



# Fair Start Scotland Evaluation Report 2: Participant phone survey - year 1 (November 2019)



## ECONOMY AND LABOUR MARKET

# Fair Start Scotland Evaluation Report 2: Participant Phone Survey

Research undertaken and reported by IFF Research Ltd on behalf of the Scottish Government.

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# 1. Introduction

## 1.1 Background

The Scotland Act 2016 devolved responsibility for contracted employment support for disabled people and those at risk of long-term unemployment. Fair Start Scotland (FSS) launched in April 2018, following a year of transitional services: Work First Scotland (WFS) and Work Able Scotland (WAS).

FSS is underpinned by the following principles:

- Delivery of a flexible ‘whole person’ approach;
- Services that are responsive to those with high needs;
- A drive towards real jobs;
- Services designed and delivered in partnership;
- Services designed nationally but adapted and delivered locally; and
- Contracts that combine payment by job outcome and progression towards work.

Delivery of FSS has been contracted out by the Scottish Government to six different service providers, over 9 different geographical Lots across Scotland. Between April 2018 and December 2018 there were approximately 7,000 starts on the service.

As part of an evaluation of FSS, IFF are conducting annual waves of telephone survey research among FSS participants, from 2019 to 2021. The aim is to provide a representative picture of how participants are experiencing FSS and the outcomes they achieve.

The first wave of data collection was completed in June 2019 and the findings are presented within.

Further evaluation research findings from year 1 are published separately in two reports: local area case studies, and an overview of year 1. These are available on the Scottish Government website.

## 2. Profile

In this chapter we provide an overview of the characteristics of participants of the FSS service. We begin by looking at demographics such as age, gender and health condition, and in the second part of the chapter we describe participants' work status and history. Demographic data was gathered from the service provider where available, and asked in the survey for participants only where data was missing. The responses were weighted to reflect the gender, age and FSS Service Lot of all participants who have joined the FSS service between April and December 2018.

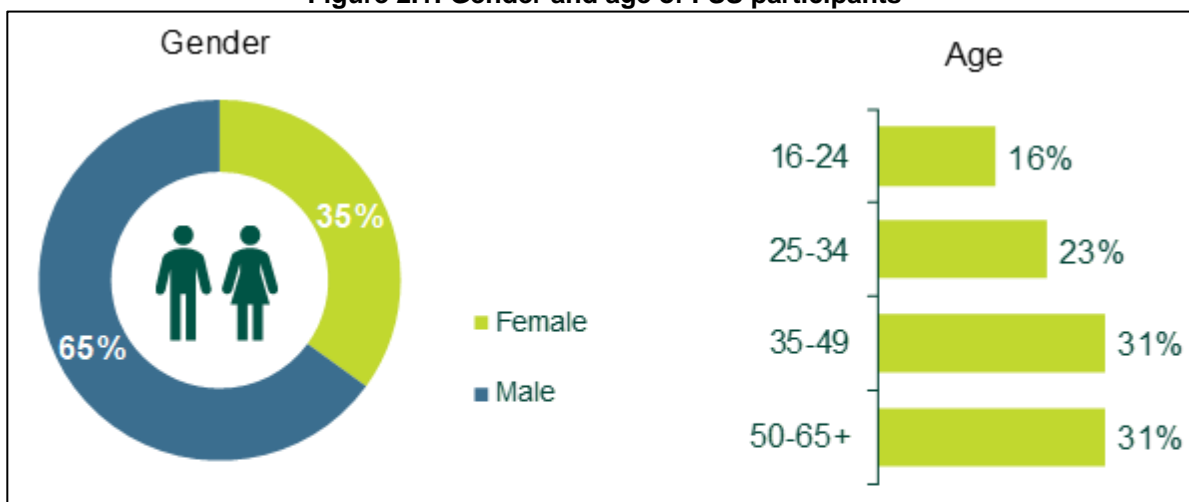
### 2.1 Participant profile

#### Age and gender

A challenge for FSS was to engage more women and older people in the service than their preceding services, Work First Scotland and Work Able Scotland, which had proportionately more men and young people participating<sup>1</sup>. FSS Scotland achieved a fairly even spread across age groups from 16 to over 65 year olds, however the proportion of men taking up the service was still higher than women, with 65 per cent of participants identifying as male, and 35 identifying as female (as illustrated in Figure 2.1 below).

Two-fifths (38%) of FSS participants were aged under 35, with 31% falling into each of the 35-49 and 50 or over age brackets. The gender profile of respondents did not vary by age.

Figure 2.1: Gender and age of FSS participants



Source: Sample information, H1: Do you identify as...?, H2: Which of the following age bands do you fall into? Base: All respondents (1005)

<sup>1</sup> Scotland's Devolved Employment Services (Experimental Statistics), Scottish Government

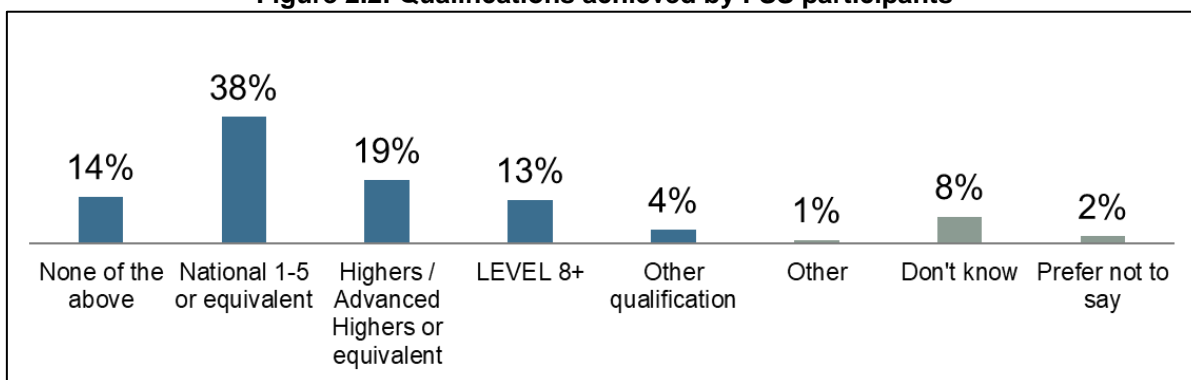
Forth Valley (Lot 4) were the only Lot who achieved a significantly more even gender split than the others; 54 per cent of their participants were male and 46 per cent were female.

The age make up changed slightly for those receiving In-work support, where there was a higher proportion of 16-24 year olds (22 per cent compared to 14 per cent of those receiving pre-employment support), and a lower proportion of older people over 50 years old (25 per cent compared to 32 per cent).

### Qualifications of participants

Over half of FSS participants had achieved qualifications equivalent to National 1-5 or higher (57 per cent), while 14 per cent did not have any formal qualifications, as illustrated in Figure 2.2.

**Figure 2.2: Qualifications achieved by FSS participants**



Source: H3: What is the highest level of qualification that you have achieved? Base: All respondents (1,005)

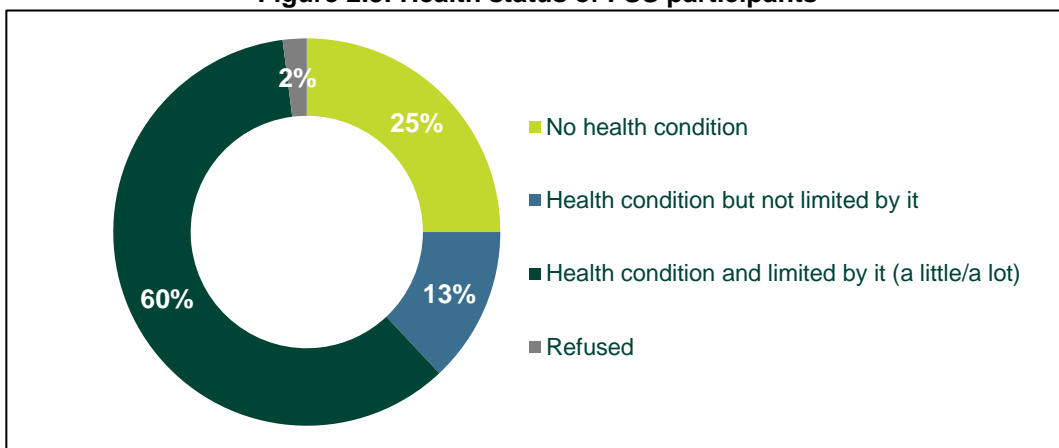
Four out of five (79 per cent) participants between 16-34 years old held qualifications equivalent to at least National 1-5. This compares to just three in five participants who were aged over 50 or over (59 per cent).

Older participants were more likely to have no qualifications than any other age group (21 per cent of over 50 year olds had no qualifications compared to just seven per cent of 16 to 34 year olds).

### Disability status

The majority of participants in the FSS service reported having a health condition which restricted what they could do. As illustrated in Figure 2.3 below, nearly three quarters (72 per cent) of FSS participants had at least one long term health condition or disability, and for 60 per cent of participants their condition limited their ability to carry out day-to-day activities.

**Figure 2.3: Health status of FSS participants**



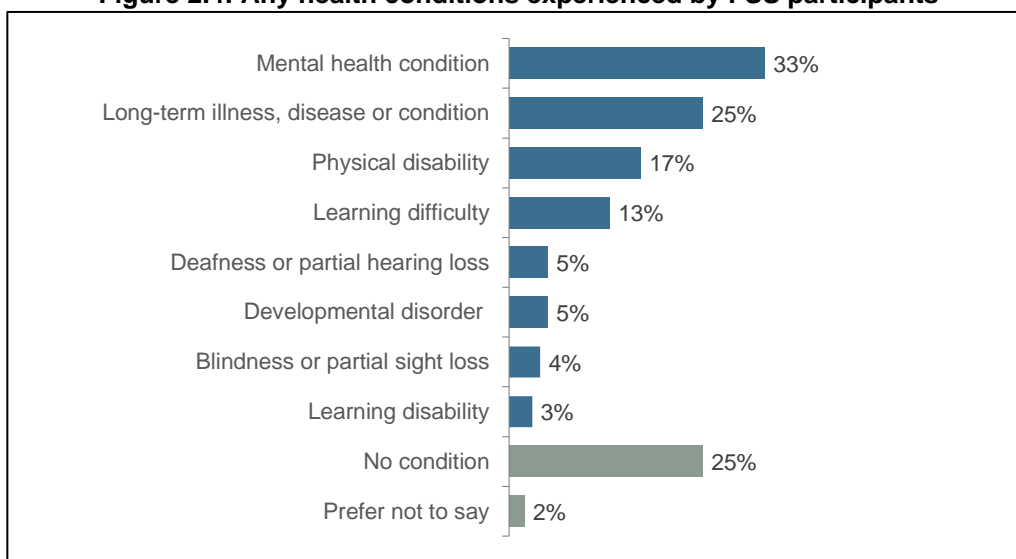
Source: Sample information H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? H4n: Does your health or disability limit your ability to carry out day-to-day activities? Base: All respondents (1,005)

One quarter (25%) of participants did not have any health condition. This proportion was fairly consistent across other demographic groups but increased to nearly half in Glasgow (48 per cent of participants in Lot 1 had no health conditions).

A third of participants (33%) said they had a mental health condition, whilst a quarter (25 per cent) said they had a long-term illness, disease or condition and a fifth (17 per cent) reported having a physical disability.

A significant proportion of participants (13 per cent) also reported having a learning difficulty such as dyslexia, while a range of other condition types were experienced by 17 per cent of participants. Figure 2.4 shows the full range of disability types reported by participants.

