



Fair Start Scotland Evaluation Report 4: Participant Phone Survey - Year 3 (October 2021)



ECONOMY AND LABOUR MARKET

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Executive Summary

This report presents detailed findings from the third wave of a survey conducted with Fair Start Scotland (FSS) participants. Between 2018 and 2021 there have been three annual survey waves with FSS participants. In this report, FSS participants are referred to as the 2018, 2019 and 2020 cohorts, according to the year they joined FSS. From 2020 onwards the survey had a longitudinal element meaning that a proportion of the earlier cohorts were recontacted. The table below shows which respondents were surveyed over the three survey waves (longitudinal elements are shaded blue):

Wave 1 Survey (2019)	Wave 2 Survey (2020)	Wave 3 Survey (2021)
2018 cohort (joined FSS in 2018)	2018 cohort (joined FSS in 2018 and surveyed in 2019 and 2020)	2018 cohort (joined FSS in 2018 and surveyed in 2019, 2020 and 2021)
	2019 cohort (joined FSS in 2019)	2019 cohort (joined FSS in 2019 and surveyed in 2020 and 2021)
		2020 cohort (joined FSS in 2020)

This report covers the wave 3 survey carried out in 2021, completed by 1,027 participants. Overall, findings show that in its third year, Fair Start Scotland (FSS) has continued to deliver positive results for participants, despite challenges posed by the COVID-19 pandemic. The service has shown an improvement in the number of participants who have moved into work compared with in 2018, and it has continued to motivate participants who are not employed to return to work.

Employment outcomes

At the time the survey was conducted, 36 per cent of the latest, 2020 cohort were either working for an employer or self-employed. The proportion of the 2020 cohort in work represented an increase compared to 27 per cent of the 2018 cohort at the same point in their customer journey. Those in the 2020 cohort that were working were also more likely to be working full time, compared to their 2018 counterparts at the same point in their customer journey. Six-in-ten (61 per cent) of the 2020 cohort were working full time, compared to half of the equivalent 2018 cohort (49 per cent).

The vast majority of the 2020 cohort who were not working (or working less than 16 hours per week) wanted to return to work (94 per cent) and six in ten (60 per cent) reported that their motivation had increased since receiving FSS support.

The impact of the COVID pandemic

Despite their positive employment outcomes, nearly a third of the 2020 cohort had been adversely impacted by the COVID pandemic. Sixteen per cent reported

having lost their job due to the pandemic and were out of work at the time of the survey, while a further 5 per cent had lost their job but found employment elsewhere. A minority of other participants reported working reduced hours or being furloughed; being unable to find a job due to the pandemic; or being affected in another way (4 per cent, 3 per cent and 4 per cent respectively).

Findings suggest that FSS supported participants well through the pandemic. The majority of the 2020 cohort were able to continue accessing FSS support without difficulties, while COVID-19 restrictions prevented meeting face to face, with most (90 per cent) receiving support by phone during this time. Furthermore, while over a third of participants (35 per cent) reported that the pandemic posed a barrier to finding work, nearly half of these participants (48 per cent) reported that the support they received helped them to overcome this.

Experiences of the support received

Overall satisfaction with the support received from FSS has remained consistently high across the 2018, 2019 and 2020 cohorts, and the 2020 cohort were even more likely than their predecessors to respond positively about several key aspects of the support. For example, 95 per cent of 2020 cohort participants felt they were treated with dignity and respect, an increase from 92 per cent of the 2018 cohort at Wave one. Over four-fifths (84 per cent) of the 2020 cohort agreed that they were offered support to improve their general quality of life and wellbeing, an increase from 78 per cent of the 2018 cohort at Wave 1.

Take up of pre-employment support has remained consistent over the last three years of the service, and generally participants who accessed the various types of support were very likely to find them useful (for example, 83 per cent of participants used a dedicated key worker or adviser, of which 77 per cent reported they had found this support useful).

Take up of in-work support had decreased since the start of the FSS service, from 67 per cent of the 2018 cohort at Wave 1, and 57 per cent of the 2019 cohort at Wave 2, to 43 per cent of the 2020 cohort. However, in all three cohorts, those who accessed in-work support were highly likely to find the various types of support helpful.

Long term outcomes for the 2018 and 2019 cohorts

The long term outcomes for participants who joined the service in 2018 and 2019 suggest that those who have found employment through the FSS service in their first year were likely to be able to sustain it and in some cases, to show progress in the quality of work in subsequent years.

As described above, we contacted the 2019 cohort in the year that they joined the service (Wave 2) and again a year later (Wave 3). While the overall proportion of this cohort who were in and out of work remained unchanged (31 per cent were in work at Wave 2 and 34 per cent a year later at Wave 3), there were a few signs that employment outcomes had improved for this group in their second year. For example, among the longitudinal respondents in the 2019 cohort at wave 3 over

one-in-eight (13 per cent) moved into work in the second year after joining the service (at Wave 3), while only one-in-twenty moved out of work (5 per cent). In addition the 2019 cohort were less likely to work in labour intensive jobs in their second year after joining the service (37 per cent at Wave 3 compared to 52 per cent at Wave 2) and more likely to be paid a higher wage (53 per cent were paid between £9.30 and £15.00 an hour at Wave 3 compared to 22 per cent at Wave 2).

The 2018 cohort were followed over three years of their journey, to 2021. Similar to the 2019 cohort, of those in the 2018 cohort who had found work, the long term picture was positive. There was significant growth at each Wave in the proportion that reported having started their job 'over a year ago', suggesting those that found work were managing to sustain it. At Wave 1 just over one in twenty (6 per cent) had started work over a year ago, by Wave 2 this had risen to forty-four per cent and at Wave 3 almost three-quarters had begun over a year before the interview. The proportion of the 2018 cohort who were not working and who reported that they wanted to return to work decreased somewhat over the three-year period.

Further evaluation research findings from year 3 are published separately in two reports: local area case studies, and an overview of year 3. These are available on the Scottish Government website.

Detailed statistics, including demographics data, for FSS are published by the Scottish Government quarterly. 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 can be found in the appendix.

Introduction and methodology

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 fourth 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.

In this report, FSS participants are referred to as the 2018, 2019 and 2020 cohorts, according to the year they joined FSS. From 2020 onwards the survey has had a longitudinal element meaning that a proportion of the earlier cohorts were recontacted in the subsequent wave(s). The table below shows which respondents were surveyed over the three survey waves (longitudinal elements are shaded blue).

Wave 1 Survey (June 2019)	Wave 2 Survey (May 2020)	Wave 3 Survey (May 2021)
2018 cohort – 1,005 respondents Joined FSS April – December 2018	2018 cohort – 400 respondents	2018 cohort – 159 respondents
	2019 cohort – 607 respondents Joined FSS January – December 2019	2019 cohort -205 respondents
		2020 cohort – 663 respondents

		Joined FSS in January – December 2020
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This report details findings from the third Wave of the survey carried out in May 2021, and then draws out longitudinal findings for the 2018 and 2019 cohorts. The first six chapters focus predominantly on participants from the 2020 cohort, and within each chapter comparisons are made between cohorts where relevant. The final two chapters focus mainly on the changing experiences over time of the 2018 cohort (first surveyed in June 2019) and the 2019 cohort (first surveyed in May 2020). It should be noted that base sizes for the 2018 and 2019 cohorts (159 and 205 respectively) are low, such that sub-group comparisons should be treated with caution.

Differences between the different year groups, survey Waves and sub-groups within them have been tested for statistical significance (to 95 per cent confidence levels) and only those that are significant are reported on. Generally, questions where the base size was lower than 30 were not used.¹

¹ Where findings are reported as “more/less likely than average” the test is between the figure reported and the average of the other categories in that sub-group.

Profile of respondents

This section provides an overview of the participants who joined the Fair Start Scotland service during 2020. 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'.² Any interesting significant differences between the 2020 cohort, 2019 cohort and the 2018 cohort are also noted.

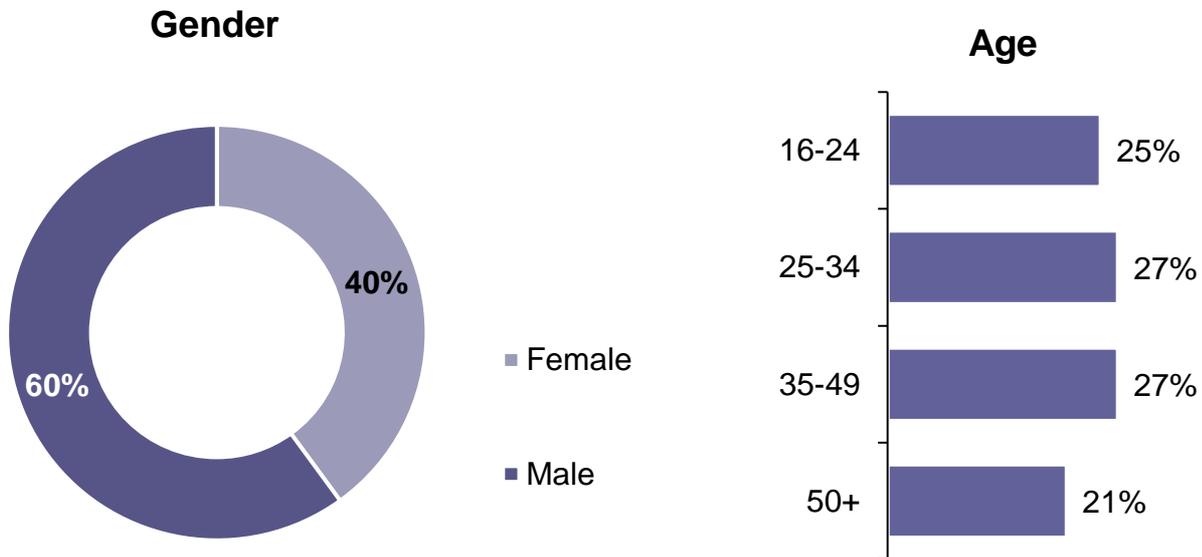
Participant characteristics

Age and gender

Three-fifths (60 per cent) of the 2020 cohort identified as male and two-fifths (40 per cent) as female. In line with the goal to engage more female participants in FSS, this represents an increase of 4 percentage points compared to the proportion of females in the 2018 cohort at Wave 1 and the 2019 cohort at Wave 2.

Similar to previous cohorts, the 2020 cohort was evenly spread between older and younger participants; between 21 per cent and 27 per cent fell into each of the age bands. The full breakdown can be found in Figure 1.

Figure 1 Age and gender of the 2020 cohort



Source: IFF Research telephone survey of FSS customers: H1_W3/H2_W3. Do you identify as...?/Which of the following age bands do you fall into? Base: All 2020 cohort (663)

With regard to the age profile of participants, over time there has been a steady increase in younger people joining the service. In the 2018 cohort at Wave 1, 16 –

² Priority families 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.

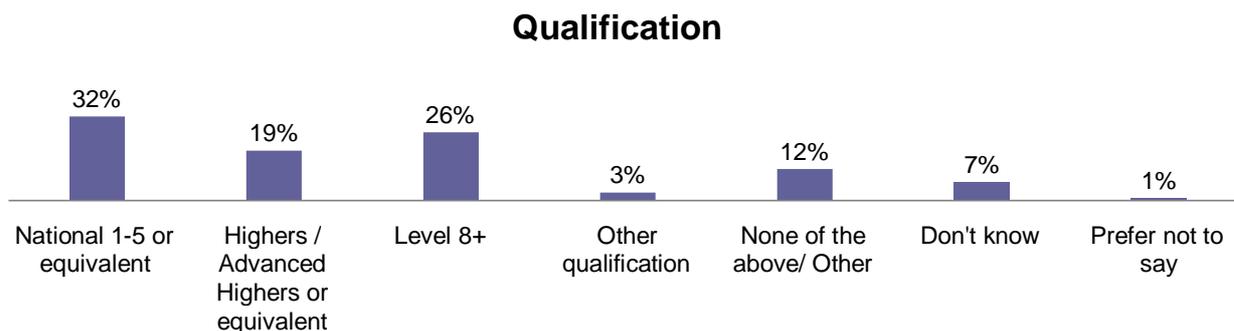
24 year olds formed 16 per cent of the cohort, increasing to 21 per cent in 2019 at Wave 2 and 25 per cent in 2020.

Qualification level

Around three-quarters (77 per cent) of the 2020 cohort held National 1 - 5 or equivalent qualifications or above, with one-quarter (26 per cent) having obtained the highest qualification level (Level 8+). The highest level of qualification achieved by 2020 respondents is shown in Figure 2.

Comparing across cohorts, there was a tendency for participants of the 2020 cohort to hold slightly higher-level qualifications than those in previous cohorts. A higher proportion of the 2020 cohort achieved Level 8+ (26 per cent) when compared to the 2019 cohort at Wave 2 (18 per cent) and the 2018 cohort at Wave 1 (13 per cent). That said, there has been no increase in the proportion of respondents with National 1 – 5 or equivalent qualifications as a minimum from 2019 (77 per cent) to 2020 (77 per cent), suggesting that respondents in the 2020 cohort were just as likely as those in the previous year to hold any form of qualification, but that the qualification they held was likely to be of a higher level.

Figure 2 Qualifications achieved by the 2020 cohort



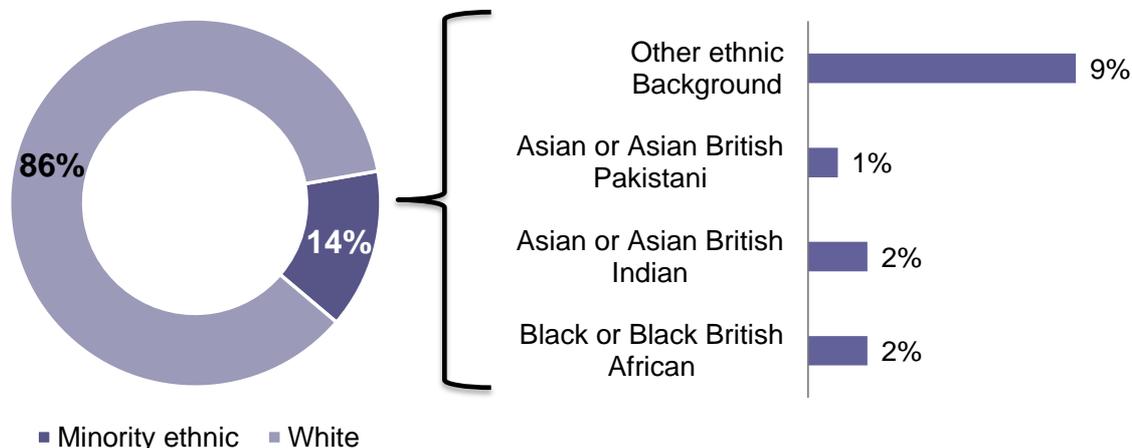
Source: IFF Research telephone survey of FSS customers: H3_W3. What is the highest level of qualification that you have achieved? Base: All 2020 cohort (663)

Female participants were more likely than male participants to have achieved a Level 8+ qualification (32 per cent vs. 22 per cent). This was also related to age; a higher proportion of those between the ages of 25 – 49 held this level of qualification (32 per cent), compared to 21 per cent of those 50 or over.

