



Fair Start Scotland Evaluation Report 3: Participant phone survey - year 2 (November 2020)



ECONOMY AND LABOUR MARKET

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November 2020

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

Executive Summary

The second year of the Fair Start Scotland (FSS) programme has continued to deliver positive outcomes for participants. The proportion of surveyed clients that had moved into work increased slightly compared to the cohort surveyed from year one of the programme, while other outcomes around motivation to return to work remained consistent or slightly improved.

At the point of survey (May 2020), of the 2019 cohort (who joined the service between January and December 2019) over a third (35%) were working or had done some work in the last week. This was a six-percentage point increase on the 2018 cohort surveyed in June 2019. Two thirds of the 2019 cohort felt that the support they received from FSS had increased their motivation to return to work (63%) and three quarters said they wanted to return to work 'to a great extent'.

The 2019 cohort were generally very positive about the support they received from FSS and their experiences were well aligned with the Scottish Government's key values. Nine in ten (91%) participants agreed that they were treated with respect and dignity, and eight in ten agreed that the support took account of their individual needs (80%), supported them to improve their quality of life (81%) and allowed them to have control of their progress on the service (80%). The support was most effective in helping participants to feel confident about applying for jobs, find suitable jobs in their area, and helping participants to overcome barriers around mental health (over half who reported these as barriers said support helped them to overcome them).

Participants who had moved into work were highly likely to be working in labour intensive positions including roles such as cleaners, catering assistants or non-managerial hospitality positions (50% of those working), or service occupations such as caring, leisure, sales and customer services (24% of those working). Most were earning less than £9.30 per hour (66%).. Positively, over half were on permanent employment contracts while one in ten were on a zero hours contract. There were indications however that the Coronavirus outbreak had impacted employment outcomes. The survey took place in May 2020, around two months after the start of lockdown, and this had directly impacted the working status of just under a quarter (23%) of the 2019 cohort, including nine per cent who were furloughed and seven per cent who were no longer in work due to the outbreak.

Less than half of participants who were eligible for in-work support at the time of the survey recalled being offered it in the form of a key worker (49%) and two fifths of all who were eligible took up this support (39%), however participants who used in-work support were highly likely to have found it useful.

Across the target groups, those with mental health conditions were generally more positive about their experiences on the programme, compared to those with physical health conditions. Participants who were limited by a long term mental health condition were more likely to recall being offered specialist support for their condition, than those who were limited by a physical condition (47% compared to 23%), and over half (54%) of those whose mental health prevented them from carrying out tasks at work said the service had helped them to overcome this, compared to a third (36%) who experienced barriers due to their physical health condition or disability.

The survey also engaged participants from the 2018 cohort who had taken part in the Wave 1 survey and gathered insights about their experiences up to two years after joining the service. Over a third (36%) of this group were in work at the time of the survey (May 2020), with those with Highers or Advanced Highers most likely to be working (52% compared to 36% average). The proportion who were in work over 16 hours per week and therefore eligible for in-work support had increased from a quarter (25%) in June 2019 to nearly a third (31%) in May 2020. Among those in work, a relatively low proportion reported that they had been offered the various forms of in-work support available (for example, 26% recalled being offered meetings with a dedicated key worker). Eight per cent were still receiving in-work support through FSS.

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1. Introduction

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 and is now in its third year of service provision.

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 nine geographical Lots across Scotland. In its first year of provision (between April 2018 and March 2019) there were 10,063 starts on the service. Over the second full year of delivery, April 2019 to March 2020, there were 12,075 starts on FSS.

As part of the evaluation of FSS, IFF Research has been commissioned to conduct three annual waves of telephone survey research with FSS participants, over the period 2019 to 2021. The aim is to provide a representative picture of how participants are experiencing FSS and the outcomes they achieve.

The Wave 1 survey was carried out in June 2019 and included 1,005 FSS participants who had joined the service between April and December 2018 (referred to as the 2018 cohort). The Wave 2 survey was carried out in May 2020 and included 400 FSS participants from the 2018 cohort who had taken part in the survey at Wave 1, and 607 new participants who joined the service between January and December 2019 (referred to as the 2019 cohort).

This report details findings from the second wave of the survey carried out in May 2020. Each chapter begins with and focuses predominantly on participants from the 2019 cohort, and within each chapter comparisons are made between the 2019 cohort and the Wave 1, 2018 cohort where relevant. In chapters 3, 4 and 5 the report also includes sections on the experiences of support and outcomes over the longer term, for 2018 cohort participants who were surveyed at both Wave 1 and Wave 2. Differences between the different

year groups, survey waves and sub-groups within them have been tested for statistical significance (to 95% confidence levels) and only those that are significant are reported on.

Further evaluation research findings from year 2¹ are published separately in two reports: local area case studies, and an overview of year 2. These are available on the Scottish Government website.

Detailed statistics, including demographics data, for FSS are published by the Scottish Government quarterly². Demographic data is also collected in the survey to ensure the sample is broadly representative of all FSS participants. A table comparing key demographics of the survey sample and official year 2 statistics can be found in Tables 6 and 7 in the Appendix.

¹ 'Year 2' in this context describes FSS participants who joined the service between April 2019 and March 2020. Please note the slight difference with new participants surveyed at Wave 2 discussed in this report (referred to as the 2019 cohort), who joined the service between January and December 2019, due to sample availability.

² <https://www.gov.scot/publications/scotlands-devolved-employment-services-statistical-summary-7/>

2. Profile of respondents

This section provides an overview of the participants who joined the Fair Start Scotland service during 2019³. It covers their characteristics such as age, gender and qualification level, any health conditions they experience, and employment history prior to entering support. There is also analysis of the proportion of participants classified within 'priority family groups'⁴. Any significant differences between the 2019 cohort and the 2018 cohort are also noted.

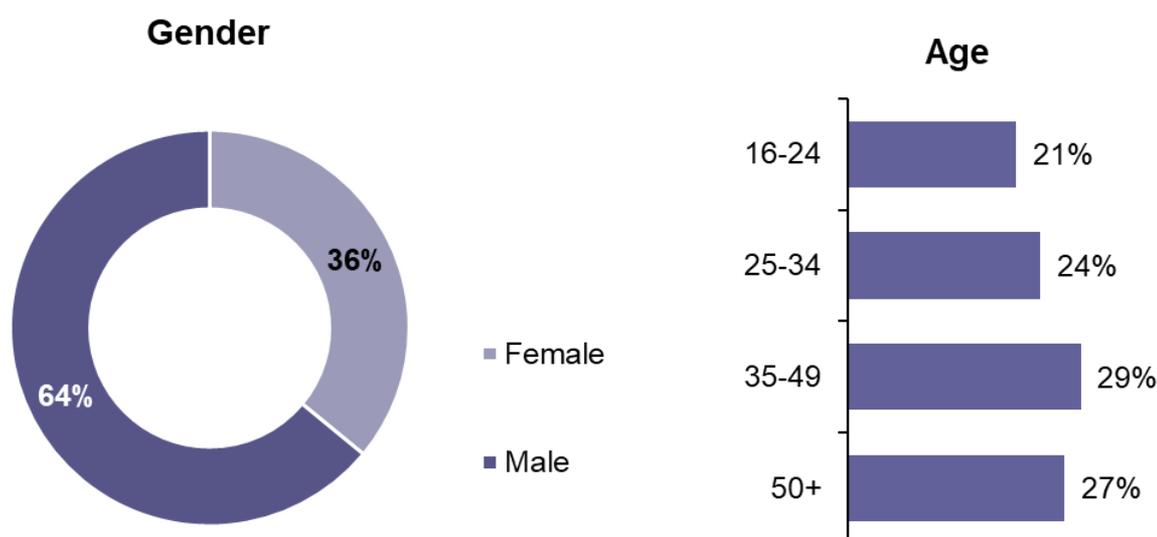
Participant characteristics

Age and gender

Around two-thirds (64 per cent) of the 2019 cohort identified as male, and 36 per cent female. One of the key challenges of FSS was to engage more women, though the proportion of women engaged in the service has remained consistent with the 2018 cohort.

There was a relatively even age distribution amongst the 2019 cohort, with between one in five and one in four falling into each of the age bands. The full breakdown is shown in Figure 2.1 below. Female participants were more likely to fall into the 35-49 years age band (37 per cent compared with 24 per cent), the remaining age profile was consistent by gender.

Figure 2.1 Age and gender of the 2019 cohort



³ Data was weighted by age, gender and Lot so is representative of the whole cohort of participants who joined Fair Start Scotland in 2019

⁴ Family types that are at a higher than average risk of child poverty, identified in '[Every Child, Every Chance](#)'.

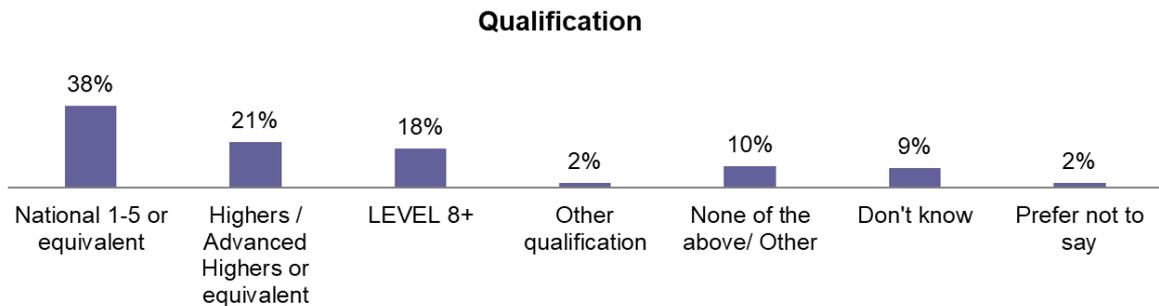
Source: IFF Research telephone survey of FSS customers, H1: Do you identify as...?, H2: Which of the following age bands do you fall into? Base: All 2019 cohort (607)

Compared to the 2018 cohort, there was an increase in participants that fall into the youngest age band of 16-24 years old. A fifth (21 per cent) of the 2019 cohort stated that they were 16-24 years old, up from 16 per cent of the 2018 cohort.

Qualification level

Around three-quarters (77 per cent) of the 2019 cohort had achieved equivalent to National 1-5 or higher, with almost a fifth (18 per cent) having the highest level of qualification of level 8 or above (degree or above, Higher National Diploma, SVQ4 or SVQ5). One in ten (10 per cent) had no formal qualifications, as shown in Figure 2.2. The qualification levels of the 2019 cohort were broadly in line with the 2018 cohort.

Figure 2.2: Qualifications achieved by the 2019 cohort



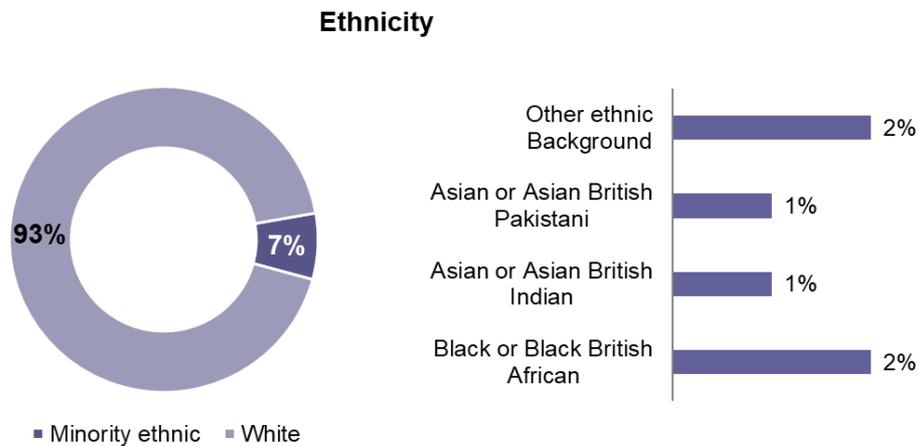
Source: IFF Research telephone survey of FSS customers, H3: What is the highest level of qualification that you have achieved? Base: All 2019 cohort (607)

Female participants in the 2019 cohort were more likely than male participants to be qualified to level 8 or above (23 per cent compared with 15 per cent). There were also some differences by age; those aged over 50 years were more likely to have no formal qualifications (18 per cent) and to have achieved national level 1 or 2 as their highest qualification (8 per cent compared with 5 per cent overall). Those in the 2019 cohort youngest age band (16-24 years) were more likely to have achieved national level 4 or 5 (43 per cent compared with 24 per cent overall).

Ethnicity

As shown in Figure 2.3, the vast majority of participants were white (93 per cent) with seven per cent of participants from Black, Asian and Minority Ethnic backgrounds.

Figure 2.3: Ethnicity profile of the 2019 cohort

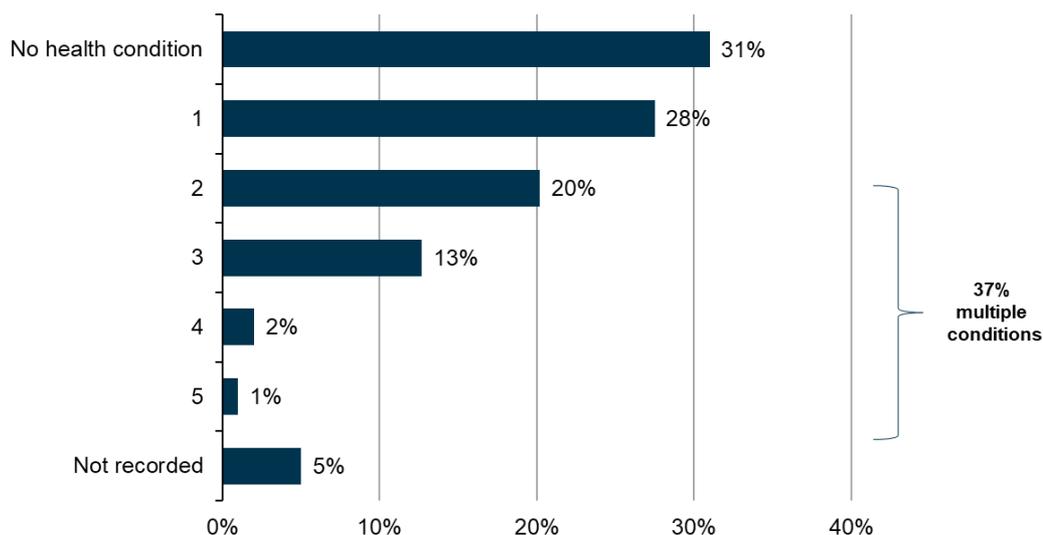


Source: IFF Research telephone survey of FSS customers, H3: H4_W2. Which of the following best describes your ethnic background? Base: All 2019 cohort who agreed to provide demographic details (582)

Health conditions

In the 2019 cohort, nearly two-thirds (64 per cent) of participants had at least one long term health condition. As shown in Figure 2.4, over a quarter had one health condition (28 per cent) while one-in-five (20 per cent) had two conditions. Over a third (37 per cent) of the 2019 cohort had more than one health condition. One in twenty (5 per cent) refused to provide this information.

Figure 2.4: Number of health conditions reported by the 2019 cohort

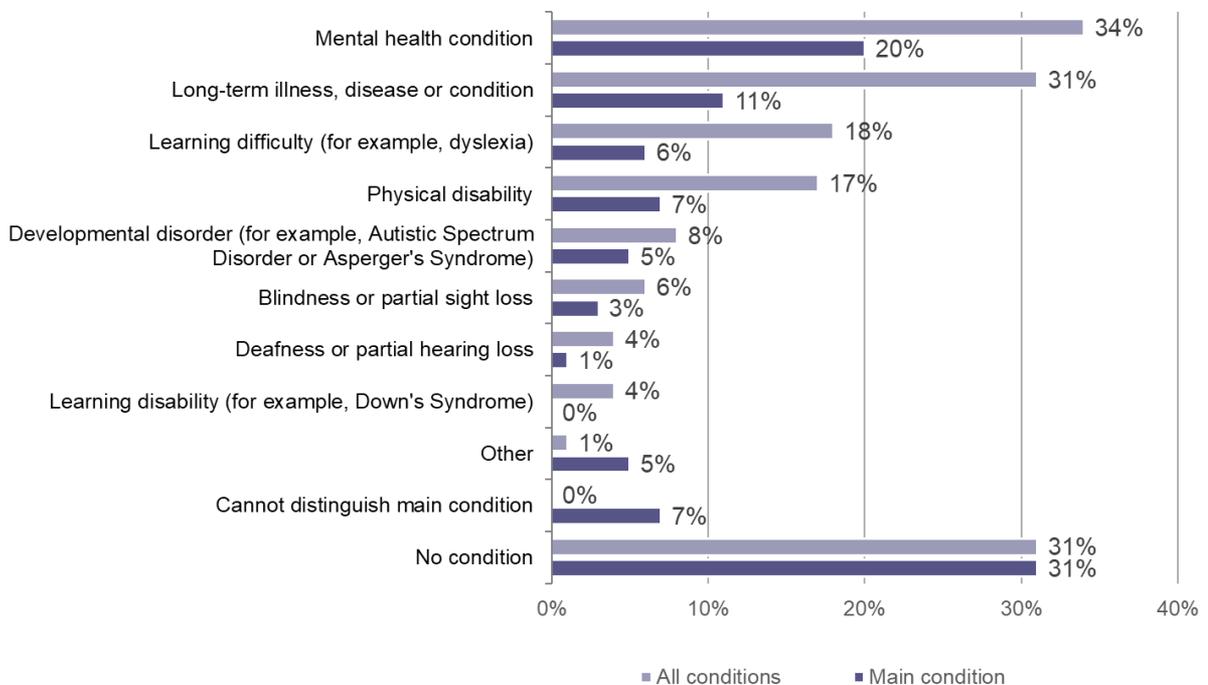


Source: IFF Research telephone survey of FSS customers, Sample information and H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? Base: 2019 Cohort (607)

As shown in Figure 2.5, the most common condition among the 2019 cohort was a mental health condition, with over a third (34 per cent) of participants reporting this issue. Long-term illnesses were nearly as common (31 per cent), followed by a learning difficulty (18 per cent) or a physical disability (17 per cent).