**Figure 2.4: Any health conditions experienced by FSS participants**



Source: H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? Base: All respondents (1,005)

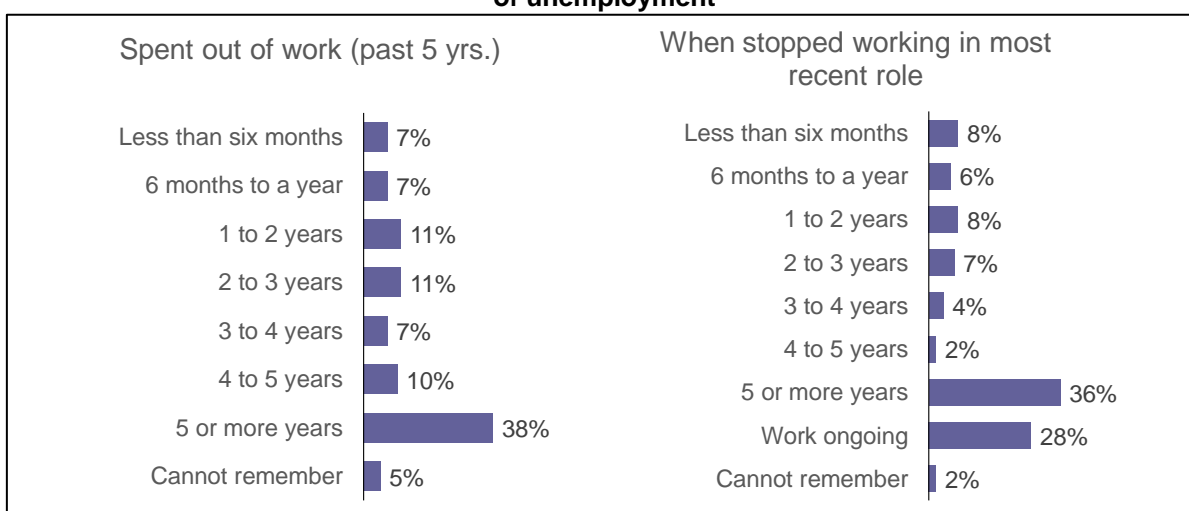
Over half of all participants only had one condition (56 per cent) while a small proportion (16 per cent) had more than one. Further analysis of different condition types and their impacts on participants can be found in chapter 6.

### Length of time receiving FSS service

We surveyed participants who had started the service between March and December 2018. Nearly half of participants (46 per cent) were not receiving support from FSS at the time they were interviewed (June 2019). This included 49 per cent of participants who were previously receiving Pre-Employment Support and 35 per cent who were receiving In-work support. Further information about why participants left the service can be found in section 4.3.

### Employment history

**Figure 2.5: Duration of time spent out of work over last five years and length of current period of unemployment**



Source: B3: In total over the past 5 years prior to receiving support through the Fair Start Scotland service approximately how long have you spent out of work? B4: How long ago did you stop working in your most recent role? Base: All respondents (1005)

Two-fifths (38%) of participants had spent five or more years out of work before joining the Fair Start Scotland service.

Those with a higher level of education were more likely to have been in work at some point in the last 5 years, and those with no formal qualifications were more likely to have been out of work for 5 or more years (54% compared with 24% of those educated to degree level). Furthermore, those with Highers or equivalent (10%) and those with a degree level qualification or above (13%) were more likely to have spent less than six months out of work in the last 5 years than those with lower levels of educational qualifications (Nationals 1-5, 6%; no qualifications, 3%).



Those from Tayside (Lot 3) reported a shorter average duration of unemployment over the last five years; 24% of participants in this area had only been unemployed for six months or fewer before FSS, in comparison to an average of 11% in other areas.

Respondents in older age groups were more likely to have been out of work for more than 5 years prior to accessing FSS services than those in younger age groups (44% of those aged 50 or over; 39% of those aged 35-49; and 32% of those aged 16-34).

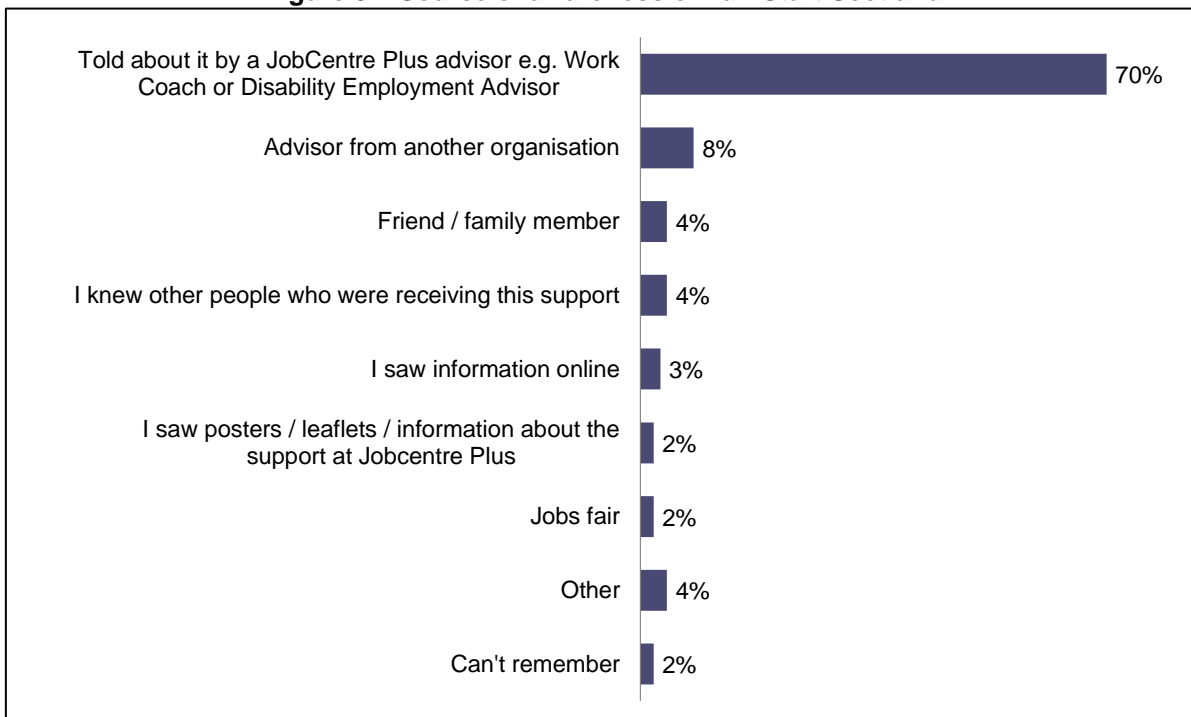
### 3. Awareness, motivations and engagement

This chapter examines how participants first became aware of Fair Start Scotland, why they decided to join the service and their experience of the engagement process. For each topic we look at how experiences varied by different groups of participants.

Respondents were asked how they initially became aware of the Fair Start Scotland service. As shown in figure 3.1, most participants (70%) were told about the service by a Job Centre Plus advisor. Considerably fewer reported being told by an advisor from another organisation (8%). As might be expected, those not who had not worked in the last 5 years (78%) were more likely to have been told about Fair Start Scotland by a jobcentre Plus advisor than those who had worked in the last 5 years (65%).

Younger participants (those aged 16-24) were more likely to have heard about the service from friends or family members (13%), or other people receiving the support (11%) than other age groups (4%). Those from Tayside were less likely to hear about FSS from a Job Centre Plus advisor (32%) than those in other areas (70%), and more likely than other groups to have heard about FSS through word of mouth (friends or family, 16%; or other people receiving support, 16%).

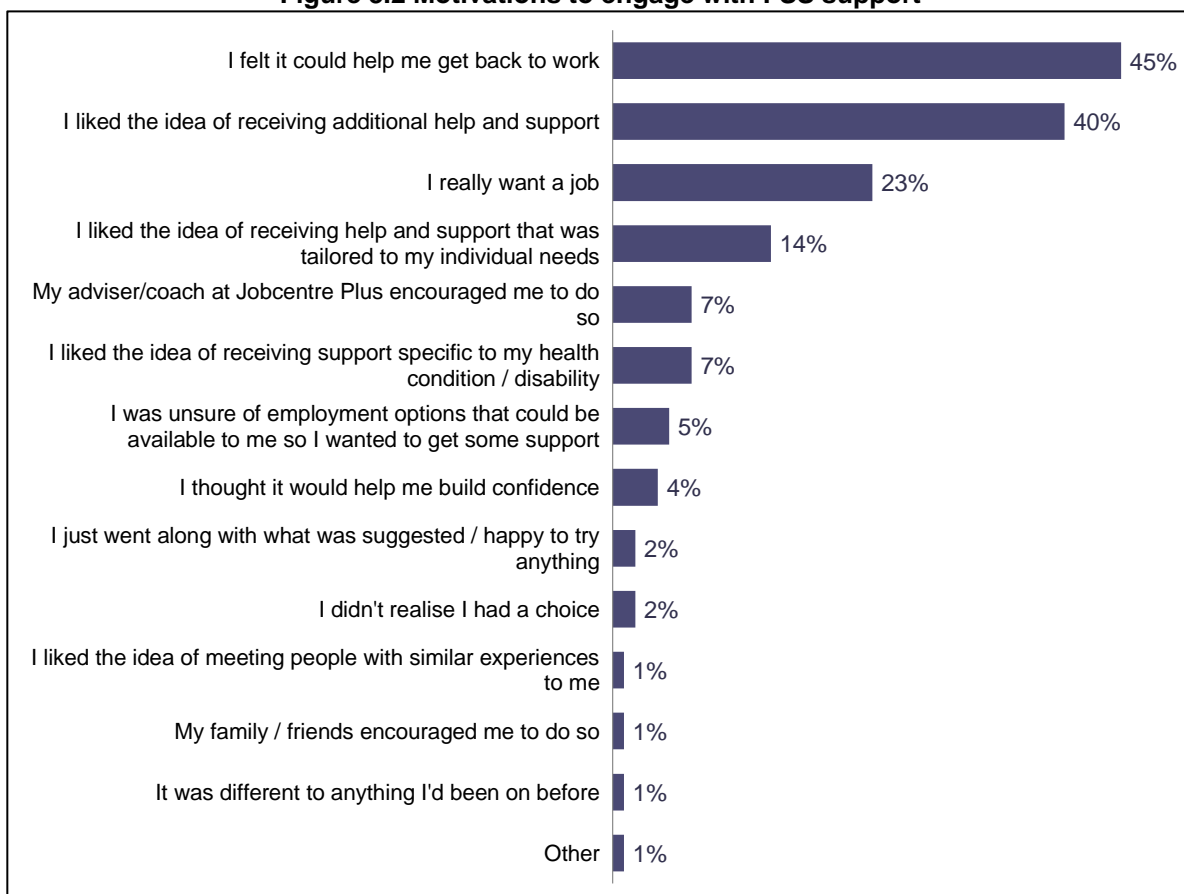
Figure 3.1 Source of awareness of Fair Start Scotland



Source: C1: How did you first become aware of Fair Start Scotland? Base: All who joined the service after July 2018 (539)

Respondents were also asked why they decided to join the service (figure 3.2), and if they were aware that it was voluntary. Reassuringly, 94% of respondents were aware that the service was voluntary. Those aged 50 or over were slightly more likely to think that the Fair Start Scotland service was mandatory (7%) than those in other age groups (4%).

**Figure 3.2 Motivations to engage with FSS support**



Source: IFF Research telephone survey of FSS customers. C4: Why did you decide to sign up for the support? Base: All who joined the service after July 2018 and understood the service was voluntary (506)

The most common reason mentioned by participants for engaging with the service was because they thought that the support could help them get back to work (45%). A further two-fifths liked the idea of receiving additional help and support (40%). Men were more likely than women to state this particular reason as a motivation for signing up (49% vs 37%). Those aged 16-34 were more likely to say they liked the idea of receiving additional support than the other age groups (46% compared with 34% of 35 – 49 year olds and 37% of those aged 50 and over).