Ethnicity

The majority of the 2020 cohort was white (86 per cent), and 14 per cent were from minority ethnic backgrounds. There was an increase in participation amongst people from minority ethnic backgrounds from 6 per cent in 2018 at Wave 1 and 7 per cent in 2019 at Wave 2.

Figure 3 Ethnicity of the 2020 cohort



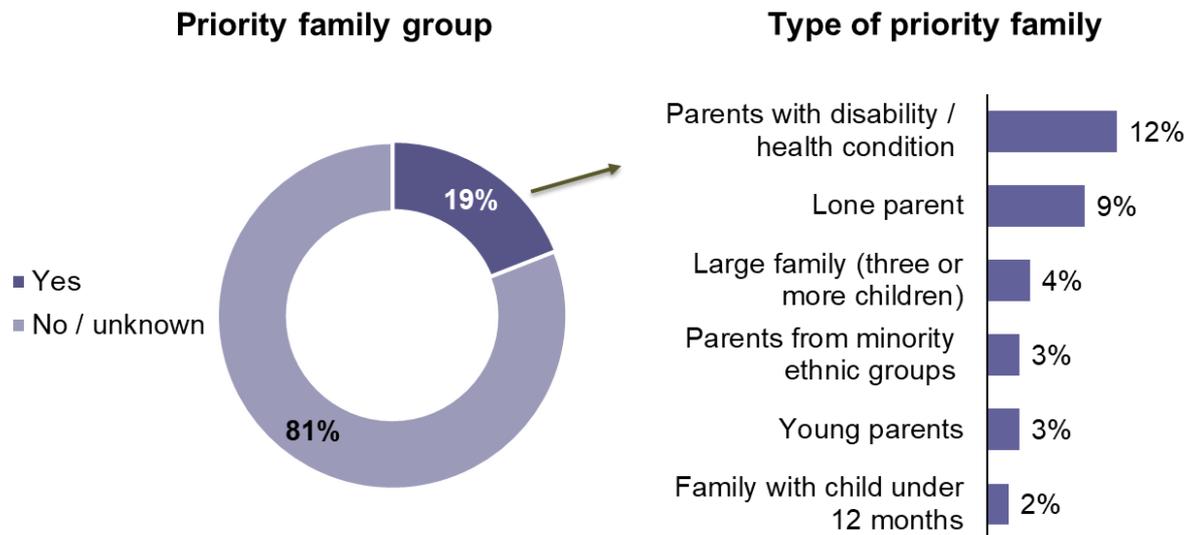
Source: IFF Research telephone survey of FSS customers: H4_W3. Which of the following best describes your ethnic background? Base: All 2020 cohort who agreed to provide demographic details (597).

Priority families

The 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.

Around a fifth (19 per cent) of the 2020 cohort were identified as part of a priority family group, most commonly these were parents with a disability / health condition (12 per cent). Around one in ten (9 per cent) of the cohort were lone parents, 4 per cent were large families, 3 per cent were parents from minority ethnic groups, 3 per cent were young parents, and 2 per cent had a child under 12 months. This is shown in Figure 4.

Figure 4 Priority groups as a proportion of the 2020 cohort



Source: IFF Research telephone survey of FSS customers, Base: 2020 cohort (663)

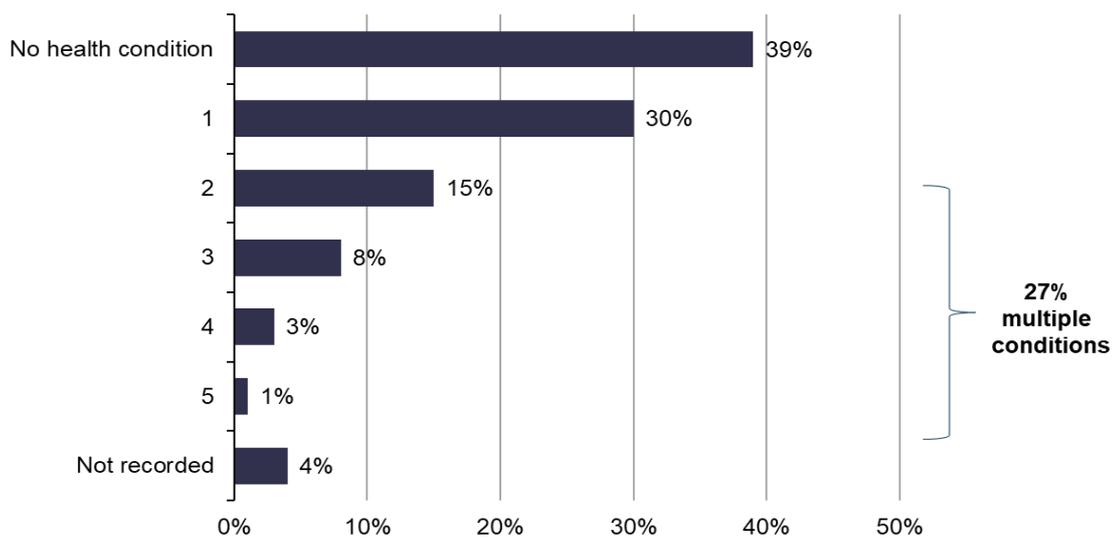
The makeup of the 2019 and 2020 cohorts were similar with regard to priority families. Just over a fifth (21 per cent) of the 2019 cohort were identified as part of a priority family group. Thirteen per cent were parents with a disability / health condition, around one in ten (11 per cent) were lone parents, one in twenty (5 per cent) were large families and 4 per cent were parents from minority ethnic groups.³

³ Participants were not asked about their parental status in Wave 1

Health of Respondents

In the 2020 cohort, nearly three in five (57 per cent) participants had at least one long term health condition. As shown in Figure 5, three in ten had one health condition (30 per cent) while three in twenty (15 per cent) had two conditions. Just over a quarter (27 per cent) of the 2020 cohort had more than one health condition. 4 per cent refused to provide this information.

Figure 5 Number of health conditions reported by the 2020 cohort

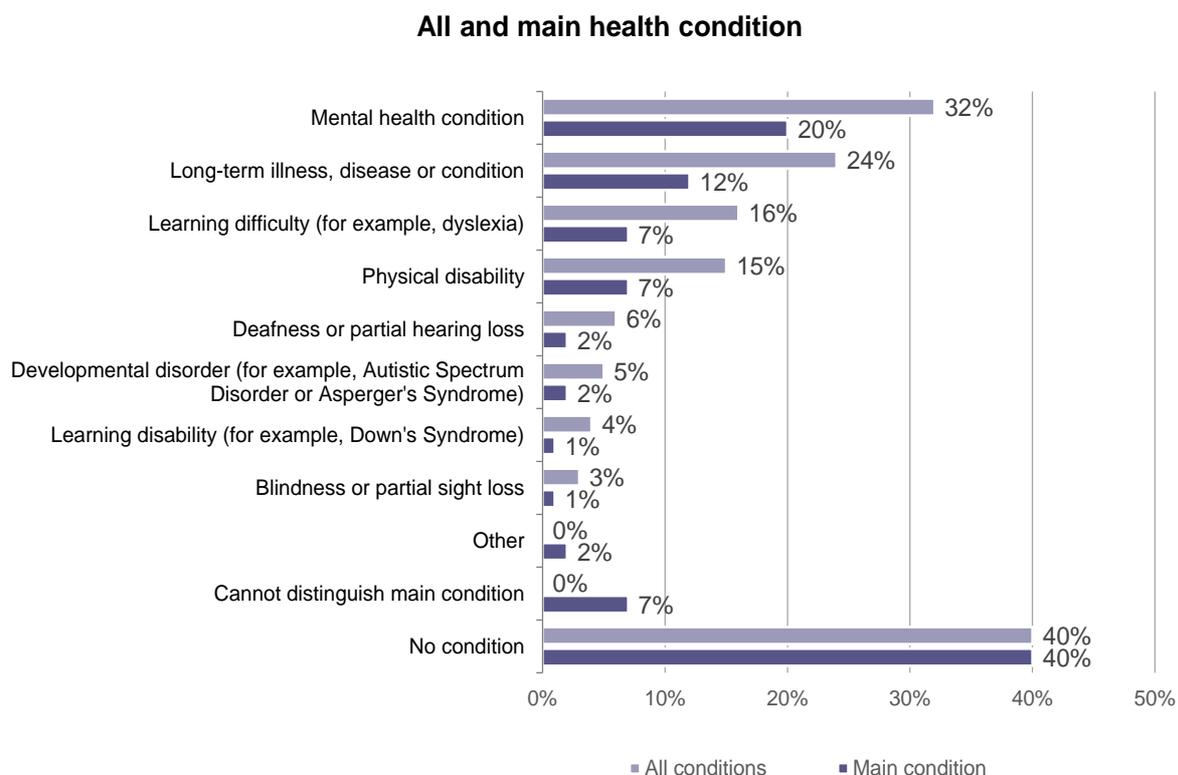


Source: IFF Research telephone survey of FSS customers, Sample information and H4i: Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? Base: 2020 Cohort (663)

As shown in Figure 6, the most common condition among the 2020 cohort was a mental health condition, with just under a third (32 per cent) of participants reporting this issue. Long-term illnesses were the second most common (24 per cent), followed by a learning difficulty (16 per cent) or a physical disability (15 per cent).

Participants were also asked which of the conditions they reported was their main health condition. Also shown in Figure 6, mental health conditions (20 per cent) and long-term illness (12 per cent) were the most common form of main condition. Two per cent had a condition that was not listed and seven per cent were unable to distinguish which was their main condition.

Figure 6 Health conditions and main health condition reported by the 2020 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: 2020 Cohort, except those who refused to provide health condition information(636)

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

- Age was a key factor affecting both the likelihood of having a health condition as well as the type of condition experienced. While older participants aged 50 and over were most likely to have no health condition (45 per cent), those among this age group *with* a condition were the most likely to have a long-term illness (36 per cent) or a physical disability (21 per cent), compared younger age groups. In contrast, the youngest age group, 16-24, were the least likely to say they had no condition (34 per cent) and the most likely age group to have a mental health condition (40 per cent) or learning difficulty (26 per cent).
- Another key factor affecting prevalence of health conditions was employment status. This related 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 (51 per cent) than those not in work (32 per cent). Moreover, participants who were not working were more likely than those in work to have a mental health condition (37 per cent vs. 28 per cent) or a learning difficulty (19 per cent vs. 11 per cent).

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

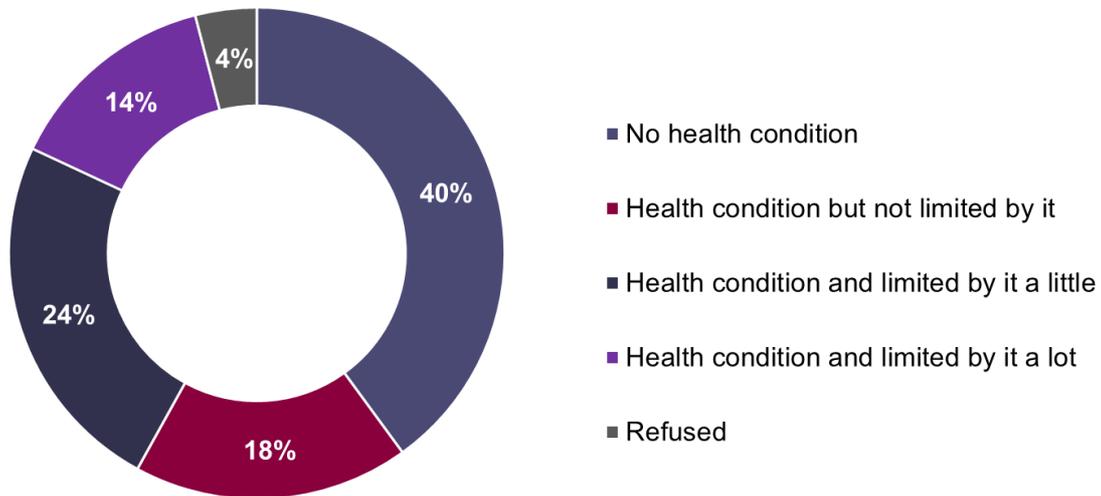
- By gender, male participants were more likely to report having a learning difficulty (19 per cent vs. 12 per cent) or learning disability (6 per cent vs. 2 per cent of female participants).
- By geographical location, those in Lot 1 - Glasgow were most likely to have no health conditions (58 per cent) and long-term illnesses were most common among participants from Lot 4 – Forth Valley (35 per cent). This may be due to the age profile of the lots with Glasgow having the lowest proportion of service users over the age of 50 (15 per cent) and Forth Valley having the second highest (33 per cent). Mental health conditions were most commonly reported among Lot 6 – South West (46 per cent).

When comparing the profile of the 2020 cohort with participants who joined the service in 2019 and 2018, a smaller proportion of the 2020 participants had a health condition (57 per cent reporting at least one condition, compared to 64 per cent in 2019 and 74 per cent in 2018). Those that did were less likely to have multiple conditions than the 2019 cohort (27 per cent vs. 37 per cent, respectively), but more likely to do so than the 2018 cohort (16 per cent). The nature of conditions also differed somewhat between the cohorts, for example, the proportion of the 2020 cohort experiencing a long-term health condition (24 per cent) was significantly smaller than in 2019 (31 per cent), but in line with the 2018 cohort (25 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 7 shows the impact of health conditions for all of the 2020 cohort. Around two in five respondents in the 2020 cohort (39 per cent) said they were impacted by a health condition either a little or a lot.

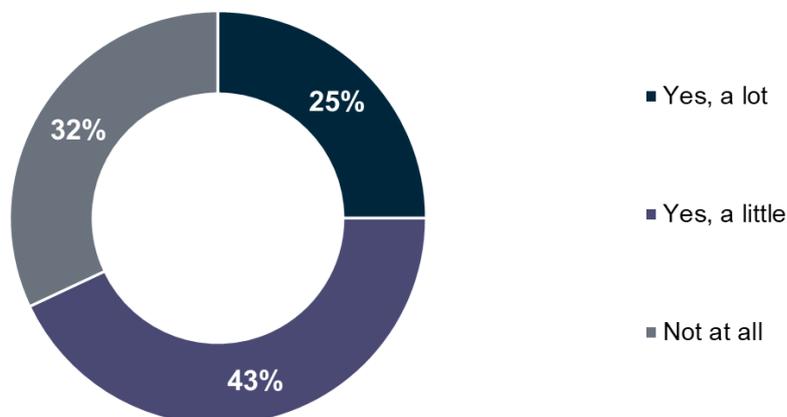
Figure 7 Extent to which health conditions / disabilities limit participants' ability to carry out day-to-day tasks, for the 2020 cohort



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: 2020 cohort (663)

Figure 8 shows the impact of health conditions on participants with at least one condition. Just over two thirds (68 per cent) reported their health condition limited them to some extent (either a lot or a little), with a quarter of those with a condition (25 per cent) reporting that it limited them a lot. Just under a third (32 per cent) were not limited by their health conditions.