Participants were also asked which of the conditions they reported was their main health condition. Also shown in Figure 2.5, mental health conditions (20 per cent) and long-term illness (11 per cent) were the most common form of main condition. One in twenty (five per cent) had a condition that was not listed and a similar proportion (seven per cent) were unable to distinguish which was their main condition.

Figure 2.5: Health conditions and main health condition reported by the 2019 cohort



Source: IFF Research telephone survey of FSS customers, Sample information combined with H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? H4m: And which of those would you consider to be your main health condition or disability? Base: 2019 Cohort (607)

There were some differences between the prevalence of different health conditions amongst participants; the key differences relate to age and employment status:

- Unsurprisingly, age was a key factor affecting both the likelihood of having a health condition and the type of condition experienced. Participants in the 35-49 age group were more likely to have no health condition (38 per cent), while those aged 50 and over were more likely

to have a long-term illness (47 per cent) or a physical disability (28 per cent), than other age groups. The youngest age group, 16-24, were more likely than other age groups to have a developmental disorder (21 per cent), while the next youngest, 25-34, were more likely than other age groups to have a mental health condition (43 per cent).

- Another key factor affecting prevalence of health conditions was employment status. This relates to employment status reported by participants at the time of the survey. Participants that were in work were more likely to report no long-term health conditions (40 per cent) than those not in work (26 per cent). Furthermore, participants who were not working were more likely than those in work to have a mental health condition (38 per cent, compared with 29 per cent in-work), a long-term illness (35 per cent, compared with 26 per cent in work), or a physical disability (23 per cent, compared with nine per cent in work).

There were smaller but significant differences by geographical location and gender:

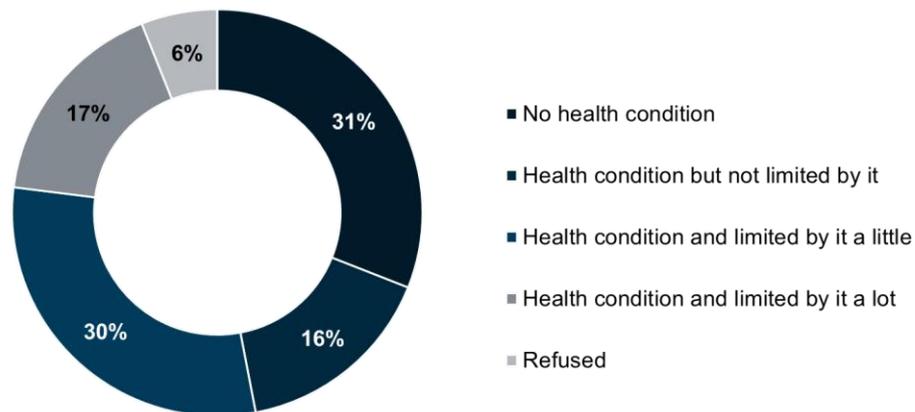
- By gender, women were more likely to report having a mental health condition (43 per cent compared with 29 per cent of men), and men more likely to report a developmental disorder (10 per cent compared with three per cent of women).
- By geographical location, those in Lot 1 - Glasgow were most likely to have no health conditions (46 per cent). Long-term illnesses were more common among participants from Lot 5 - the East (41 per cent) while developmental disorders were more commonly reported among Lot 4 - Forth Valley (21 per cent).

When comparing the profile of the 2019 cohort with participants who joined the service in 2018 (the 2018 cohort), a smaller proportion of the 2019 participants had a health condition (64 per cent reporting at least one condition, compared to 74 per cent of the 2018 cohort). However, those that did were much more likely to have multiple conditions (37 per cent, compared to 16 per cent of the 2018 cohort). The nature of conditions also differed between the two cohorts, with the proportion of the 2019 cohort experiencing a long-term health condition (31 per cent) significantly higher than the 2018 cohort (25 per cent), as was the proportion with a learning difficulty (18 per cent, compared to 13 per cent).

Impact of health conditions

To gauge the impact that health issues had on FSS participants, all respondents who had a health condition or disability were asked about the extent to which it limited their ability to carry out day-to-day activities, either whether they were not limited by it at all, limited a little or limited a lot. Figure 2.6 shows the impact of health conditions for all of the 2019 cohort. Almost half of participants in the 2019 cohort (47%) said they were impacted by a health condition either a little or a lot.

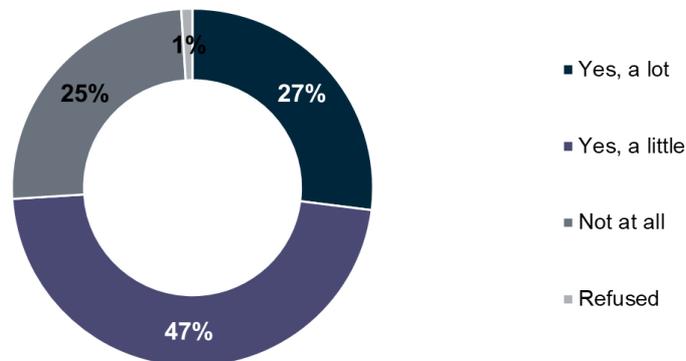
Figure 2.6: Extent to which health conditions / disabilities limit participants' ability to carry out day-to-day tasks, for the 2019 cohort



Source: IFF Research telephone survey of FSS customers, H4N_W2. Does your health or disability limit your ability to carry out day-to-day activities? Base: 2019 cohort (607)

Figure 2.7 shows the impact of health conditions on participants that had at least one condition. Just under three quarters (74 per cent) reported their health condition limited them to some extent (either a lot or a little), with over a quarter of those with a condition (27 per cent) reporting that it limited them a lot. The remaining quarter (25 per cent) were not limited by their health conditions.

Figure 2.7: Extent to which health conditions / disabilities limit participants' ability to carry out day-to-day tasks, for the 2019 cohort with at least one health condition



Source: IFF Research telephone survey of FSS customers, H4N_W2. Does your health or disability limit your ability to carry out day-to-day activities? Base: 2019 cohort with health condition (403)

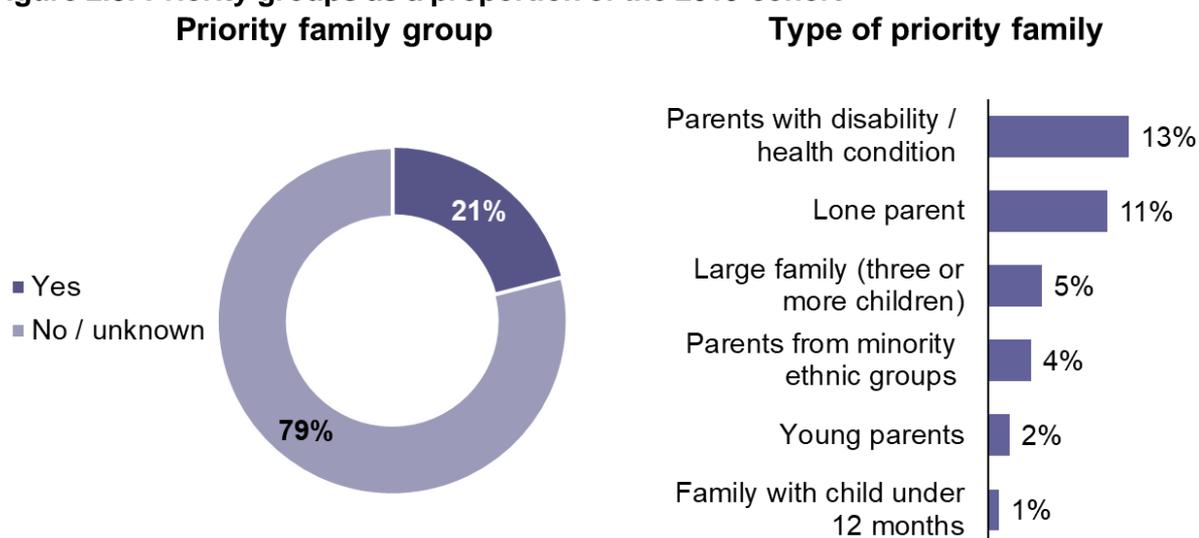
The impact of their health condition was broadly similar across the 2018 and 2019 cohorts. Around half (52 per cent) of 2018 participants reported a little impact on day-to-day activities and 29 per cent reported that their health condition impacted them a lot. There were, however, more participants in the 2019 cohort that were not impacted by their condition (25 per cent) than in the 2018 cohort (17 per cent).

Priority family groups

Scottish Government has identified a number of priority family groups, these are family types that have a higher than average risk of child poverty. These include lone parents, young parents (under 25 years old), parents from minority ethnic groups, parents with a disability / health condition, families with three or more children, and families with a child under 12 months of age. There is a desire to further understand the impact of employability support on tackling child poverty, so it is key that FSS reaches these parents.

Just over a fifth (21 per cent) of the 2019 cohort were identified as part of a priority family group, most commonly, these were parents with a disability / health condition (13 per cent). Around one in ten (11 per cent) of the cohort were lone parents, one in twenty (5%) were large families and four per cent were parents from minority ethnic groups. This is shown in Figure 2.8.

Figure 2.8: Priority groups as a proportion of the 2019 cohort



Source: IFF Research telephone survey of FSS customers, Base: All 2019 cohort (607)

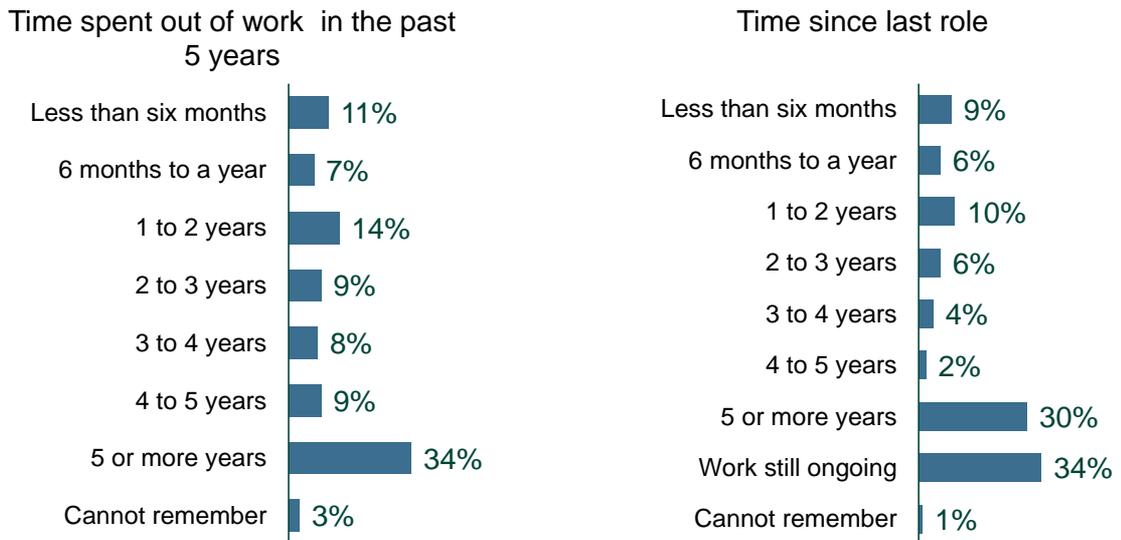
Employment history

Participants were asked about their employment history in the five years prior to receiving support from FSS. Almost six in ten (58 per cent) of the 2019 cohort who were not in work at the point of the survey had spent some time in the past five years in employment, either paid or unpaid. These participants had generally not spent long in their most recent role. Almost half (47 per cent) of those who had been in work in the previous five years, had spent less than six months in their most recent role. A further 28 per cent spent between six months and a year in that role.

Considering the 2019 cohort as one,⁵ Figure 2.9 shows that around a third (34 per cent) of the 2019 cohort had been out of work for whole five-year period prior to receiving support from FSS. Just five per cent had been in work for the whole duration and 11 per cent had been out of work for up to six months. Figure 2.9 also shows when the 2019 participants had stopped working in their most recent role. Three in ten (30 per cent) stopped working in their most recent role over five years ago, and for one in ten (10 per cent) it was between one and two years since they had last been in work.

⁵ This includes participants who were working and not working at the point of the survey.

Figure 2.9: Time out of work and time since last role amongst 2019 cohort



Source: IFF Research telephone survey of FSS customers, 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 2019 cohort (607)

Both the time that participants had spent out of work and the length of time since their last role was correlated with qualification level. Participants in the 2019 cohort with a degree level qualification or above were less likely to have been out of work for five or more years (20 per cent) and to have stopped working in their most recent role five or more years ago (19 per cent), compared to participants overall.

Health condition also played a role in employment history, with participants who had not worked in the last five years more likely to say that they were impacted by their health condition a lot (37 per cent compared with 22 per cent who had worked in the last five years).

The 2018 cohort was broadly similar to the 2019 group in terms of their employment history, which suggests that FSS is consistent in its referral approach. However, the 2019 cohort were less likely to have been out of work for the five years prior to joining FSS (30 per cent compared with 36 per cent of 2018 cohort) suggesting they had slightly higher engagement with work prior to joining.

3. Experience of support

This chapter examines the following areas:

- the different types of pre-employment support that were offered to and taken up by participants, and how useful participants found them
- the different types of in-work support that were offered to and taken up by eligible participants, and how useful participants found them
- participants' overall views of the support service and reasons for ending engagement with the service.

For each area we focus primarily on experiences of the 2019 cohort and note any significant differences to the 2018 cohort, where relevant. At the end of the chapter we also describe experiences of the 2018 cohort who took part in both the Wave 1 and Wave 2 surveys who could therefore have been engaged with the service for up to two years.

Pre-employment support

Respondents from the 2019 cohort were asked whether they knew that joining the service was voluntary, what types of pre-employment support they were offered during the Fair Start Scotland service, and whether or not they took up these types of support.

Nearly all (95 per cent) of the 2019 cohort asked⁶ were aware that the support was voluntary when they signed up. Just four per cent thought they had to take part and one per cent did not know. This awareness was significantly lower among minority ethnic participants from the 2019 cohort compared to those of white ethnicity (97 per cent, compared to 80 per cent respectively). It was also lower among the 2019 cohort in the Lot 1 – Glasgow compared to other participants (89 per cent, compared to 95 per cent overall).

Turning now to the types of support that participants received, 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

⁶ This question was asked to participants who started receiving support after July 2019 and therefore more likely to remember their experience of signing up.

details how the support will be delivered and gives information on the participants' skills, attributes, aspirations and needs

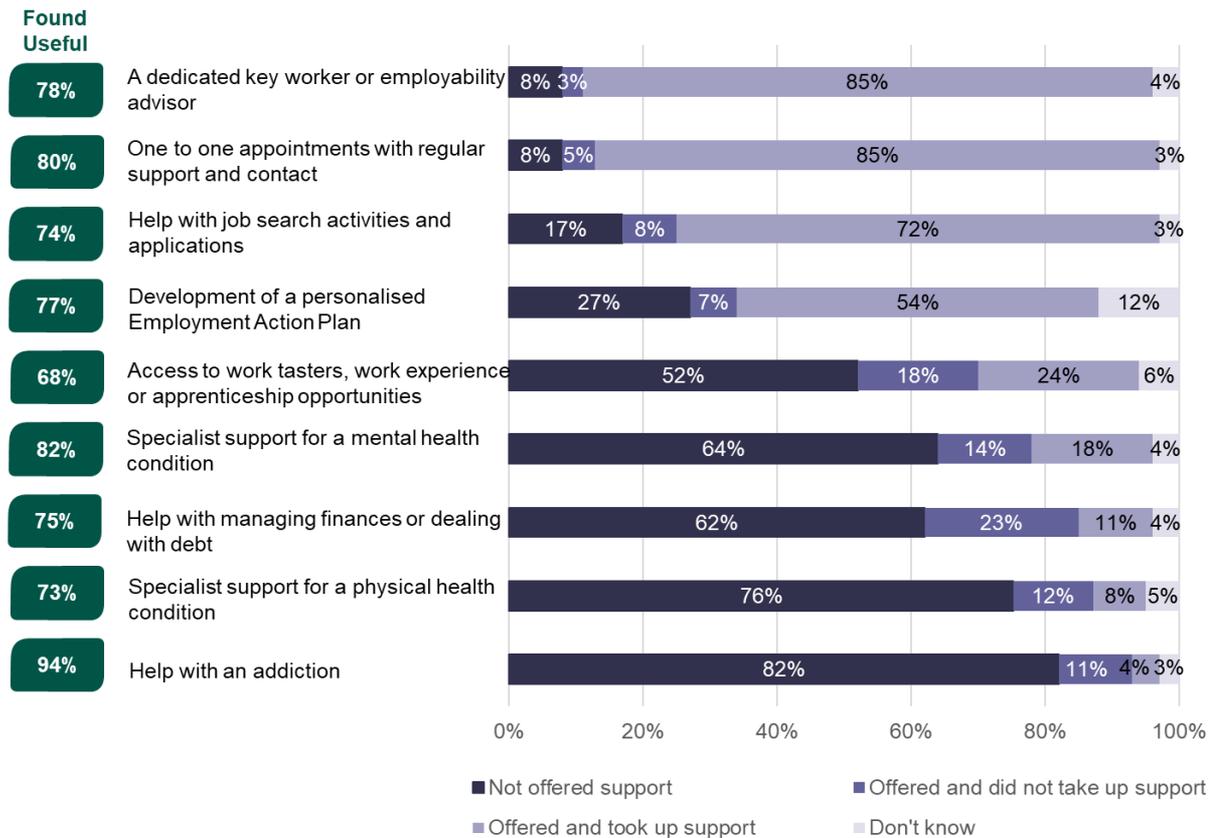
- The provision of specialist support, that meets the participant's specific needs
- Presentations by employers giving advice about working in and applying for jobs in different sectors
- The teaching of intensive job search skills, job application support, and skills development
- Help with personal 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
- Self-employment support for those interested.