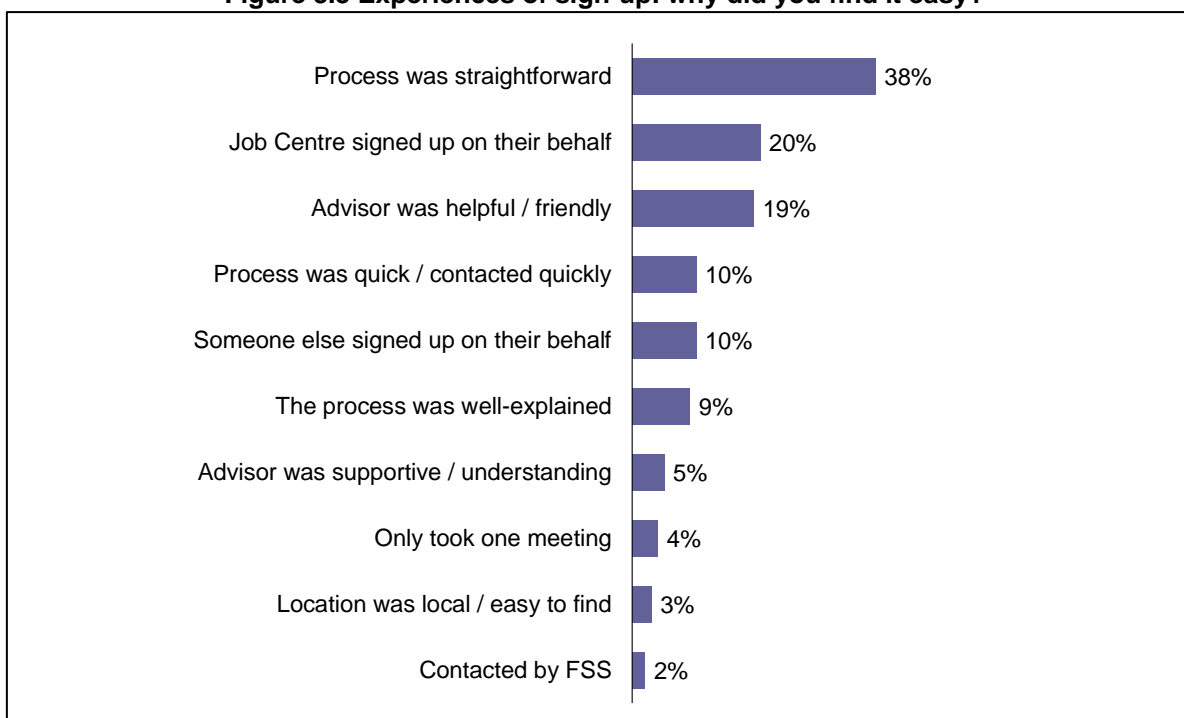
With regards to location, those in Tayside were more likely than those in other areas to say that they engaged because they really wanted a job (36% compared with 23% overall) or that they liked the idea of receiving help and support that was tailored to their individual needs (24% compared with 14%).

### 3.1 Ease of engagement

Respondents were also asked how easy they found it to engage with the support service and any difficulties they may have encountered. Positively, nine out of ten respondents (89%) felt that it was easy to engage with the service, with 72% rating the experience as “very easy”.

Of those that considered engagement to be easy, two-fifths (38%) stated that this was because the process was straightforward (38%). A further fifth said that the Job Centre had helped them to engage with the FSS service provider (20%). Those who were in work at the point of interview were more likely to describe the process as straightforward (46% vs 35%) and less likely to say the Job Centre had facilitated their FSS engagement (11% vs 24%) than those not in work. Those in work were also more likely to say that their advisor was friendly (25% vs 16%), and the process was quick (16% vs 8%) compared with those not in work.

**Figure 3.3 Experiences of sign-up: why did you find it easy?**



Source: C6: Why did you find it easy to sign up? Base: All who found it easy to sign up (579)

In terms of differences by provider, those in Forth Valley (lot 4) were less likely to say the process was straightforward (21%) than those in other areas (38% on average). Those in Tayside (lot 3) were particularly likely to say that the advisor was helpful or friendly (34% compared with 19% overall) and that the process was quick (20% vs 10%).

Only three percent of participants considered the referral and engagement process to be difficult. The types of problems this group mentioned included feeling that there had been too many questions asked of them at the initial

meeting, or that the induction process was slow. A handful felt that they had not received enough communication from FSS, whilst others felt that their learning difficulty had contributed to their difficulties in engaging.<sup>2</sup>

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<sup>2</sup> Proportions not reported due to small base size (19)

## 4. Experiences of support

In this chapter we look at the different types of support made available to participants of the Fair Start Scotland Service. For each type of support, we asked participants whether they were offered the support by their support provider, whether they took up the offer and if they did, how useful they found each type of support. These findings are presented first for those receiving Pre-employment support, and secondly for those receiving In-work support. The final part of this chapter examines participants' overall views of the support service and why those who had left the service at the time of the interview, decided to do so.

### 4.1 Pre-employment support

All respondents were asked what types of pre-employment support they were offered during the Fair Start Scotland service, as well as whether or not they took up these types of support.

All providers delivering employment support for the FSS service are required to provide participants who are not in full time work, with a minimum level of support, including specific elements detailed in the FSS Operational Guidance. These elements can be summarised as:

- One to one support from a dedicated key worker who understands the participant's disability where they have one, and their barriers to employment;
- The development of a Participant Employment Action Plan, to be delivered in the first eight weeks. This is a person-centred plan which details how the support will be delivered and gives information on the participants' skills, attributes, aspirations and needs;
- The provision of specialist support, that meets the participant's specific needs;
- Presentations by employers giving advice about working in and applying for jobs in different sectors;
- The teaching of intensive job search skills, job application support, and skills development;
- Help with personal development addressing the participant's self-esteem, confidence and perceived barriers to work;
- Support with a mentor;
- Vocational or employability skills training appropriate to the participant's aspirations;
- Work experience or placement opportunities and volunteer opportunities; and

- Self-employment support for those interested.

Providers can also make further specialist services available for those participants who require more intensive support. These include elements such as specialist support for specific physical or mental health conditions; for those recovering from substance misuse and support addressing barriers arising from convictions.

As can be seen from figure 4.1, respondents did not consistently report being offered all of the support types detailed in the operational guidance. For example, 46% report not being offered access to work tasters or work experience opportunities, and a further fifth (21%) report not being offered the development of a personalised Employment Action Plan, despite these being compulsory elements of the support.

Most respondents took up the offer of one-to-one appointments with regular support and contact (86%), a dedicated key worker (86%), and help with job search activities (75%). A further two thirds (64%) took up the offer of the development of a personalised Employment Action Plan.

Half of the participants (50%) were offered access to work tasters, work experience or apprenticeship opportunities but only a fifth (21%) overall took up this type of support.

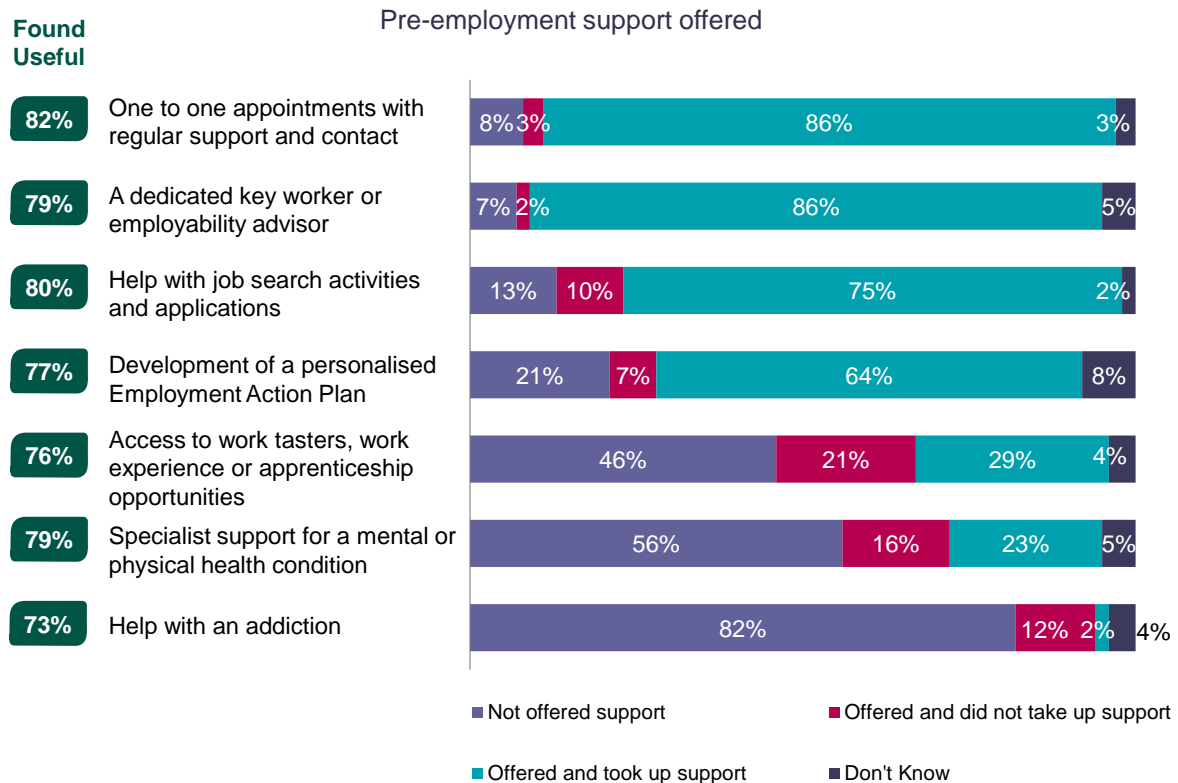
Fewer participants were offered specialist support for a physical or mental health condition (39%) or help with an addiction (14%). Two percent of respondents took up the offer of help with an addiction (15% of those offered this type of support).

There was some variation in the uptake of support by age group. Those aged 35-49 were more likely to decline the offer of a dedicated key worker (5% compared with 3% declining overall) and help with job search activities (15% compared with 11%) than the other age groups. Those aged 16-34 were more likely to take up access to work tasters (64%) than the other age groups (58%).

There were also differences in support offer and take up by Lot. Those in Tayside (Lot 3) were less likely than the other lots to be offered the development of a personalised Employment Action Plan (60%) and one-to-one appointments (81%). Those in Forth Valley (Lot 4) were more likely to be offered one-to-one appointments (97%) and access to work tasters, work experience and apprenticeship opportunities (66%) than the other lots.

Those in the South West (Lot 6) were more likely to be offered one-to-one appointments (97%), but were less likely to take up the offer of a key worker (91%). Participants in Glasgow (Lot 1) were less likely to be offered access to work tasters, work experience or apprenticeship opportunities (40%).