Figure 8 Extent to which health conditions / disabilities limit participants' ability to carry out day-to-day tasks, for the 2020 cohort with at least one health condition



Source: IFF Research telephone survey of FSS customers, H4N_W3. Does your health or disability limit your ability to carry out day-to-day activities? Base: 2020 cohort with health condition (378)

There were some significant differences between the 2020 cohort and the 2019 and 2018 cohorts, in terms of the impact of their health condition. The proportion limited a little by their health condition was significantly smaller for the 2020 cohort (43 per cent) than in the 2018 cohort (52 per cent), although it was broadly similar to the 2019 cohort (47 per cent). The proportion of each cohort limited a lot by their condition was also broadly similar across the cohorts (25 per cent in 2020 vs. 27 per cent in 2019 vs. 29 per cent in 2018). There was, however, a significantly greater proportion of participants in the 2020 cohort that were not impacted by their condition (32 per cent) than in the 2019 (25 per cent) and 2018 cohort (17 per cent).

Service experiences and changes over time

This chapter begins by examining why participants signed up for support from Fair Start Scotland and how they found the sign up process. It then looks in detail at the different types of pre-employment and in-work support participants were offered and took up, and how useful participants found this support. Lastly the chapter describes participants overall views of the support they received particularly during COVID-19 restrictions, and participants reasons for ending their engagement with Fair Start Scotland.

The chapter focuses on experiences of participants from the 2020 cohort. It also includes analysis of how these participants' experiences compared to those of the 2018 cohort the year they first joined the service (Wave 1 survey), and the 2019 cohort the year they first joined the service (Wave 2 survey), in order to provide a comparison of experiences at the same point in their FSS journey.

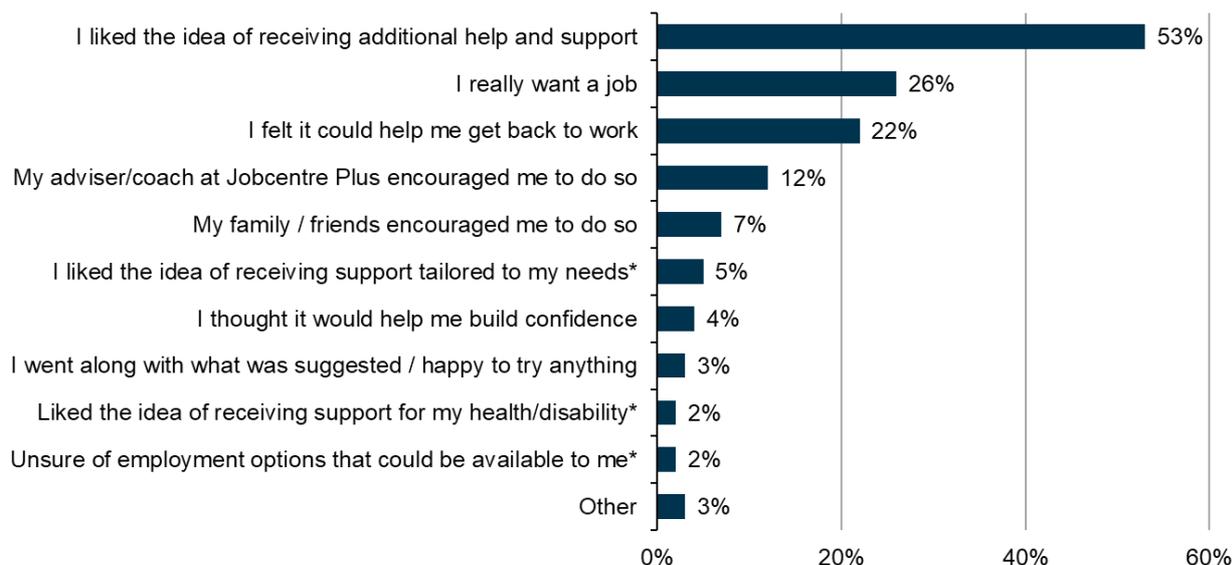
Reasons for signing up and experiences of the sign-up process

Reasons for signing up for support

Participants who joined the service after July 2020 were asked whether they were aware that FSS was voluntary and their reasons for and experiences of signing up. Nine in ten (90 per cent) of these participants knew the service was voluntary, five per cent thought it was mandatory and five per cent did not know. In total this meant that 17 participants believed the service was mandatory. For these participants, the most common reasons for believing this was that their Jobcentre Plus Work Coach or advisor told them it was mandatory, they assumed it was mandatory based on previous benefits experienced, or that they assumed it was mandatory for other reasons.

Excluding those who thought the service was mandatory, most participants joined FSS because they liked the idea of receiving additional help and support (53 per cent). Around a quarter joined because they really wanted a job (26 per cent) and a fifth joined because they felt it would help them get back to work (22 per cent). Figure 9 shows the full list of reasons why 2020 cohort participants joined the FSS service.

Figure 9 Why did you sign up for support? (2020 cohort)



Source: C4: Why did you sign up for support? Base: All who started receiving support after July 2020 and thought the service was voluntary or were unsure (316)

*Full text of response options:

I liked the idea of receiving help and support that was tailored to my individual needs

I liked the idea of receiving support specific to my health condition / disability

I was unsure of employment options that could be available to me, so I wanted to get some support

There was some variation across different demographic groups in why participants signed up:

- Male participants were more likely than female participants to have been encouraged to sign up by their Jobcentre Plus adviser (16 per cent, compared to 7 per cent).
- Those aged between 25 and 34 were more likely to have been encouraged to join the service by their family and friends than other age groups (14 per cent, compared to 7 per cent on average).
- Although only a small proportion, some participants with a health condition joined the service to help build their confidence; this was not a factor for any participants who did not have a health condition (5 per cent of those who were limited by their health condition and 8 per cent of those who had a health condition that was not limiting, compared to 0 per cent of those with no health condition).
- The idea of receiving additional support was much more likely to be a factor for white participants than minority ethnic participants (57 per cent, compared to 37 per cent).

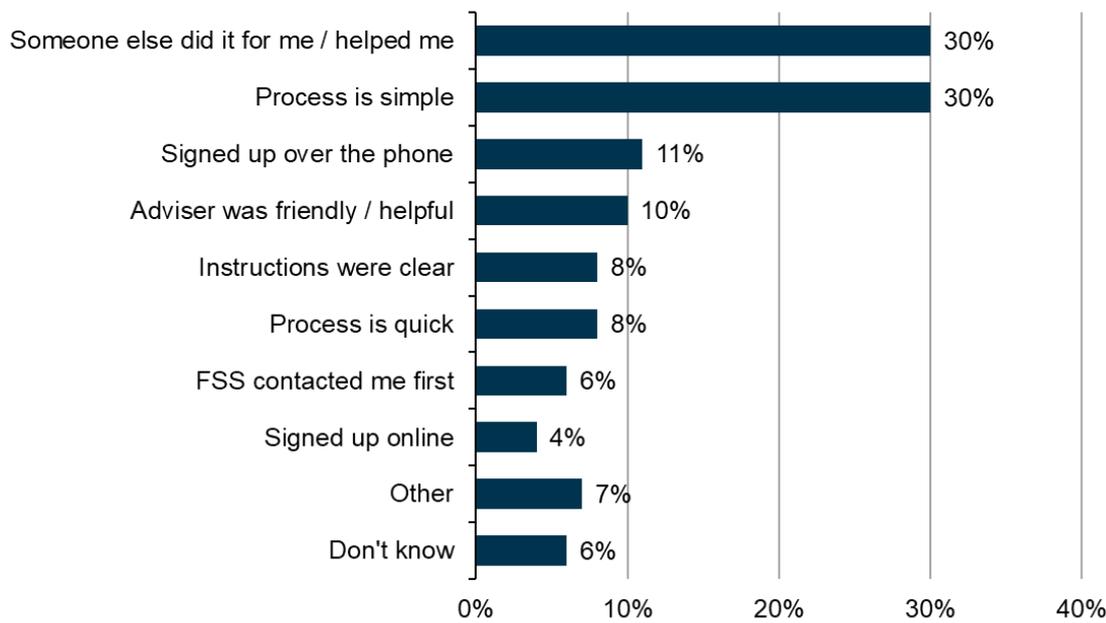
Experiences of signing up for support

Experiences of the sign up process were generally very positive. Three quarters of 2020 cohort participants (76%) rated the process as one out of five and a further 13

per cent gave a rating of two out of five, where one meant 'very easy' and five meant 'very difficult'.

As shown in Figure 10 below, nearly a third of these participants (30 per cent) found it easy because the process was simple, while the same proportion had help from someone else to sign up.

Figure 10 Why did you find it easy to sign up? (2020 cohort)



Source: C6: Why did you find it easy to sign up? Base: All 2020 cohort who found it easy to sign up (297)

There were however two groups who were less likely to find the sign up process easy. Only 77 per cent of minority ethnic participants found the process easy compared to 92 per cent of white participants, and 85 per cent of those with a limiting health condition found it easy compared to the average of 89 per cent.

Only two per cent of all 2020 cohort participants described the process as difficult while six per cent said they did not find the process either easy or difficult (gave a score of three on a scale of one to five).

Differences in sign up experiences between the 2020 cohort, the 2019 cohort at Wave 2 and the 2018 cohort at Wave 1

The findings described above demonstrating the high proportion of participants who were aware that the FSS service was voluntary, and who found the sign up process easy were consistent with FSS cohorts from previous Waves.

Participants' reasons for signing up to the FSS service however varied between cohorts.⁴ As shown in Figure 11, the 2018 cohort at Wave 1 were more likely to have signed up to FSS for the following reasons:

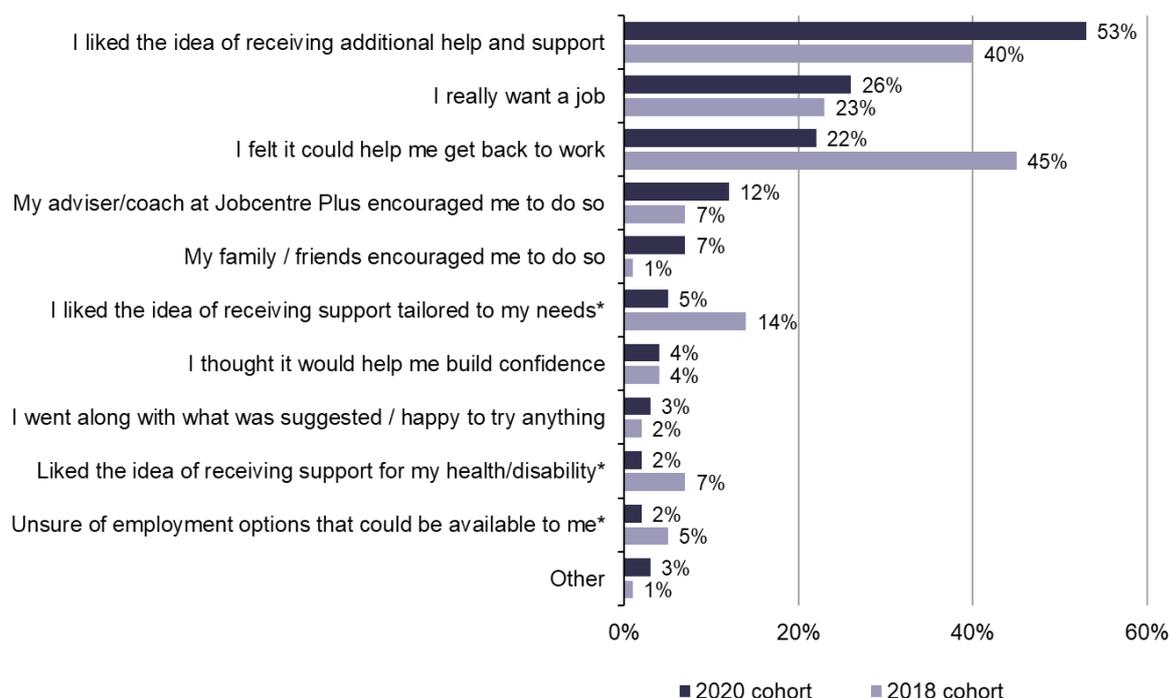
⁴ Participants were not asked about their reasons for signing up at Wave 2

- they felt that the service could help them get back to work (45 per cent of the 2018 cohort at Wave 1, compared to 22 per cent of the 2020 cohort,
- they liked the idea of receiving support tailored to their needs (14 per cent of the 2018 cohort at Wave 1 compared to 5 per cent of the 2020 cohort)
- they liked the idea of receiving support specific to their health condition/disability (7 per cent of the 2018 cohort at Wave 1 compared to 2 per cent of the 2020 cohort).

Conversely, the 2020 cohort were more likely to have signed up to FSS than the 2018 cohort at Wave 1 for the following reasons:

- they liked the idea of receiving additional help and support (53 per cent of the 2020 cohort compared to 40 per cent of the 2018 cohort at Wave 1),
- their Jobcentre Plus adviser/coach encouraged them to (12 per cent of the 2020 cohort compared to 7 per cent of the 2018 cohort at Wave 1)
- their family encouraged them to (7 per cent of the 2020 cohort compared to 1 per cent of the 2018 cohort at Wave 1).

Figure 11 Why did you sign up for FSS? (2018 and 2020 cohort)



Source: C4: Why did you sign up for support? Base: 2020 cohort: All who started receiving support after July 2020 and thought the service was voluntary or were unsure (316) 2018 cohort: All who joined the service after July 2018 and understood the service was voluntary or were unsure (506) *Full text of response options: I liked the idea of receiving help and support that was tailored to my individual needs; I liked the idea of receiving support specific to my health condition / disability; I was unsure of employment options that could be available to me so I wanted to get some support

The proportion of participants who found the sign up process easy remained consistently high between the 2018 cohort and the 2020 cohort.