For participants with higher levels of need, providers are required to give further help. These include additional elements such as specialist support for specific physical or mental health conditions, or for those recovering from drug / alcohol / substance misuse and support addressing barriers due to records of previous convictions and explaining models such as the Supported Employment Model for Disabled People.

Figure 3.1 below shows the different types of support that participants from the 2019 cohort reported that they were offered and how many went on to take up that support.

Of all the 2019 cohort, 28 per cent reported that they were limited by a long-term mental health issue that and nearly half of those (47 per cent) said they were offered specialist support with a mental health condition through the FSS service. By contrast, 40 per cent of 2019 participants were limited by a physical health condition or disability and of those, less than a quarter (23 per cent) recalled being offered specialist support for a physical health condition through the FSS service.

Figure 3.1: Offer, take-up and usefulness of pre-employment support (2019 cohort)



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 2019 cohort respondents (607). 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 (513), key worker (513), help with job search activities (440), Employment Action Plan (328), work tasters etc. (143), specialist support with mental health (106), specialist support with physical health (46), specialist support with an addiction (22), help managing finances (67)

The dark purple bars in Figure 3.1 show the proportion of the 2019 cohort that did not recall being offered each support type, for example, 17 per cent reported that they were not offered help with job search activities and applications.

The most common types of support that the 2019 cohort took up tended to be the more generic, widely relevant activities:

- a dedicated key worker or employability advisor (96 per cent of those offered)
- one-to-one appointments with regular support and contact (94 per cent of those offered)

- the development of a personalised Employment Action Plan (89 per cent of those offered)
- help with job search activities and applications (79 per cent of those offered)

Smaller proportions reported being offered specialist support with a mental health (32 per cent) or physical health condition (20 per cent), help managing finances or dealing with debt (34 per cent) or help with an addiction (15 per cent). This is likely to be because these forms of support would only be relevant to certain participants. Roughly half of those offered these forms of support went on to take them up, except help with an addiction where only 25 per cent of those offered took it up.

There was some variation by participant group, in terms of the support services they reported / recalled having been offered. As might be expected, younger participants (16 to 24 years) were more likely to report being offered access to work tasters, work experience or apprenticeships opportunities, whereas older participants (50+ years) were less likely to be offered this kind of support (61 per cent and 32 per cent respectively, compared to 42 per cent among others). The older age group were also less likely than others to recall being offered specialist support with a mental health condition (26 per cent, compared to 32 per cent).

There were few differences in the level of take up by group except that younger participants were slightly less likely than other age groups to take up the offer of a dedicated key worker or employability advisor (91 per cent, compared to 96 per cent). Those in priority family groups were slightly less likely to take up the offer of help with job search activities and applications (82 per cent, compared with 91 per cent).

Participants' health was correlated in a few ways with findings around support with job search activities and applications in particular:

- Participants with no health conditions were more likely than those that were limited by a long-term health condition to take up job search support (94 per cent, compared to 85 per cent overall)
- Participants with no health conditions were also more likely than those limited by a long-term health condition to find job search support useful (80 per cent, compared to 70 per cent)

There were several differences in the take up of support in Lot 3 - Tayside compared to other Lots. For example, participants from Tayside were less likely to take up the offer of a dedicated key worker or employability advisor

(88 per cent, compared to 96 per cent overall), or one-to-one appointments with regular support and contact (83 per cent, compared to 94 per cent overall).

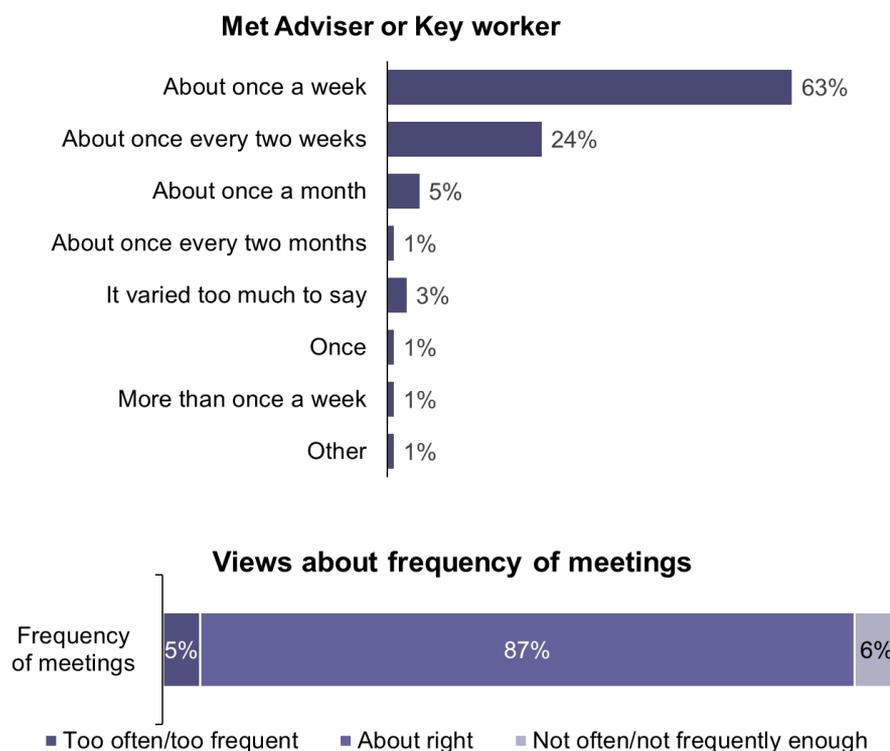
Also shown in Figure 3.1, participants from the 2019 cohort were generally positive about the usefulness of FSS support they received. Roughly four in five found the following services useful: one-to-one appointments with regular support and contact useful (80 per cent); specialist mental health support (82 per cent); a dedicated key worker or employability advisor (78 per cent).

Nearly all participants in Lot 4 – Forth Valley found their dedicated key worker or employability advisor support useful and this was considerably higher than participants overall (92 per cent, compared to 78 per cent).

Meeting with a key worker or employability advisor

Participants were also asked how often they met with their key worker or employability advisor. As shown in Figure 3.2, around two thirds (63 per cent) met with their key worker about once a week, with a further quarter (24 per cent) meeting about once every two weeks. Most of those who met with a key worker felt that the frequency of meetings was about right (87 per cent).

Figure 3.2: Frequency of meetings with key worker/advisor



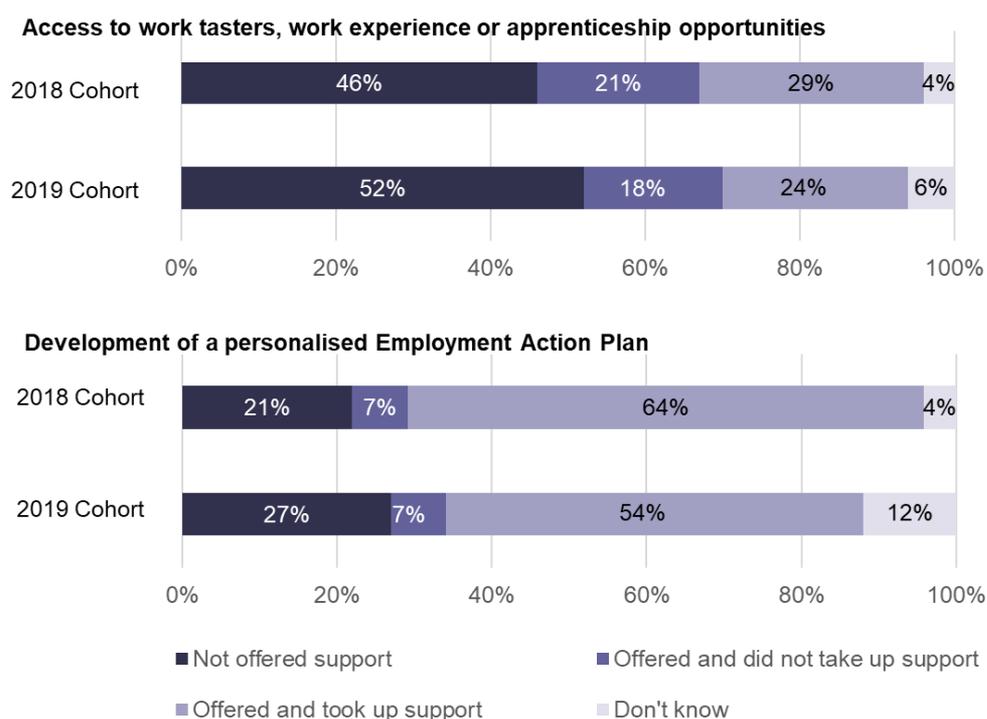
Source: D7f: How often did you meet with your Adviser/ Key Worker? D8: Would you say that the frequency of your meetings was...? Base: All who met with a key worker (512)

Differences in pre-employment support: 2019 and 2018 cohorts

The take up and usefulness of pre-employment support among the 2019 cohort was generally in line with the 2018 cohort who were surveyed at the same point in their customer journey via the Wave 1 survey. Figure 3.3 shows two notable differences in take up which may indicate changes in service provision over time⁷:

- The proportion of participants that took up access to work tasters, work experience or apprenticeship opportunities was higher among the 2019 cohort than 2018 (29 per cent, compared to 24 per cent).
- Similarly, the proportion of participants that took up support to develop a personalised Employment Action Plan was higher among the 2019 cohort than 2018 (64 per cent, compared to 54 per cent).

Figure 3.3: Differences in offer and take up of pre-employment support (2019 & 2018 cohorts)



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: 2019 cohort all respondents (607), 2018 cohort all respondents (1,007)

⁷ Response options around support for mental/physical health were expanded for the 2019 cohort at Wave 2 to capture experiences in more detail, and therefore cannot be compared with the more general question asked to the 2018 cohort at Wave 1.

Findings around how frequently participants met with their key worker or employability advisor, and how they felt about this frequency, were in line with the 2018 cohort.

In-work support

Participants who move into employment for 16 hours a week or more⁸ are entitled to up to 12 months in-work support to help them sustain that employment. 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 (as above, these have been summarised from the FSS Operations Guidance):

- Continued 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,
- An exit plan for leaving the FSS service.

For participants with higher levels of need, providers should also provide Job and Task Analysis and deliver tailored support for the participant's needs in accordance with their Job Analysis.

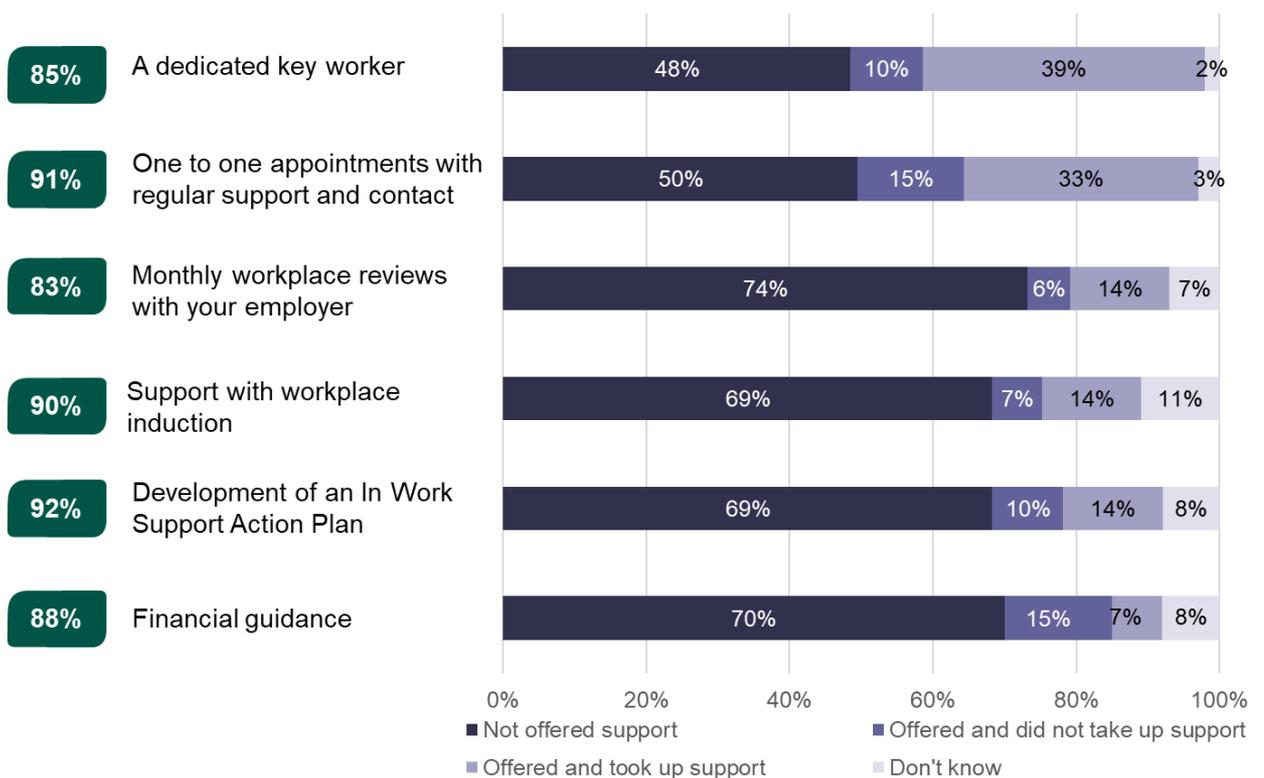
Figure 3.4 below shows the proportion of the 2019 cohort who were offered and took up the various forms of in-work support, and how useful they found it. It shows that, of all the support services offered, the 2019 cohort were most likely to take up one- to-one appointments with regular support and contact (33 per cent) and a dedicated key worker (39 percent). Smaller proportions of the 2019 cohort used the other types of in-work support, with 14 per cent

⁸ Within FSS a job outcome is classed as 16 hours or more, therefore anyone moving into a job of fewer than 16 hours is still classed as not working and remains eligible for pre-employment support

taking up each of: support to develop an action plan; support with a workplace induction, and monthly reviews with their employer.⁹

Figure 3.4 also shows that, while the proportion of participants who were offered and took up in-work support is generally lower than the pre-employment support, participants who used in-work support were even more likely to find it useful. Satisfaction with the usefulness of support ranged from 83 per cent for monthly workplace reviews to 92 per cent for development of an In-work support Action Plan.¹⁰

Figure 3.4: Offer, take-up and usefulness of in-work support (2019 Cohort)



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 2019 cohort who were in work 16 or more hours a week (172). 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 you received were to you? Base: All 2019 cohort who used the support type: key worker (23), one to one appointment (56), workplace inductions (23), In Work Support Action Plan (23), financial guidance (12), monthly reviews (23)

Comparing the 2019 cohort with the 2018 cohort at Wave 1 – both groups had received support for a similar amount of time - slightly fewer of the 2019

⁹ Due to small base sizes it is not possible to comment on differences between groups of participants or among different FSS Lots for those who were offered or took up in-work support.

¹⁰ Please note that results on the usefulness of support types have low bases sizes

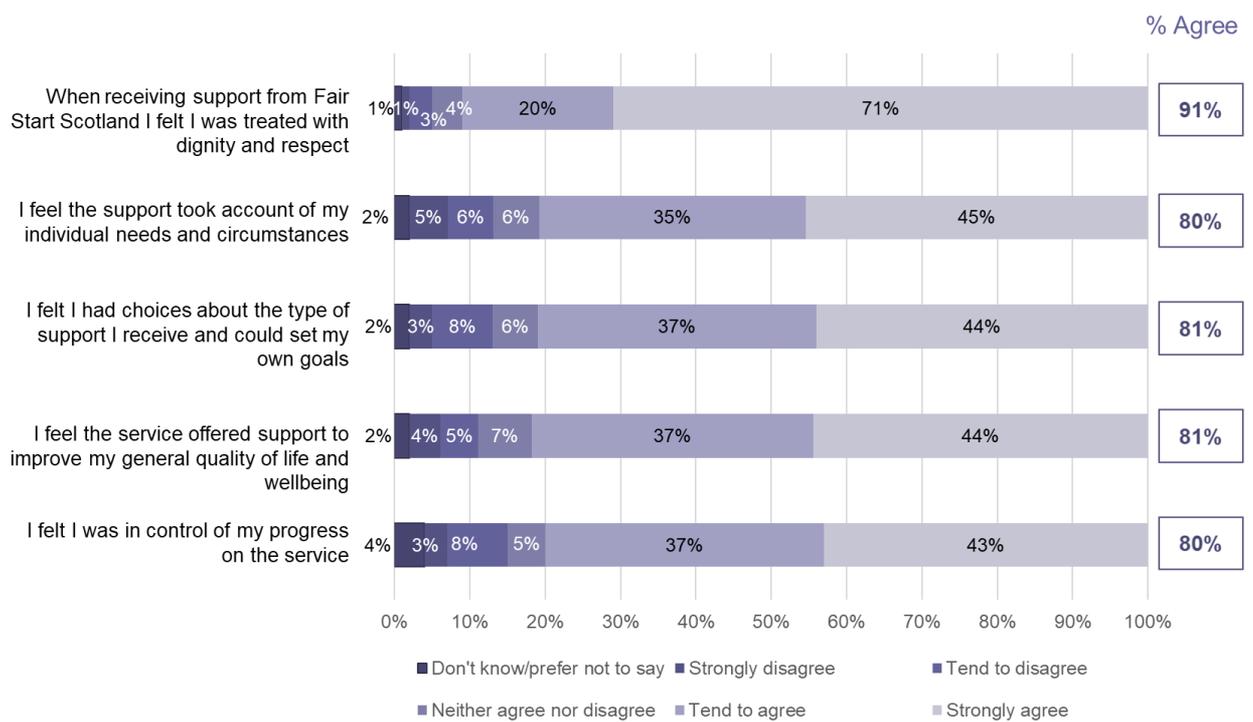
cohort recalled being offered in-work support. Three fifths (57 per cent) said they had, compared to 67 per cent of the 2018 cohort.