**Figure 4.1 Offer, take-up and usefulness of pre-employment support for all respondents**



Source: D5d: Were you offered the following support to help you remain move into work as part of the Fair Start Scotland service? D5e: Did you take up this support? Base: All respondents (1005). D6: On a scale of 1 extremely useful to 5 not at all useful, how useful would you say that each of the types of support your received were to you? Base: All who used the support type: one to one appointments (684), key worker (864), help with job search activities (755), Employment Action Plan (647), work tasters etc. (286), specialist support (231), addiction help (21)

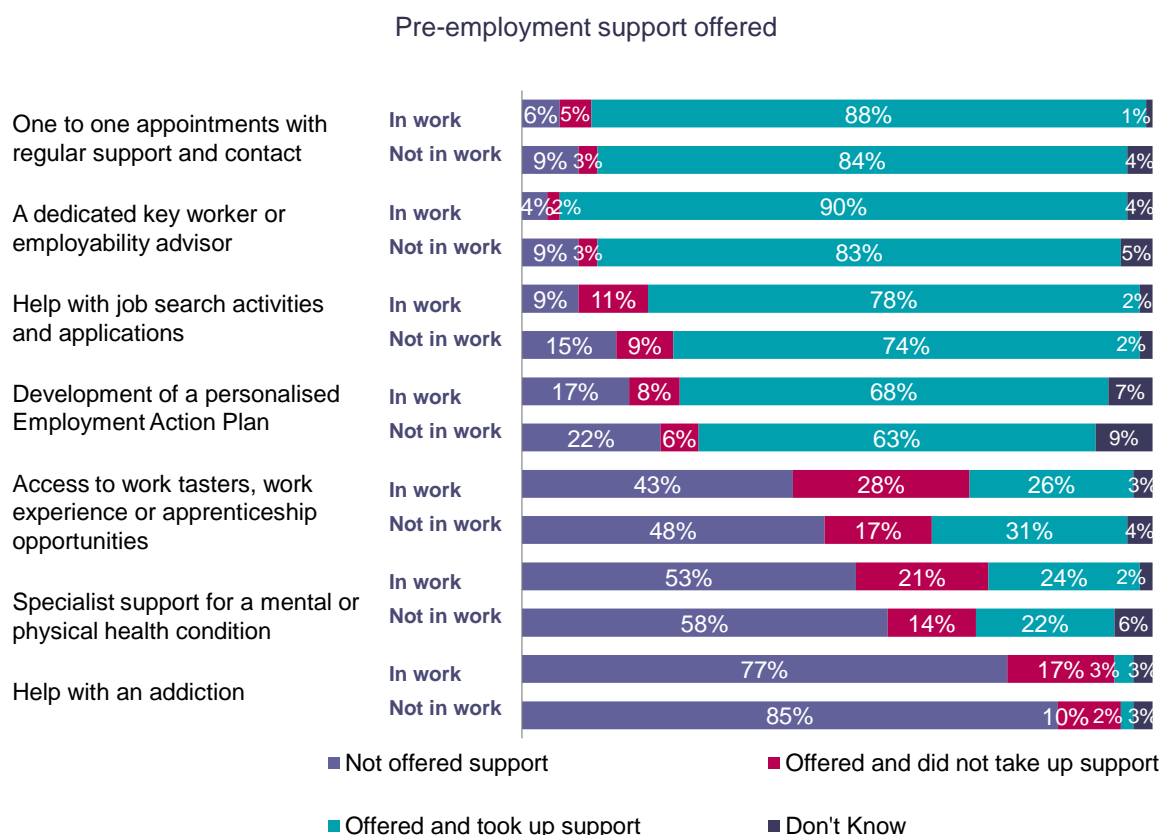
Those who were working at the time of interview were also more likely to report having been offered each of the following types of support than those who were not working:

- A dedicated key worker or employability advisor (92% compared with 86%);
- One to one appointments (93% compared with 88%);
- Specialist support for a mental or physical health condition (45% compared with 37%);
- Help with an addiction (20% compared with 12%); and
- Help with job search activities and applications (89% compared with 83%).

This suggests that each of the above forms of support may have been particularly effective in helping respondents to move back into work.



**Figure 4.2 Offer, take-up and usefulness of pre-employment support: in work and not in work**



Source: D5d: Were you offered the following support to help you remain move into work as part of the Fair Start Scotland service? D5e: Did you take up this support? Base: All working (286), All not working (673)

## 4.2 Usefulness of pre-employment support

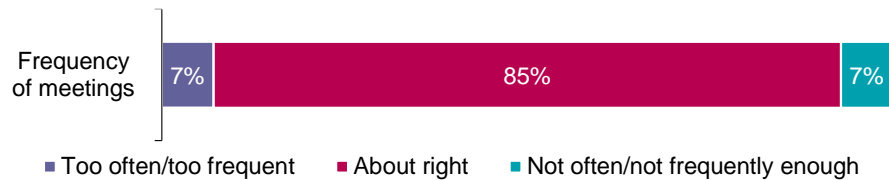
As shown in figure 4.1, respondents were generally positive about the usefulness of the support they received. Around four fifths of respondents who received each type of support felt that it was useful.

Generally, women and those in work were more likely to say that the support was useful. Women were more likely than men to say that the following were extremely useful: a dedicated key worker (71% vs 56%); the development of a personalised Employment Action Plan (59% vs 46%), one-to-one appointments with regular support and contact (73% vs 60%), specialist support for a mental or physical health condition (72% vs 57%).

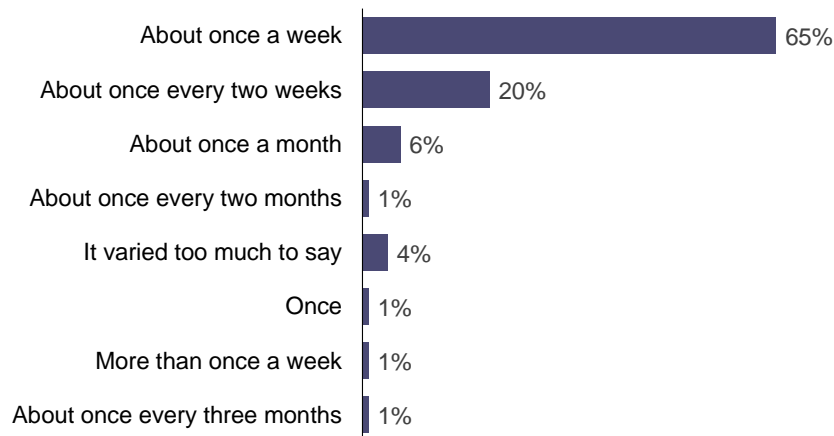
As might be expected, those who were working were more likely than those not working to say that various support types were useful: a dedicated key worker (87% vs 76%); the development of a personalised Employment Action Plan (84% vs 73%); one-to-one appointments with regular support and contact (87% vs 80%); help with job search activities (88% vs 77%), access to work tasters, work experience or apprenticeship opportunities (88% vs 72%).

Those from the North East (Lot 7) were more likely to say that they did not find having a dedicated key worker useful (21%) than the other lots (9%). Furthermore, those in this region were less likely to say that help provided with job search activities was useful (63% compared with 80% on average).

**Figure 4.3 Frequency of meetings with key worker/advisor**



**Met Adviser or Key worker**



Source: D7f: How often did you meet with your Adviser/ Key Worker? D8: Would you say that the frequency of your meetings was...? Base: All who met with a key worker (864)

Around two thirds (65%) of respondents who took up the offer of support met with their key worker about once a week, with a further fifth (20%) meeting about once every two weeks. Most of those who met with a key worker (85%) felt that the frequency of meetings was about right. Those in Lot 7, North East, were also more likely to meet once a week, as opposed to less frequently, than the other lots (80% compared with 65%), however only around half (53%) of participants in Tayside (Lot 3) met with their key worker at least once a week.

All respondents were asked what other type of support they would have wanted to help move closer to work. Almost three quarters of respondents felt that there was no other support needed (72%), however small proportions of participants mentioned areas for improvement such as the desire to receive support that was more personalised or tailored to the respondent (4%), more opportunities to attend training courses (3%), or greater consideration of their health issues (3%).

### 4.3 In-work support

FSS Participants who have found work and are receiving In-work support are entitled to up to 12 months ongoing support. The aim of this is to increase job retention and progression in terms of skills and / or income. The In-work support provided must include the following elements<sup>3</sup>:

- Weekly contact with a dedicated key worker, reducing over time;
- An In-work Support Action Plan detailing a timeline for workplace reviews with the employer and setting out future objectives, Support provided to the participant at their work induction;
- Financial guidance to the individual if necessary;
- Ensuring the participant is aware of changes to their benefit entitlement and that they are receiving all the possible in-work benefits;
- Support at other stages of work such as during training if necessary;
- Giving information about travel options to and from work considering the participants' needs; and
- An exit plan for leaving the FSS service.

For participants with higher levels of need who meet requirements for the Advanced Service or Intense Service strands, providers should also provide Job and Task Analysis and deliver tailored support for the participant's needs in accordance with their Job Analysis.

Again, those who were eligible for in-work support did not consistently report receiving it. Two thirds (67%) of those who were in work for at least 16 hours a week said they were offered in-work support. Women were more likely than men to say that they had received in-work support (75% vs 62%). Those in Tayside (Lot 3) were less likely to say that they had not been offered any in-work support (45%), despite also being more likely to be in work.

Amongst those eligible for in-work support, the most commonly taken up support was a dedicated key worker (47%), followed by one-to-one appointments with regular support and contact (36%). A further quarter took up support with a workplace induction (24%) and financial guidance (24%).

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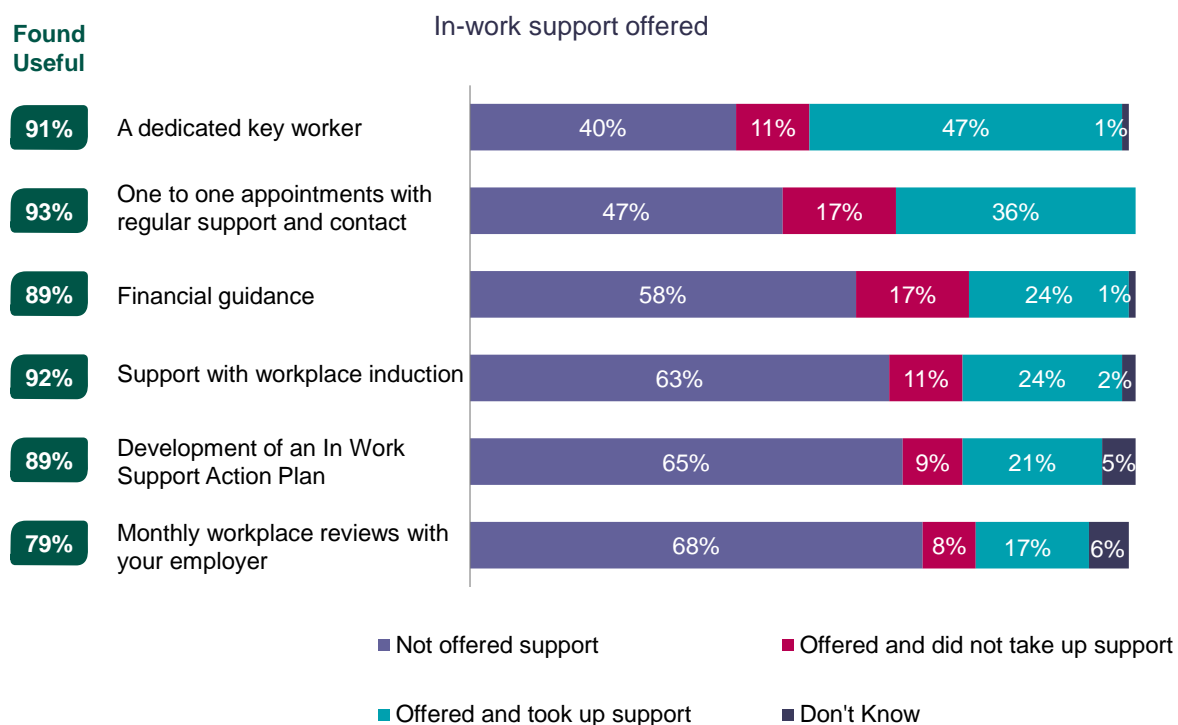
<sup>3</sup> For participants with higher levels of needs, providers should also provider Job And Task Analysis and deliver tailored support for the participant's needs in accordance with their job analysis.

Fewer respondents were supported to develop an “In Work Support Action Plan” (21%), or received monthly workplace reviews with their employer (17%).

Participants in Tayside (Lot 3) were less likely than average to be offered various types of in-work support, such as a dedicated key worker (39% vs 59%), one-to-one appointments with regular support and contact (36% vs 53%) and financial guidance (24% vs 41%). Those in Lot 5 (East) were less likely to be offered the development of an In Work Support Action Plan (16%) than the other lots (30%).

Women were more likely than men to take up the offer of a key worker (90% of women offered this accepted it vs 74% of men), one-to-one appointments (79% vs 59%), work induction support (81% vs 57%) and financial guidance (75% vs 46%).