Pre-employment support

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:

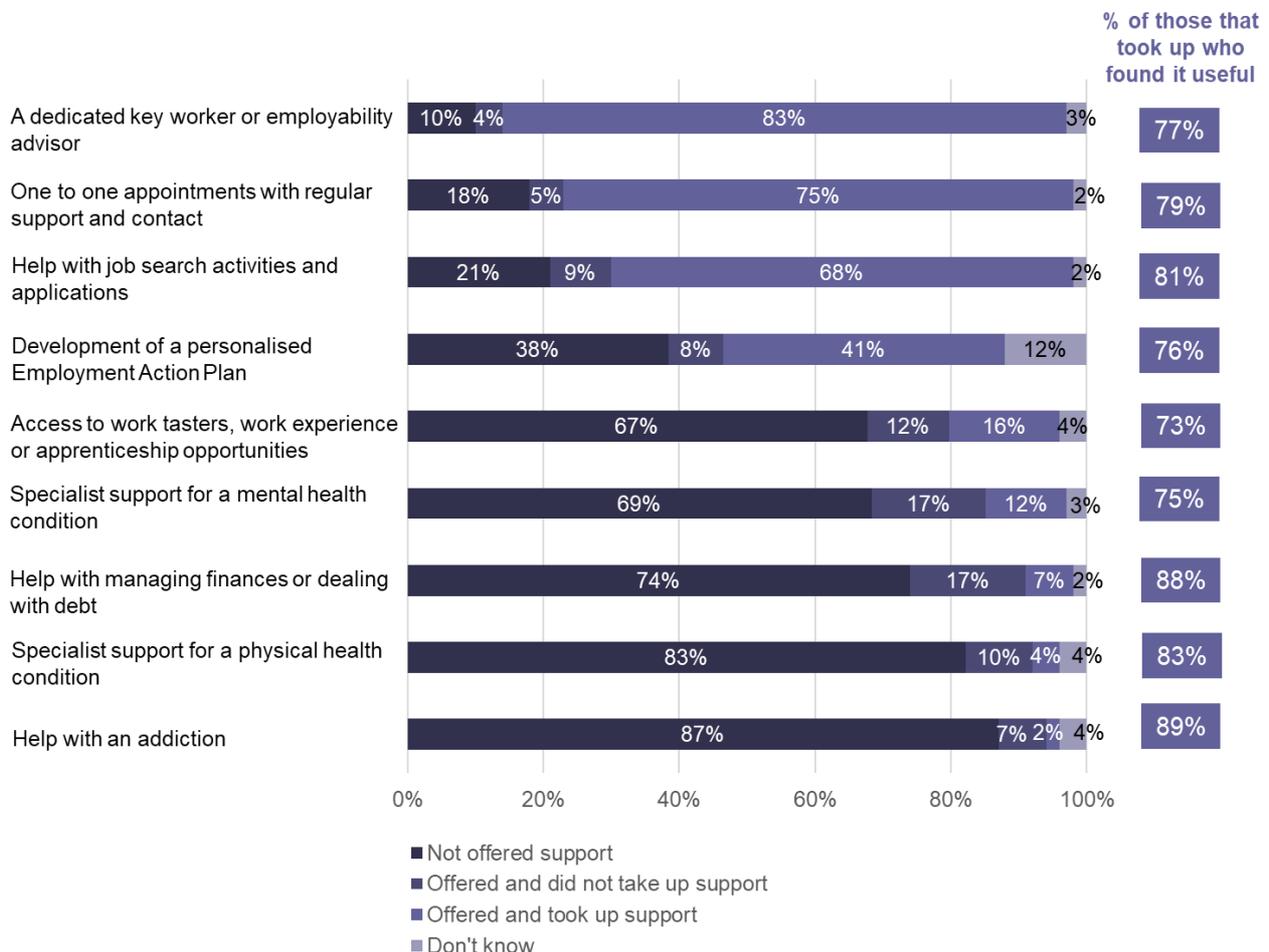
- One to one support from a dedicated key worker who understands the participant's disability where they have one, and their barriers to employment.
- The development of a Participant Employment Action Plan, to be delivered in the first eight weeks. This is a person-centred plan which details how the 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. This includes 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 12 shows the different types of support that participants from the 2020 cohort reported that they were offered and how many went on to take up that support.

Of all the 2020 cohort, 32 per cent reported that they had a mental health condition and nearly half of those participants (47 per cent) said they were offered specialist

support with a mental health condition through the FSS service. By contrast, 15 per cent of 2020 participants had a physical health condition or disability and of those, less than a quarter (24 per cent) recalled being offered specialist support for a physical health condition through the FSS service.

Figure 12 Offer, take-up, and usefulness of pre-employment support (2020 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 2020 cohort respondents (644). 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 appointment (484), key worker (533), help with job search activities (441), Employment Action Plan (264), work tasters etc. (104), specialist support with mental health (74), specialist support with physical health (23), specialist support with an addiction (13), help managing finances (45)

The dark purple bars in figure 12 show the proportion of 2020 cohort that did not recall being offered each support type, for example 21 per cent reported that they were not offered help with job search activities and applications.

Looking just at participants who were offered each type of support, the most common types of support that participants took up tended to be the more generic, widely relevant activities:

- A dedicated key worker or employability advisor (95 per cent of those offered).
- One to one appointments with regular support and contact (93 per cent of those offered).
- Help with job search activities and applications (87 per cent of those offered).
- Development of a personalised Employment Action Plan (82 per cent of those offered).

Smaller proportions reported being offered access to work tasters, work experience or apprenticeships opportunities (28 per cent), specialist support with a mental health (29 per cent) or physical health condition (14 per cent), help with managing finances or dealing with debt (24 per cent), or help with an addiction (9 per cent). This is likely to be because these forms of support would only be relevant to certain participants. Relatively small proportions of participants who were offered these forms of support went on to take them up. One in four took up specialist support for a mental health condition (40 per cent), and between 20 and 30 per cent took up help with a physical health condition (27 per cent), help managing finances and dealing with debt (29 per cent) and help with an addiction.

There was some variation by participant group, in terms of the support services they reported / recalled having been offered:

- Younger participants were more likely to recall being offered access to access to work tasters, work experience or apprenticeship opportunities (39 per cent compared to 29 per cent on average). By contrast, older participants aged 50 and above were less likely to recall being offered help with job search activities and applications (69 per cent compared to 78 per cent on average) or help with a mental health condition (19 per cent vs 29 per cent on average).
- White participants were more likely than minority ethnic participants to recall being offered specialist support for a mental health condition (32 per cent compared to 19 per cent), or a physical health condition (16 per cent compared to 6 per cent).
- Participants from Lot 4, Forth Valley were more likely than others to recall being offered various types of support including access to work tasters, work experience or apprenticeship opportunities (43 per cent compared to 29 per cent on average), help for a physical health condition (24 per cent compared to 14 per cent on average) and help with managing finances or dealing with debt (44 per cent compared to 24 per cent on average).

There were also differences in the level of take up by participant groups. As might be expected, younger participants, aged between 16-24 years were slightly more likely to take up the offer of access to work tasters, work experience and apprenticeship opportunities (72 per cent compared to 55 per cent on average).

Participants who were further from the labour market tended to be more likely to take up the offer of developing a personalised Employment Action Plan than others. For example, 94 per cent of those who had not worked in the five years prior to joining the service, and 97 per cent of those with no formal qualifications took up this offer (compared to 82 per cent on average). Whereas those with degree level qualifications or higher were less likely to take this up (73 per cent, compared to 82 per cent on average).

Those who had been out of work for five years prior to joining the service were also more likely to take up the offer of work tasters, work experience or apprenticeship opportunities (68 per cent, compared to 55 per cent on average).

Minority ethnic participants were considerably more likely to take up the offer of access to work tasters, work experience or apprenticeship opportunities than white participants (71 per cent, compared to 50 per cent). While take up of one to one appointments with regular support was slightly higher among white participants (94 per cent take up among white participants compared to 89 per cent take up among minority ethnic participants).

There were also some variations in take up of support by different Lots. Lot 5, East, saw a slightly lower take up of support with job search activities and applications (81 per cent compared to 87 per cent on average) but a higher take up of specialist support for a mental health condition (56 per cent compared to 40 per cent on average). While take up of one to one appointments was slightly lower in Lot 7, North East (85 per cent compared to 93 per cent on average), and take up of a dedicated key worker/employability adviser was lower in Lot 6, South West (83 per cent compared to 95 per cent on average).

The column on the far right of figure 12 shows the proportion of participants who found each type of support useful, out of those that took it up. This demonstrates that at least three quarters of participants found each type of support useful.

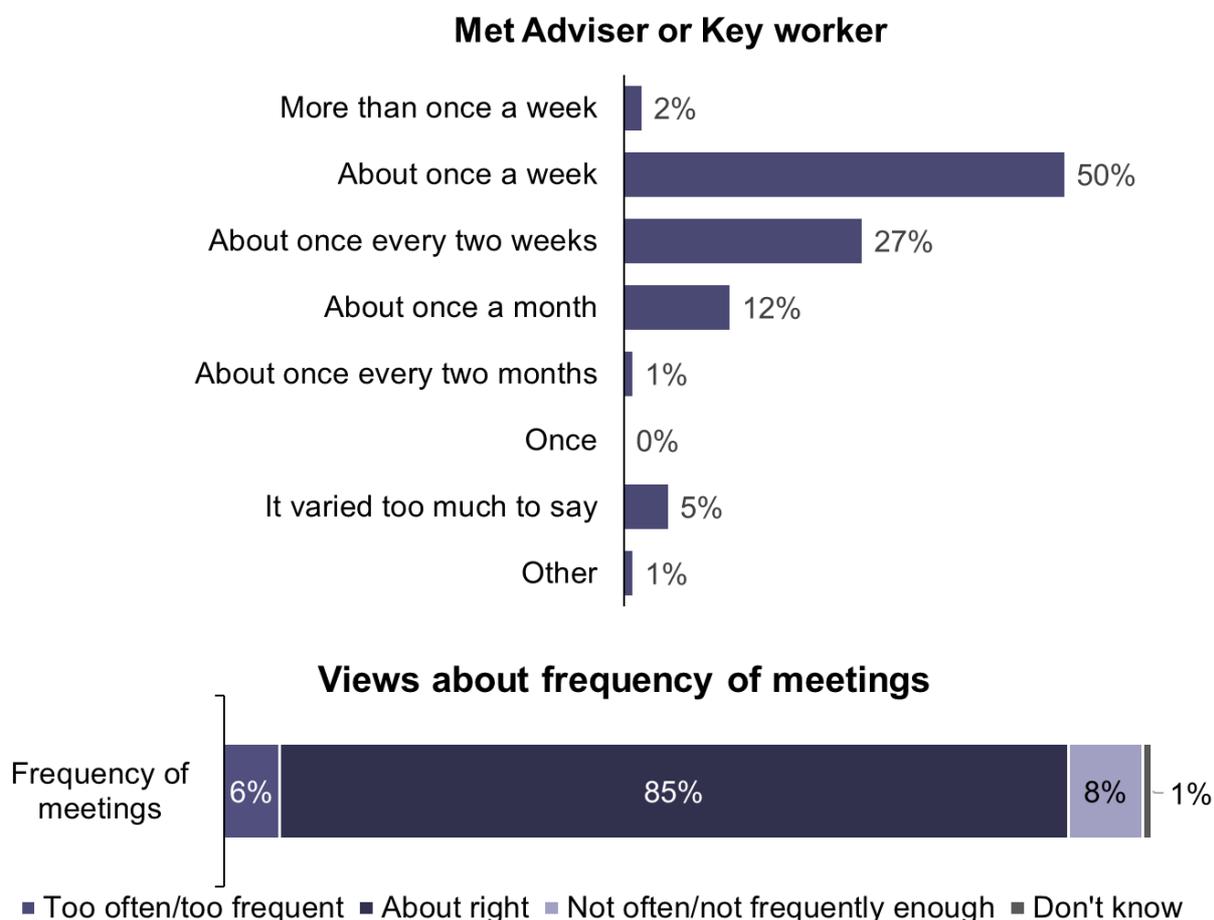
Again there was significant variation between demographic groups. White participants were more likely to find several types of support useful compared to minority ethnic participants, including a dedicated key worker/employability adviser (80 per cent compared to 65 per cent), one to one appointments with regular support and contact (81 per cent compared to 71 per cent) and access to work tasters, work experience or apprenticeship opportunities (81 per cent compared to 55 per cent).

Participants who had a limiting health condition were less likely to find help with job search activities and applications useful compared to participants on average (76 per cent compared to 81 per cent on average). Female participants were more likely than male participants to find access to work tasters, work experience or apprenticeship opportunities useful (87 per cent compared to 65 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 13, half of participants met with their key worker about once a week and over a quarter (27 per cent) met once a fortnight.

Figure 13 Frequency of meetings with key worker/adviser (2020 cohort)



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 (534)

Four per cent of all 2020 participants had not met with their key worker or advisor despite being offered one. While this only represented 29 participants it should be noted that 41 per cent of these participants said that the COVID-19 pandemic had prevented them meeting with their adviser and this was the most common reason given by this group.

Most (85 per cent) of those who met with their key worker said the frequency was about right. There were some differences by sub-group:

- Participants aged 25-34 years old were more likely to think that their meetings with their adviser were too frequent (11 per cent compared to 6 per cent on average).

- Minority ethnic participants were less likely than white participants to be happy with the frequency of their meetings, with 16 per cent finding them too frequent, and 14 per cent finding them to not be frequent enough (compared to 3 per cent and 6 per cent of white participants respectively).
- Nearly two fifths of participants (18 per cent) who left the service early said that the meetings with their advisers were too frequent compared to 5 per cent of those who did not.

Differences between pre-employment support received by the 2020 cohort, the 2019 cohort at Wave 2 and the 2018 cohort at Wave 1

Participants' take up of the different types of pre-employment support remained broadly consistent across the 2020 cohort at Wave 3, the 2019 cohort at Wave 2 and the 2018 cohort at Wave 1.⁵

There was however one exception to this in that take up of the development of a personalised Employment Action Plan reduced slightly among the most recent cohort. Among 2020 cohort participants, 82 per cent took up this type of support, compared to 89 per cent of the 2018 cohort at Wave 1 and the same proportion (89 per cent) of the 2019 cohort at Wave 2.

Participants' views about the usefulness of the support they received also remained consistent across the three Waves, except that 2020 cohort participants were more likely to find help with job search activities and applications useful than the 2019 cohort (81 per cent, compared to 74 per cent). The proportion that found it useful among the 2018 cohort was in line with the 2020 cohort (80 per cent of the 2018 cohort found it useful).

The frequency with which participants met with their key workers has reduced slightly in the last two years. Around six in ten participants from the 2018 cohort (65 per cent) and 2019 cohort (63 per cent) met with their key workers once a week, while among the 2020 cohort this dropped to five in ten (50 per cent). However, participants' satisfaction with the frequency of their meetings has remained consistent across all Waves.

In-work support

Participants who move into employment for 16 hours a week or more⁶ 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):

⁵ The following types of support were introduced in the Wave 2 survey for the 2019 cohort so comparisons cannot be made with the 2018 cohort: Specialist support for a mental health condition; specialist support for a physical health condition; help with managing finances or dealing with debt.

