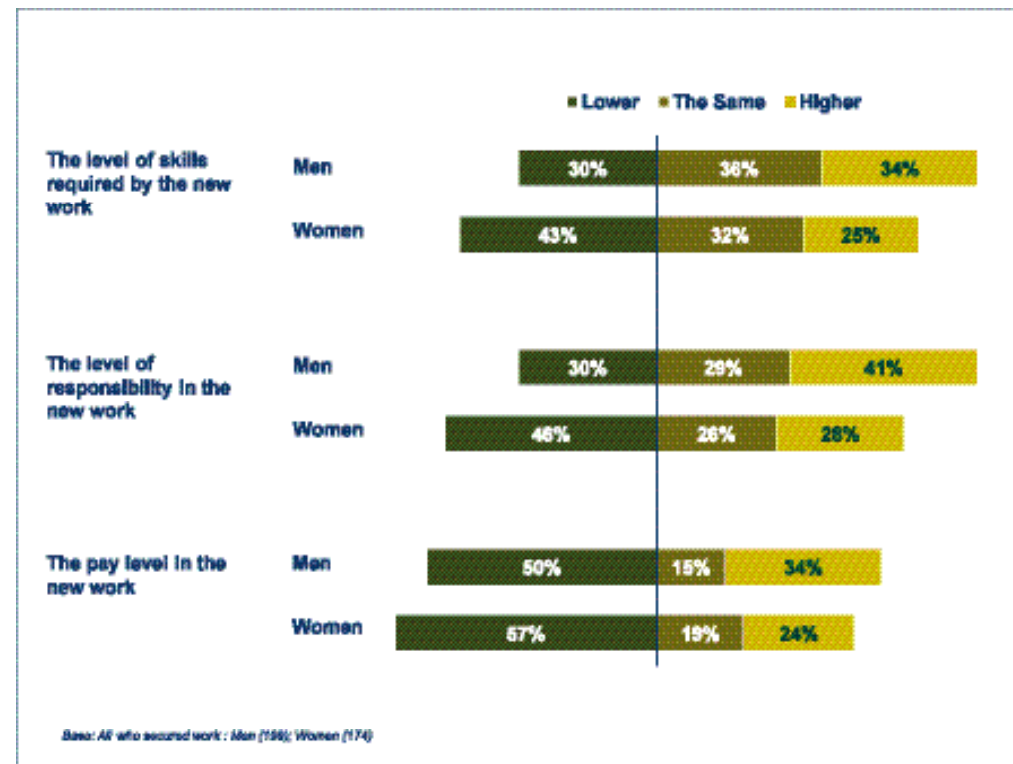


Figure 6.6: Change in level of skill requirement, responsibility and pay in work post-redundancy as compared to role selected for redundancy - by gender

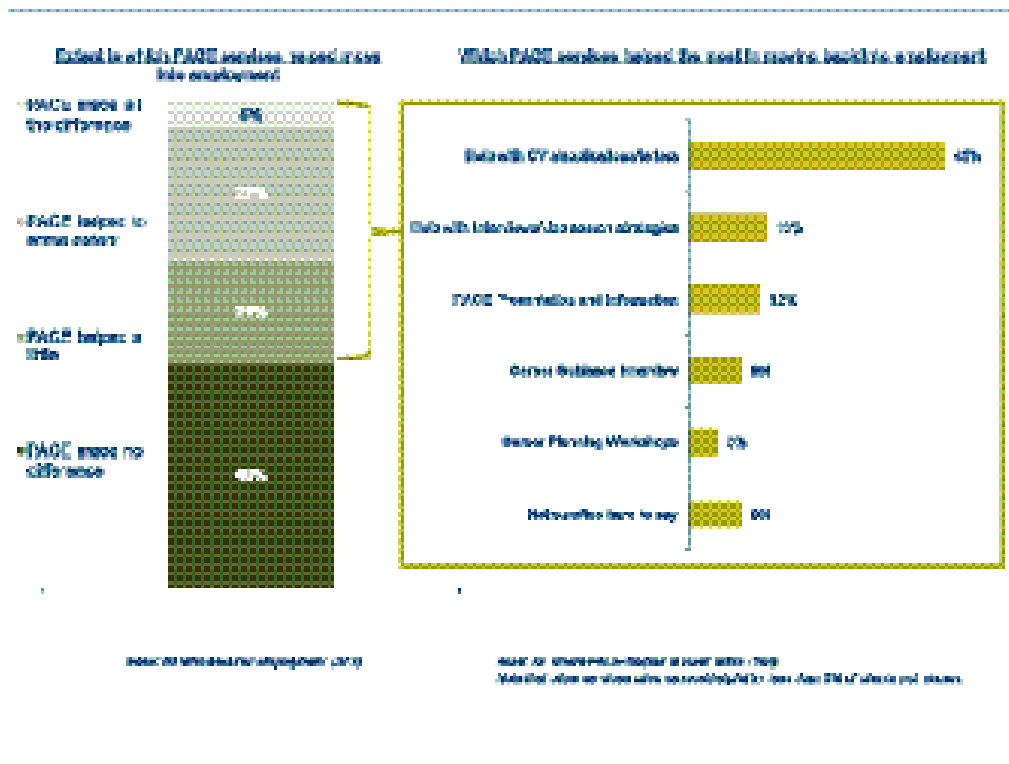


6.9 As shown in Figure 6.6, female clients were more likely to end up in positions requiring lower skills (43%) and were also more likely to end up in positions with lower responsibility (46%), when compared with male clients (30% in both cases). However, there was no statistically significant difference by gender on relative pay levels in the new job. There are no clear significant differences between people in different social economic groups in terms of relative level of skills, responsibility and pay in the new vs. old jobs.

The influence of PACE services on the move back into work

6.10 Of those clients who had moved into work, over half (53%) said that PACE had helped at least a little in moving them back into employment (Figure 6.7). In the context of the myriad factors which influence on employability, this could be viewed as a significant additional influence on people’s prospects.

Figure 6.7: Extent to which PACE services were perceived to have helped in the process of finding work - 2012 new client survey



- 6.11 The proportion saying that PACE ‘made all the difference’ was down slightly but not significantly from 9% in 2010 although a comparison between the two years, yields little change in the overall spread in responses.
- 6.12 Where PACE was deemed to have been a helpful influence, practical help with CVs, applications and letters was much more likely to be deemed as the most helpful service than other elements such as job search and interview training or a career guidance interview. Clients who had contact with PACE for less than a month were more likely (56%) to state PACE made no difference compared to clients who used it for longer for example for 1 to 2 months (22%) or for 3 or more months (33%).

Similarly, the likelihood of clients saying that PACE services had helped them move into employment increased along with the number of PACE services accessed. Looking at clients who had secured employment, those who had accessed only one or two services were much less likely to say that PACE had any effect; just one third (32%) said that PACE had helped them get into employment, compared to two fifths (44%) of those who accessed three to five services, and three quarters (75%) of those who accessed five or more PACE services.

Engagement with learning, training and development post-redundancy

- 6.13 Clients were asked about whether they had taken up any training or personal development since leaving their last position, summarised in Figure 6.8. Just under a quarter, (23%) of clients had been engaged with some sort of education or training since being made redundant by the time of the survey. Training was most often undertaken through courses provided by an employer or at work (40%) or at a training centre (29%). One quarter (24%) of those undertaking training had done so through a college.
- 6.14 As shown in figure 6.9, in comparison with 2010 data there was a significant increase in the proportion of clients undertaking training through courses in the workplace (increasing from 13% to 40%). To a certain extent, this is reflected in the greater proportion of clients who had found new employment as shown previously in Figure 6.2. There was also a significant decrease in the proportion of clients pursuing training options through distance learning at home. Male clients (27%) were more likely to undertake further training than female clients (19%). Alongside this, clients aged 55 or more were found to be less likely to undertake training (16%).