**Figure 4.4 Types of in work support offered**



Source: D11h: Were you offered the following in-work support to help you remain in work as part of the Fair Start Scotland service? D11i: Did you take up this support? Base: All who were in work 16 or more hours a week (256). D11j: On a scale of 1 extremely useful to 5 not at all useful, how useful would you say that each of the types of support your received were to you? Base: All who used the support type: key worker (118), one to one appointments (90), workplace inductions (58), In-work support Action Plan (52), financial guidance (60), monthly reviews (42)

Although between two fifths and two thirds of those eligible were not offered each type of in-work support, those who took up the support generally found it useful. Around 9 in 10 respondents found each type of support they received

useful, other than monthly workplace reviews with their employer, which 8 in 10 found useful (79%).

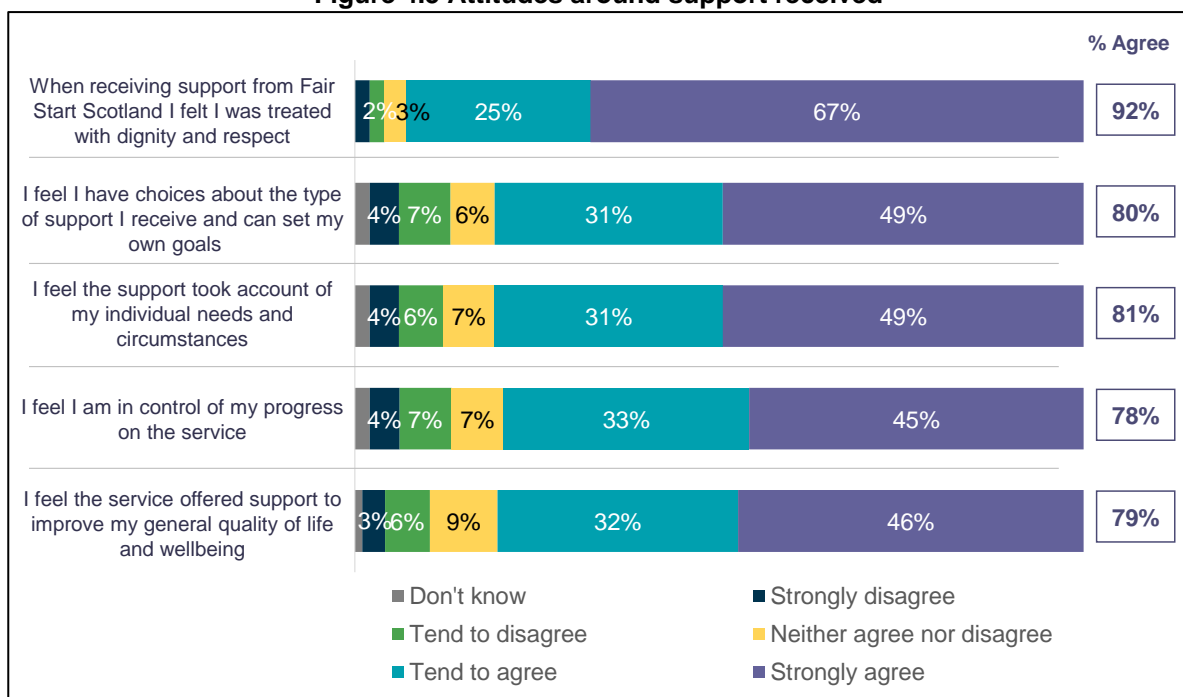
#### 4.4 Overall views on support

The Fair Start Scotland service is built upon the Scottish Government’s key values for public services<sup>4</sup>:

- Dignity and respect
- Fairness and equality
- Continuous improvement

As shown in figure 4.5, most respondents were very positive about the support they received from Fair Start Scotland. Those who were in work at the point of the Wave 1 interview were particularly likely to agree with each attitudinal statement compared with those not in work.

**Figure 4.5 Attitudes around support received**



Source: D13: To what extent do you agree with the following statements about the support you have received. Base: All respondents (1,005)

Nine out of ten respondents felt that they were treated with respect and dignity (92%), and this did not differ by gender, ethnicity, or presence of health condition, although younger participants were more likely to agree than others (95% amongst those aged 16 – 34 compared with 89% of those aged 35-49 and 92% of those aged 50 and over).

<sup>4</sup> <https://www.gov.scot/publications/creating-fairer-scotland-new-future-employability-support-scotland/pages/3/>

Four fifths (81%) felt that they had choices about the type of support they received, and that they could set their own goals. Women were more likely to agree with this than men (85% vs 79%), as were those aged 16-24 (88%) compared with older participants (78% of those aged 35-49 and 80% of those aged 50 and over agreed).

A further four fifths (80%) felt that the support took account of their individual needs and circumstances, and a similar proportion (79%) agreed that they felt they were in control of their progress on the service. Again, younger participants were more likely to agree with the later statement (82% of 16-34 year olds vs 74% of those aged 35 – 49).

Most participants (78%) also agreed that the service offered support to improve their general quality of life and wellbeing. Women were more likely than men to agree with this (84% vs 75%).

There were some differences by area in levels of agreement with these statements. Those in the South West (Lot 6) were more positive than those in other regions about the following aspects of FSS provision, whilst those in Tayside (Lot 3) were less likely to agree:

- Feeling in control of their progress on the service (88% in South West compared with 71% in Tayside)
- Agreeing that they have choices about the type of support they receive and can set their own goals (88% in South West, 71% in Tayside).

Those in the North East (Lot 7) were less likely to feel that the support took account of their individual circumstances (67% compared with 80% overall).

Respondents were also asked for any other feedback they would like to provide about the service. On the whole, there were more positive responses (21%) than negative (11%), with participants particularly praising the staff involved in delivering the service:

If it wasn't for FSS and my support worker, I wouldn't be where I am today. she's done a brilliant job and has been so supportive.

**Female, aged 50+, Lot 8 (Highlands and Islands)**

The advisor has been very good, phoning and texting when I didn't turn up for appointments. He also understood my situation and he helped me without putting me under any pressure. Very empathetic.

**Male, aged 50+, Lot 1 (Glasgow)**

It was absolutely fantastic for me and I was the job centre was run a lot more like that service. The job centre creates anxiety for its users whereas with this service I felt like I was treated with dignity and respect - life is great thanks to them.

**Female, aged 16-24, Lot 9 (West)**

Although small numbers were more critical about the service:

I wasn't offered any courses nor was there any attempt to contact employers. They just humoured me once a fortnight. It was a waste of time.

**Female, aged 50+, Lot 6 (South West)**

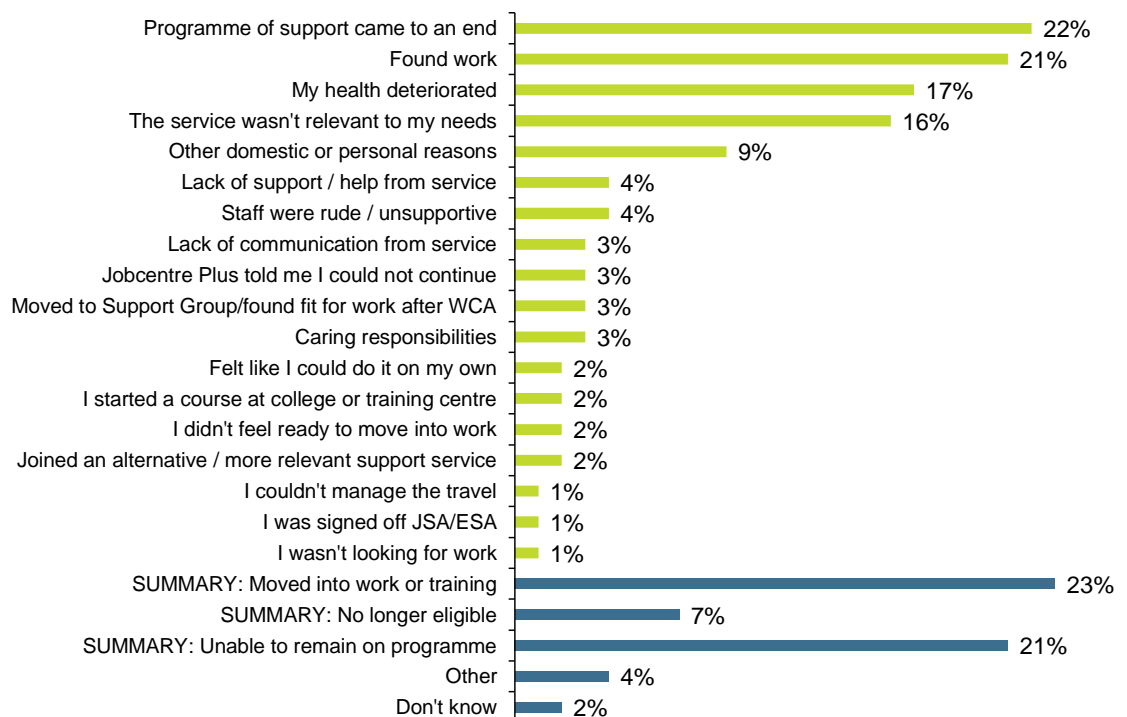
They put me forward for a position within the office which then transpired didn't exist. Any positions I applied for were positions I had found myself and not through the service. I found the benefits [of the service] minimal.

**Female, aged 35-49, Lot 3 (Tayside)**

## 5. Reasons for leaving FSS service

As mentioned in section 2.1, 46 per cent of participants said they were no longer receiving a service from FSS at the time they were surveyed in June 2019. As shown in Figure 4.6 below, the most common reasons for leaving was that the service came to an end (22%) or that the participant moved into work (21%). A further 17% left because their health deteriorated whilst 16% felt the service was not relevant to their needs.

**Figure 4.6: Reasons for leaving the FSS Service**



Source: D4: Why did you leave the support service? Base: All no longer receiving support (456)

Those who moved into work or training were more likely to be younger, as this reason was given by 37% of those aged 16 to 24, and 30% of those aged 16 to 34, compared to the average of 23% overall. Older participants were more likely to say that they could no longer stay on the service (29% compared to 21% overall) and this was predominantly because their health deteriorated (27% gave this reason for leaving).



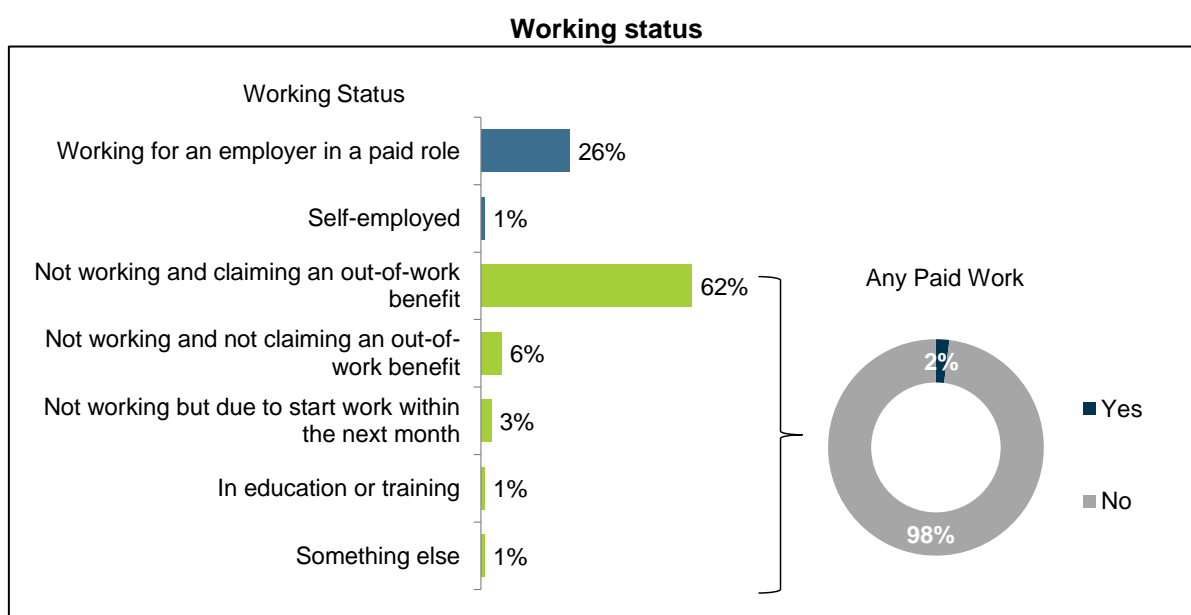
## 6. Return to Work

In the first half of this chapter we look at levels of employment amongst participants, whether taking part in the Fair Start Scotland service made participants more motivated to take steps to find full time work and what barriers participants still had about this. The second half of the chapter examines the skills that participants had for finding work, using the Job Search Self Efficacy Index.