⁶ 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

- 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.

Of the 2020 cohort who were working at least 16 hours per week, 43 per cent recalled being offered any type of in-work support. This proportion has decreased over previous Waves, from 67 per cent of the 2018 cohort at Wave 1, and 57 per cent of the 2019 cohort at Wave 2.

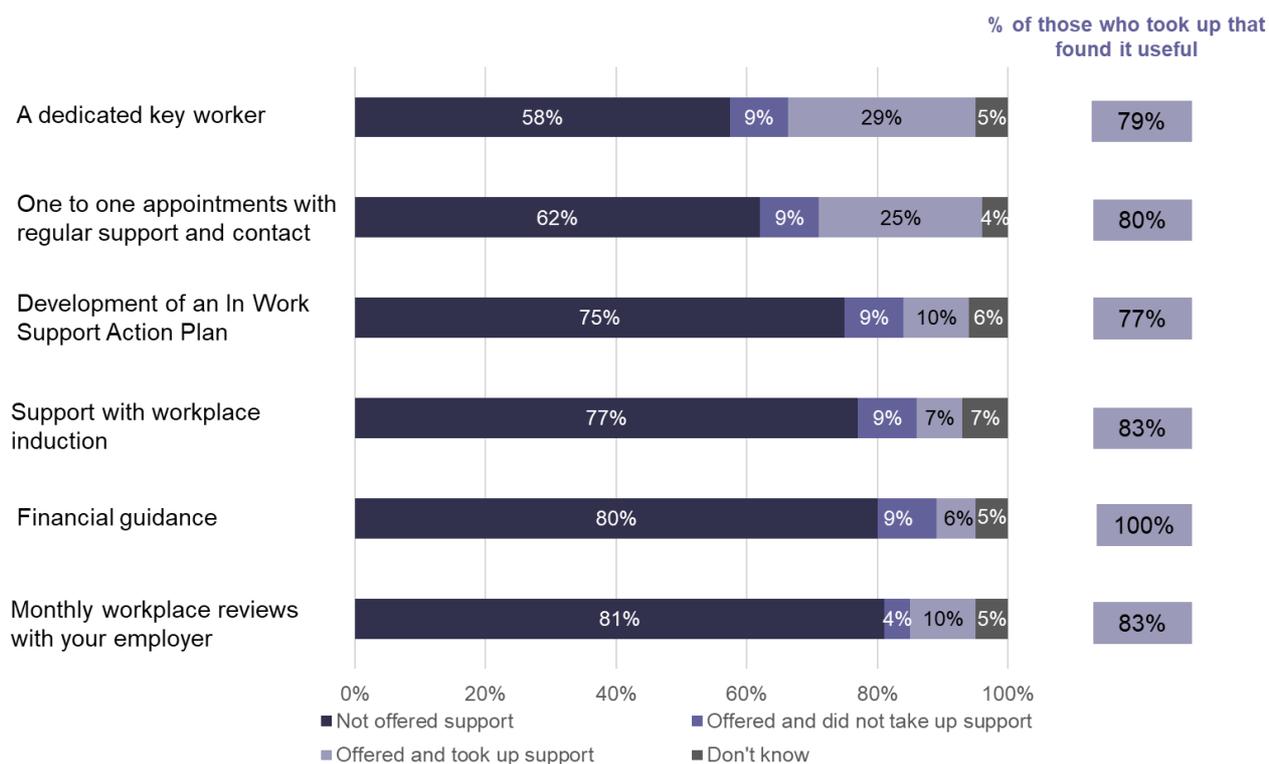
Figure 14 shows the proportion of the 2020 cohort who were offered and took up the various forms of in-work support, and how useful they found it. This shows that participants were most likely to take up support from a dedicated key worker (29 per cent of all participants and 76 per cent of those offered), one to one appointments with regular support and contact (25 per cent of all participants and 73 per cent of those offered), and monthly workplace reviews with their employer⁷ (10 per cent of all participants and 69 per cent of those offered).

Figure 14 also shows that, while the proportion of participants who were offered and took up in-work support is generally lower than 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 77 per cent for the development of an In-work Support Action Plan to 100 per cent for financial guidance.⁸

⁷ 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. It is also not possible to compare findings across 2018, 2019 and 2020 cohorts.

⁸ Please note that results on the usefulness of support types have low bases sizes

Figure 14 Offer, take-up, and usefulness of in-work support (2020 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? Base: All 2019 cohort who were in work 16 or more hours a week (214) D11i: Did you take up this support? Base: All 2019 cohort who were in work 16 or more hours a week (214). 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 2019 cohort who used the support type: key worker (63), one to one appointment (54), workplace inductions (15), In Work Support Action Plan (22), financial guidance (13), monthly reviews (22)

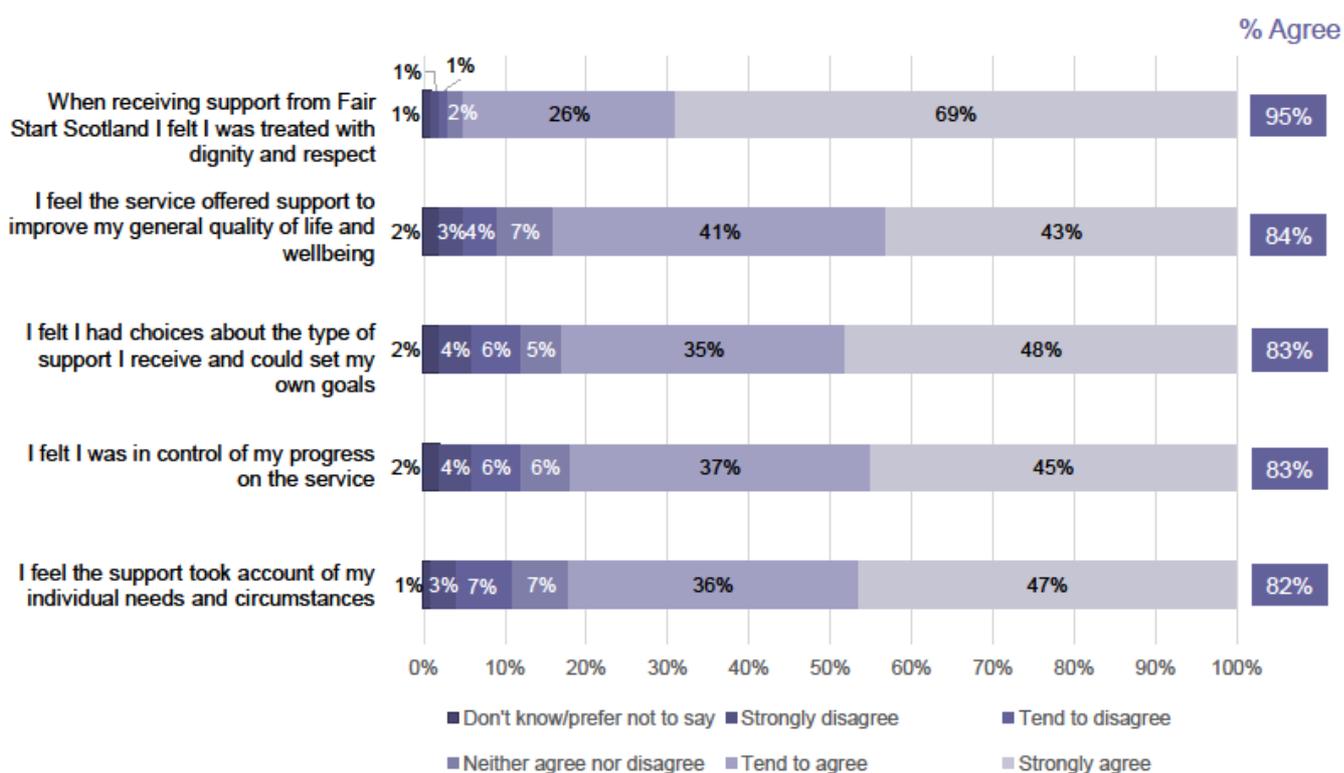
Overall views of support

The 2020 cohort were also asked 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 services⁹: 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 15, participants were very positive about the support received from FSS. Between 82 and 95 per cent of participants agreed that the service they received aligned with each of these values, and they were most likely to agree that they were treated with dignity and respect (95 per cent).

⁹ <https://www.gov.scot/publications/creating-fairer-scotland-new-future-employability-support-scotland/pages/3/>

Figure 15 Attitudes around support received (2020 cohort)



Source: D13: To what extent do you agree with the following statements about the support you have received. Base: All 2020 cohort (644)

There were a few differences in attitudes about the service by gender and ethnicity. White participants were more likely than minority ethnic participants to feel positively about several aspects of the support:

- that the support took account of their individual needs and circumstances (85 per cent, compared to 74 per cent),
- that they were in control of their progress on the service (86 per cent, compared to 72 per cent)
- that they had choices about the type of support they received and could set their own goals (86 per cent, compared to 74 per cent)

Male participants were more likely than female participants to feel the service offered them support to improve their general quality of life and wellbeing (86 per cent, compared to 80 per cent).

Participants 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 four fifths of participants felt that there was no other type of support they would have liked to receive from FSS (78 per cent). Five per cent said they would have liked to have been offered training courses. Other common responses given by smaller proportions of participants included more personalised help, support and feedback, help with getting a job placement or work

experience, financial advice or support, more contact with employers, for FSS to be easier to get in contact with or to have a dedicated contact, face to face meetings and one-to-one support and to have more consideration of health issues when offering support.

Again, views here varied by ethnicity. Minority ethnic participants were more likely than white participants to have wanted more help, in particular to be offered training courses (10 per cent, compared to 5 per cent on average), help getting a placement or gaining work experience (7 per cent, compared to 3 per cent on average) and more contact with employers (3 per cent, compared to 1 per cent on average).

Participants aged 35-49 years, and those with a degree level qualification or above were slightly more likely to have wanted help with getting a placement or gaining work experience (5 per cent compared to 3 per cent on average).

Differences in overall views about support between the 2020 cohort, the 2019 cohort at Wave 2 and the 2018 cohort at Wave 1

Satisfaction with the FSS service has remained consistently high throughout Waves 1, 2 and 3 and was slightly higher among the most recent cohort in the following areas:

- Being treated with dignity and respect (agreement rose from 92 per cent among the 2018 cohort at Wave 1, to 95 per cent among the 2020 cohort at Wave 3)
- Being offered support to improve general quality of life and wellbeing (agreement rose from 78 per cent among the 2018 cohort at Wave 1, to 84 per cent among the 2020 cohort at Wave 3)
- Feeling in control of progress on the service (agreement rose from 79 per cent among the 2018 cohort at Wave 1, to 83 per cent among the 2020 cohort at Wave 3)

The proportion who agreed with the statements has in fact increased every year across all of the five attitudinal statements, suggesting satisfaction in all areas has increased, however only those stated above had increased enough to be statistically significant.

Accessing support during the COVID-19 pandemic

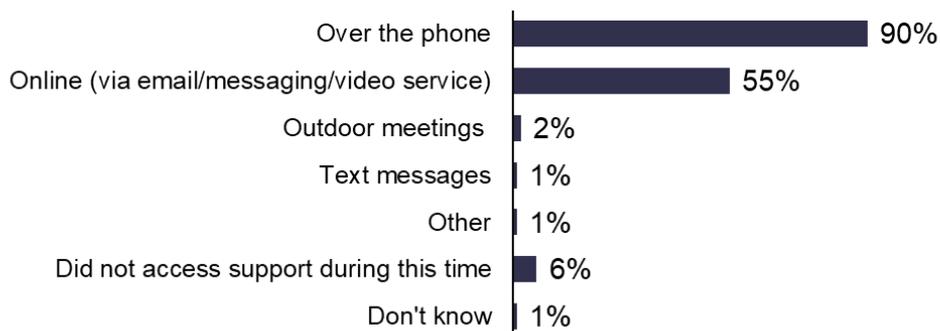
As the 2020 cohort had joined the service in the year that the COVID-19 pandemic impacted the UK, these participants were asked about how they accessed support during periods when government guidelines restricted their ability to receive FSS support in person.

Figure 16 shows that during these periods nine out of ten participants (90 per cent) accessed support by phone and over half (55 per cent) accessed support online through email, messaging or video services. A minority of participants (6 per cent) said that they did not access any support during these periods.

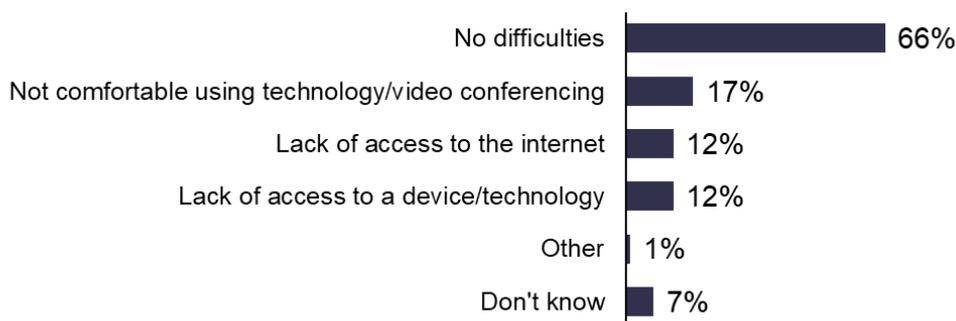
Positively, two thirds of participants did not experience any difficulty accessing support during this time. Nearly a fifth (17 per cent) however said that they did not feel comfortable using technology/video conferencing, while 12 per cent lacked internet access and the same proportion did not have access to a device or the technology they needed.

Figure 16 Experiences of accessing support during COVID-19 restrictions (2020 cohort)

How did you access support from FSS when restrictions on meeting in-person were in place?



Did you experience any of the following difficulties accessing support during this time?



Source: D4B: How have you accessed / did you access support from Fair Start Scotland during the time when restrictions on meetings in-person were in place due to the COVID-19 pandemic? Base: All 2020 cohort (644) D4c: Did you experience any of the following difficulties accessing support during this time? Base: All except those who did not access support during this time (618)

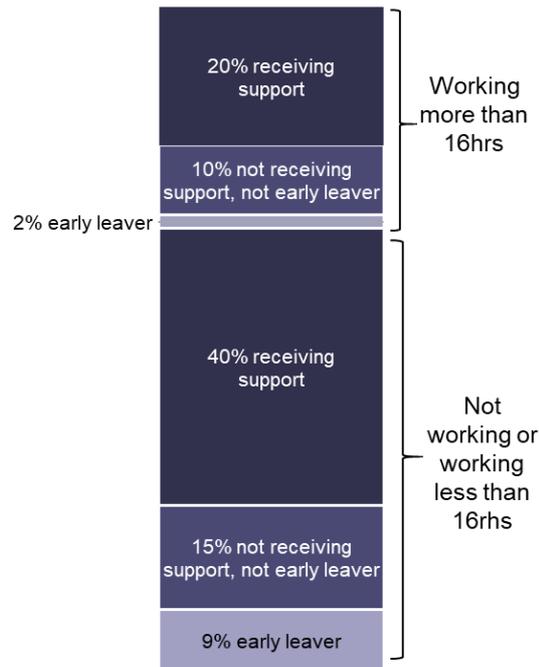
There were a few differences in how participants accessed support by Lot. Participants in Lot 1, Glasgow were more likely to have missed out on support during the restrictions (12 per cent, compared to 6 per cent on average), while those in Lot 4, Forth Valley were more likely to have accessed support online (74 per cent, compared to 55 per cent on average).