Overall views of support

In addition to covering specific types of pre-employment and in-work support, the Wave 2 survey asked the 2019 cohort about various other aspects of the support they received. The Fair Start Scotland service is built upon the Scottish Government’s key values for public services¹¹: Dignity and respect; Fairness and equality; Continuous improvement. To gather participants’ views about the support they received, the survey asks them to give their agreement with a list of statements based on these key values.

As shown in Figure 3.5 below, most of the 2019 cohort were very positive about the support they received from Fair Start Scotland. A majority of participants reported that their treatment did align with these values, with between eight and nine in ten agreeing with each of the statements.

Figure 3.5: Attitudes around support received (2019 cohort)



Source: D13: To what extent do you agree with the following statements about the support you have received. Base: All 2019 cohort (607)

Overall, at least four-fifths of respondents agreed with each of the statements listed. They were most likely to agree that, when receiving support from Fair

¹¹ <https://www.gov.scot/publications/creating-fairer-scotland-new-future-employability-support-scotland/pages/3/>

Start Scotland, they were treated with dignity and respect (91%). Between 80% - 81% agreed with each of the statements that: the support took account of their individual needs; they had choices about the type of support and could set their own goals; the service offered support to improve their quality of life and wellbeing; and they were in control of their progress on the service.

Those who were in work at the time of the survey were more likely to agree with the following statements compared with those not in work:

- I feel the service offered support to improve my general quality of life and wellbeing: 87 per cent, compared to 77 per cent.
- I feel the support took account of my individual needs and circumstances: 88 per cent, compared to 76 per cent.
- I felt I was in control of my progress on the service: 86 per cent, compared to 78 per cent.

Women were more likely than men to agree that the service offered support to improve general quality of life and wellbeing (86 per cent, compared to 78 per cent), while white participants were more likely than minority ethnic participants to agree that they had choices about the types of support they received and could set their own goals (82 per cent, compared to 71 per cent).

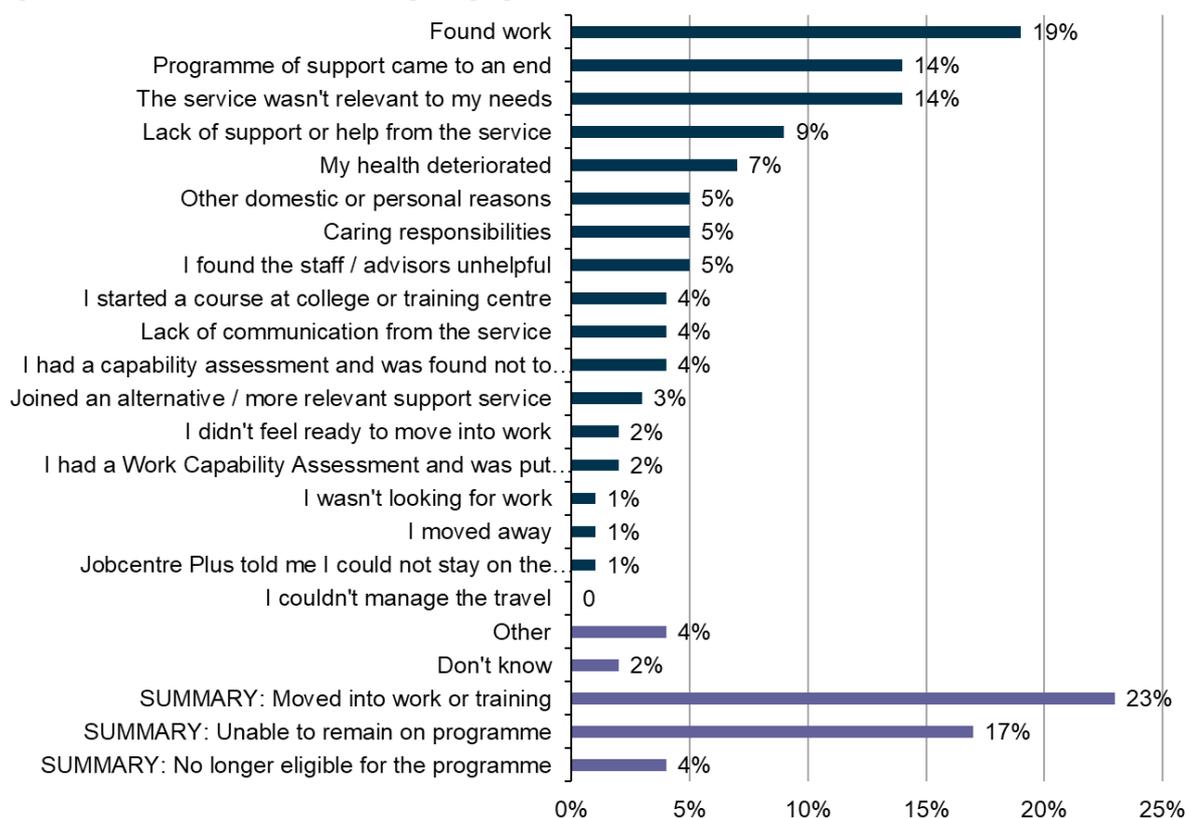
The 2019 cohort were also asked an open text question about whether there was any other type of support that they wished they could have received from FSS to help them move closer to work. Nearly three quarters (71 per cent) said there was no other support they would have wanted to receive. Five per cent said they would like to have been offered training courses, and four per cent said they would have liked to have been offered relevant employment opportunities. Other common responses given by smaller proportions included more personalised help and support, consideration of health issues, help with getting work experience or a job and more help with CVs, job applications and interviews.

Reasons for ending engagement with FSS

At the time of the survey, 58 per cent of the 2019 cohort were actively engaging in support from FSS and 39 per cent were not. As Figure 3.6 illustrates, the most common reasons for participants having ceased engagement with the service were that the participant found work (19 per cent), the programme of support came to an end (14 per cent) or the participant felt that the service was not relevant to their needs¹² (14 per cent).

¹² Twenty-three 2019 cohort participants said the service was not relevant to their needs and were asked for more details. Responses are not reported due to low base sizes but were coded to the following categories: the service didn't offer anything new, the advisor didn't listen to my specific needs, employment opportunities offered were not suitable, my health

Figure 3.6: Reasons for ending engagement with FSS (2019 cohort)



Source: D4: Why did you leave the support service? Base: All no longer receiving support (233)

There were some differences in terms of participants' reasons for no longer engaging with FSS. Participants who had worked in the last five years were much more likely to leave because they moved into work or training than those who had not (32 per cent, compared to 7 per cent). Those who were not in work were more likely than other participants to leave because they were unable to remain on the programme¹³ (23 per cent, compared to 17 per cent overall).

Compared to the 2018 cohort at Wave 1 – at a similar point in the customer journey - a smaller proportion of the 2019 cohort left the FSS service because their programme came to an end (14 per cent compared to 22 per cent). However, the proportion who left because they found work was consistent, as were all other reasons for leaving.

issues weren't taken into consideration, I found the service disorganised/badly run, advisors said the service was not suitable, would have liked more courses or qualifications.

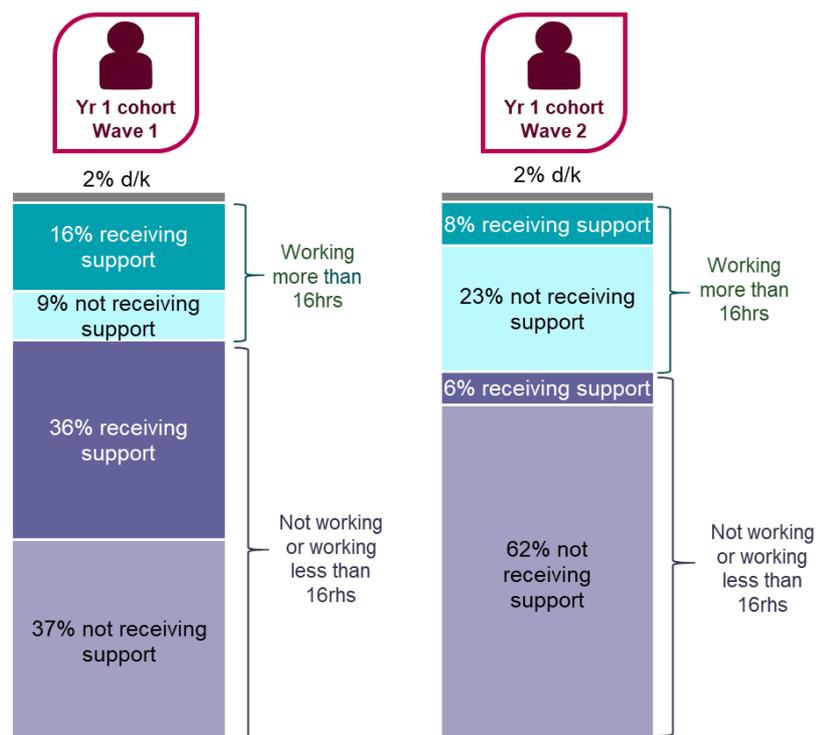
¹³ Including: I couldn't manage the travel, I moved away, Caring responsibilities, My health deteriorated, Other domestic or personal reasons, Lack of support or help from the service.

Longer-term experiences of support

Some of the 2018 cohort who took part in the Wave 1 survey were contacted again at Wave 2. Having potentially engaged with FSS over a longer period (up to two years) they were asked whether they were still receiving support and about their experiences of that support.

As shown in Figure 3.7 below, a very small proportion (6 per cent) of the 2018 cohort were still receiving pre-employment support at Wave 2, which is to be expected as most would have exceeded the 18-month period for which they were eligible to receive it. The results also show that more 2018 cohort participants at Wave 2 were in work and working over 16 hours per week compared to Wave 1 (31 per cent, compared to 25 per cent) and were therefore still eligible to receive in-work support. However, of this group, only 35 per cent were receiving in-work support from FSS (equivalent to 8 per cent of all respondents, as shown).

Figure 3.7: 2018 Cohort activities at Wave 1 and Wave 2

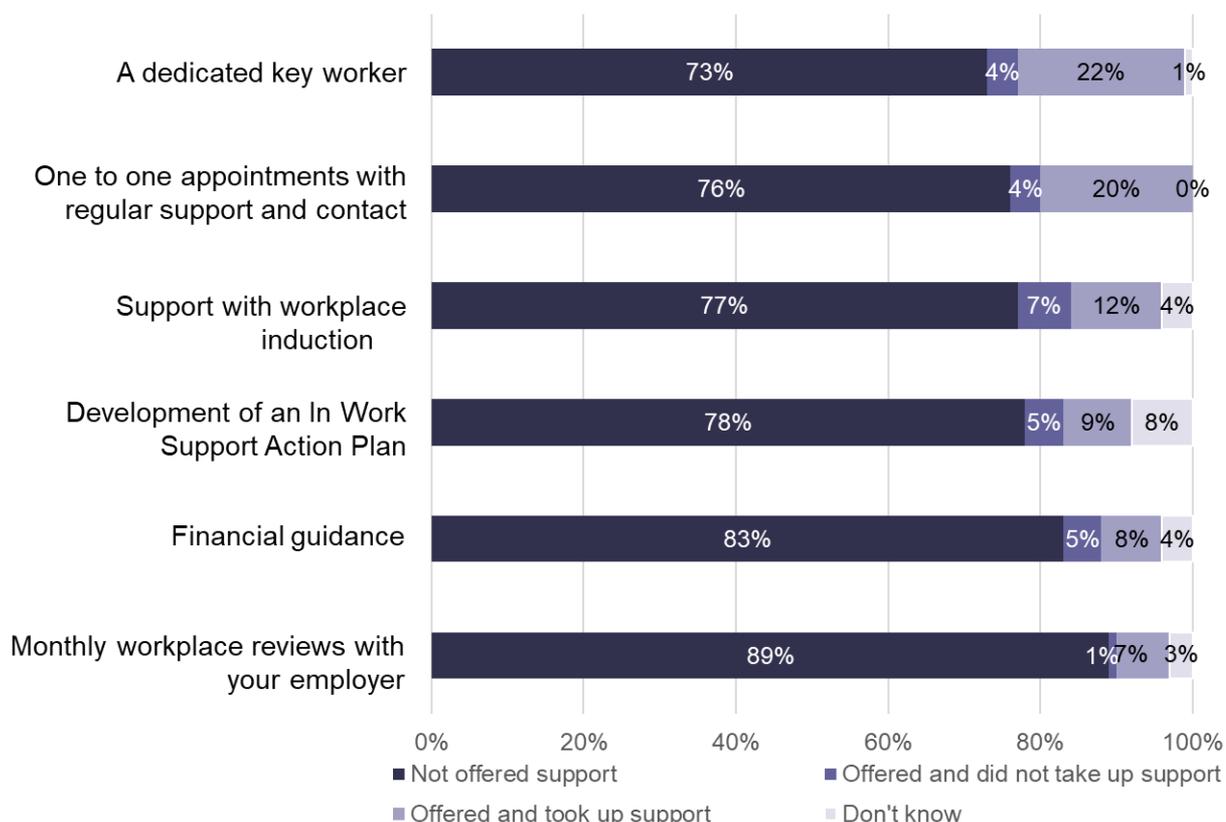


Source: D1: Are you currently receiving support from Fair Start Scotland? Base Wave 1: All 2018 cohort respondents (1005), Wave 2: All 2018 cohort respondents (400)

The take up of in-work support is further explored in Figure 3.8. It shows that, of the 2018 cohort who were eligible to receive in-work support at the time of the Wave 2 survey, a relatively low proportion reported that they had been offered the various forms of support available.

Where the 2018 cohort had received in-work support, they were most likely to have received help from a dedicated key worker (26 per cent), and least likely to have received monthly workplace reviews (7 per cent).

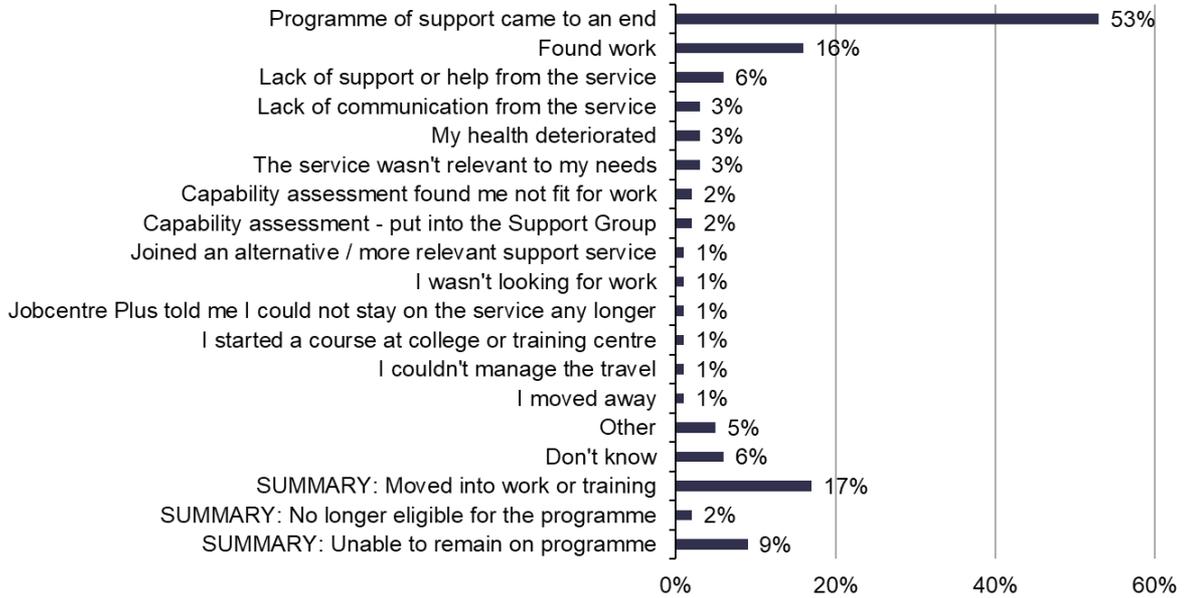
Figure 3.8: Offer, take-up and usefulness of in-work support for 2018 cohort at Wave 2



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 2018 cohort at Wave 2 who were eligible for in-work support (152).