### 6.1 Employment status

At the point of the Wave 1 interview (in June 2019), 29% of respondents were working<sup>5</sup> and 67% were not in work. Almost two fifths (38%) of respondents had not worked in the last 5 years. A greater proportion of younger respondents were in work than older respondents (40% of those aged 16-24 compared with 25% of those 35-49 and 24% of those 50 and over).

Those who had worked in the last 5 years were also more likely to be working currently (39%) than those who had not worked at any time in the last 5 years (11%). Those in Lot 3, Tayside, were also more likely to be working (41%) than the other lots.



Source: A1: Which of the following best describes what you are doing at the moment? Base: All respondents (1005) A1a: Did you do any paid work in the seven days prior to the interview? Base: Any not employed or self employed (733)

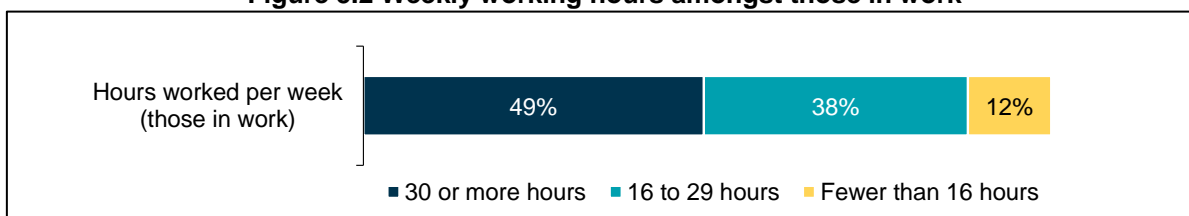
Level of education was also correlated with working status. Those with Highers or equivalent (40%) and those with a degree level qualification or

<sup>5</sup> Proportion includes those who said they did any paid work in the seven days prior to interview, in addition to those said they were working for an employer or self-employed.

above (35%) were more likely to be in work than those with either no education (21%) or National 1-5 or equivalent (26%).

Of those in work, half (49%) were in full-time employment (30 or more hours per week). Two-fifths (38%) worked between 16 to 29 hours per week, whilst 12% worked fewer than 16 hours per week.

**Figure 5.2 Weekly working hours amongst those in work**



Source: A3: How many hours a week do you usually work? All in work (286)

As might be expected women were more likely than men to be in part-time work, 16 to 29 hours a week (16% vs 9%), reflecting national employment patterns<sup>6</sup>.

Those that had worked in the last 5 years were also more likely to be in full-time employment (as opposed to part time) (21%) than those who had not worked in the last 5 years (4%).

In addition to being more likely to be in any type of employment, those in Tayside (Lot 3, 24%) were more likely to be in full time employment than those in other areas.

## 6.2 Views on returning to work

The vast majority of participants receiving pre-employment support felt that they wanted to return to (full time) employment in the future, with seven in ten (69%) stating that they wanted to return “to a great extent” and a further 17% “to some extent”. A small proportion (4%) did not want to return to work; this was more common amongst older participants (aged 50+, 8%) and those whose health limited their day-to-day activities (6%).

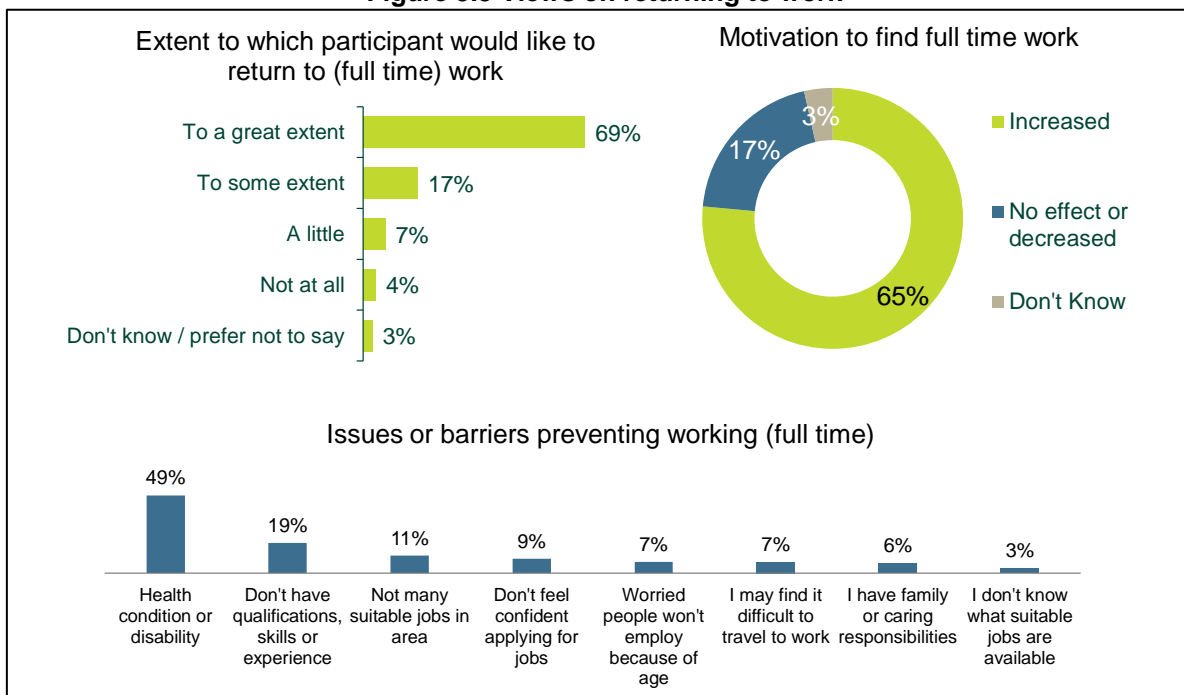
There were higher levels of desire to return to work amongst men than women (72% and 64% wanted to return “to a great extent”, respectively), and amongst those qualified to degree level of above (83%). There was some indication that those who have been out of work for longer periods felt less strongly about returning to work, with 77% of those who have worked in the last five years wanting to return to a great extent compared with 61% of those who have been unemployed for five years or more.

<sup>6</sup> <https://researchbriefings.files.parliament.uk/documents/SN06838/SN06838.pdf>

Participation in the Fair Start Scotland service had a positive effect on motivation to find employment for two-thirds (65%) of participants, with 41% reporting that their motivation to find work had increased a lot. However, a fifth (21%) of participants receiving pre-employment support felt that their motivation levels had not changed, and one in ten (10%) reported a decrease in motivation.

The service appears to be less likely to have a positive impact on the motivation levels of those with a long-term health condition than other participants; half (51%) of those with no health condition said that their motivation had increased a lot from when they began receiving support from Fair Start Scotland, compared with only 36% of those whose health limits their day-to-day activities. A quarter (25%) of those with no health condition compared with 35% of those whose activity is limited by their health stated that their motivation levels had stayed the same or decreased.

**Figure 5.3 Views on returning to work**



Source: E2: To what extent would you like to return to (full time) work in the future? E5: What would you say are the main issues or barriers preventing you from working (full time)? E9: To what extent would you say your motivation to find (full time) work has increased or decreased from when you began receiving support from the FSS service? Base: All who work fewer than 16 hours per week (754)

Indeed, health proved to be the issue most commonly mentioned when those in pre-employment support were asked about the barriers they face returning to work, with half (49%) stating that this was one of the main issues they faced. This factor was more commonly mentioned by women (56%) and older respondents (50+, 58%).

A lack of skills, qualifications or experience was the second most frequently mentioned issue that participants felt was preventing them from finding work (19%). Men (22%), younger people (16-34; 23%), and BAME individuals (39%) were particularly likely to cite this as a barrier to employment.

A range of other concerns were mentioned, some of which were particularly felt by subgroups of respondents, for example:

- Family or caring responsibilities were more commonly mentioned by women than men (11% compared with 3%);
- One in five (19%) of those aged 50 or over were concerned that they would not be offered employment due to their age
- A quarter (26%) of those in the Highlands and Islands (Lot 8) felt there were not many suitable jobs in their local area (11% overall).

### **6.3 Job search skills**

Respondents completed a nine-item measure of the strength of an individual's belief that they have the skills to undertake a range of job search tasks, known as the Job Search Self Efficacy (JSSE) Index. The original JSSE Index was developed at the University of Michigan (Vinokur et al., 1995) and contained six items. This was modified by R. Birkin and M. Meehan in 2014 with the addition of three items to address using IT for job search and job applications, and also getting help to become familiar with a new job.

Over all respondents, there were variations in the levels of confidence felt about specific job search tasks, which ranged from most feeling confident (74%) about searching for jobs online through to a half (51%) who felt confident about contacting and persuading potential employers to consider them for a job.

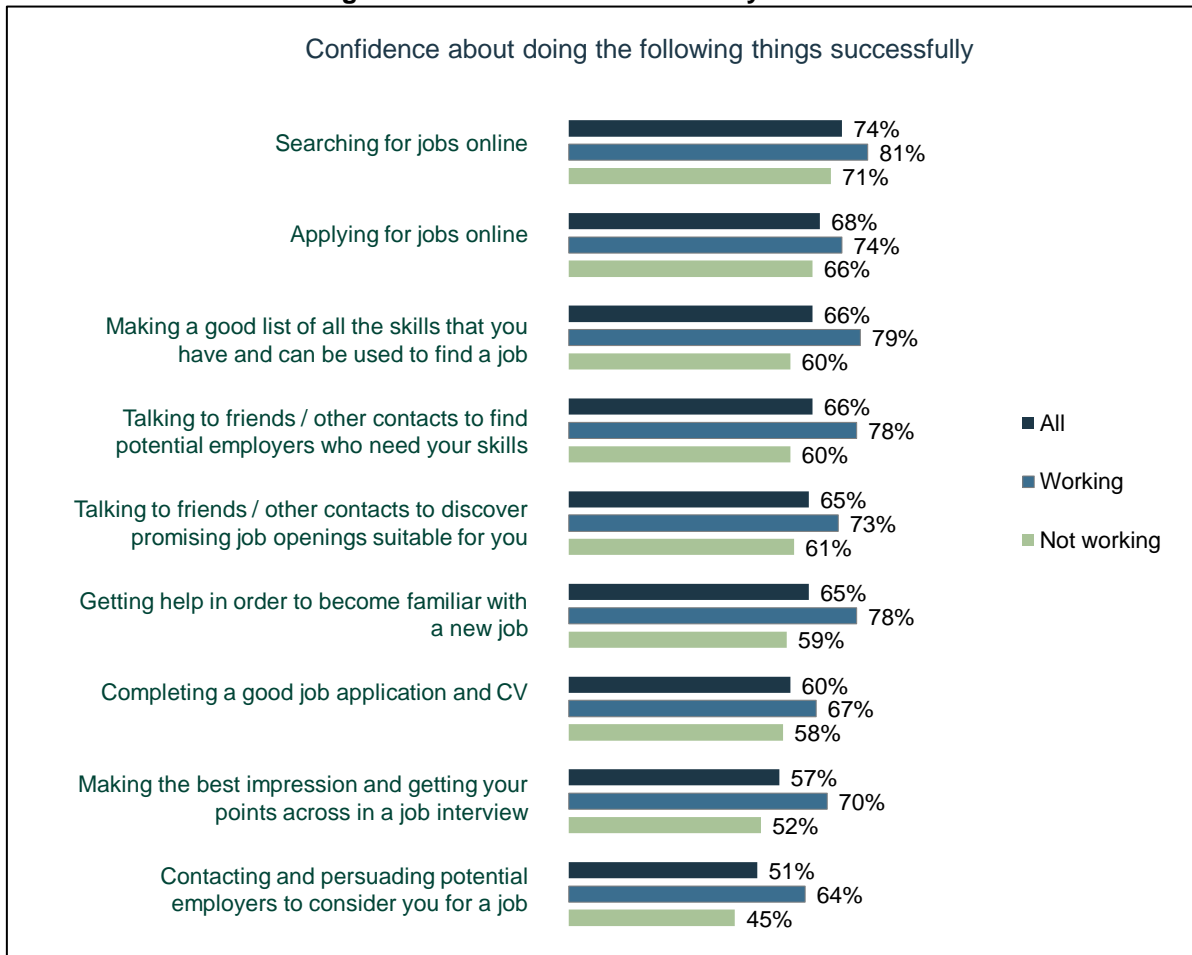
The average score JSSE index score across the nine statement iterations revealed some groups with lower confidence in their ability to find a job, compared with the mean (3.8), namely:

- Those without formal educational qualifications (mean score 3.4)
- Participants who had not worked in the five years prior to joining the Fair Start Scotland service (3.7)
- Those whose day-to-day activities were limited by a health condition (3.7)
- Participants from Forth Valley (Lot 4) (3.5).