Participants who had limiting health conditions were more likely to have had difficulties accessing a device or technology to engage with support online compared to those with a non-limiting health condition or no health condition (17 per cent, compared to 8 per cent and 9 per cent respectively). They were also more likely to have felt uncomfortable using technology or video conferencing to access support than those with no health condition (24 per cent, compared to 10 per cent).

Reasons for ending engagement with FSS

Figure 17 below shows the proportion of 2020 cohort participants who were still receiving support and those who were not, including a breakdown of those who were registered on FSS database as having left the support early. This shows that only 11 per cent of participants were recorded as leaving the service early, and the majority of these (9 per cent) were not working more than 16 hours per week at the time of the survey.

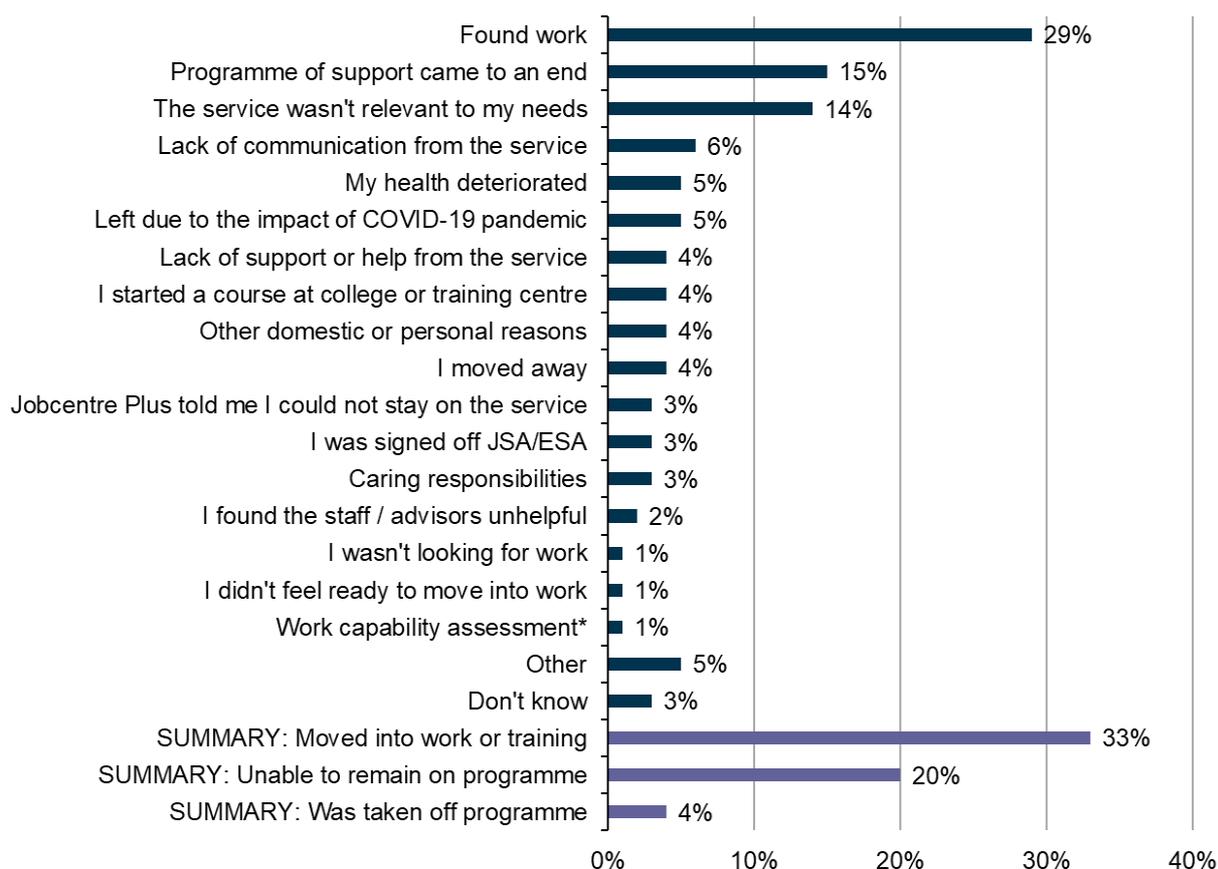
Figure 17 Support status including early leavers (2020)



Source: D1: Are you currently receiving support from Fair Start Scotland? and management information data on early leavers collected by FSS Base: All participants for whom early leaver data was available (631)

All 2020 cohort participants who had stopped receiving support from FSS were asked about why they left the service. As shown in Figure 18, the most common reasons for participants having ceased engagement with the service were that they found work (29 per cent), the programme of support came to an end (15 per cent) or that the service was not relevant to their needs (14 per cent).

Figure 18 Reasons for leaving the service (2020 cohort)



Source: D4: Why did you leave the support service? Base: All 2020 cohort no longer receiving support (224)

*Full response option wording: I had a Work Capability Assessment and was put into the Support Group / found not to be fit for work

Figure 18 represents responses from both participants who were recorded on FSS's database as having left the service early and those who were recorded as having completed the support program. There were no significant differences between the reasons given for leaving between these two groups except that those who were recorded as 'early leavers' were less likely to say they left the service because they found work, than those who were recorded as completing the program (17 per cent, compared to 35 per cent).

Participants with no health conditions were more likely to have left the programme because they moved into work or training than those with a limiting health condition (41 per cent, compared to 22 per cent). They were also more likely than participants on average to feel the service was not relevant for their needs (19 per cent, compared to 14 per cent). Those with a limiting health condition were more likely to have left due to their health deteriorating (12 per cent, compared to 5 per cent on average), and to have left because they found the staff / advisers unhelpful (5 per cent, compared to 2 per cent on average).

Reasons for leaving the service across the 2020 cohort, the 2019 cohort at Wave 2 and the 2018 cohort at Wave 1

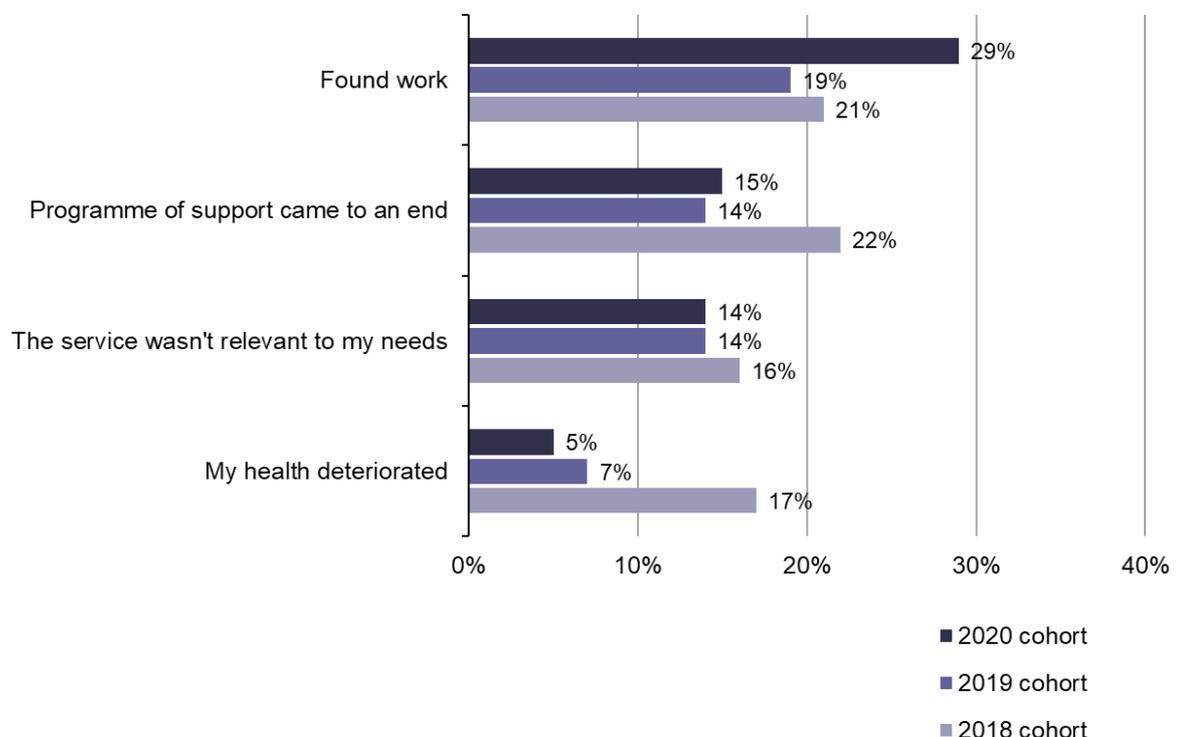
Figure 19 shows the most common reasons for ceasing engagement with the FSS service among the 2018, 2019 and 2020 cohorts. It demonstrates that participants

from the most recent cohort were more likely to have left the service because they found work than participants from the 2018 or 2019 cohorts (29 per cent, compared to 19 per cent and 21 per cent respectively). There are two factors that may have contributed to this increase.

Firstly, 2020 cohort participants were more likely to have moved into work than those from the 2018 cohort at Wave 1 or the 2019 cohort at Wave 2 (38 per cent compared to 29 per cent and 34 per cent respectively). This difference is explored further in the Working Status and Quality of Work chapter. Secondly, 2020 cohort participants were more likely to still be receiving support from FSS at the time of the survey than previous cohorts. At the time of the survey, 61 per cent of the 2020 cohort were still receiving support, compared to 52 per cent of the 2018 cohort at Wave 1. This may suggest that participants from the most recent cohort were less likely to leave the service before they had found work than the 2018 cohort.

Furthermore the first Wave of FSS participants were more likely than both subsequent Waves to report that their programme of support came to an end (22 per cent, compared to 14 per cent of the 2019 cohort and 15 per cent of the 2020 cohort), and that they left due to a deterioration of their health (17 per cent of the 2018 cohort compared to 7 per cent of the 2019 cohort and 5 per cent of the 2020 cohort). This may indicate that the service improved its support for people with health conditions across the three Waves, to enable them to remain on the programme.

Figure 19 Most common reasons for leaving the service (2018, 2019, 2020 cohorts)



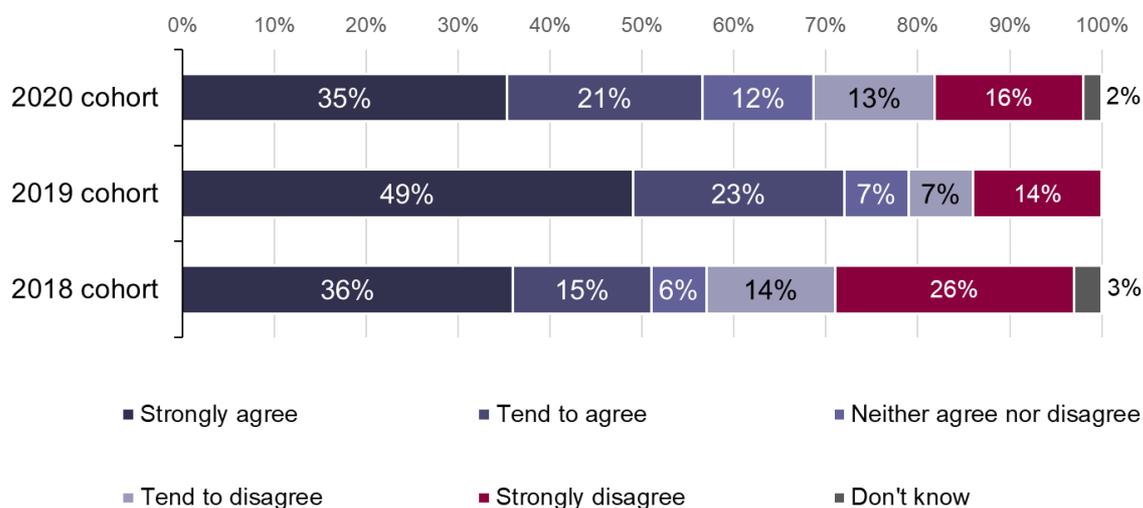
Source: D4: Why did you leave the support service? Base: 2020 cohort no longer receiving support (224) 2019 cohort no longer receiving support (233) 2018 cohort no longer receiving support (456)

Whether FSS helped participants to find a job

Participants in the 2020 cohort who were employed, self-employed, or had worked in the last week were asked whether the support they received from FSS helped them to get their job.

As shown in Figure 20, for the 2020 cohort the majority (57 per cent) agreed that FSS has helped them to get their job, with over one-in-three (35 per cent) strongly agreeing with this. Less than one-in-three (29 per cent) disagreed. For the 2019 cohort, over seven-in-ten (72 per cent) agreed that FSS helped them get their job, while 14 per cent disagreed. For the 2018 cohort half (50 per cent) thought that FSS helped them get their job, while two-fifths (40 per cent) disagreed.

Figure 20 Extent to which FSS helped participants get their jobs, asked at wave 3 to the 2018, 2019 and 2020 cohort



Source: IFF Research telephone survey of FSS customers, A9_w3 To what extent would you agree that the support you received from Fair Start Scotland helped you to get your job? Base: All employed, self-employed or have worked in the last week 2018 cohort (47) 2019 cohort (64) 2020 cohort (247)

Those in the 2019 cohort were more likely than those in the 2020 or 2018 cohorts to agree that FSS support helped them to get their job (72 per cent vs. 57 per cent and 50 per cent respectively).

In the 2020 cohort, employed participants aged 50+ were more likely than those aged 16-24 to disagree that FSS support helped them to get their jobs (42 per cent vs. 16 per cent).