The Wave 2 survey also asked respondents from the 2018 cohort who had left the service in the year between surveys why they had left. Over half of the 2018 cohort left in the last year because the programme of support came to an end. This rose to 61 per cent among participants who were not working, compared to 42 per cent who were in work. One per cent of the 2018 cohort left in the last year because they had started college or training while 16 per cent left because they had found work.

Figure 3.9: Reasons for leaving the service between June 2019 and May 2020 (2018 cohort)



Source: D4_W2. Why did you leave the support service? Base: All 2018 Cohort at Wave 2 who had were receiving support at Wave 1 and had left by Wave 2 (178)

4. Employment outcomes

The first part of this section examines the employment status of FSS participants¹⁴, beginning with the 2019 cohort and moving on to look at the 2018 cohort and how their employment status has changed between the Wave 1 and Wave 2 surveys. The impact of the coronavirus pandemic on employment will also be explored. It should also be noted that, for the majority of people joining FSS, not enough time has elapsed to allow for assessment of sustained employment job outcomes.

The second part of the section describes the quality of work that both the 2019 and 2018 cohort have moved into, including their job role, pay and contract type.

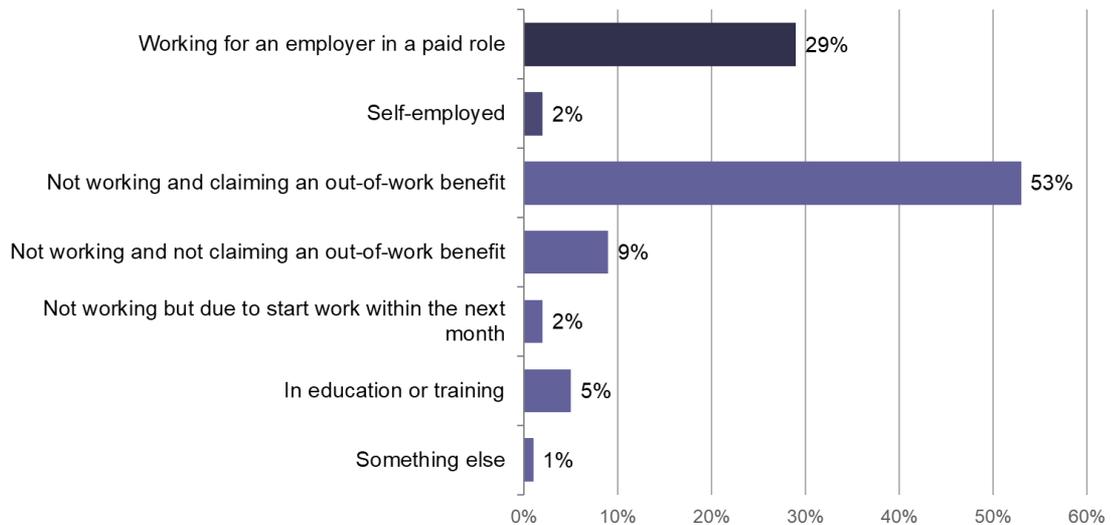
Employment status of the 2019 cohort

At the time of the survey, just under one third (31 per cent) of the 2019 cohort were either working for an employer or self-employed, see Figure 4.1, with a further four per cent having worked at some point in the last week. This total of 35 per cent is higher than the equivalent proportion of 2018 participants that were in work at the point of the Wave 1 interview (in June 2019), which was 29 per cent.

The majority were not in work however, with over half (53 per cent) claiming an out-of-work benefit, and one in twenty (five per cent) in education, as shown in Figure 4.1. Of those that were not working, four percent said that they do undertake *some* paid work in a typical week.

¹⁴ This refers to employment status as reported in the survey by survey participants, and data was weighted to the FSS participant population.

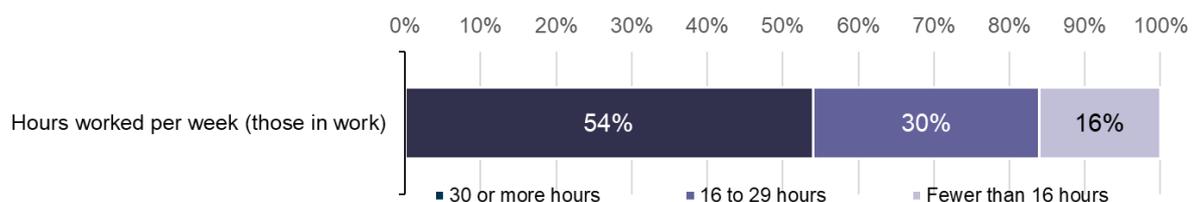
Figure 4.1: Employment status for the 2019 cohort



Source: IFF Research telephone survey of FSS customers. A1_W2. Which of the following best describes what you are doing at the moment? Base: 2019 cohort (607) A1A_W2. In a typical week do you do any paid work, either as an employee or self-employed? Base: 2019 cohort, all other than employed and self-employed (427)

Of the group that was in work, almost half (46 per cent) started their role less than six months ago, with over four fifths (83 per cent) having started work within the last year (June 2019 or later). Figure 4.2 shows that over half (54 per cent) were working for 30 or more hours per week, with a further third (30 per cent) working between 16 and 29 hours a week. Men were more likely to work 30 or more hours a week (60 per cent) than women (44 per cent).

Figure 4.2: Hours worked by the 2019 cohort



Source: IFF Research telephone survey of FSS customers. A3_W2. How many hours per week do you usually work, or spend in education? Base: 2019 cohort in work (195)

There were several factors that affected participants' likelihood of being in work at the time of the survey:

- Previous employment history was the clearest driver of current employment status, with those who had done some form of work in the last five years much more likely to be in work (45 per cent) than those who had not (nine per cent in work).

- Participants limited by a long-term health condition were more likely to be out of work (67 per cent), compared to those with no condition (50 per cent not in work).
- Age was also an important factor in determining employment status. Those aged 25-34 were more likely to be in work (43 per cent), while those aged 35-49 were less likely to be in work (27 per cent) than the other age groups. Those over 50 were less likely to be in education or training (one per cent) and more likely to be claiming an out of work benefit (60 per cent). As might be expected, the youngest group (16-24) were most likely to be doing something else (11 per cent) such as education or volunteering.
- Education also had an impact, with those with a degree level qualification or higher more likely to be in work (46 per cent, compared with 34 per cent average).
- There were some differences in employment status by geographical area. Participants in Lot 3 - Tayside more likely to be in work (62 per cent), compared to other areas, while those in Lot 5 - East were less likely to be in work (21 per cent).

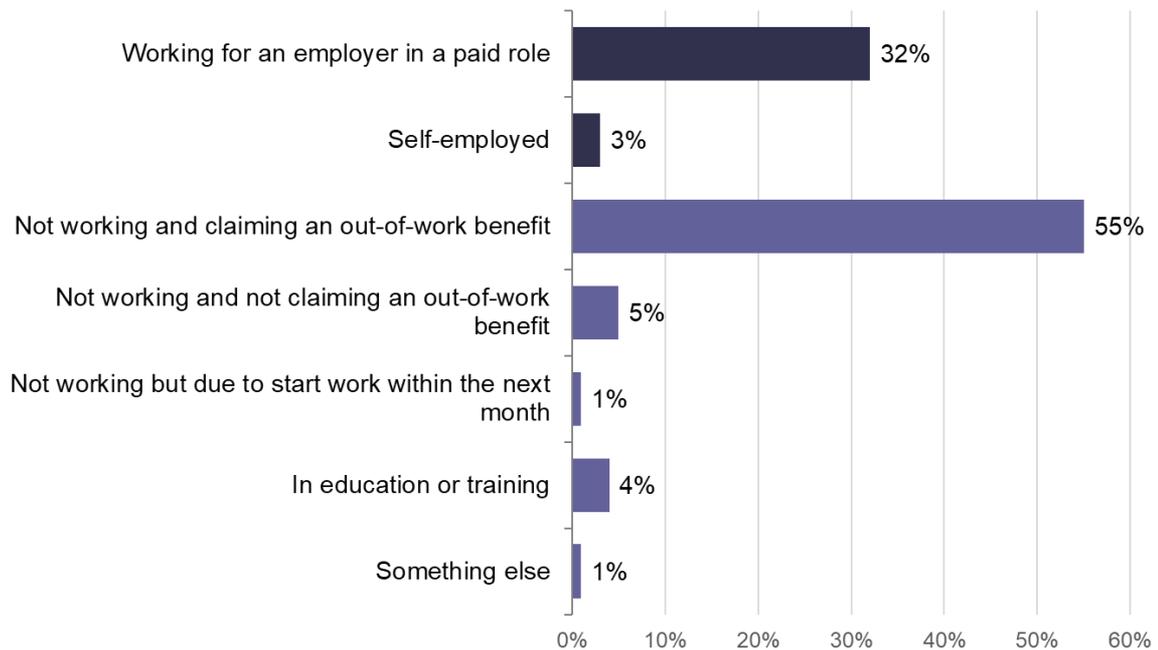
In terms of the forms of work undertaken, women were more likely than men to be working for an employer in a paid role (34 per cent, compared with 26 per cent), and men were more likely than women to be claiming an out of work benefit (58 per cent, compared with 43 per cent). Those in priority families were more likely to be self-employed (six per cent) than those not in priority families (one per cent).

Employment status of the 2018 cohort

At the time of the Wave 2 survey, over a third (36 per cent) of the 2018 cohort were either working for an employer, self-employed or did some paid work in a typical week. The majority were not in work however, with over half (55 per cent) claiming an out-of-work benefit, and one in twenty (four per cent) in education, as shown in Figure 4.3 below.

Over two fifths (44 per cent) of this cohort started their job over a year ago, with almost three quarters (74 per cent) having started at least six months ago. This indicates that those entering work are managing to sustain it over time.

Figure 4.3: Employment status for the 2018 cohort



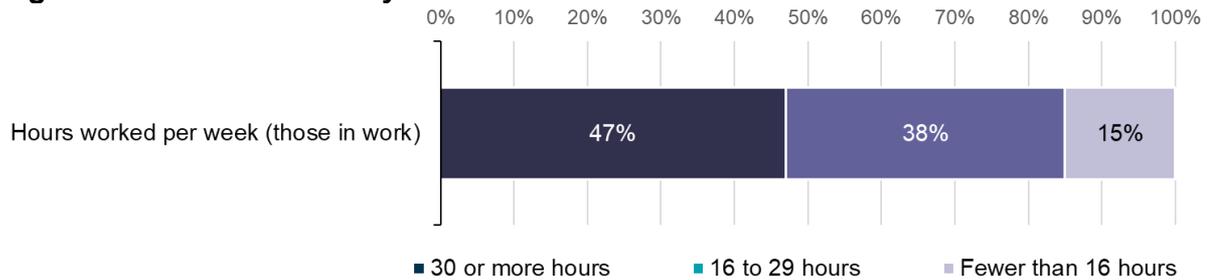
Source: IFF Research telephone survey of FSS customers. A1_W2. Which of the following best describes what you are doing at the moment? Base: 2018 cohort (400) A1A_W2. In a typical week do you do any paid work, either as an employee or self-employed? Base: 2018 cohort, all other than employed and self-employed (262)

Again, there were various factors that affected the likelihood of 2018 participants being in employment at the wave 2 survey. The strongest driver appeared to be qualifications. Those with Highers or Advanced Highers were more likely to be working (52%) than average (36%) and those with no qualifications were more likely to be out of work (77%) than average (59%).

The youngest age group, 16-24, were more likely to be in work (51 per cent) than other ages, and women were more likely to be in education or training than men (8 per cent compared with one per cent). Furthermore, priority families were less likely to be out of work claiming benefits than those not in a priority family group (41 per cent, compared with 58 per cent).

Figure 4.4 shows that almost half (47 per cent) of those in work were working for 30 or more hours per week, while 15 per cent were on fewer than 16 hours per week. Men were more likely than women to be in work more than 30 hours per week (55 per cent compared with 35 per cent).

Figure 4.4: Hours worked by the 2018 cohort



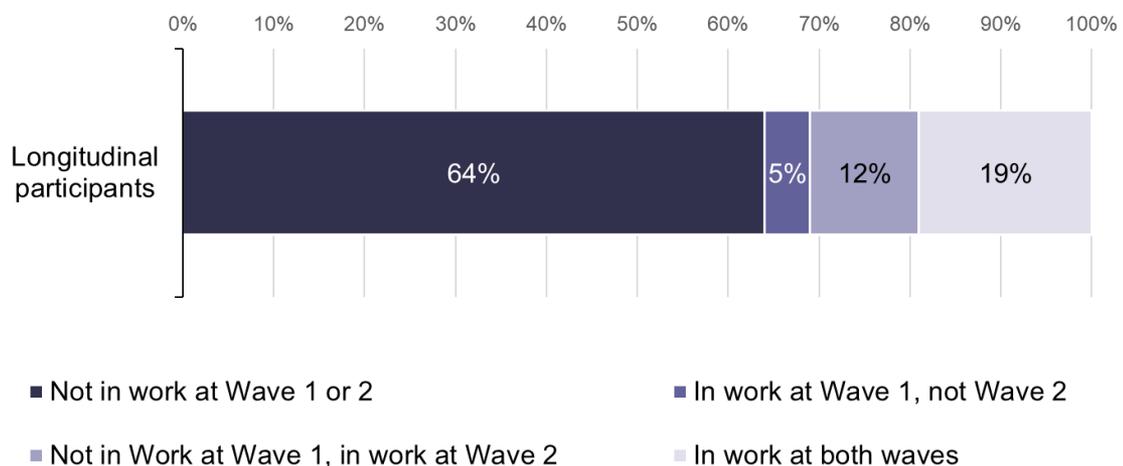
Source: IFF Research telephone survey of FSS customers. A3_W2. How many hours per week do you usually work, or spend in education? Base: 2018 cohort in work (146)

Change in employment status over time

The 2018 cohort joined the FSS service between March and December 2018. A proportion of this cohort were surveyed in both June 2019 and May 2020, allowing us to track their employment status over time.

Figure 4.5 shows that the majority of the 2018 cohort were not in work at either Wave 1 or Wave 2 (64 per cent). However, more than one in ten (12 per cent) had moved into work between waves, while only five per cent moved out of work. Around one in five (19 per cent) remained in work throughout both waves.

Figure 4.5: Change in work status between June 2019 and May 2020, 2018 cohort

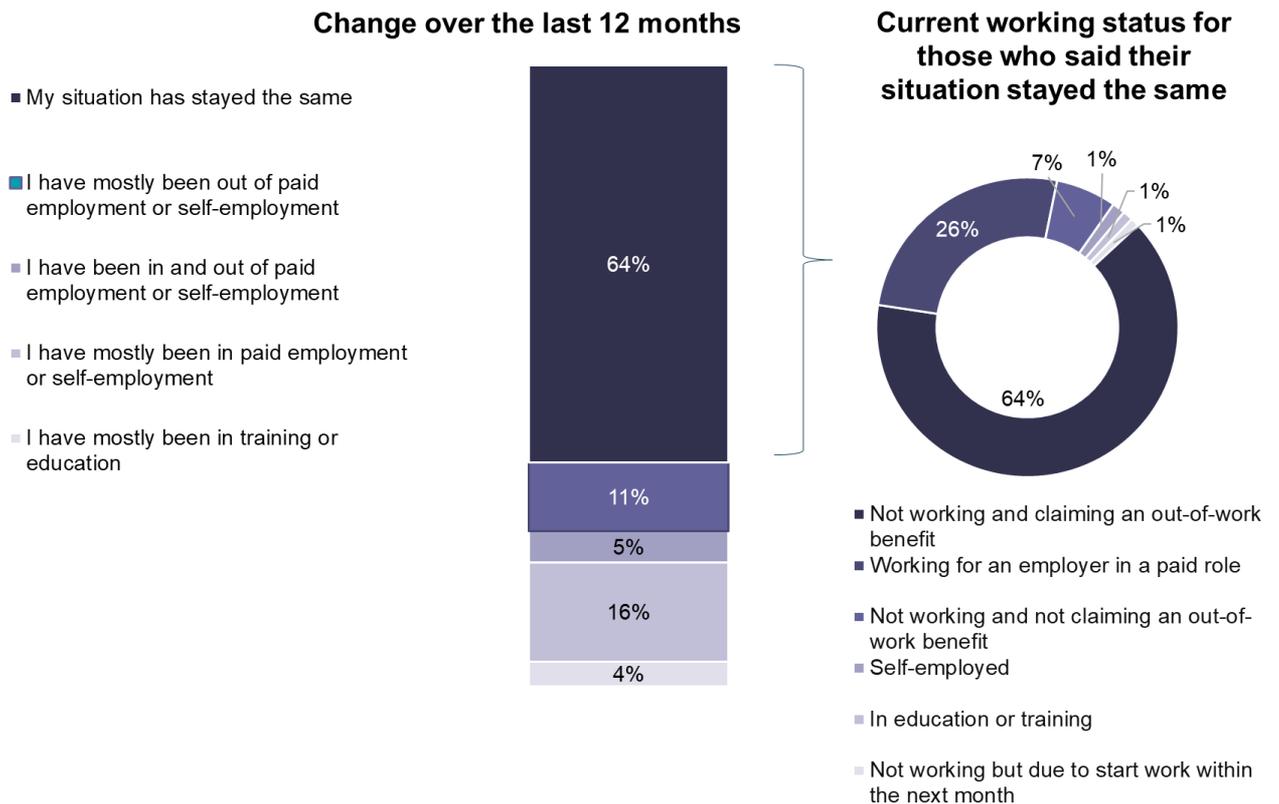


Source: IFF Research telephone survey of FSS customers. A1_W1 and A1_W2. Which of the following best describes what you are doing at the moment? Base: 2018 cohort other than refused (386)

Participants were also asked about their employment status for the year between the Wave 1 and Wave 2 survey. As shown in Figure 4.6, the majority (64 per cent) reported that their employment situation had stayed the same

between waves. One in six (16 per cent) were mostly in work (either employment or self-employment), while one in ten (11 per cent) were mostly out of work. Around two-thirds of those that said their situation had stayed the same were not working and claiming an out-of-work benefit (64%). A further quarter were working for an employer in a paid role (26%).