Figure 6.8: Proportion of clients who had undertaken any other training and development other than through PACE - 2012 new client survey

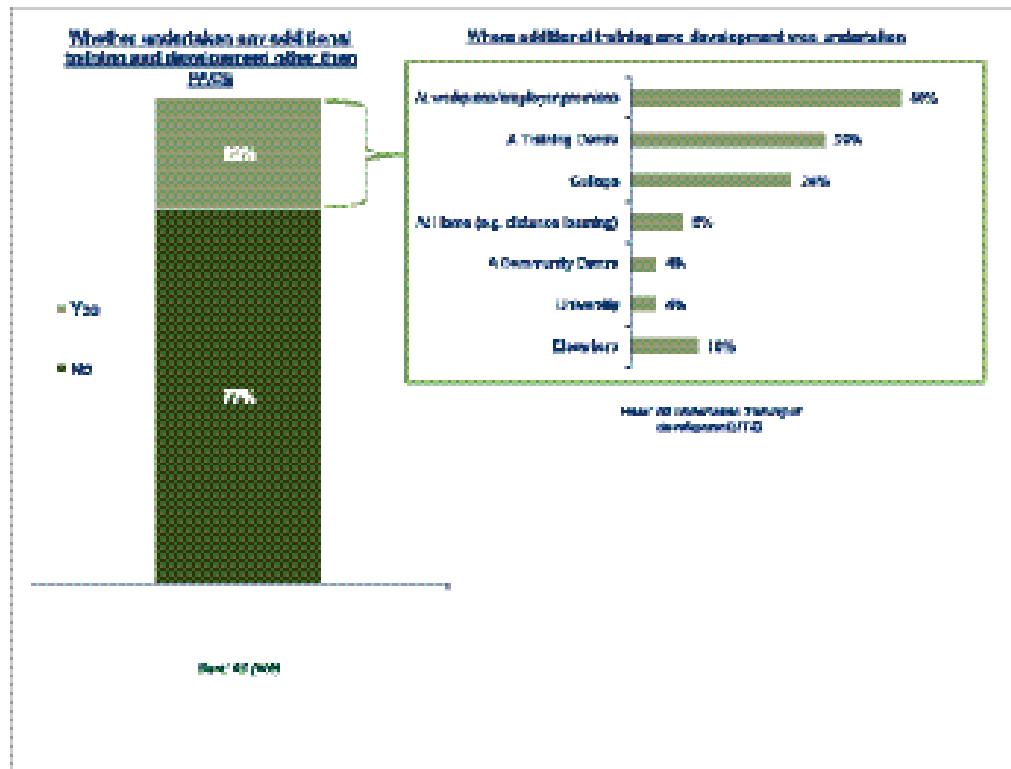
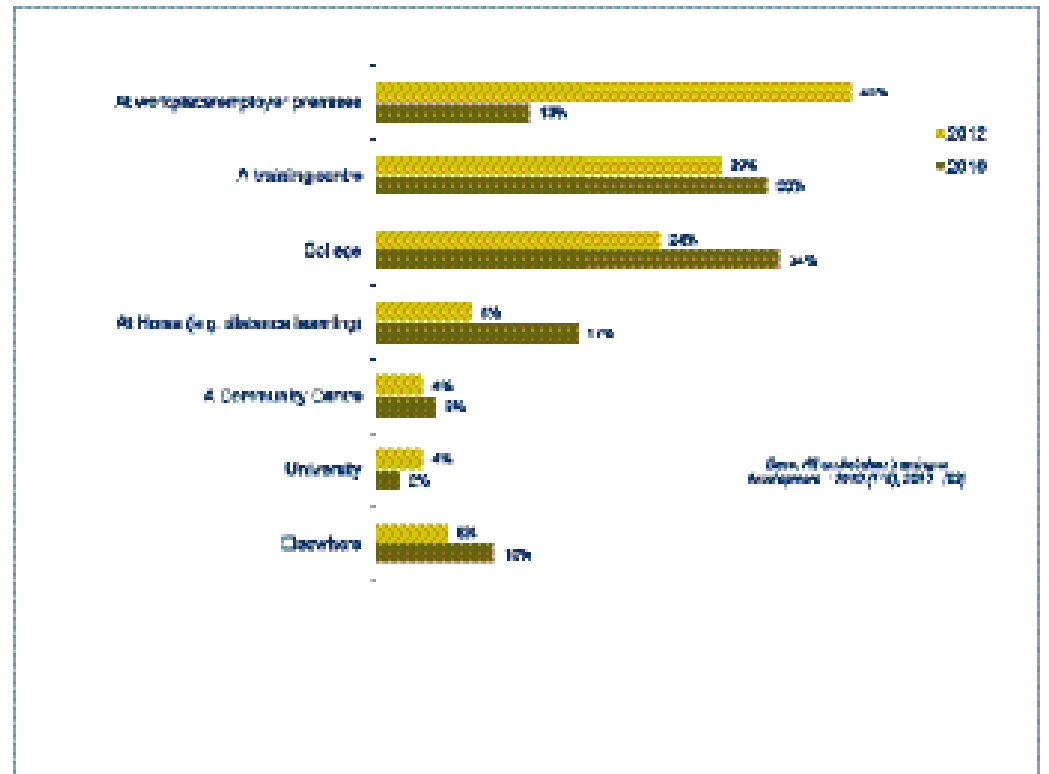


Figure 6.9: Proportion of clients who had undertaken any other training and development other than PACE - comparison of 2010 and 2012 new client survey

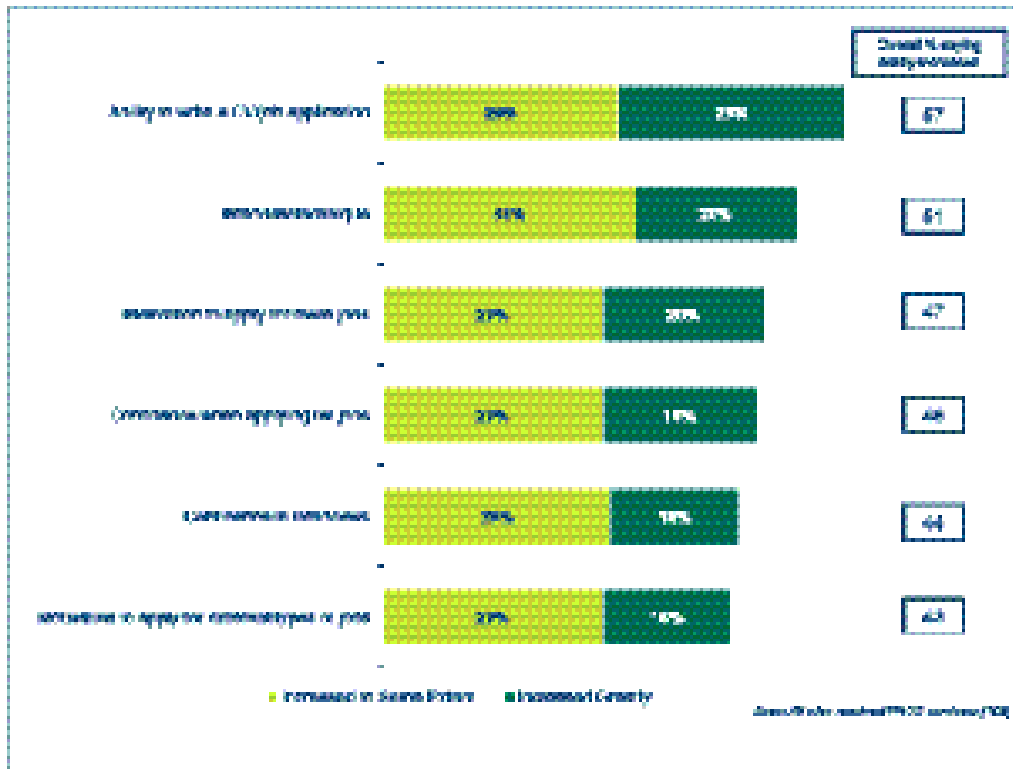


The influence of PACE on client motivation and confidence

6.15 Clients were also asked to rate the influence of PACE on their skills, motivation and confidence when looking for work (Figures 6.10 and 6.11). Clients were most likely to say that PACE had improved their ability to write a good CV or job application (57%). Between two fifths and a half of clients felt that PACE had had a positive influence on such factors as their confidence in interviews (44%) and their motivation to make a greater number (46%) or greater range of applications (43%).