Working status and quality of work

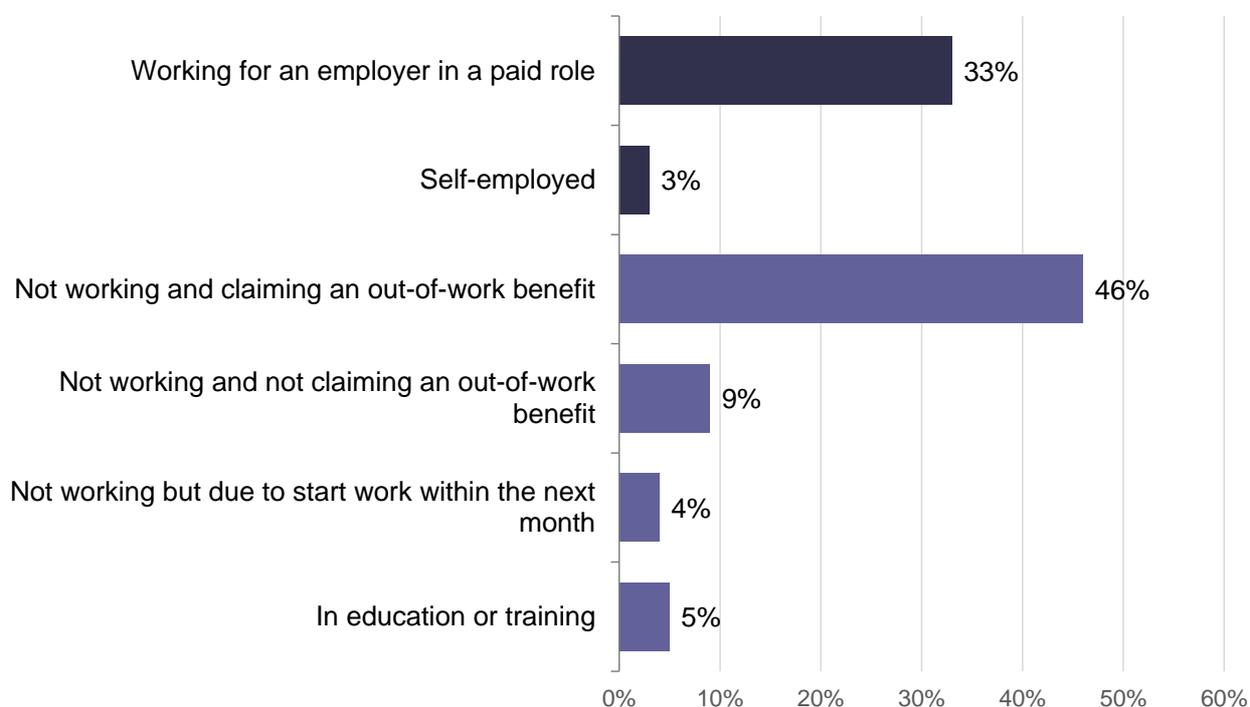
Employment status of the 2020 cohort

This chapter will look at the working status of the 2020 cohort at the point of survey and the quality of work that they undertake. Throughout the chapter comparisons will be made to previous cohorts to assess how the working status and quality of work for new participants has changed over the three Waves of this survey.

At the time of the Wave 3 survey thirty-six per cent of the 2020 cohort were either working for an employer or self-employed (see Figure 21). A further two per cent had done some paid work in the week leading up to the interview. This was around the same as the proportion of the 2019 cohort participants that were in work at the point of the Wave 2 survey (in May 2020), which was 35 per cent.

More than half of the 2020 cohort were not working and either claiming an out of work benefit (46 per cent) or not working and not claiming and out of work benefit (9 per cent). A similar number of participants were in education or training (5 per cent) or were not working but due to start work within the next month (4 per cent).

Figure 21 Employment status for the 2020 cohort



Source: IFF Research telephone survey of FSS customers. A1_W3. Which of the following best describes what you are doing at the moment? Base: 2020 cohort (663) A1A_W3.

There were several factors that affected participants' likelihood of having done some paid work in the week previous to the interview:

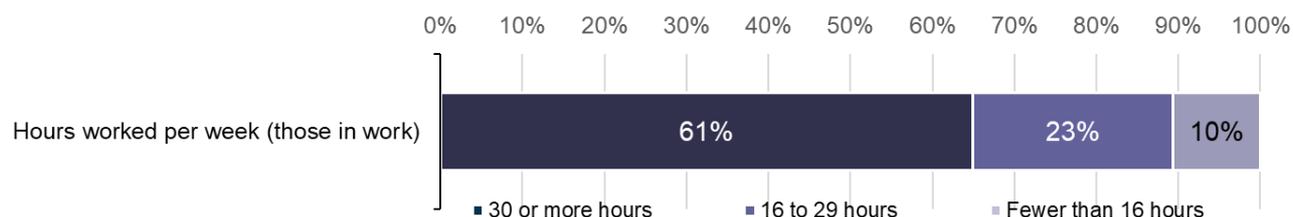
- Gender was one factor with female respondents were more likely than male respondents to be working (43 per cent, compared to 35 per cent)
- Education was also a contributing factor and respondents who had achieved a degree or higher were more likely than average to be in employment (48 percent compared to 38 per cent).
- Respondents who had not worked in the last 5 years were far less likely than average to be working (11 per cent compared to 38 per cent)
- Respondents with no health conditions were more likely to be working than respondents with a health condition that limits their day-to-day activity (46 per cent vs 28 per cent)
- Whether or not respondents left the service early was also a contributing factor, with those leaving early much less likely to be in employment than those who did not (24 per cent, compared to 40 per cent)

In terms of the forms of work undertaken, female participants were more likely than male participants to be working for an employer in a paid role (39 per cent vs 29 per cent)

Regarding benefits, male participants were more likely than female participants to be claiming an out of work benefit (50 per cent vs 40 percent).

Figure 20 shows that, among the 2020 cohort who had worked in the last week, one in ten (10 per cent) were working fewer than 16 hours, under a quarter (23 per cent) were working between 16 and 29 hours per week and around six in ten (61 per cent) were working 30 or more hours per week.

Figure 22 Hours worked by the 2020 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: 2020 cohort in work (247)

Participants who had done some paid work in the week prior to the interview were asked when they began their job. Six-in-ten respondents (58 per cent) said they had started working in the current job less than 6 months ago. Half as many (30 per cent) said they had started between six months and a year ago and one in ten (10 per cent) said they had started more than one year ago.

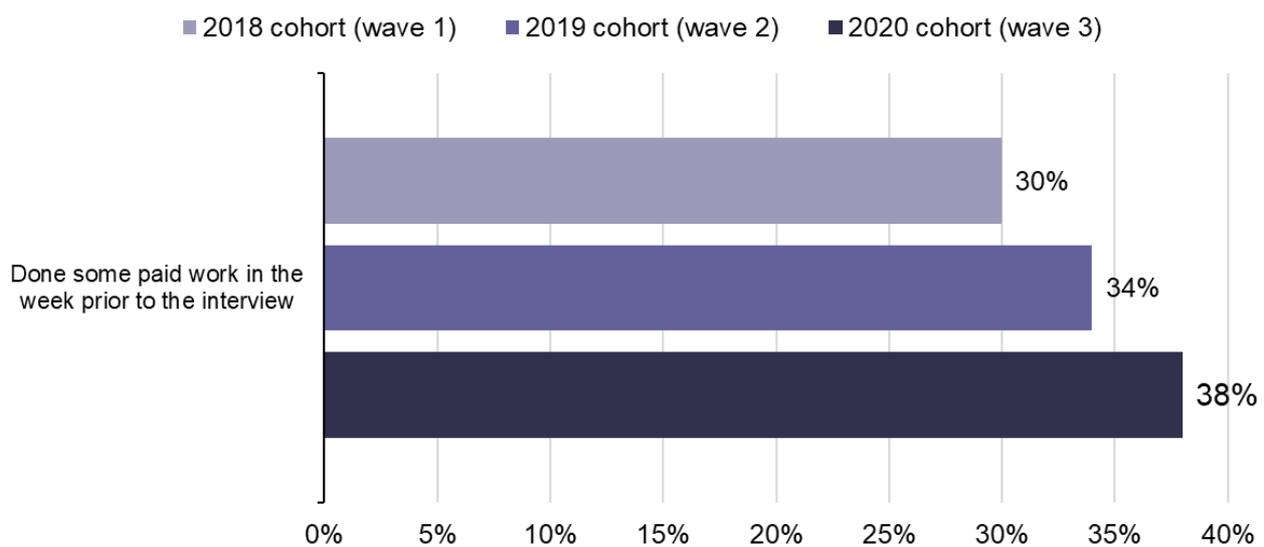
Regarding number of hours usually spent working per week ethnicity appeared to be a factor with participants who were white more likely than those from a non-white background to be working 30 hours or more per week (63 per cent, compared to 42 per cent).

Employment status: comparison between cohorts in their first year

The employment status of the 2020 cohort has been compared to the 2018 and 2019 cohort, to assess differences between the cohorts in employment status during the year after joining the service¹⁰.

The proportion of the 2020 cohort to have done some work in the last week (38 per cent) did not vary significantly from the proportion of the 2019 cohort (34 per cent), as can be seen in Figure 23. However, there was a significant increase between the 2020 cohort and the 2018 cohort in the proportion that had done some paid work in the last week (38 per cent compared to 30 per cent).

Figure 23 Proportion of new participants at each cohort to have done some paid work in the week prior to the interview



Source: IFF Research telephone survey of FSS customers. A1_W3. Which of the following best describes what you are doing at the moment? Base: 2020 cohort (663) 2019 cohort (607) 2018 cohort (1005) A1A_W3. In a typical week do you do any paid work, either as an employee or self-employed? Base: all other than employed and self-employed 2020 cohort, Wave 3 (427), 2019 cohort, Wave 2 (427), 2018 cohort, Wave 1 (733)

There was some improvement between the 2019 and 2020 cohort as fewer participants in the 2020 cohort were not working and claiming an out of work benefit than were in the 2019 cohort at Wave 2 (53 per cent compared to 46 per cent).

¹⁰ Changes over time within the same cohorts (2018 and 2019) are provided in later chapters

There was a greater difference between the 2018 cohort at Wave 1 and the 2020 cohort at Wave 3 in relation to employment status. Significantly more of the 2020 than the 2018 cohort were:

- Working for an employer in a paid role (33 per cent of the 2020 compared to 26 per cent of the 2018 cohort);
- Self-employed (3 per cent of the 2020 cohort compared to 1 per cent of the 2018 cohort);
- In education or training (5 per cent of the 2020 cohort compared to 1 per cent of the 2018 cohort).

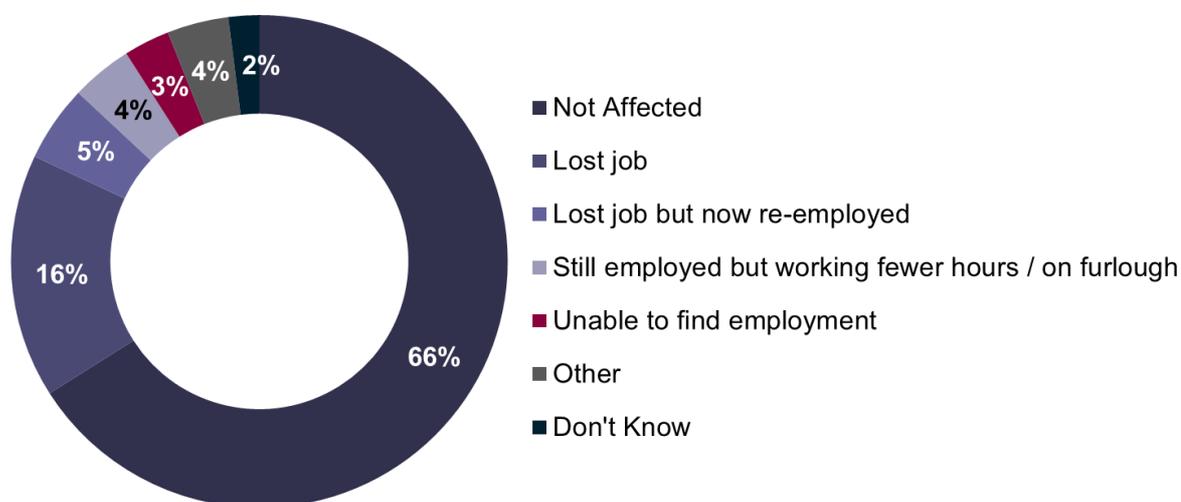
Additionally, significantly fewer of the 2020 cohort than the 2018 cohort were not working and claiming an out of work benefit (46, per cent compared to 62 per cent); or not working and not claiming an out of work benefit (9, per cent compared to 6 per cent).

There was also an indication that the 2020 cohort were working in more full-time roles than the 2018 cohort were at Wave 1. Significantly more new participants at Wave 3 were working thirty or more hours per week than were at Wave 1 (58 per cent, compared to 49 per cent), though this difference was not reflected between the 2019 and 2020 cohort.

COVID-19

The ongoing COVID-19 pandemic impacted the employment situation in some way for one third (34 per cent) of the 2020 cohort. Figure 24 shows that almost one-in-six (16 per cent) of the 2020 cohort reported losing their job because of the pandemic, a further one in twenty (5 per cent) reported having lost their job because of the pandemic but that they were employed again by the time of the survey.

Figure 24 Impact of the coronavirus on employment status of the 2020 cohort



Source: IFF Research telephone survey of FSS customers. A1b_W3 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 (663)

Participants' age was a factor in how the COVID-19 pandemic impacted participants' employment status. More 16–24-year old's than average lost their job because of the pandemic (22 per cent compared to 16 per cent), however, fewer 25–34-year old's than average lost their job (11 per cent compared to 16 per cent).

Respondents with no health condition were more likely to have lost a job but be re-employed again (8 per cent, compared to 5 per cent overall). By Lot those in Lanarkshire (9 per cent) and Tayside (11 per cent) were also more likely to have found themselves in that position.

Participants from the 2019 cohort interviewed at Wave 2 were asked the same questions as participants at Wave 3 about how the COVID-19 pandemic had impacted their working status. Given the pandemic was still in its relative infancy during the spring of 2020 it is perhaps unsurprising that significantly more of the 2020 cohort than the 2019 cohort agreed that the COVID-19 pandemic had impacted their employment situation (34 per cent, compared to 23 per cent).