Those aged 16-34, conversely, demonstrated greater confidence regarding these job search skills, with a mean score of 4.0 across all statements.

As expected, participants in work at the point of the Wave 1 interview were more likely to feel confident about each measure of job searching ability, as shown below.

**Figure 5.4 Job Search Self Efficacy Measures**



Source: F2: How confident do you feel about doing the following things successfully Base: All respondents (1,005)

There were a handful of significant differences by area in terms of participant confidence about individual job search skills. For example:

- Those in Tayside (Lot 3), were considerably more likely to feel confident about making their best impression and getting their points across in the job interview (67%) compared with the overall average (57%)
- Participants in Forth Valley (Lot 4) were less confident about their ability to search for jobs online (64% compared with 74% overall) and to apply for jobs online (55% compared with 68%). They also felt less sure of their ability to get help in order to become familiar with a new job (50% compared with 65%), or about talking to friends or other contacts to discover job openings (55% vs 65% overall).
- Respondents in the South West (Lot 6) were more confident about their ability to get help with a new job (74% vs 65% on average).

## 7. Health and wellbeing

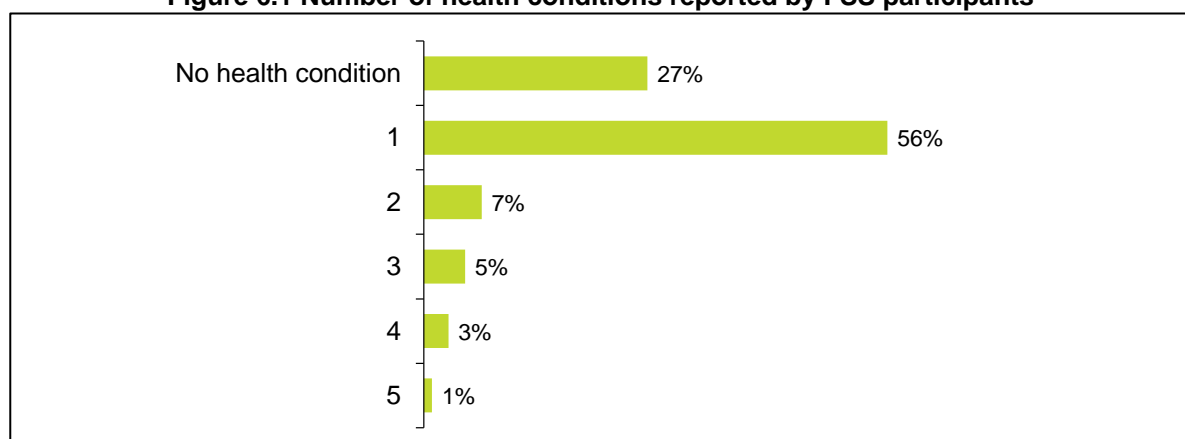
In the first half of this section we examine the incidences of both single and multiple long-term health conditions among FSS participants, the profile of participants with different types of conditions and the impacts that health conditions have on participants ability to carry out day-to-day activities. The second part of this section looks at participants' mental wellbeing and how levels of wellbeing vary by different factors.

### 7.1 Health conditions reported by participants

As described briefly in section 2.1 above, 72% of FSS participants had at least one long term health condition or disability, and for 60% of participants their condition limited their ability to carry out day-to-day activities.

The majority of Fair Start Scotland participants had just one health condition. As shown in Figure 6.1, a total of 56% of participants had one health condition while 16% had multiple conditions. This means that just under a quarter (23%) of participants with a health condition had more than one.

**Figure 6.1 Number of health conditions reported by FSS participants**

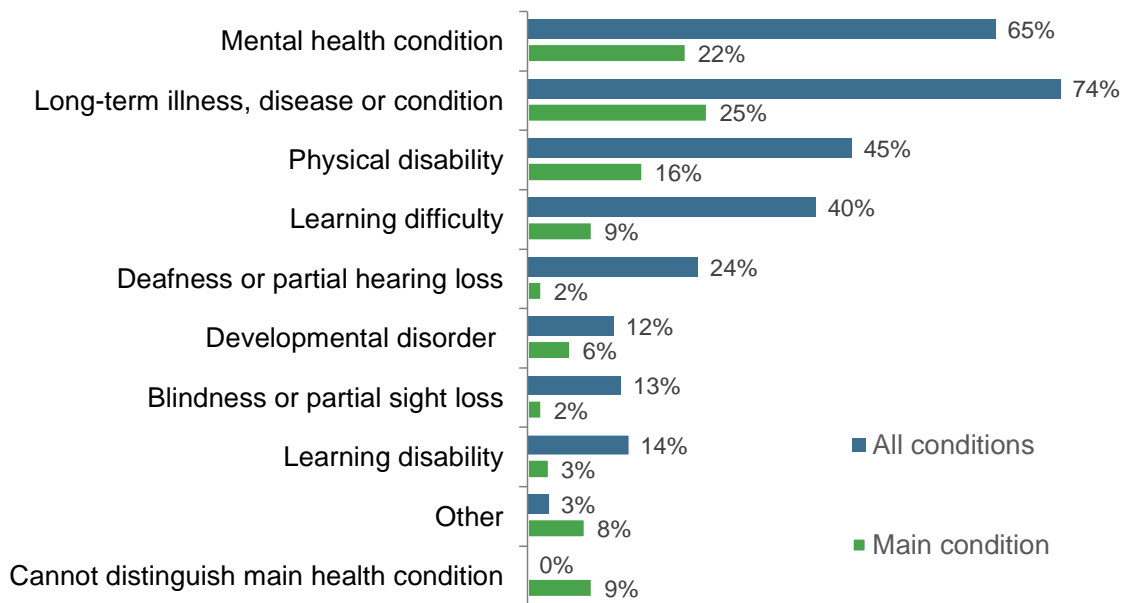


Source: Sample, H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? Base: All participants (1,005)

As discussed in chapter 2.1, three in ten (31%) participants with any health condition reported that they had a mental health condition, just under a quarter said they had another type of long-term illness, disease or condition, and 16% had a physical disability (see Figure 2.4 in chapter 2.1).

Figure 6.2 looks specifically at those who had more than one health condition or disability, showing that of those with multiple conditions, three quarters (74%) has a long term illness, disease or condition and one quarter (25%) said this was their main condition. Sixty-five per cent had a mental health condition and 22% said that this was their main condition.

**Figure 6.2 Incidence of health conditions amongst participants with multiple conditions**



Source: Sample and H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? Base: All participants with more than one health condition (166)

## 7.2 The profile of respondents by health condition

There were, perhaps surprisingly, few differences in both current working status and work history by health condition status. Participants with and without health conditions were equally likely to be in work at the time of the survey (28% of those with a condition that limited their day-to-day activities were in work compared with 30% of those without a condition). Furthermore, those with a limiting health condition were not more likely to have been out of work for 5 or more years before taking part in the service (36% compared with 35%).

There were however some demographic differences between individuals who reported having different health conditions:

- Participants with learning difficulties such as dyslexia were likely to be younger and to have no or lower level qualifications. Nineteen per cent of 16-34 year olds had a learning difficulty compared to 7% of those aged over 50, and 13% of respondents overall, while 21% of those with no qualifications and 15% of those with National 1-5 level qualifications had a learning difficulty, compared to 13% of respondents overall.
- Participants with developmental disorders such as autism were more prevalent among males, younger age groups and those with higher qualifications. Six per cent of men had autism compared with three per cent of women, and 10% of 16-34 year olds compared to just three per cent of those between 35 and 49, and one per cent of over fifty year olds. 10% of those with a degree and 8% of those with Highers /

Advanced Highers or equivalent had a developmental disorder, compared to five per cent of all participants.

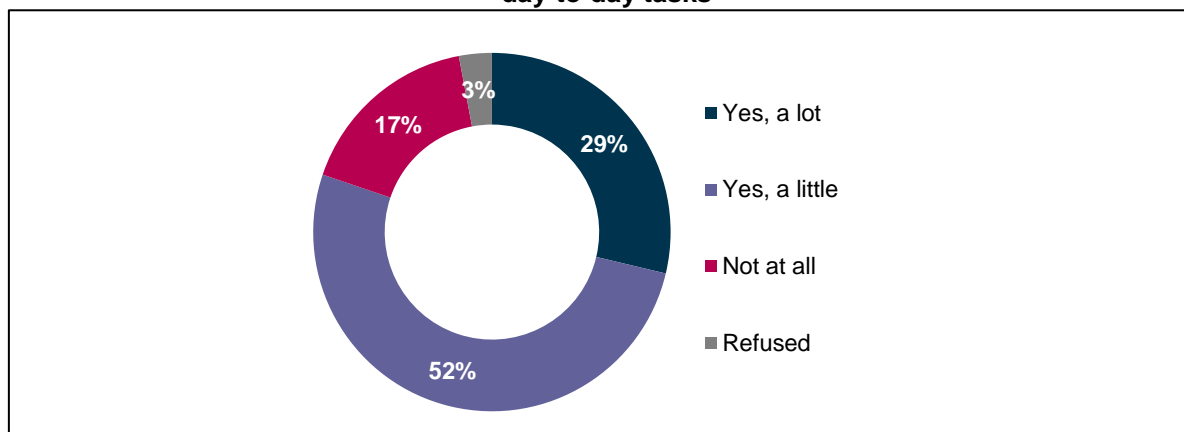
- As might be expected, the proportion of participants with a physical disability increased with age (9% of 16 to 34 year olds compared to 27% of over fifty year olds). They were also more likely to be white than BAME (18% compared to 7%).
- Participants with a long term illness, disease or condition were similar to those with a physical disability. Those who were over fifty were twice as likely to have a long-term condition than 16-34 year olds (33% compared with 16%).
- Mental health conditions were more prevalent among women than men (44% compared to 28%) and those with higher level qualifications (40% of those with Highers / Advanced Highers; 43% of those with a degree or above; compared with 33% overall). As with physical and long-term illnesses, mental health conditions were also more prevalent among white respondents than BAME (35% compared to 17%).

### 7.3 Impact of health conditions on daily lives

We asked all respondents who had a health condition or disability what impact their condition had on their ability to carry out day-to-day activities.

Responses, illustrated below in Figure 6.3, showed that 81% of all participants who reported having a health condition said that their condition limited their ability to carry out day-to-day activities. Three in ten (29%) felt they were affected 'a lot', while over half were affected a little (52%). Seventeen per cent said their condition did not affect their ability to carry out day to day tasks at all.