6.16 Similar proportions felt that contact with PACE had sent them forward with greater confidence (49%) and motivation (47%) generally, and two fifths (43%) felt that they were able to cope better with the stress of redundancy as a result of the advice and support offered through PACE. More than half of clients felt that the service had not had any positive influence in terms of making them more confident or motivated. However these factors are uniquely personal to the individual and therefore it is likely to be more difficult for advisers to influence these.

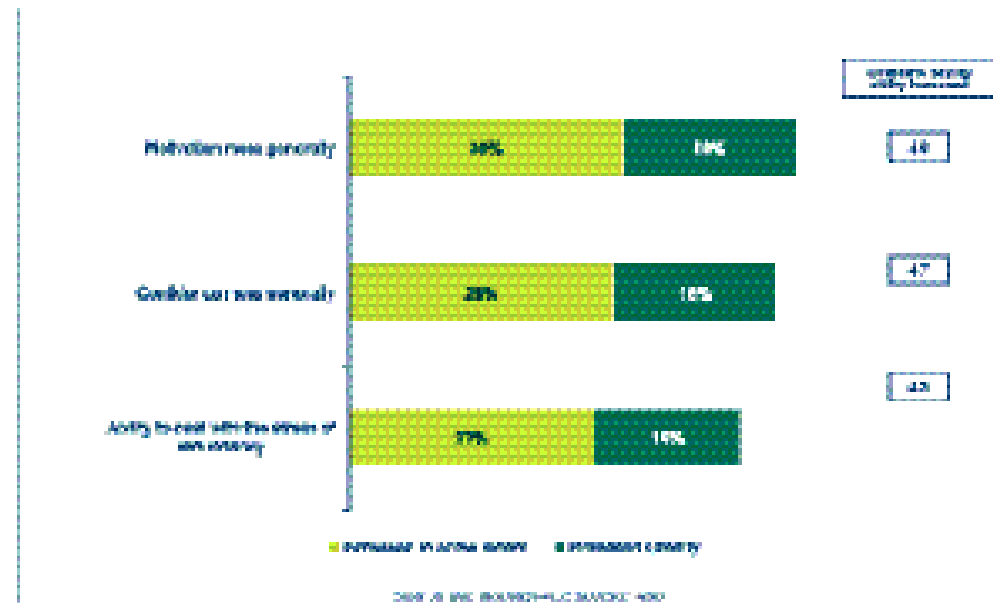
Figure 6.10: Improvements associated with PACE - skills and motivation specifically related to job search and applications



6.17 Those clients who had only received the PACE presentation were less likely to report associated improvements in their skills and abilities than clients who accessed additional services (representing the majority of clients). Figure 6.12 shows the comparison between these groups for particular factors. For instance, one fifth (19%) of the former group said that their confidence in interviews had increased as a result of engaging with PACE, compared to half (51%) of those clients who had accessed more services.

6.18 Figures 6.11 and 6.12 show how the influence of PACE on employability, skills and motivation has changed since 2010. In general the picture is quite similar; however two measures showed a significant change since the 2010 survey. The 2012 group of clients were significantly less likely than the 2010 group to report a positive influence of PACE on their motivation to apply for different kinds of jobs (52% to 43%) or their motivation in life more generally (63% to 49%).

Figure 6.11: Improvements associated with PACE - more general improvements in confidence and motivation outside of specific job search skills



6.19 It should be noted that any improvements to aspects such as confidence and motivation are not part of the core aims of PACE, but rather are additional benefits of the PACE experience.

Figure 6.12: Improvements in skills and motivation associated with PACE - differences according to whether only received PACE Presentation or whether received Presentation and also other services

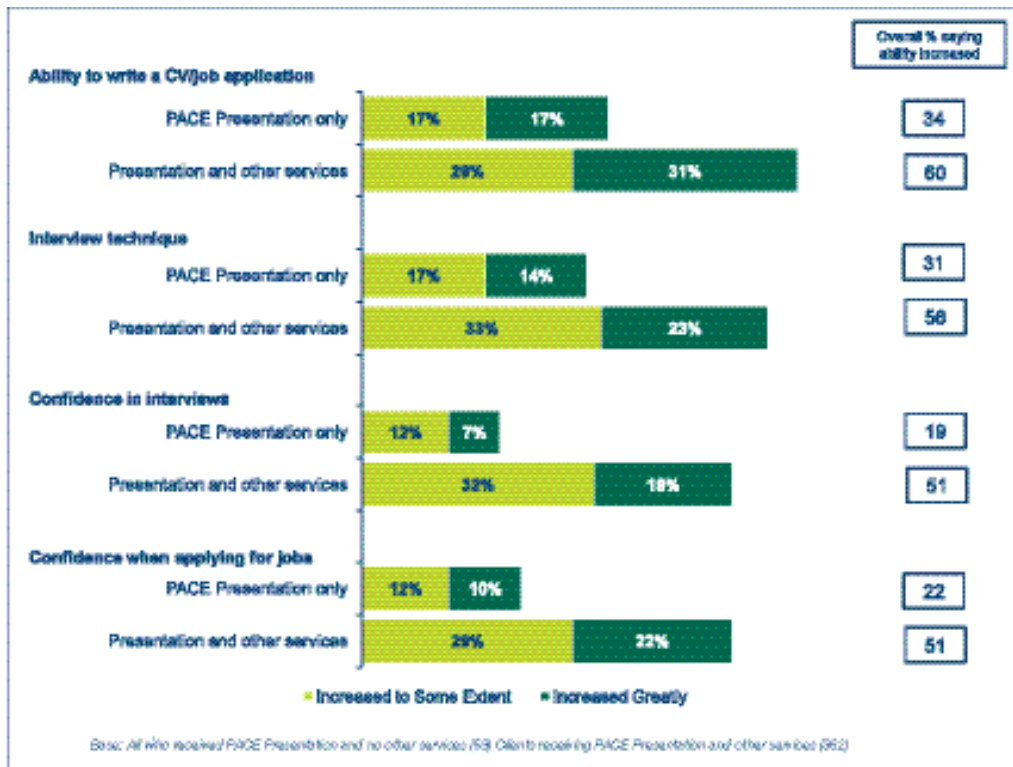


Figure 6.13: Improvements associated with PACE in - comparison of 2010 and 2012 new client surveys