Figure 4.6: Employment status since the Wave 1 survey, 2018 cohort

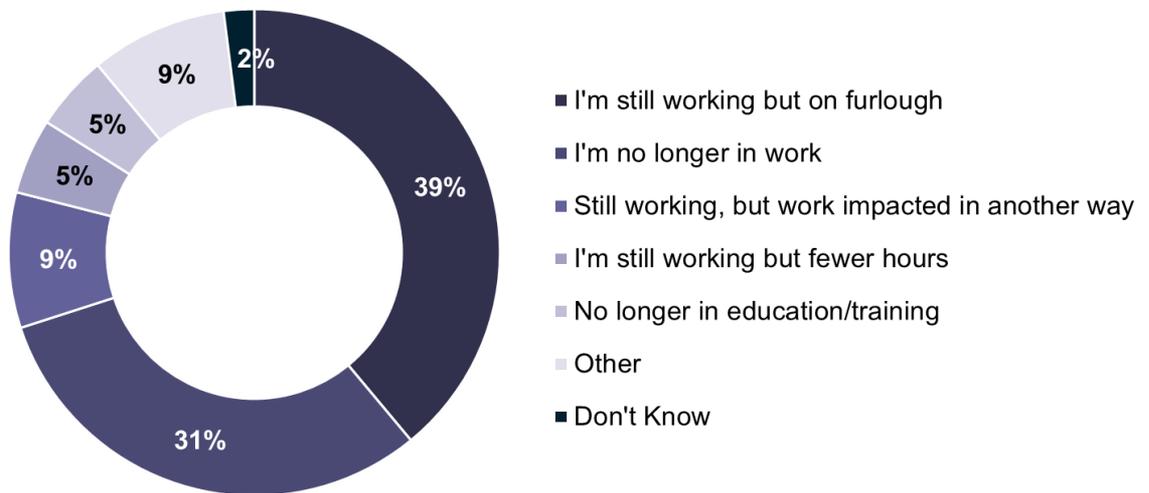


Source: IFF Research telephone survey of FSS customers. B1A_W2. Which of the following best describes what you've been doing since the last survey? Base: 2018 cohort other than refused (399)
Base: 2018 cohort that said their situation had stayed the same (255)

Impact of Coronavirus

All participants were asked whether and how the Coronavirus outbreak had impacted their employment status. Four in five (79 per cent) had seen no impact on their employment status at the time of the survey in May 2020. Of those that were affected, as shown in Figure 4.7, four in ten had left employment (31 per cent) or education/training (9 per cent). A further four in ten (39 per cent) were in employment but had been put on furlough, and a further nine per cent reported that their work had been affected in another way, such as increased hours or working from home. One in twenty (5 per cent) were working reduced hours. Those in the other category (9%) included participants who were forced to isolate or were on sick pay.

Figure 4.7: Impact of the coronavirus on employment status for those who said they were affected by the outbreak (2018 and 2019 cohort)



Source: IFF Research telephone survey of FSS customers. A1b_W2 And has your employment status changed at all as a result of the Coronavirus outbreak? & A1c_W2. What is your employment situation at the moment? Base: All participants affected by outbreak (210)

Quality of work

The Wave 2 survey asked participants about their job roles, how much they earned and the type of contract they were employed on. These questions were new at Wave 2 and asked of all participants (across the 2018 and 2019 cohorts) who were employed at the time of the survey.

Occupation

Around one third (35 percent) of participants were currently employed, self-employed, or had done some work in the week before the Wave 2 survey. These participants were asked about their job title and their duties in the role, these answers were coded into job role descriptions and occupations.¹⁵

Figure 4.8 shows the profile of working participants by occupation. They are ordered based on the ONS hierarchy which moves from highly skilled

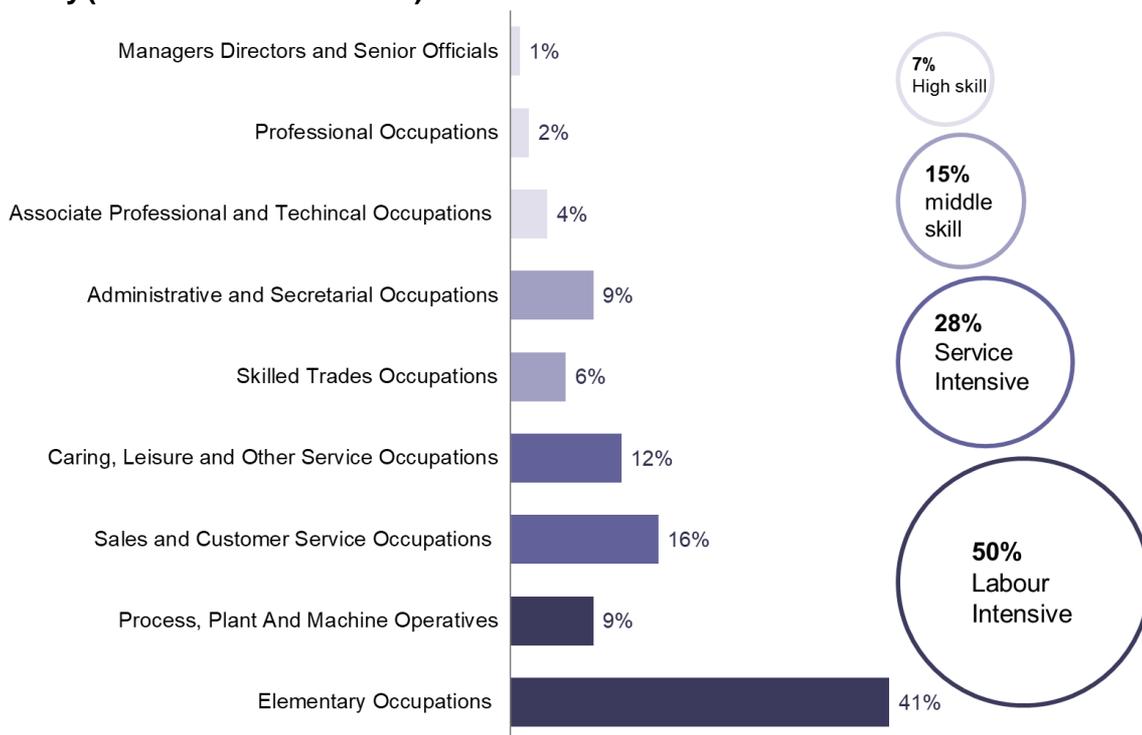
¹⁵ The job roles and descriptions were coded to using the Office for National Statistics (ONS) standard Occupational Classification Hierarchy https://onsdigital.github.io/dp-classification-tools/standard-occupational-classification/ONS_SOC_hierarchy_view.html

professions at the top, to less skilled professions at the bottom. Similarly, they are colour coded based on the broad occupation groups they fall into.

The most common grouping was elementary occupations, representing four in ten (41 percent) participants who had worked in the last week. Following that, 16 per cent worked in sales and customer service occupations. Around one in ten worked in caring leisure and other service occupations (12 per cent), process plant and machine operatives (9 per cent) and administrative and secretarial occupations (9 per cent). No participants worked in the following occupational groups: Corporate Managers and Directors; Science, Research, Engineering and Technology Professionals; Health Professionals; Protective Service Operations all of which fall into the top three major groups recognised by the ONS as requiring the most skills.

This means that half (50 per cent) of working FSS participants were in labour intensive occupations, almost three in ten (28 per cent) were working in service intensive occupations, 15 per cent were working in middle skill occupations and just over one in twenty (7 per cent) worked in high skill occupations.

Figure 4.8: Occupational profile of participants in work during the week of the Wave 2 survey (2018 and 2019 cohorts)



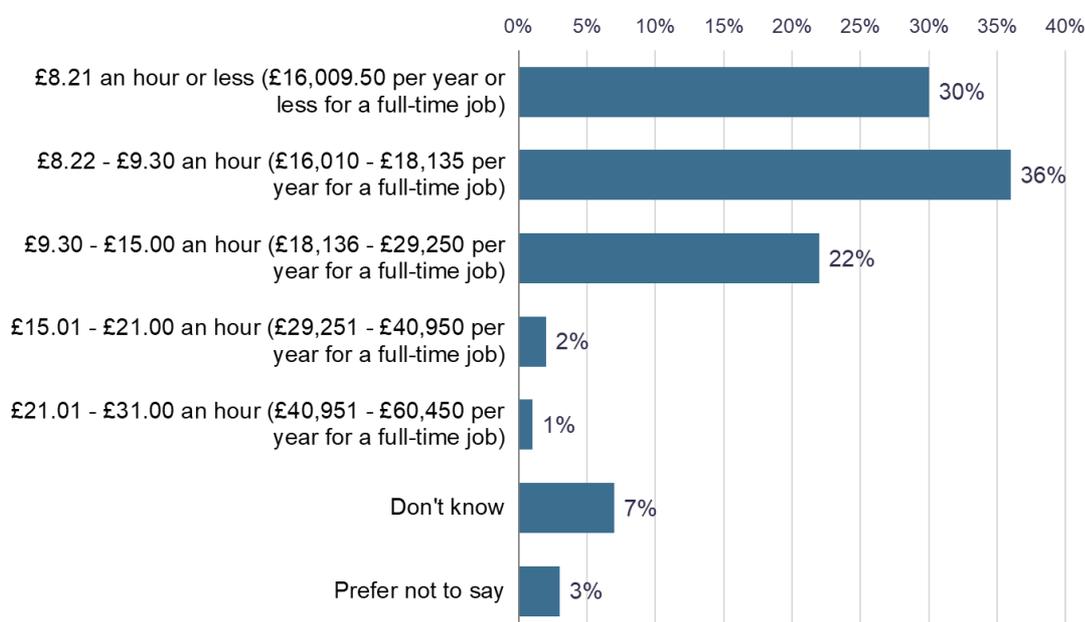
Source: IFF Research telephone survey of FSS customers. Taken from collating and coding answers from A5: What is/was your job title? And A6: What do/did you mainly do in your job? Base: 2019 cohort that were employed, self-employed or had worked in the last week (341).

Income from employment

Participants that were employed, self-employed or had worked in the last week were asked about their usual pay, including overtime, bonuses or tips, but before tax and other deductions were taken out.

Figure 4.9 shows that, of those participants that had worked in the last week, three in ten earned the national minimum wage or below (30 per cent).¹⁶ Around six in ten (61 per cent) earned above the national living wage, the majority of whom earned £8.22 to £9.30 an hour (36 per cent) or £9.30-£15.00 (22 per cent). A small minority earned above £15.01 an hour (3 per cent)¹⁷.

Figure 4.9: Usual income of participants in work during the week of the Wave 2 survey (2018 and 2019 cohorts)



Source: IFF Research telephone survey of FSS customers, A7: Can you tell me your usual pay including overtime, bonuses, or tips (but before tax and other deductions are taken out)? Base: All employed self-employed or had worked in the last week (341)

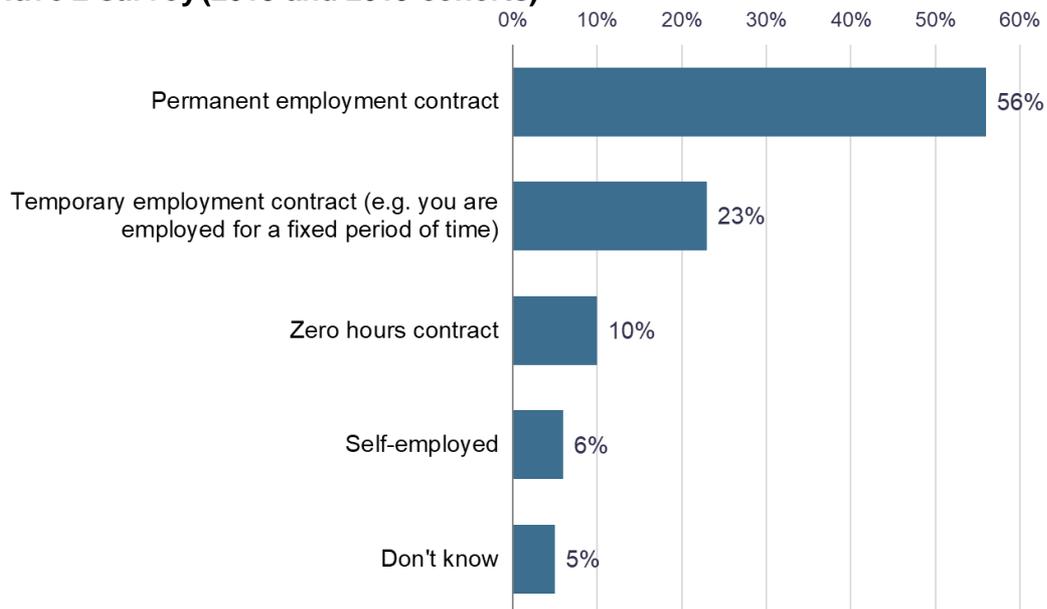
Types of employment contract

Participants who were working or had worked in the last week were asked what type of employment contract they held. Figure 4.10 shows that over half of this group were employed on a permanent contract (56 per cent). Around one quarter were employed on a temporary employment contract (23 per cent) with a further (10 per cent) employed on zero hours contracts. One in twenty were self-employed per cent (6 per cent).

¹⁶ The national living wage for workers over the age of 25 was £8.21 at the time of the survey, it has since risen to £8.72.

¹⁷ The income bands were selected to be comparable to work carried out by the Fair Work Convention. <https://www.fairworkconvention.scot>

Figure 4.10: Type of employment contract for participants in work during the week of the Wave 2 survey (2018 and 2019 cohorts)



Source: IFF Research telephone survey of FSS customers, A8: Can you tell me what type of employment contract you have? Base: All employed, self-employed or have worked in the last week (341)

There were some participant sub-groups that were more likely to be employed on a permanent contract than other groups. These included female participants (67 per cent compared to 51 per cent of male participants), and white participants (59 per cent, compared to 39 per cent of minority ethnic participants). In addition, individuals in priority families were more likely to be self-employed than those not part of the priority family groups (15 per cent, compared to 4 per cent).

5. Motivation and overcoming barriers to work

The first part of this chapter explores participants' motivation to return to work and any impact that FSS has had on their motivation. It then describes the barriers and issues preventing participants from working and the extent to which FSS support has helped them to overcome these barriers, and then specifically how confident participants feel in carrying out job search activities.

For each area we focus on experiences of the 2019 cohort, and where possible (where questions were asked in the same way in both Wave 1 and 2 surveys), we discuss any differences between the 2018 and 2019 cohorts. At the end of the chapter we explore the longer-term impacts of the FSS service based on survey responses from the 2018 cohort who took part in both the Wave 1 and Wave 2 surveys over two years.

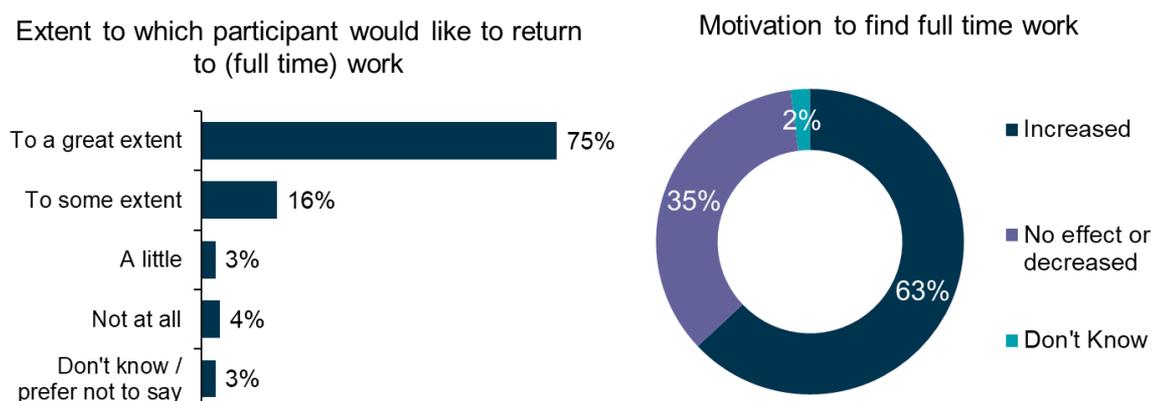
Views on returning to work

Participants who were not in work (72 per cent of the 2019 cohort) were asked about their motivation to return to work. The questions were phrased as either 'returning to work' or 'returning to full time work' depending on whether they were not working or working less than 16 hours¹⁸.

As shown in Figure 5.1 below, the vast majority of participants eligible for pre-employment support felt that they wanted to return to (full time) employment in the future, with three quarters (75 per cent) stating that they wanted to return "to a great extent" and a further 16 per cent "to some extent". A small proportion (3 per cent) did not want to return to work.