**Figure 6.3: Extent to which health conditions / disabilities limit participants' ability to carry out day-to-day tasks**



Source: H4n. Does your health or disability limit your ability to carry out day-to-day activities? Base: All participants with a health condition (753)



The impact of conditions also increased in participants over 50 years old, who were much more likely to say they were limited 'a lot' by their condition than the average across other groups (38% compared to 29%).

Glasgow and Forth Valley (Lots 1 and 4) had the highest proportions of participants severely affected by their disability (39% and 48% respectively, compared to an average of 29%). Conversely, Lot 9, the West, had the highest proportion of participants who were not at all affected by their disability (32% compared to an average of 17%).

## 7.4 Mental wellbeing

In order to measure participants' wellbeing we used the Short Warwick-Edinburgh Mental Wellbeing Scale, an established measure used to monitor the mental wellbeing in the general population and in the evaluation of projects<sup>7</sup>. The scale comprises of the following seven statements:

- I've been feeling optimistic about the future
- I've been feeling useful
- I've been feeling relaxed
- I've been dealing with problems well
- I've been thinking clearly
- I've been feeling close to other people
- I've been able to make up my own mind about things

The respondent is asked how often each sentence describes their experience over the last two weeks, on a five point scale from none of the time to all of the time. Responses are coded from one (none of the time) to five (all of the time) and scores are then summed to produce a single wellbeing score for each respondent.

The scores of FSS participants based on our survey responses were compared with the population norms based on the Health Survey for England 2011<sup>8</sup>, when data was last published. FSS participants had a lower mean score of 23.1 than the population norm of 23.6. As Figure 6.4 shows, FSS participants were considerably more likely to have a score in the lower quartile of the population norm by 14 percentage points (39% of FSS participants scored less than 21.5 compared to the norm of 25%). FSS participants were

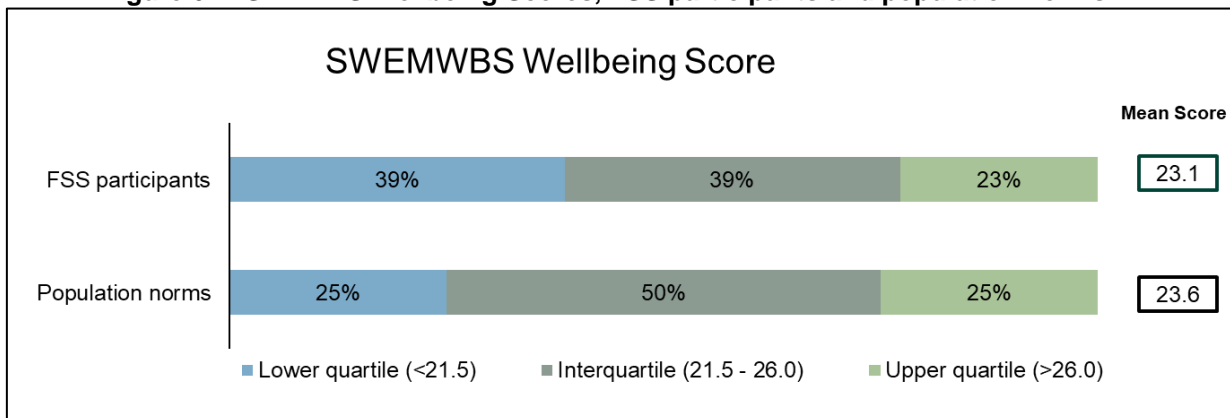
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<sup>7</sup> More information about the Warwick-Edinburgh Mental Wellbeing Scales can be found at: <https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/>

<sup>8</sup> Population norms based on Health Survey for England 2011 data available here: [https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/wemwbs\\_population\\_norms\\_in\\_health\\_survey\\_for\\_england\\_data\\_2011.pdf](https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/wemwbs_population_norms_in_health_survey_for_england_data_2011.pdf)

less likely to score within the interquartile range (39% scored between 21.5 and 26.0 compared to the norm of 50%) and the upper quartile range (23% scored above 26.0 compared to the norm of 25%).

**Figure 6.4: SWEMBS Wellbeing Scores, FSS participants and population norms**



Source: F3: How often would you say each of the following describes your experience over the last 2 weeks? Base: All providing a valid response to all SWEMWBS statements (907)

The average score of participants varied considerably by employment status, age and the impact of health conditions on individuals.

## 7.5 Mental wellbeing and employment

Participants who were receiving In-work support from FSS scored the highest wellbeing score of any demographic group at 25.5, which was considerably higher than both the FSS participant average (23.1) and the population average (23.6). Those who were in work (a slightly higher proportion than those recorded as receiving In-work support) also had a higher average score of 25.4, while those who had been in work in the last five years had a scored more highly than those who have not worked in this period (23.4 compared with 22.6).

There was also some variation among different FSS Lots. The East (Lot 5) were more likely to have scores in the lower quartile of the population norm (42% had a score of below 21.5 compared to the norm of 25%). Lot 4, Forth Valley had the lowest average score of 21.6%, with only 11% of participants in this region recording a score in the population top quartile.

## 7.6 Mental wellbeing and age

Participants aged between 16 and 24 had the highest wellbeing score of 24.2, while those aged between 16 and 34 still had a higher than average score of 23.6. Participants aged between 35 and 49 scored lower than average, at 22.4. Over fifty year olds were very close to the average and the difference was not statistically significant.

## **7.7 Mental wellbeing and the impact of health conditions**

As described above, we asked participants who had a health condition to what extent their condition impacted on their ability to carry out day-to-day activities. As might be expected, participants who were limited by their health condition (either a lot or a little) had a lower than average mental wellbeing score (22.4), while those who had a health condition which did not limit their abilities were in line with the average (23.1). FSS participants who did not have a health condition scored 24.8 which is above the average for both FSS participants and the population norm.

Participants who did not have any qualifications had the lowest mental wellbeing score of any demographic group (22.0 compared to 23.1 average across all FSS participants), although there were no significant differences across those who had qualifications.

## Appendix 1

The Fair Start Scotland (FSS) Wave 1 telephone survey was carried out in June 2019, on a sample drawn from all beneficiaries who took part in FSS from its commencement in March 2018 until the end of December 2018.

IFF were provided with sample consisting of all starts on the FSS service during this period. Following data cleaning, a total of 6,780 records were available, of which 6,044 had a valid telephone number and address. From those with full contact details, 3,175 pieces of sample were drawn. Sample was drawn in proportion with the distribution of participants by lot, with Lot 8 (Highlands & Islands) slightly oversampled to ensure a minimum base for subgroup analysis of this region. Table 1.1 below shows the number of records drawn and the number of surveys achieved from each lot.

**Table 1.1: Sample drawn and surveys completed per Lot**

Lot	All sample		Sample drawn		Unweighted responses		Weighted responses	
	N	%	N	%	N	%	N	%
Lot 1 Glasgow	1289	19.0%	597	18.8%	176	17.5%	191	19.0%
Lot 2 Lanarkshire	1262	18.6%	584	18.4%	174	17.3%	187	18.6%
Lot 3 Tayside	740	10.9%	346	10.9%	99	9.9%	110	10.9%
Lot 4 Forth Valley	551	8.1%	257	8.1%	83	8.3%	81	8.1%
Lot 5 East	1102	16.3%	514	16.2%	184	18.3%	164	16.3%
Lot 6 South West	636	9.4%	295	9.3%	93	9.3%	94	9.4%
Lot 7 North East	393	5.8%	181	5.7%	55	5.5%	58	5.8%
Lot 8 Highlands and Islands	291	4.3%	159	5.0%	60	6.0%	43	4.3%
Lot 9 West	516	7.6%	241	7.6%	81	8.1%	76	7.6%
Total	6780	100%	3175	100%	1,005	100%	1,005	100%

Participants were sent an advance letter two weeks prior to fieldwork to notify them of the research and offer them the opportunity to decline to take part. Telephone fieldwork was conducted between 3<sup>rd</sup> June and 28<sup>th</sup> June, and

1,005 completed interviews were achieved. A full breakdown of sample outcomes is shown in Table 1.2.

**Table 1.2: Sample outcomes**

	<b>Number</b>	<b>Proportion of starting sample (%)</b>
Total sample	3,175	100%
Opt outs	47	1.5%
Unusable (for example, wrong number)	159	5.0%
Contact attempted, no final outcome after minimum number	1696	53.4%
Refusal	266	8.4%
Respondent stopped or screened out during survey	2	0.1%
Total surveys completed	1,005	31.7%

The survey was 20 minutes in length. The data was checked, tabulated and verbatim responses were fully coded for analysis purposes. A rim weight (based on age, gender and lot) was applied to bring the oversampled Lot 8 back in line with population proportions and to correct for any non-response bias. Tables 1.3 and 1.4 show a breakdown of the profile of respondents by Lot, after weighting had been applied.

**Table 1.3: Profile of survey respondents in each Lot, by gender and age (weighted data)**

	Total		Gender				Age					
	Unweig -hted	Weigh ted	Male		Female		16-34		35-49		50+	
Total	1005	1005	654	65%	351	35%	385	38%	313	31%	308	31%
Lot 1 Glasgow	176	191	118	62%	73	38%	77	41%	53	28%	61	32%
Lot 2 Lanarkshire	174	187	126	67%	61	33%	74	39%	58	31%	55	29%
Lot 3 Tayside	99	110	74	67%	36	33%	47	43%	25	23%	37	34%
Lot 4 Forth Valley	83	81	44	54%	37	46%	31	38%	24	30%	27	33%
Lot 5 East	184	164	114	69%	50	31%	49	30%	60	36%	56	34%
Lot 6 South West	93	94	58	62%	36	38%	34	36%	37	39%	24	26%
Lot 7 North East	55	58	43	73%	16	27%	23	40%	21	37%	14	24%
Lot 8 Highlands and Islands	60	43	30	69%	13	31%	15	34%	13	31%	15	35%
Lot 9 West	81	76	49	64%	27	36%	36	47%	22	28%	19	24%

**Table 1.4: Profile of survey respondents in each Lot, by qualifications, employment history and health (weighted data)**

	Total		Qualifications								Employment history				Health limits day-to-day activities					
	Unweighted	Weighted	None	National 1-5 or equivalent		(Advanced) Highers or equivalent		Degree or above		Worked in the last 5 years		Not worked in the last 5 years		Has condition, impacts activities		Has condition, no limitations		No condition		
Total	1005	1005	143	14%	384	38%	190	19%	131	13%	616	61%	381	38%	603	60%	129	13%	254	25%
Lot 1 Glasgow	176	191	27	14%	79	42%	27	14%	35	19%	114	60%	77	40%	82	43%	14	7%	92	48%
Lot 2 Lanarkshire	174	187	23	12%	69	37%	39	21%	20	11%	103	55%	80	43%	122	65%	22	12%	40	21%
Lot 3 Tayside	99	110	12	11%	49	44%	27	24%	8	7%	77	70%	33	30%	90	82%	9	8%	8	7%
Lot 4 Forth Valley	83	81	14	18%	32	39%	16	19%	10	12%	43	53%	38	47%	57	70%	10	12%	14	17%
Lot 5 East	184	164	28	17%	57	35%	28	17%	22	13%	106	65%	56	34%	100	61%	19	12%	42	26%
Lot 6 South West	93	94	15	16%	34	36%	19	21%	10	11%	52	55%	42	44%	55	58%	15	16%	23	25%
Lot 7 North East	55	58	9	15%	22	38%	9	16%	8	14%	42	72%	15	26%	32	55%	14	25%	12	21%
Lot 8 Highlands and Islands	60	43	8	18%	13	30%	7	17%	5	12%	29	67%	14	32%	25	57%	4	10%	14	32%
Lot 9 West	81	76	7	9%	29	38%	16	21%	13	17%	50	65%	27	35%	42	55%	22	28%	8	11%



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