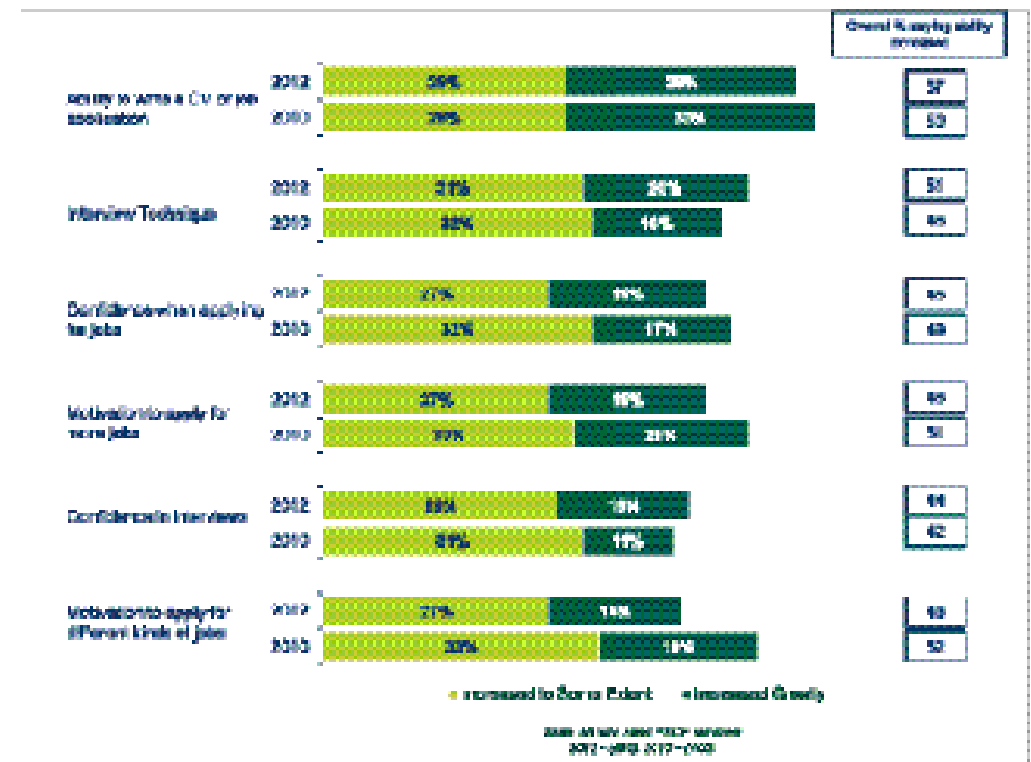
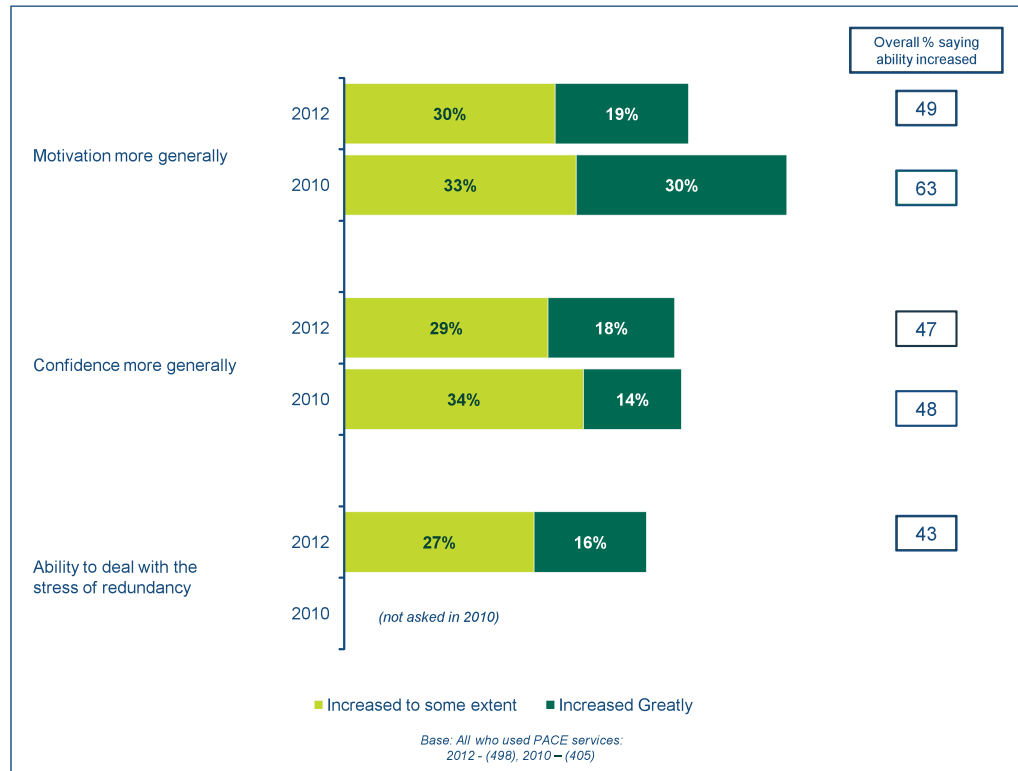


Figure 6.14: Improvements associated with PACE in confidence and motivation outside of specific job search skills - comparison of 2010 and 2012 new client surveys



7. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE – LONGER-TERM

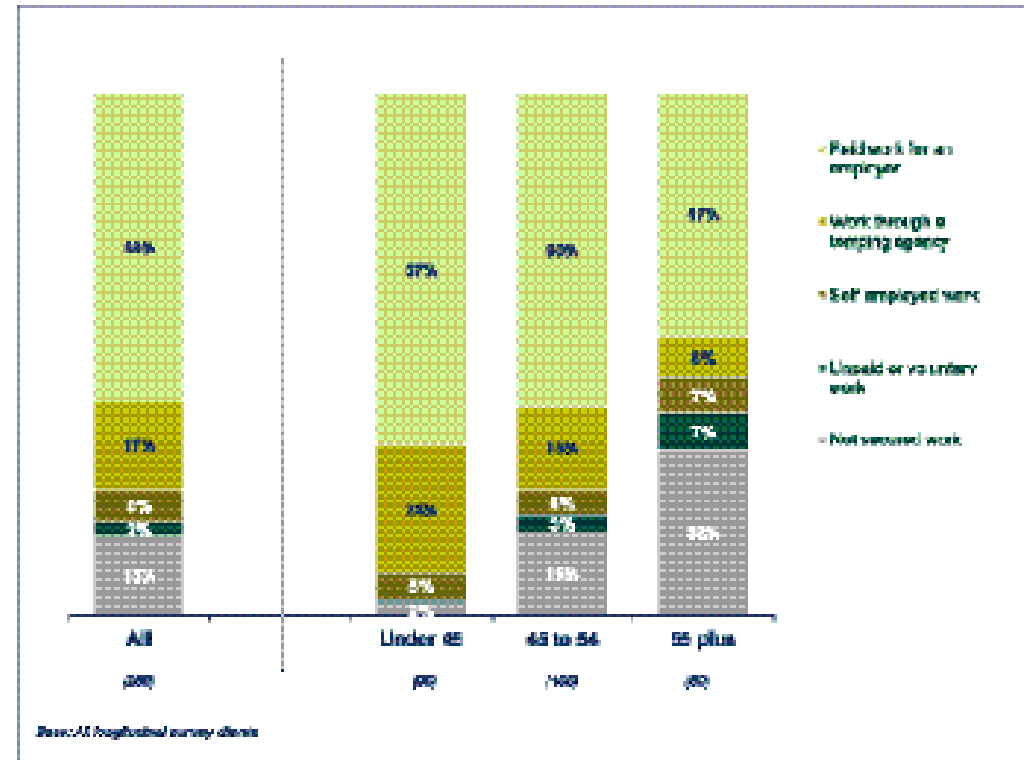
7.1 This chapter presents the findings from the longitudinal survey of clients previously interviewed in 2010. The survey followed up 268 clients who had left their job that was selected for redundancy following receipt of PACE services in 2009 to 2010. It examines the longer-term labour market outcomes of recipients of PACE services, and the influence of PACE on individual’s careers, engagement with education and life in general.

7.2 The initial discussion focuses on the move back into employment after redundancy. We then look at a snapshot of the current situation of this group of clients.