¹⁸ Within FSS a job outcome is classed as 16 hours or more, therefore anyone moving into a job of fewer than 16 hours is still classed as not working and remains eligible for pre-employment support.

Figure 5.1: Views on returning to work (2019 cohort)



Source: E2: To what extent would you like to return to (full time) work in the future? Base: All who work fewer than 16 hours per week (444)

It was more common for younger participants aged 16-24 to want to return to work ‘to a great extent’ than older participants aged 50+, (86 per cent compared to 66 per cent). There were also higher levels of desire to return to work amongst men than women (79 per cent and 69 per cent wanted to return “to a great extent”, respectively), and amongst those qualified to degree level of above (88 per cent).

There was some indication that those who have been out of work for longer periods, and those limited by a long-term health condition felt less strongly about returning to work. For example, 80 per cent of those who have worked in the last five years wanted to return to a great extent compared with 69 per cent of those who have been unemployed for five years or more. Two thirds of those limited by a long term health condition (66 per cent) wanted to return to work to a great extent while a fifth (21 per cent) said they would like to return ‘to some extent’, compared to 88 per cent and 6 per cent respectively among those with no conditions.

Compared to the 2018 cohort, more participants in the 2019 cohort wanted to return to (full-time) work ‘to a great extent’ (75 per cent, compared to 69 per cent for the 2018 cohort).

Impact of FSS on motivation

Participation in the Fair Start Scotland service had a positive effect on motivation to find employment for close to two-thirds (63 per cent) of participants, with 38 per cent reporting that their motivation to find work had ‘increased a lot’. However, a quarter (26 per cent) of participants eligible for pre-employment support felt that their motivation levels had not changed, and a minority (9 per cent) said they felt less motivated.

The service was particularly effective at increasing younger people's motivation, as nearly three quarters of young people (74 per cent) reported an increase in motivation compared to older age groups (59 per cent of 25-34-year olds, and 62 per cent of 35-49 year olds).

Participants in the East Lot were slightly less likely to report an impact in motivation compared to others (53 per cent).

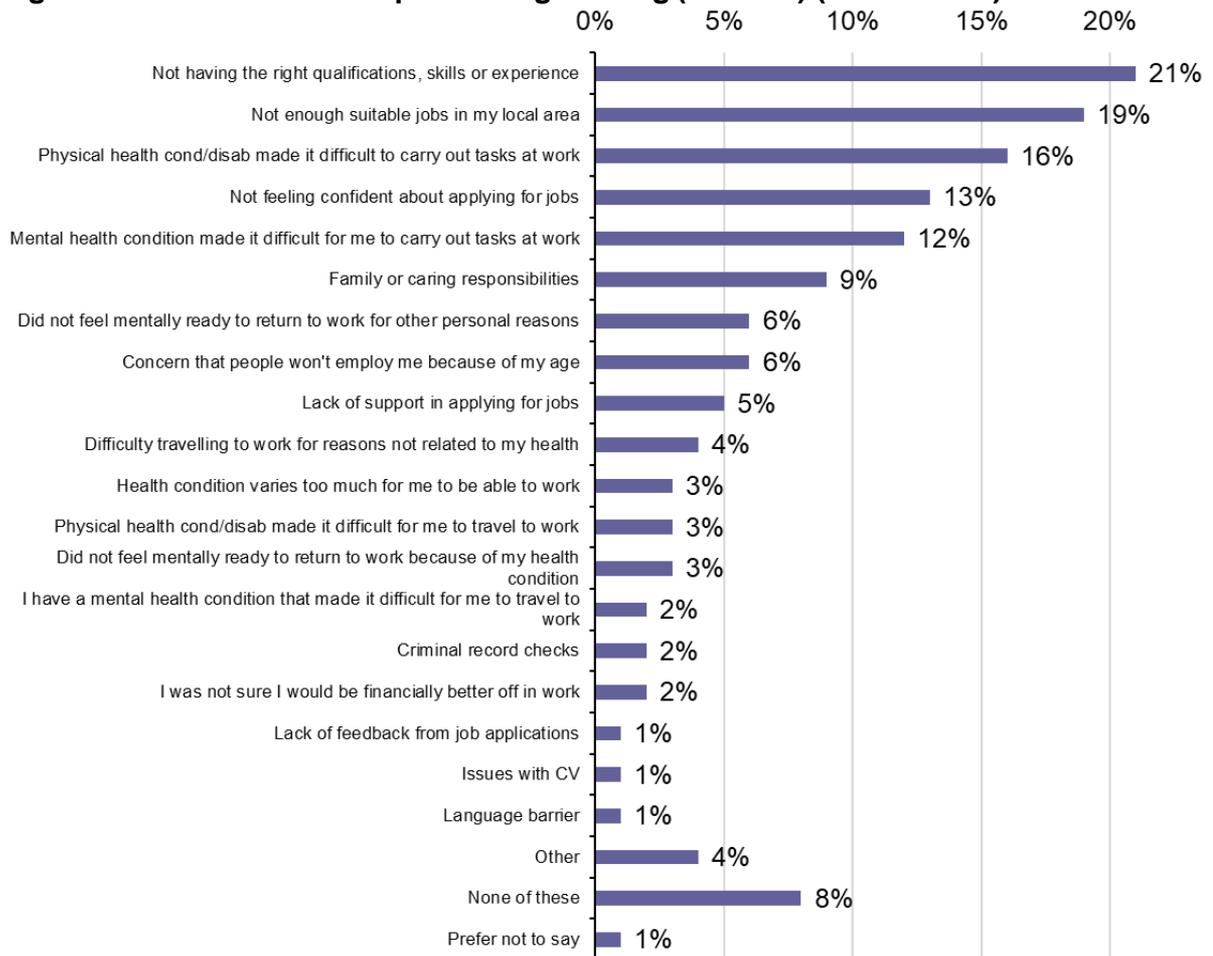
The impact of FSS support on motivation was generally in line across the two cohorts (65 per cent reported an increase in motivation in 2018, and 63 per cent in 2019) although the proportion who said that the service had had no effect on their motivation increased slightly among the 2019 cohort (26 per cent, compared to 21 per cent among the 2018 cohort).

Barriers to work and the impact of FSS support

Participants reported a range of issues that prevented them from working, the most common being a lack of skills, qualifications and experience, which was cited by one in five respondents (21 per cent). Nearly the same proportion said that there weren't enough suitable jobs in their local area (19 per cent) while 16 per cent had a physical health condition that preventing them from being able to work. Overall, 31 per cent of all participants experienced at least one¹⁹ health-related barrier. The full list of barriers is shown below in Figure 5.2.

¹⁹ Respondents could select up to three barriers

Figure 5.2: Issues / barriers preventing working (full time) (2019 cohort)



Source: F1A: What would you say are the main issues or barriers preventing you from working (full time)? Base: All who work fewer than 16 hours per week (444)

Younger people (16-34; 29 per cent) and, interestingly, those who had the highest qualifications (degree level and above; 31 per cent) were more likely to mention a lack of skills, qualifications or experience as a barrier. Those with no health conditions, or a condition that did not limit their daily activities were more likely than those limited by a long-term health condition to mention this barrier (25 and 32 per cent compared to 16 per cent respectively).

Both physical and mental health conditions most commonly made it difficult for people to complete work tasks:

- Physical health condition or disability made it difficult to carry out tasks at work (16 per cent).
- Mental health condition made it difficult for me to carry out tasks at work (12 per cent).
- Health condition varies too much for me to be able to work (3 per cent).

- Physical health condition or disability made it difficult to travel to work (3 per cent).
- Did not feel mentally ready to return to work because of my health condition (3 per cent).
- Mental health condition made it difficult to travel to work (2 per cent).

Participants who were not in work at the time of the survey were more likely to experience each of the above health-related barriers than those that had found work, and participants who had been out of work for the last five years were more likely than others to have a mental health condition prevented them from carrying out tasks at work (19 per cent).

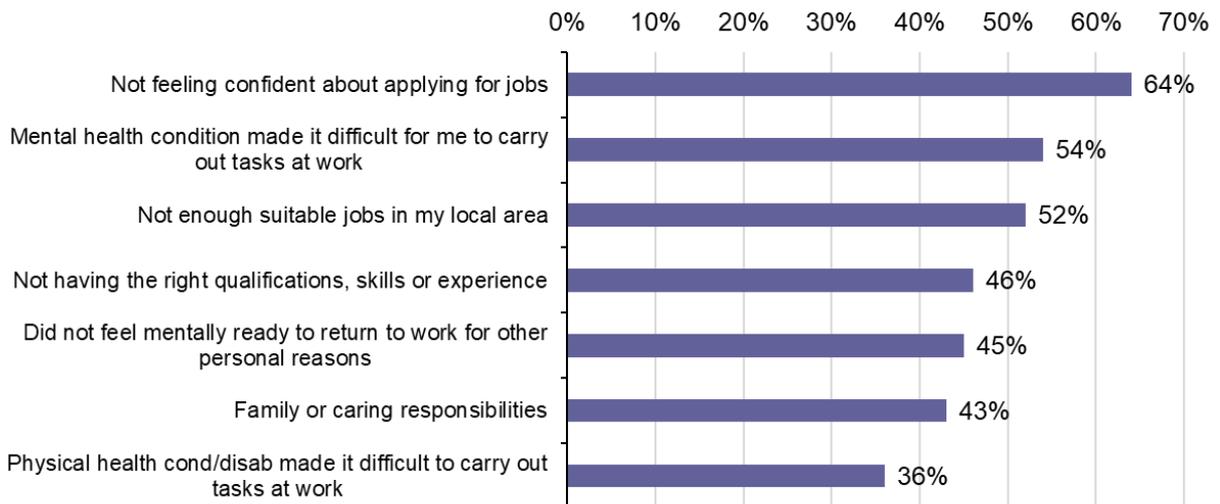
Participants over 50 years old were more likely than other age groups to have a health condition or disability that made it difficult to carry out tasks at work (27 per cent of over 50s reported this barrier) and travel to work (6 per cent of over 50s).

Women were more likely than men to report having a mental health condition that made it difficult to carry out work tasks (17 per cent, compared to 9 per cent). Minority ethnic participants were more likely than white participants to report that their health condition varies too much for them to work (8 per cent, compared to 3 per cent).

Participants were asked to what extent they thought the support received from FSS had helped them to overcome each of their reported barriers, on a scale from one, 'had no impact' to five, 'helped a lot'. The proportion of participants who said that the support had helped them to overcome the barrier (i.e. scored either a 4 or 5) are shown in Figure 5.3 for the most commonly experienced barriers.

Figure 5.3 shows that the support from FSS was most helpful to participants who were not feeling confident about applying for jobs, with nearly two thirds (64 per cent) of participants who experienced this barrier saying FSS helped them to overcome it. Over half of participants (54 per cent) who had a mental health condition that made it difficult to carry out work tasks said that FSS support had helped them with this. Just under half nearly half of participants (49 per cent) were helped to overcome the feeling that there were not enough suitable jobs in the local area.

Figure 5.3: Participants for whom FSS support helped them to overcome the barrier to work*



Source: F1B. To what extent do you think the support you received from Fair Start Scotland helped you to overcome these barriers? Base: All 2019 Cohort who selected barrier: Not having the right qualifications, skills or experience (99), Not enough suitable jobs in my local area (47), Physical health condition made it difficult for me to carry out tasks at work (99), Not feeling confident about applying for jobs (69), Mental health condition made it difficult for me to carry out tasks at work (73), Family or caring responsibilities (51), Concern that people won't employ me because of my age (32)

*Frequencies show the percentage who scored 4 or 5. This only recorded where base size where 30 or more people experienced the barrier

FSS support also delivered the following to those who experienced each barrier:

- 46 per cent were helped to overcome the perception that they did not have the right qualifications, skills or experience to find work (46 per cent)
- 44 per cent of participants who felt they would not be employed because of their age were supported to overcome this
- 43 per cent who mentioned family or caring responsibilities as a barrier to work felt the support helped them to overcome this

The 2019 cohort were also asked to highlight which aspects of the support they found made the most difference to them.²⁰ A wide range of help was mentioned here. Participants were most likely to mention the one to one nature of the support (31 per cent) and help with CVs and application forms (22 per cent mentioned this aspect). Around one in ten participants mentioned that the support was relevant and tailored to them (12 per cent), that they

²⁰ This was a free text response, so participants were not restricted to pre-coded descriptions of support elements.

helped with interview techniques (11 per cent), that they received training (9 per cent) and confidence-building exercises (8 per cent).

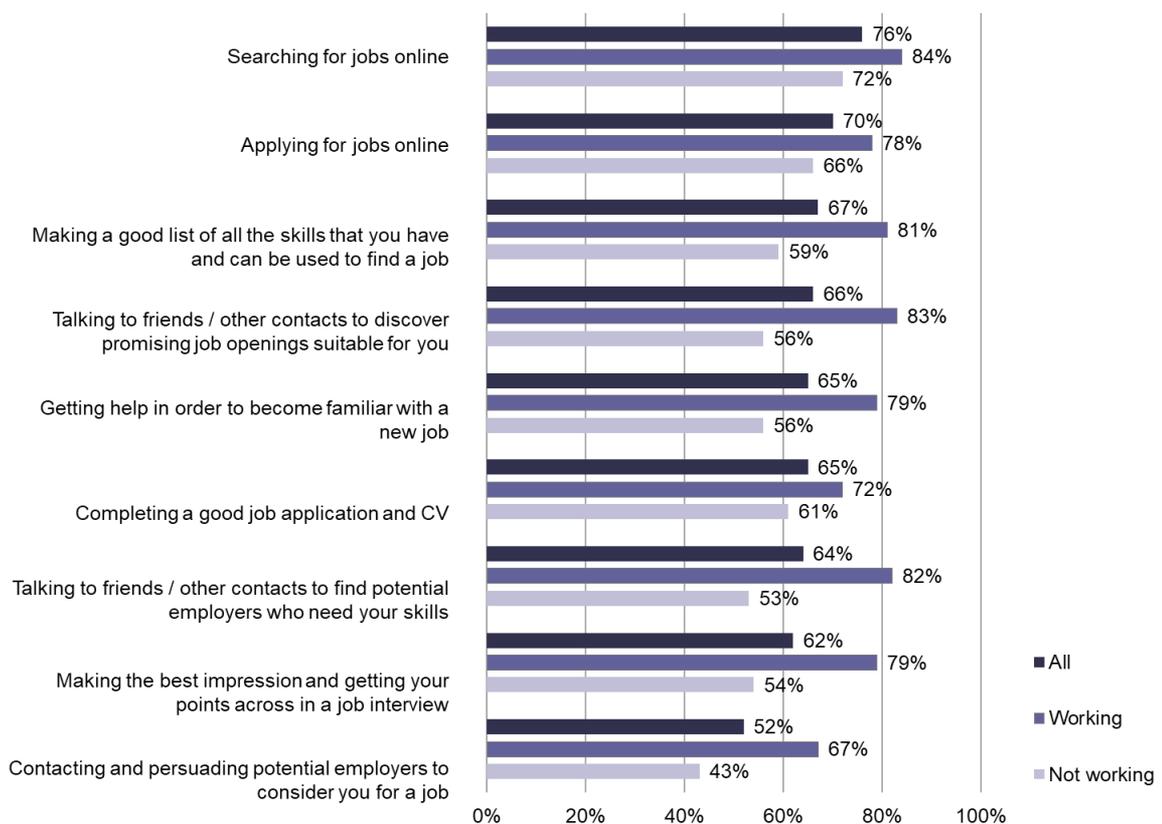
Job search skills

Participants were asked to rate how confident they felt about completing nine different job-search related activities on a scale of 1 to 5, known as the Job Search Self Efficacy (JSSE) Index²¹. Findings are reported in Figure 5.4.

Across the 2019 cohort, there were variations in the levels of reported confidence in undertaking specific job search tasks. Most participants felt confident (76 per cent) about searching for jobs online, whereas just half (52 per cent) said they were confident to contact and persuade potential employers to consider them for a job.

Figure 5.4 also shows that, as might be expected, participants in work at the point of the survey were more likely to feel confident about each measure of job search ability, than those out of work.

Figure 5.4: Confidence in job search activities (2019 cohort)



²¹ 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.

Source: How confident do you feel about doing the following things successfully? Base: All 2019 Cohort (607)

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

- Those limited by a long-term health condition were less likely to feel confident talking to friends and other contacts to find out about potential employers (53 per cent) and completing a CV or job application (56 per cent)
- Those with a degree were more likely to feel confident making a list of their skills to find a job than those with lower level or no qualifications (degree; 79 per cent, none; 63 per cent, national 1-5; 67 per cent). They were also more likely to feel confident about completing a CV or job application (82 per cent compared to the average of 64 per cent).
- Men were more likely than women to feel confident talking to friends and other contacts to discover promising job openings (70 per cent compared to 61 per cent) while those without any health conditions were also more likely than those limited by a long term health condition (78 per cent compared to 57 per cent) to feel confident doing this.