Moving back into work post-redundancy

7.3 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 that time or since then. The majority (85%) had secured some work post-redundancy. Figure 7.1 shows the type of work clients secured after leaving their previous employment. Three fifths of clients (59%) got a paid job with their employer. One in six (17%) took on work through a temping agency, and a small minority (6%) set themselves up on a self-employed basis as their first move back into work. A small proportion (3%) engaged with voluntary work initially.

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



7.4 As shown in Figure 7.1, the younger clients aged under 45 were much more likely to have gone back into work following redundancy, compared to the older clients. Almost all clients aged under 45 (98%) had done some type of work by the time of survey, compared to eight in ten people aged 45 to 54 (84%), and only two thirds (66%) of those aged 55 plus. Only one in eight clients aged 55 plus had retired by the time of survey (12%), with a greater proportion actively looking for work (18%).

Length of time spent out of work post-redundancy

7.5 The longitudinal survey provides the opportunity to look at how long people were out of work for following redundancy. Figure 7.2 shows a breakdown of the time elapsed between the person leaving their role that had been selected for redundancy, and then:

- Entering any type of work, including self-employment, temping, or voluntary work (the top bar);
- Getting a paid job with an employer (the bottom bar).

Figure 7.2: Time elapsed between leaving employment and securing first paid work and first paid job with an employer - 2012 longitudinal survey



7.6 Where individuals had secured work, in more than half of cases this was within three months of leaving their previous employment (58%). In one fifth of cases (19%) the person started work between three to six months after leaving their old job, and in a further fifth of cases (20%) they were not working for over six months.

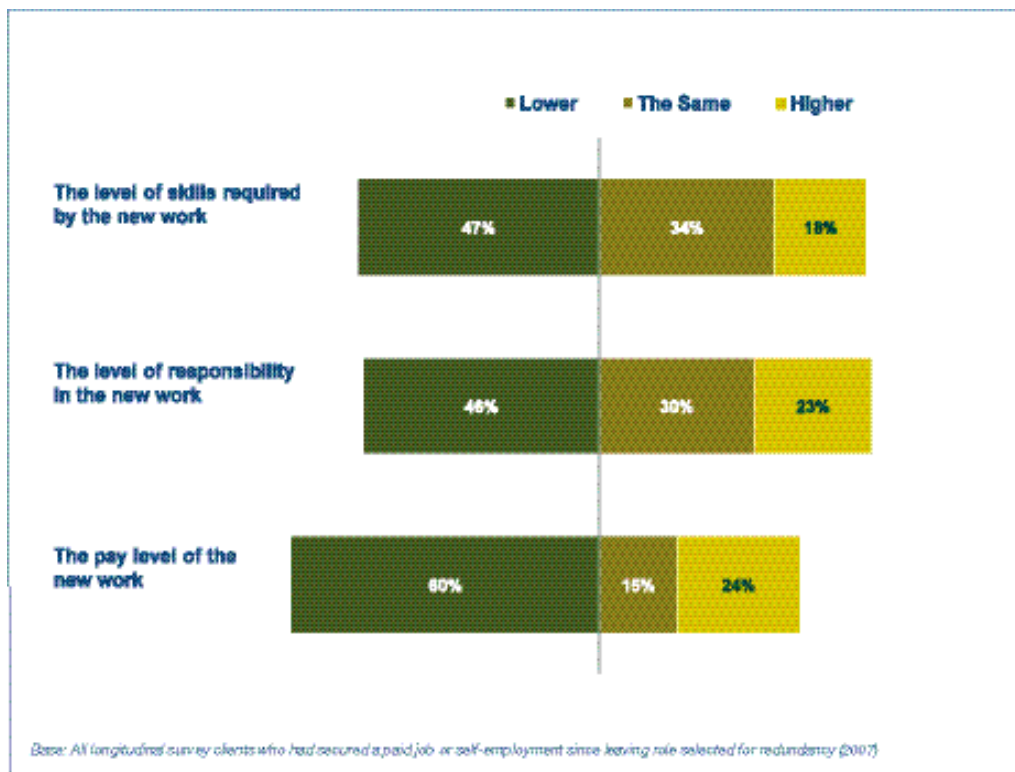
7.7 When looking at how much time elapsed before individuals moved into a paid job with an employer, three in ten clients (30%) were out of work for six months before getting this first job.

Details of the first work role secured post-redundancy

7.8 Where clients had secured a paid job with an employer as their first work post-redundancy, in the majority of cases this was on a full-time basis (74%) and on the basis of a permanent or long-term (12 month plus) contract (70%). Women were much more likely than men to have worked part time as their first step back into employment. Two fifths of all women surveyed (40%) took part-time employment as their first work, compared to just one in ten men (9%). Men were more likely to secure a full-time job (61%, compared to 41% of women).

7.9 In many cases, the initial job that the person secured was in a different industry (64%) and involved a different set of skills (47%) to their job that had been selected for redundancy. Figure 7.3 shows that a substantial proportion of clients were stepping down a level in terms of the skills required for the work, the degree of responsibility, and in pay when they took on their first job or self-employed work post-redundancy. In around half of cases the work was at a lower level of skills or responsibility (47% and 46% respectively), and in three fifths of cases (60%) the person was earning less than they did before their job was made redundant. Fitting with these findings, more than half of people said that they took on this first job or self-employed work to 'bridge the gap' to getting a better paid job or to getting a job more suited to their skills or experience (56% for both statements).

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



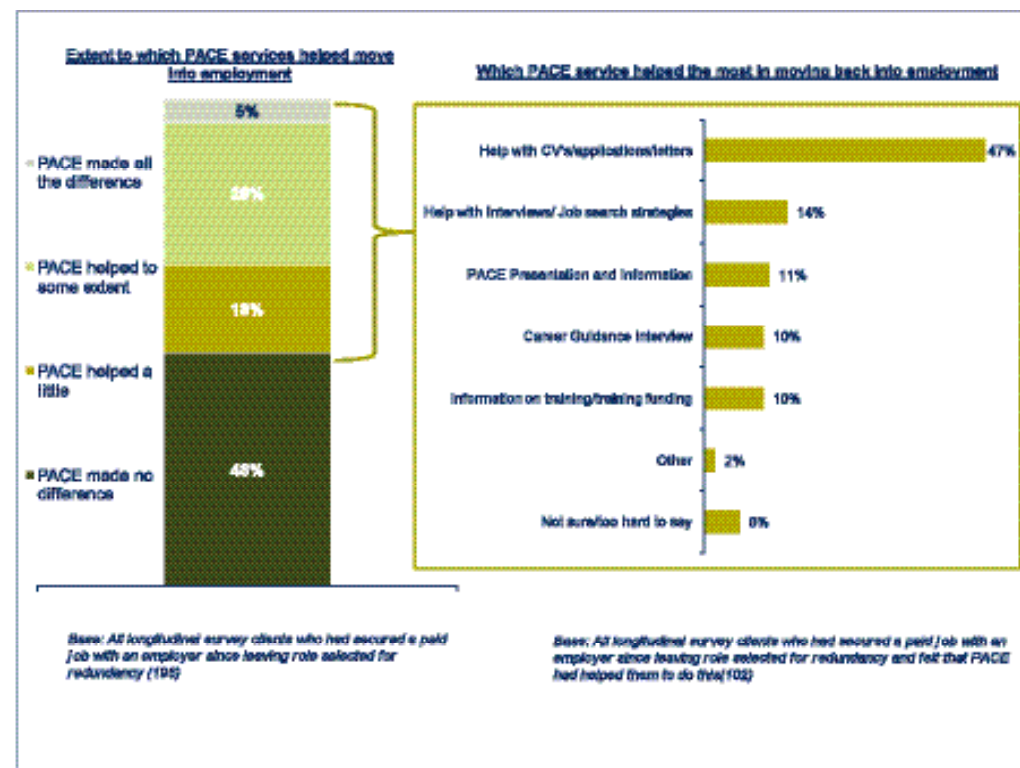
7.10 More positively, around one in four people who secured new work went into a position with higher pay (24%) or that represented a step up in terms of responsibility (23%). Two fifths (41%) said that this first role had been what they wanted to do in the long term, whilst half (50%) said that it represented a positive stepping stone towards a different career to which they aspired.

The influence of PACE services on the move back into work

7.11 Over half of all clients who secured a new job with an employer said that the PACE service had helped them to move into this employment (52%). As shown in Figure 7.4, one in twenty said that PACE had ‘made all the difference’ in helping them to secure this job.

7.12 Where individuals said that PACE had helped them get their first job post-redundancy, they were most likely to cite the help they had received with putting together an effective CV, application or cover letter as the most influential service (47%). As shown on the right hand side of Figure 7.4, smaller numbers of clients (14%) cited help with interview techniques and job search as the most influential, with one in ten crediting the initial PACE Presentation and Information in helping them move back into employment.

Figure 7.4: The influence of PACE on move back into employment



Current status

7.13 Bringing the story up to date, Table 7.1 describes the main activity of the surveyed clients as per the point of survey in March/April 2012.

Table 7.1: Main activity of longitudinal survey clients as per March/April 2012

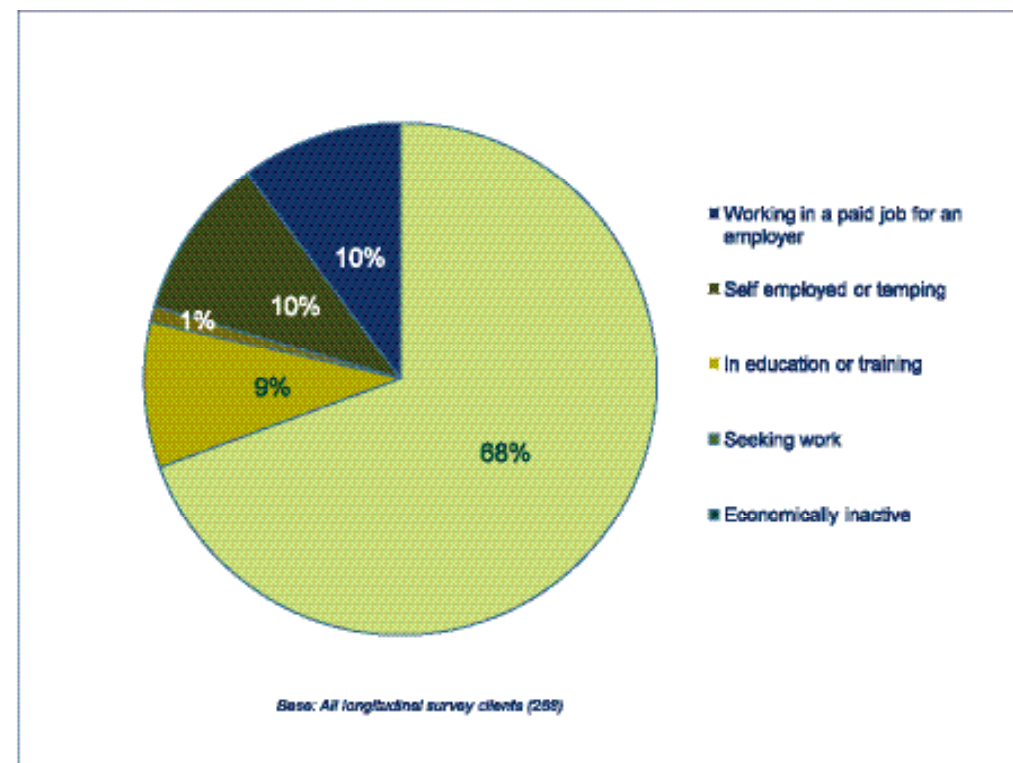
Main current activity	
<i>Base: All longitudinal survey clients</i>	(268)
	%
Working full-time for an employer	51
Working part-time for an employer	17
Self-employed	5
Working through a temping agency	4
In full-time education or training	1
Working in an unpaid or voluntary role	1
Unemployed but actively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

Note that figures do not sum to 100% due to rounding of individual percentage figures to the nearest integer.

7.14 At the point of survey, over half of the clients followed up had a full-time job with an employer (51%), with a further one in six (17%) working in a part-time job. One in twenty were self-employed (5%).

7.15 One in twenty clients have now retired. Along with those not working because of ill-health or disability, because of caring or family responsibilities, or taking time out, these make up the 'economically inactive' group shown in Figure 7.5.

Figure 7.5: Summary of main activity as per March/April 2012 - 2012 longitudinal survey clients



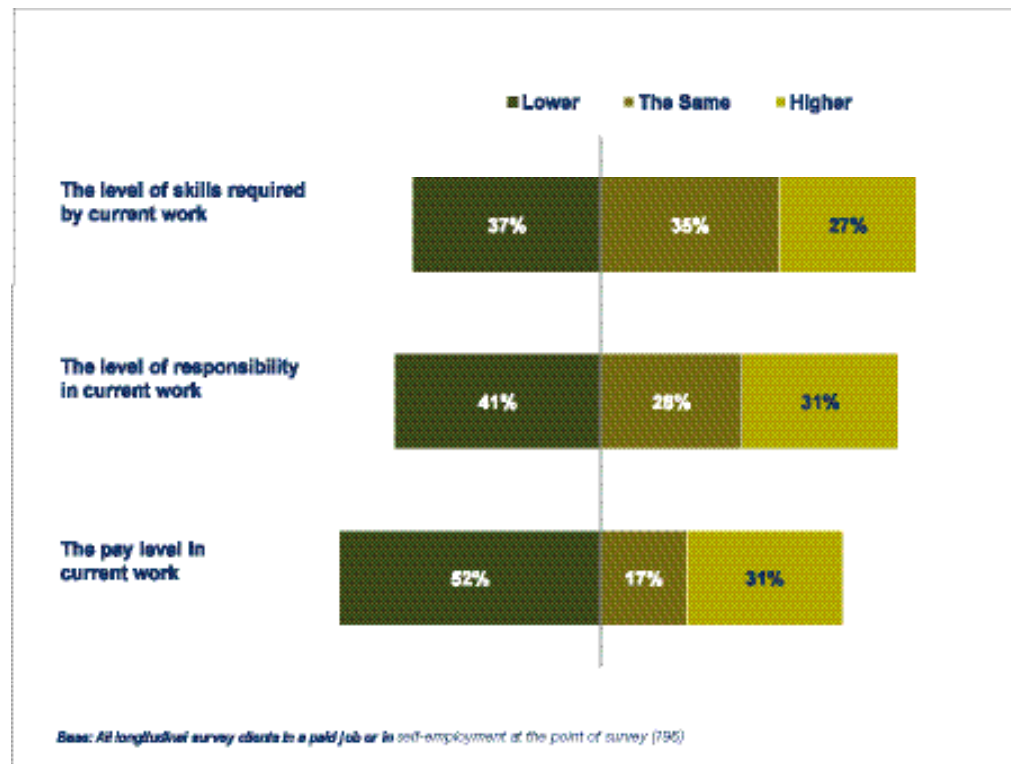
The incidence of sustained employment

7.16 It is interesting to look at 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.

7.17 Two fifths (39%) of all longitudinal survey respondents were still working in the same job that they had secured as their first job post-redundancy. A further 5% were working for the same employer but had moved role (frequently at a higher level). This represents three fifths (60%) of all clients who got a paid role with an employer following redundancy having stayed with the same employer. Two thirds of the small number of clients who set themselves up in a self-employed role were still doing this work by the time of survey.