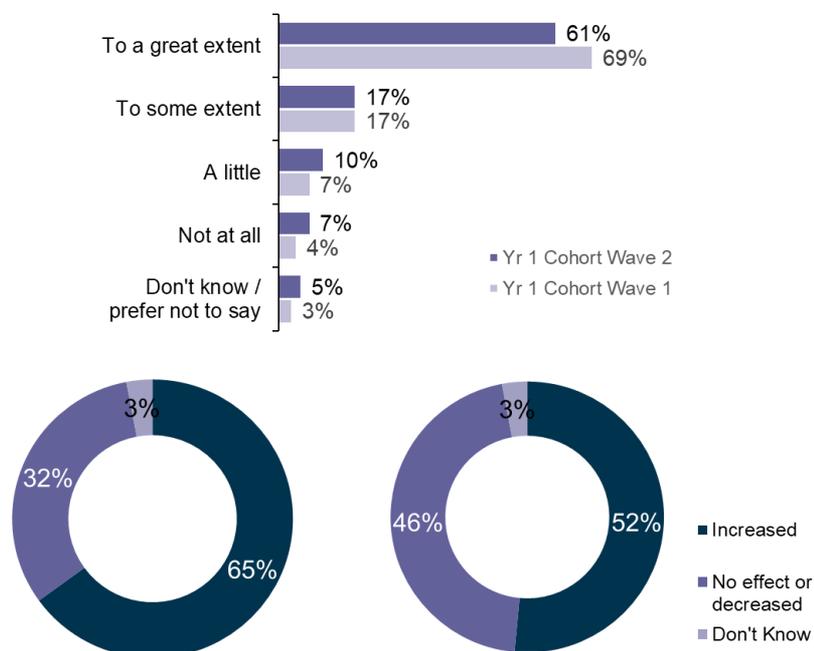
When drawing comparisons across cohorts, both the 2018 and 2019 had similar levels of confidence in their job search skills overall.

Longer-term outcomes for the 2018 Cohort

Some of the 2018 cohort who took part in the Wave 1 survey were contacted again at Wave 2, to identify any change in barriers and motivation to work for people who had been in the programme for longer. Responses suggest that outcomes around motivation to return to work reduced slightly amongst those who were not working (or working fewer than 16 hours).

As shown in Figure 5.5 below, the proportion of those not working (or working fewer than 16 hours) who felt motivated to work 'to a great extent' was 69 per cent at Wave 1 and 61 per cent by Wave 2. In addition, the perceived impact of FSS support on participants' motivation had also fallen, with 65 per cent saying that the support increased their motivation at Wave 1, and just 52 per cent at Wave 2.

Figure 5.5: Views on returning to work – 2018 cohort



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)? Base: All 2018 Cohort who work fewer than 16 hours per week Wave 1(754), Wave 2 (274)

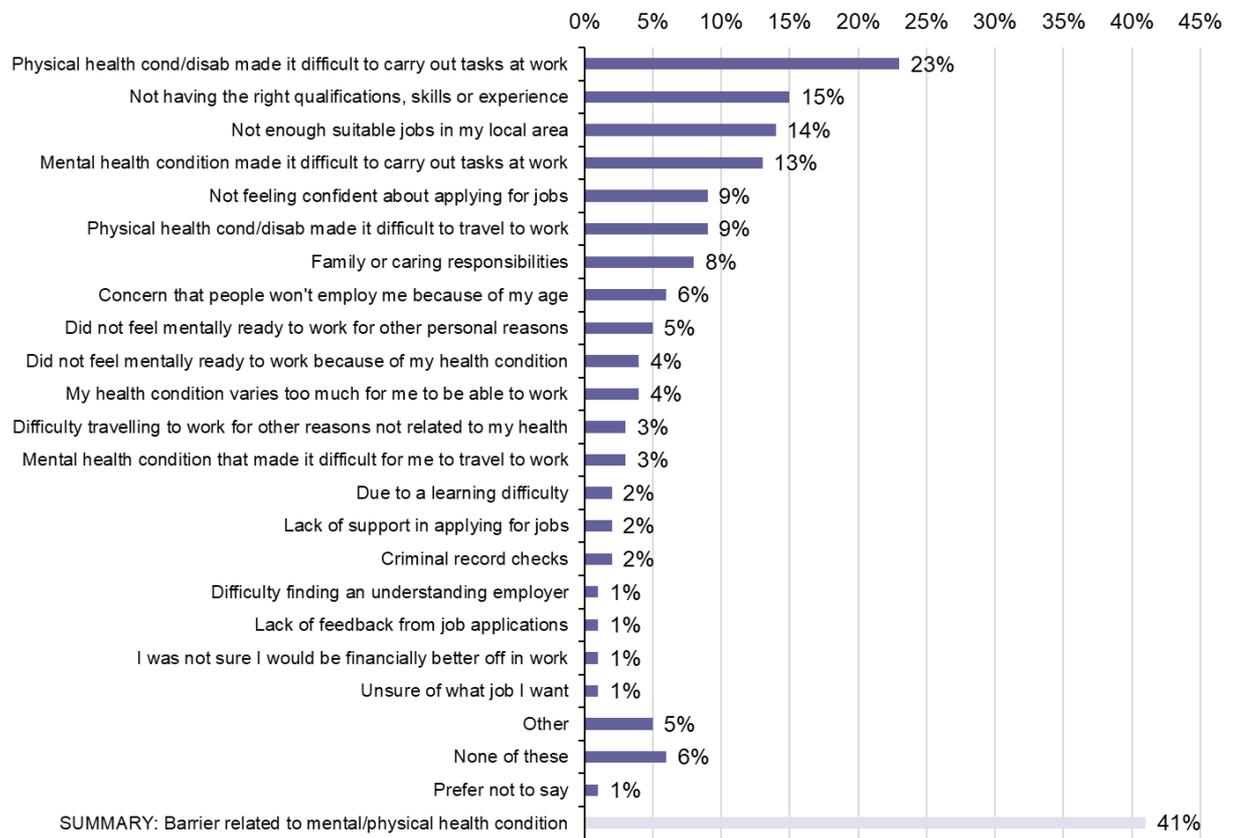
The barriers preventing the 2018 cohort from working, as reported at Wave 2 are shown in Figure 5.6. Health conditions here play an important role, with 41 per cent of respondents mentioning at least one health-related barrier including²²:

- Physical health condition or disability made it difficult to carry out tasks at work (23 per cent).
- Mental health condition made it difficult for me to carry out tasks at work (13 per cent).
- Physical health condition or disability made it difficult to travel to work (9 per cent).
- Did not feel mentally ready to return to work because of my health condition (5 per cent).
- Health condition varies too much for me to return to work (4 per cent).
- Mental health condition made it difficult for me to travel to work (3 per cent).

²² Respondents could select up to three barriers

Other barriers not related to health were mentioned, most commonly a lack of qualifications, skills or experience (15 per cent), and a lack of suitable jobs in the area (14 per cent).

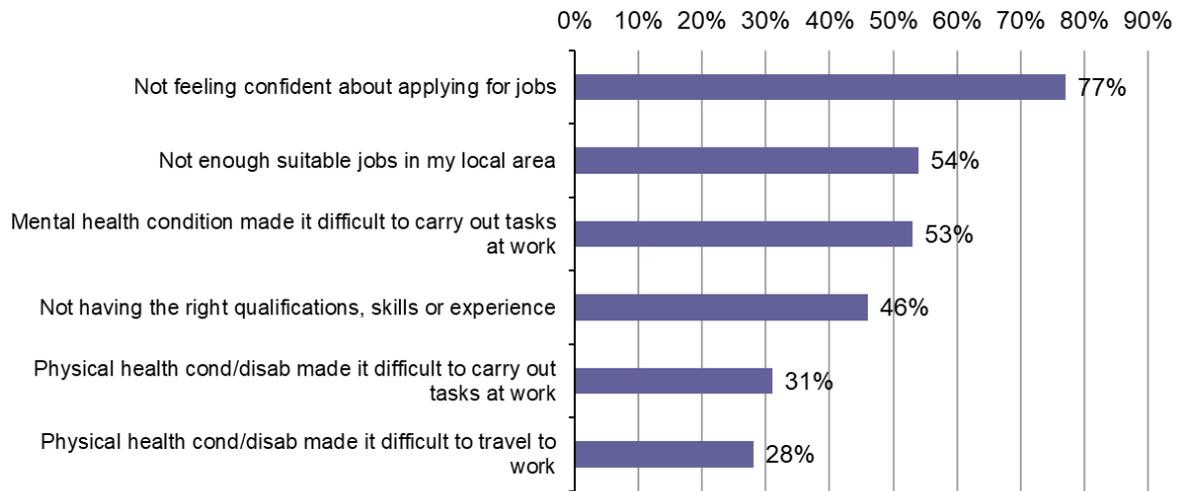
Figure 5.6: Issues / barriers preventing working (full-time) 2018 cohort at Wave 2



Source: F1A. What would you say were the main issues or barriers preventing you from working?
 Base: All 2018 Cohort at Wave 2 (400)

Figure 5.7 shows how FSS support was perceived to have helped address the barriers to work. Amongst this cohort, FSS support was most likely to be reported to have helped participants who lacked confidence applying for jobs - over three quarters (77 per cent) of those who reported this barrier said that FSS had helped them to overcome it.

Figure 5.7: Participants for whom FSS support helped them to overcome the barrier to work* – 2018 cohort at Wave 2



*Frequencies show the percentage who scored 4 or 5. This is only recorded where 30 or more people experienced the barrier

F1B. To what extent do you think the support you received from Fair Start Scotland helped you to overcome these barriers? Base: All 2019 cohort who selected barrier: Physical health condition / disability makes it difficult to carry out tasks at work (90), Not having the right qualifications (52), Not enough suitable jobs in my local area (48), Mental health condition made it difficult to carry out tasks at work (53), Not feeling confident about applying for jobs (30), Physical health condition / disability makes it difficult to travel to work (33), other (116).

Technical Appendix

The Fair Start Scotland (FSS) Wave 2 telephone survey was carried out in May 2020. The sample was made up of two distinct groups:

- New sample of participants who joined the FSS service in 2019 (between January 2019 and December 2019). IFF were provided with a sample of 11,828 participants, from which 1,782 were drawn for the survey.
- Longitudinal sample who joined the FSS service in 2018 (between April and December 2018) and took part in the Wave 1 survey. All participants who took part in the survey and agreed to be contacted again for further research were included in the sample for Wave 2.

A total of 1,007 surveys were completed at Wave 2, made up of 607 from the new sample and 400 from the longitudinal sample, as shown in Table 1. An additional 10 respondents from the new sample took part in the survey but said that they had never received a service from FSS and were removed from the final data.

Table 1: Wave 2 sample drawn, and surveys completed by sample group

Sample group	Starting sample available	Sample drawn	Responses achieved
2019 cohort (new sample)	11,828	1,797	607
2018 cohort (longitudinal sample)	940	940	400

For the new sample, IFF were provided with data consisting of all starts on the FSS service during this period. From this, 1,782 pieces of sample were drawn. Sample was drawn in proportion with the distribution of participants by lot, with Lots 4,7,8 and 9 slightly oversampled to ensure a minimum base for subgroup analysis of this region. Table 2 below shows the number of records drawn and the number of surveys achieved from each lot.

Table 2: 2019 cohort (new) sample drawn, and surveys completed per Lot

Lot	All sample		Sample drawn		Unweighted responses		Weighted responses	
	N	%	N	%	N	%	N	%
Lot 1 Glasgow	2398	20.3%	300	16.7%	101	16.6%	123	20.2%
Lot 2 Lanarkshire	1804	15.3%	213	11.9%	71	11.7%	93	15.3%

Lot 3 Tayside	1161	9.8%	150	8.3%	48	7.9%	60	9.9%
Lot 4 Forth Valley	453	3.8%	150	8.3%	50	8.2%	23	3.8%
Lot 5 East	2568	21.7%	327	18.2%	112	18.5%	132	21.7%
Lot 6 South West	1648	13.9%	207	11.5%	71	11.7%	85	14.0%
Lot 7 North East	461	3.9%	150	8.3%	50	8.2%	24	3.9%
Lot 8 Highlands and Islands	527	4.5%	150	8.3%	50	8.2%	27	4.4%
Lot 9 West	808	6.8%	150	8.3%	54	8.9%	41	6.7%
Total	11,828	100%	1,797	100%	607	100%	608	100%

For the longitudinal sample, no sampling strategy was used as the initial sample size was limited. Table 3 shows the number of responses achieved by Lot.

Table 3: 2018 cohort (longitudinal) sample and surveys completed per Lot

Lot	Sample		Unweighted responses		Weighted responses	
	N	%	N	%	N	%
Lot 1 Glasgow	167	17.7%	74	18.5%	76	19.0%
Lot 2 Lanarkshire	161	17.1%	61	15.3%	74	18.5%
Lot 3 Tayside	89	9.5%	31	7.8%	44	11.0%
Lot 4 Forth Valley	80	8.5%	34	8.5%	32	8.0%
Lot 5 East	174	18.5%	81	20.3%	65	16.3%
Lot 6 South West	90	9.6%	39	9.8%	38	9.5%
Lot 7 North East	52	5.5%	25	6.3%	23	5.8%
Lot 8 Highlands and Islands	54	5.7%	23	5.8%	17	4.3%
Lot 9 West	74	7.9%	32	8.0%	30	7.5%
Total	941	100%	400	100%	399	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 27th April and 29th May, and 1,007 completed interviews were achieved. A full breakdown of sample outcomes is shown in Tables 4 and 5.

Table 4: 2019 cohort (new) sample outcomes

	Number	Proportion of starting sample (%)
Total sample	1,797	100%
Opt outs	18	1%
Unusable (for example, wrong number)	124	7%
Contact attempted, no final outcome after minimum number of attempts	935	52%
Refusal	99	6%
Respondent stopped or screened out during survey	14	1%
Total surveys completed	607	34%

Table 5: 2018 cohort (longitudinal) sample outcomes

	Number	Proportion of starting sample (%)
Total sample	940	100%
Opt outs	11	1%
Unusable (for example, number not in use)	21	2%
Contact attempted, no final outcome after minimum number of attempts	475	51%
Refusal	24	3%
Respondent stopped or screened out during survey	9	1%
Total surveys completed	400	43%

The survey included fewer questions for the 2018 longitudinal sample than the 2019 new sample. The average survey length for the 2018 respondents was 13 minutes 36 seconds, and for the 2019 respondents it was 21 minutes 21

seconds. 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 the 2019 data to bring the oversampled Lots 4,7,8 and 9 back in line with population proportions of 2019 FSS starters, and to correct for any non-response bias. A rim weight based on age, gender, lot and employment status was also applied to the 2018 data to correct for any non-response bias and bring the proportions in line with the Wave 1 weighted data, which reflected population proportions of 2018 FSS starters.

Tables 6 and 7 show a breakdown of the profile of respondents by Lot, after weighting had been applied. The last row shows total Year 2 starts on the FSS service (participants who joined the service between April 2019 and March 2020).

Table 6: Profile of respondents in each Lot, by gender and age (weighted data)

	Total		Gender				Age							
	Unweighted	Weighted	Male		Female		16-24		25-34		35 -49		50+	
Total	607	607	389	64%	281	36%	128	21%	143	24%	173	29%	162	27%
Lot 1 Glasgow	101	123	81	66%	42	34%	28	23%	31	25%	38	30%	26	21%
Lot 2 Lanarkshire	71	93	56	60%	37	40%	14	15%	18	20%	32	34%	29	31%
Lot 3 Tayside	48	60	47	*78%	13	*22%	21	*36%	20	33%	8	*13%	11	18%
Lot 4 Forth Valley	50	23	13	57%	10	43%	7	31%	2	*11%	7	31%	6	28%
Lot 5 East	112	132	78	59%	54	41%	25	19%	31	24%	39	30%	36	27%
Lot 6 South West	71	85	51	60%	33	39%	12	14%	17	20%	29	34%	27	32%
Lot 7 North East	50	24	16	66%	8	34%	6	27%	5	19%	3	*14%	9	*39%
Lot 8 Highlands and Islands	50	27	21	76%	6	24%	6	22%	9	32%	6	22%	6	24%
Lot 9 West	54	41	28	68%	13	32%	8	19%	11	26%	11	27%	12	28%
Total FSS Year 2 Starts	12,077	n/a	7,602	63%	4,415	37%	2,456	20%	2,862	24%	3,283	27%	2,961	25%

Table 7: Profile of 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	607	607	62	10%	229	38%	126	21%	110	18%	394	65%	204	34%	287	47%	97	16%	192	32%
Lot 1 Glasgow	101	123	11	9%	35	*29%	21	17%	35	*28%	79	65%	41	33%	46	*37%	13	10%	59	*48%
Lot 2 Lanarkshire	71	93	5	6%	35	38%	20	21%	14	16%	53	58%	37	40%	47	51%	19	20%	19	*20%
Lot 3 Tayside	48	60	5	8%	25	42%	15	26%	9	15%	47	*79%	12	*21%	24	41%	11	18%	23	39%
Lot 4 Forth Valley	50	23	3	12%	9	39%	6	26%	4	17%	15	65%	8	33%	15	*64%	4	16%	2	*10%
Lot 5 East	112	132	17	13%	54	41%	28	21%	17	13%	90	68%	41	31%	67	51%	23	17%	37	28%
Lot 6 South West	71	85	9	10%	35	42%	19	22%	15	18%	54	64%	30	35%	40	47%	12	14%	31	36%
Lot 7 North East	50	24	3	14%	9	40%	3	14%	5	22%	13	56%	10	44%	12	51%	3	12%	7	30%
Lot 8 Highlands and Islands	50	27	2	6%	9	34%	8	30%	4	16%	18	66%	9	32%	17	*62%	3	12%	5	20%
Lot 9 West	54	41	7	17%	17	41%	6	14%	6	15%	24	58%	17	40%	20	47%	10	24%	9	23%
Total FSS Year 2 Starts	12,077	n/a	-	-	-	-	-	-	-	-	-	-	-	-	5,296	44%	2,231	18%	3,460	29%



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