7.18 Figure 7.6 shows the proportion of people in work who now have a higher level job compared to the one from which they were made redundant. Of all those in work or self-employed, more than one quarter (27%) are now working in a job that requires higher level skills, and three in ten are being given more responsibility (31%) or being rewarded with higher pay (31%). Overall, this is equivalent to 19% of **all** clients now working in a higher skilled role, and 23% working in a better paid role than the one they were made redundant from.

Figure 7.6: Change in level of skill requirement, responsibility and pay in current work as compared to role that was selected for redundancy



7.19 Comparing Figure 7.3 and Figure 7.6 shows that the jobs that clients have now are on average better paid and at a higher level than the ones that they secured as their first employment post-redundancy. However, there is still a substantial proportion of people (52%) who are working at a lower pay rate than in their original role from which they were made redundant. As seen in the new client survey, less than three-fifths of people who had moved to a higher skilled job were being rewarded with higher pay compared to before they were made redundant (56%).

Engagement with learning, training and development post-redundancy

7.20 As we have seen, only a handful (1%) of the longitudinal survey respondents were in full time education at the point of survey. However, as many as one third of clients (34%) had undertaken training, education or development at some point following their role being made redundant. Engagement with training was slightly higher amongst younger clients than older people (39% of those aged under 45 had engaged with education or training, compared to 22% of those aged 55 plus).

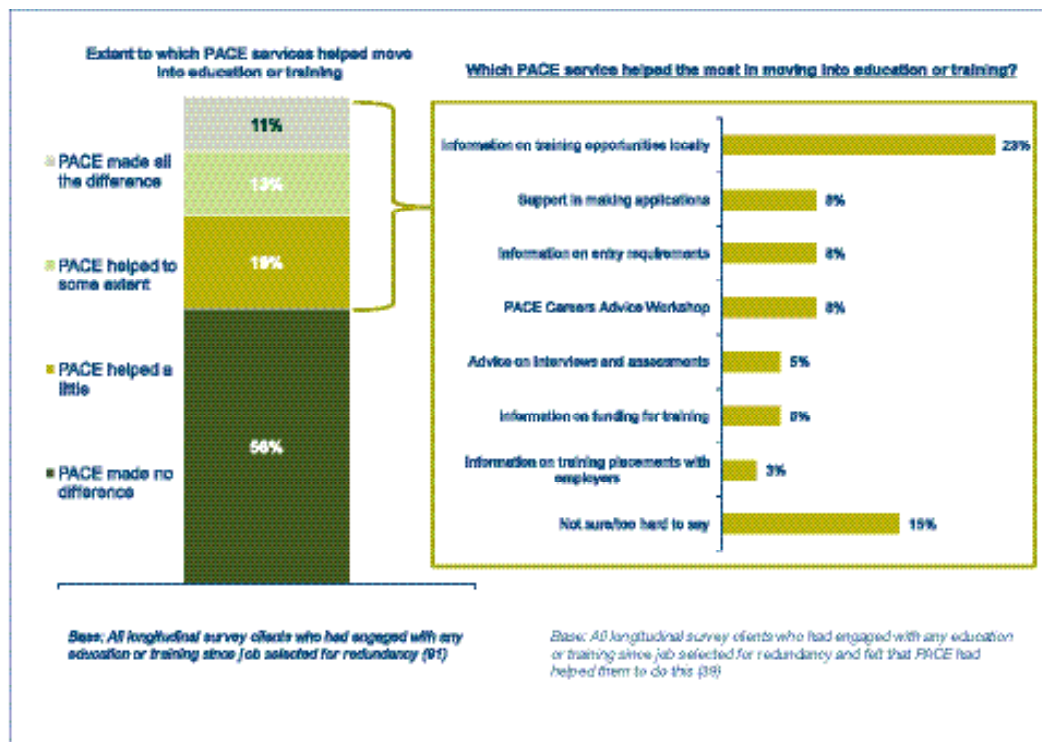
7.21 One in ten clients had studied full-time at some point (11%), with a quarter overall (23%) having done part-time learning. One quarter (24%) had been on a course of learning or training lasting a week or more. Learning and training most often took place:

- at a training centre (11% of all clients);
- at a college (10%); or
- at the person’s workplace or an employer premises (8%).

7.22 Only a very small proportion of clients (2%) had undertaken any independent distance learning.

7.23 Figure 7.7 shows how people rated the influence of PACE in helping them get into education or training. Overall, two fifths (43%) of people who had undertaken training said that PACE helped them to some extent.

Figure 7.7: Influence of PACE in helping client get into education or training

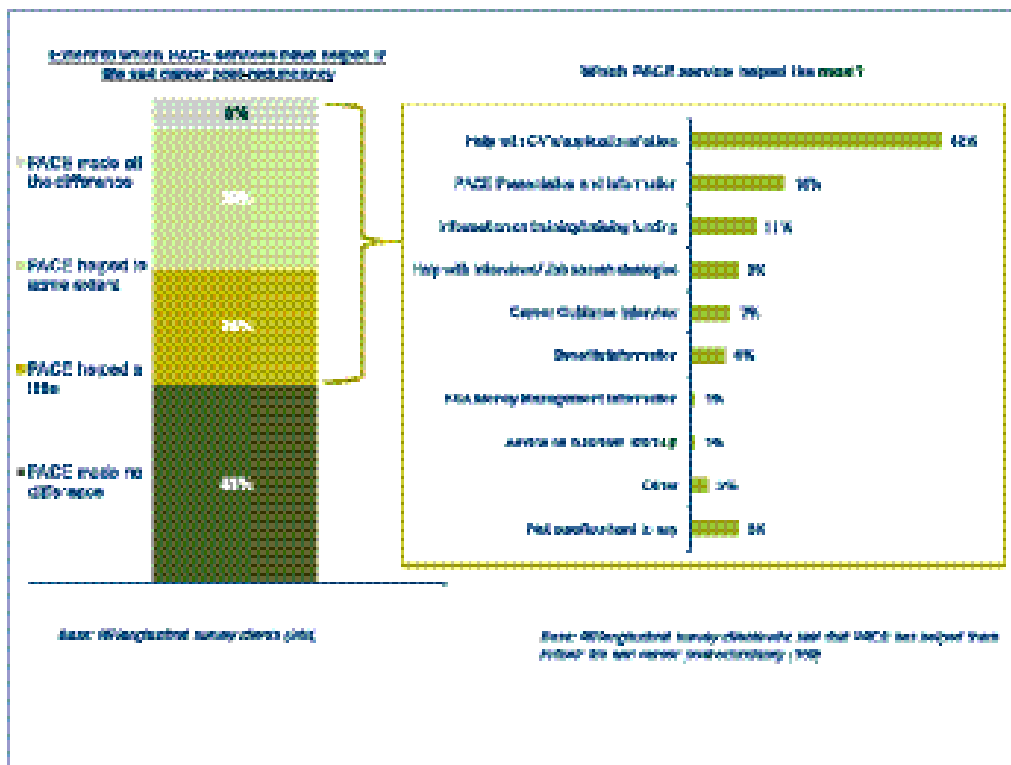


7.24 Clients who had moved into education or training were more likely to credit PACE with a direct effect, saying that it ‘made all the difference’ in them being able to get onto their chosen course (11%, compared to 5% of those considering the influence of PACE on their move into work).

The influence of PACE on client motivation and confidence

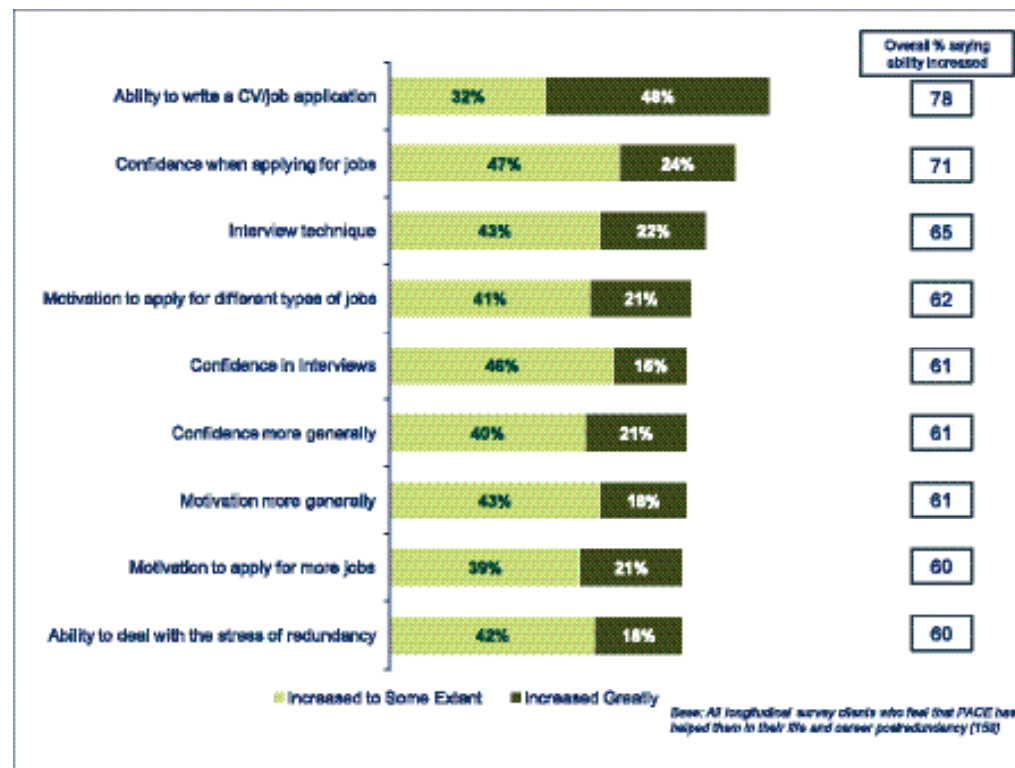
7.25 Clients taking part in the longitudinal survey were asked to reflect on whether they felt that PACE had helped them in their life and career since they were made redundant. Positively, three fifths of all clients (59%) said that PACE had had some positive influence, as shown in Figure 7.8 below. Again, it seems to be the practical advice on promoting oneself through an effective CV or job application which is the most influential.

Figure 7.8: The influence of PACE on life and career post-redundancy



7.26 Figure 7.9 shows the extent to which longitudinal survey clients think that PACE has improved their skills, motivation and confidence.

Figure 7.9: The influence of PACE on skills, confidence and motivation - 2012 longitudinal survey



7.27 Of all those who said that PACE had helped them in their post-redundancy life, upwards of two thirds felt that the service had improved their ability to write an effective CV or job application (78%), their confidence when applying for jobs (71%) and their interview technique (65%). Around three-fifths of these clients felt that PACE had had a positive influence on their confidence and motivation generally (61% in each case) and their ability to cope with the stress of redundancy (60%).

8. CONCLUSIONS

- 8.1 This final section pulls together conclusions that can be drawn from the research, structured around the key research objectives. In line with these objectives, recommendations are made to inform ongoing development of the PACE service. Finally this section presents ideas for further exploration into client reactions to PACE and its influence on their working life.

Objective 1 - Build a picture of the profile and characteristics of individuals accessing PACE services

- 8.2 The research has found that amongst individuals accessing PACE services since mid-2010, there was an even split by gender. Almost three quarters of clients were aged 45 or older, with one in four in the 55 plus age bracket. There has been increasing representation of women and older people aged 55 plus since the last survey in 2010. Whilst clients were drawn from all Social Economic Groups, only one in ten were 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

- 8.3 There is good take up of the various services on offer through PACE, with just one in eight clients deciding not to take up services further to the initial PACE presentation and information package. The average number of individual PACE services accessed by clients during the redundancy process was five, typically over a period of less than three months.
- 8.4 Clients were most likely to choose to access practical help with their CVs or making job applications, and seek information from PACE on benefits potentially available to them.

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

- 8.5 Across the board, clients rated PACE services highly for relevance and usefulness. For all services the majority of clients accessing these felt that the service had been quite or very relevant to their situation, and the materials provided had been useful. Typically, more than three-quarters of clients using each service rated it as quite or very relevant to them personally.
- 8.6 Over three quarters of PACE clients felt that the support received had met or exceeded their expectations. The vast majority of clients felt that PACE services were made available at the right time in the redundancy process.

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

- 8.7 Around one in four PACE clients had engaged with further education or training after their engagement with PACE. Positively, there has been a big increase since 2010 in the proportion of clients securing work post-redundancy, from half in 2010, to three quarters in 2012. Furthermore, three in ten clients in work at the time of survey had been able to secure a higher skilled job.
- 8.8 Over half of clients who secured a new job felt that PACE had helped them to do so. In the context of the myriad factors which influence employability, this could be viewed as a significant additional influence on people's prospects.
- 8.9 Around half of clients felt that PACE had sent them forward with greater confidence and motivation generally, and two fifths felt that the service has had a real influence on their ability to cope with the stress of redundancy, even given the potentially very difficult situation they have found themselves in. Clearly, more than half of clients felt that the service had not had any positive

influence in terms of making them more confident or motivated; these factors are, however, uniquely personal to the individual and therefore it is likely to be more difficult for advisers to deliver these changes.

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

8.10 Reflecting the very positive perception of PACE services, only a small number of clients could think of areas for improvement, but a few ideas were put forward, notably:

- Making the service more personalised;
- Implementing more follow up help and providing ongoing support;
- More help and advice on financial matters

8.11 There are various pieces of follow-on research that could be considered to build on the evidence base on the influence of PACE and inform service design in future.

- **More research into the expectations clients have of the services they choose to access.** In particular, it would be interesting to find out more about the expectations of clients accessing support in literacy and numeracy and business start-up, where relevance ratings amongst users were lower than average. Why are these services not meeting people's expectations? The research could also be designed to draw out client ideas for improving these services.

- **Discussion groups amongst older people, women and people from socio-economic groups D/E,** who we have seen find it more difficult to secure new employment and/or find work at a comparable level to the role they were made redundant from. Discussion groups would allow better understanding of how the PACE services can help them overcome the complex challenges they face in the labour market.
- **An additional phase of the longitudinal survey.** Catching up with clients again one or two years down the line would provide a rounded picture of the enduring influence of PACE. It could help track the evolving prospects in the labour market for individuals who have been through the redundancy process.

9. APPENDIX A – CHANGES TO PACE SERVICE LIST

9.1 As highlighted in the methodology section of the report, the questionnaire for the 2012 new client survey was amended to reflect the evolution of PACE. A number of changes were made to the list of PACE services which respondents were prompted with. The changes in the terminology used for equivalent services between the 2010 and 2012 surveys are shown in the table below.

Table 9.1: Changes in the terminology used for key PACE services for 2012 new client survey

2012 wording	2010 wording
PACE Presentation and Information	PACE Presentation and Information
Career guidance interview	Careers Guidance Services
Career planning workshops	Not in 2010 survey
Information about training and funding sources	Information about funding for training
Benefits Information	Benefits Information
Money Advice Service	Financial Services Authority Money Management Information
Help with CVs / applications / letters	Help with CVs / applications / letters
Help with Interviews / Job Search Strategies	Help with Interviews / Job Search Strategies
Advice on Business Start-up	Advice on Business Start-up
Help with reading, writing and numbers	Not in 2010 survey
Help to cope with redundancy-related stress	Not in 2010 survey
Help with understanding tax responsibilities	Not in 2010 survey