Quality of work

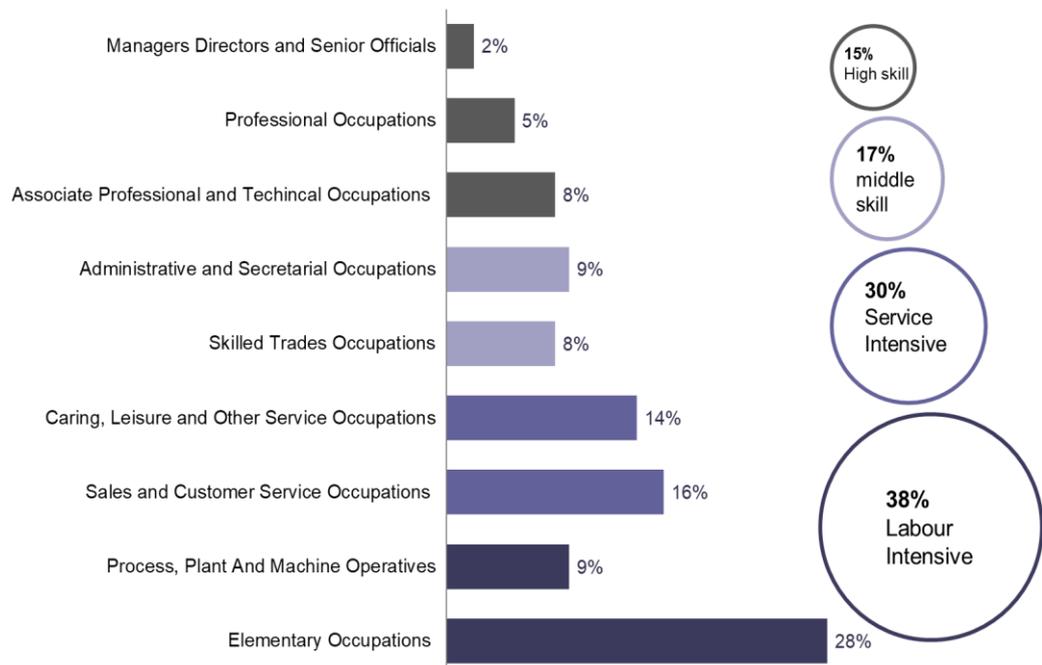
The Wave 3 survey asked participants about their job roles, how much they earned and the type of contract they were employed on. These questions were asked of all participants who were employed at the time of the survey.

Occupation

Figure 25 shows the profile of participants that were either employed, self-employed or had worked in the last week, by occupation. The occupations are ordered based on the ONS hierarchy which moves from highly skilled professionals at the top, to less skilled professions at the bottom. Similarly, they are colour-coded, based on the broad occupational group they fall into.¹¹

The most common occupational group of the 2020 cohort was labour intensive occupations (38 per cent) with three in ten working in elementary occupations (28 per cent) and nine per cent working as process, plant, and machine operatives. Following this, a further three in ten (30 per cent) worked in service intensive occupations split by sales and customer services (16 per cent) and caring, leisure and other services (14 per cent). Slightly more than one sixth of the 2020 cohort (17 per cent) worked in middle skill occupations and a similar proportion (15 per cent) worked in high skill occupations.

Figure 25 Occupational groups for the 2020 cohort



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: 2020 cohort that were employed, self-employed or had worked in the last week (247).

¹¹ The figures in the occupational groups have been rounded to the nearest whole percentage, as a result some of the occupation groups do not match the sum of the hierarchical groups.

Several factors had an impact on the type of occupations in which participants were working. Female participants were more likely than males to work in service intensive occupations (45 per cent, compared to 18 per cent) and were less likely to work in labour intensive occupations (27 per cent, compared to 46 per cent).

Age also had an impact on occupation with the youngest participants, aged 16-24, being more likely to work in labour intensive occupations (51 per cent compared to 38 per cent), while respondents aged 35-49 were less likely than average to work in those occupations (28 per cent compared to 38 per cent).

Qualification levels was also a factor and those with national level 1-5 or equivalent were more likely than average to work in labour intensive jobs (51 per cent) and less likely than average to work in in high skilled jobs (4 per cent). Conversely, those with a degree or higher were more likely to work in high skilled occupations (33 per cent), and less likely than average to work in labour intensive occupations (21 per cent).

Ethnicity played a smaller part with participants from a white background being more likely that participants from a minority ethnic background to work in service intensive occupations (34 per cent compared to 19 per cent). Similarly, parents were less likely to work in labour intensive occupations that non-parents (26 per cent compared to 41 per cent).

Occupation, comparison between cohorts

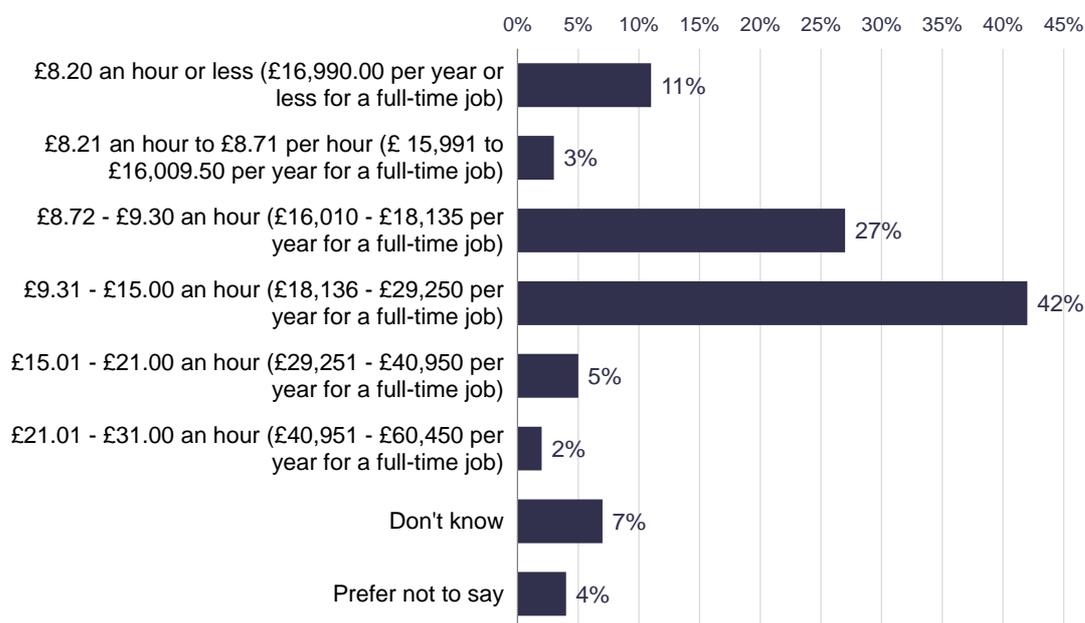
Occupations of the 2020 cohort have been compared to the 2019 cohort, to assess differences between the two cohorts' occupational levels, in the year after joining the service.¹² Fewer of the 2020 cohort were working in labour intensive occupations than the 2019 cohort at the same point in their FSS journey (38 per cent, compared to 50 per cent). Meanwhile, more of the 2020 cohort at Wave 3 were working in highly skilled occupations than the 2019 cohort (15 per cent, compared to 7 per cent).

Income

As is shown in Figure 26, one in seven (14 per cent) of the 2020 cohort in work were earning below the national living wage (£8.71 at the time of the survey). The majority (76 per cent) of the working cohort were earning above the national minimum wage with more earning between £9.31 - £15.00 per hour (42 per cent) than any other wage.

¹² Changes over time within the same cohorts (2018 and 2019) are provided in later chapters.

Figure 26 Usual income of participants in work during the week of the Wave 3 survey



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 (247)

As would be expected age is a contributing factor to income with the youngest of the cohort, aged 16-24, being much more likely to be earning £8.21 or less (24 per cent).

Income, comparison between cohorts

As discussed, there appears to have been a shift to more highly skilled occupations amongst the 2020 cohort, which is reflected in higher incomes. Compared to the 2019 cohort, surveyed at Wave 2, there has been a large drop in the proportion of participants earning national living wage or below at Wave 3 (31 per cent at Wave 2, compared to 11 per cent at Wave 3). Similarly at Wave 2 only a quarter (24 per cent) of new participants were earning more than £9.30 an hour (£18,136 or more per year for a full-time job), whereas at Wave 3 half (49 per cent) of participants were earning roughly that figure or higher - significantly more than at Wave 2.¹³

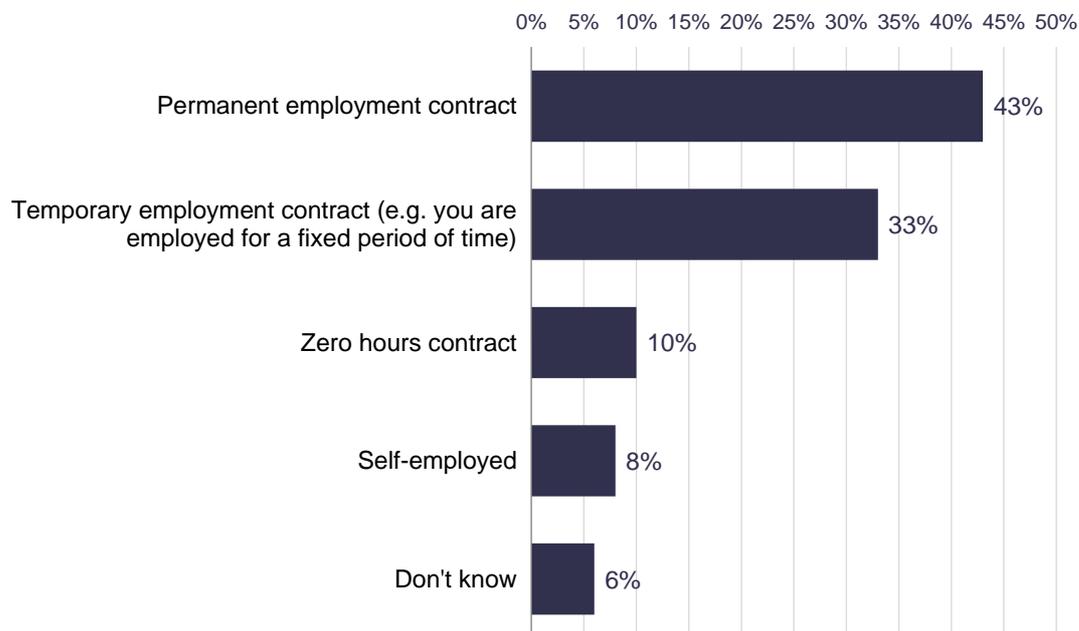
Type of employment contract

Participants in the 2020 cohort who had worked within the last week were asked what type of employment contract they had. The results can be seen in Figure 27. More than four in ten (43 per cent) had a permanent employment contract, while a third (33 per cent) had a temporary contract. Those employed on a zero hour

¹³ The threshold is measured slightly differently to Wave 2. At Wave 3, forty-nine per cent of new participants were earning more than £9.31 per hour or £18,136 per annum for a full-time job).

contract made up 10 per cent of the working 2020 cohort, while a similar number (8 per cent) were self-employed.

Figure 27 Type of employment contract for participants in work during the week of the Wave 3 survey (2020 cohort)



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 (247)

There were some sub-group differences between the types of contracts that participants held. Those who were white were more likely than minority ethnic participants to be employed on a permanent contract (47 per cent, compared to 30 per cent). Male participants were more likely than female participants to be self-employed (12 per cent compared to 4 per cent), additionally participants from lot 5: East were more likely than average to be self-employed (18 per cent).

Types of employment comparisons between cohorts

Interestingly the shift towards more skilled jobs and higher income, was not matched by more respondents being employed on a permanent contract. In fact, significantly fewer new participants at Wave 3 who had worked in the last week were employed on a permanent contract than new participants at Wave 2 (43 per cent, compared to 55 per cent).

Outcomes and motivation to return to work

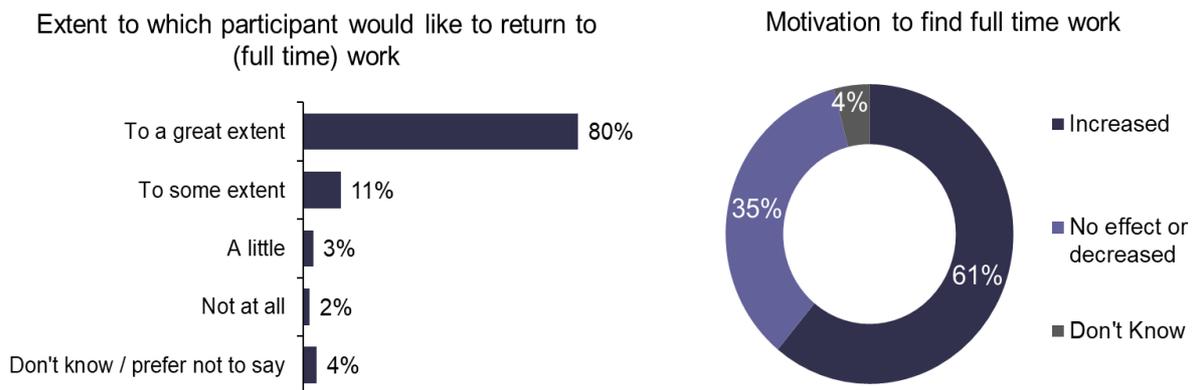
The first part of this chapter explores participants' motivation to return to work and any impact that FSS has had on their motivation. It then describes the barriers and issues preventing participants from working and the extent to which FSS support has helped them to overcome these barriers, and then specifically how confident participants feel in carrying out job search activities. Findings in this chapter focus on outcomes for the 2020 cohort.

Views on returning to work

Participants who were not in work (62 per cent of the 2020 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 hours¹⁴.

As shown in Figure 28, the vast majority of 2020 cohort participants wanted to return to work (full time), with four out of five (80 per cent) saying they wanted to return 'to a great extent'. Only two per cent of participants said that they did not want to return at all.

Figure 28 Change in motivation to find work and desire to return to work (2020 cohort)



Source: E2: To what extent would you like to return to (full time) work in the future? E8: 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 Fair Start Scotland service? Base: All 2020 cohort who work fewer than 16 hours per week (432) Note: Results are presented with answers the following answers combined: (Increased a lot and Increased a little), (No effect, Decreased a little, Decreased a lot).

Younger participants aged 16-24 years were more likely than participants overall to want to return to work at all (99 per cent, compared to 94 per cent). Conversely, those aged 50 or over were slightly more likely than participants overall to say they

¹⁴ 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.

did not want to return to work although this proportion was still very low (5 per cent, compared with 2 per cent overall).

Participants with no formal qualifications were also more likely not to want to return to work (7 per cent, compared to 2 per cent overall).

Impact of FSS on motivation

As shown on the right of figure 28, the FSS service had a positive effect on motivation to find employment for the majority of participants. Six in ten participants (61 per cent) reported that their motivation to return to work (full time) had increased since they began receiving support from FSS, comprising around a third (35 per cent) who reported that their motivation had 'increased a lot' and a quarter (26 per cent) whose motivation had increased 'a little'.

Another quarter of participants (26 per cent) however reported that their motivation had not changed since receiving support from FSS, while a minority (10 per cent) said that their motivation had decreased since joining FSS.

The FSS service seemed to have the most impact on 25-34 year olds, with 75 per cent of this group reporting increased motivation and 44 per cent reporting an increase of 'a lot' (compared to 61 per cent and 35 per cent respectively of participants overall). As with participants' desire to return to work, those aged 50 and over were less likely to report an improvement in their motivation (44 per cent, compared to 61 per cent overall).

Participants with a limiting health condition were less likely to report an increase in motivation than those with a non limiting health condition and those with no health condition (42 per cent with a limiting health condition reported no/decreased effect on motivation, compared to 27 per cent and 31 per cent respectively).

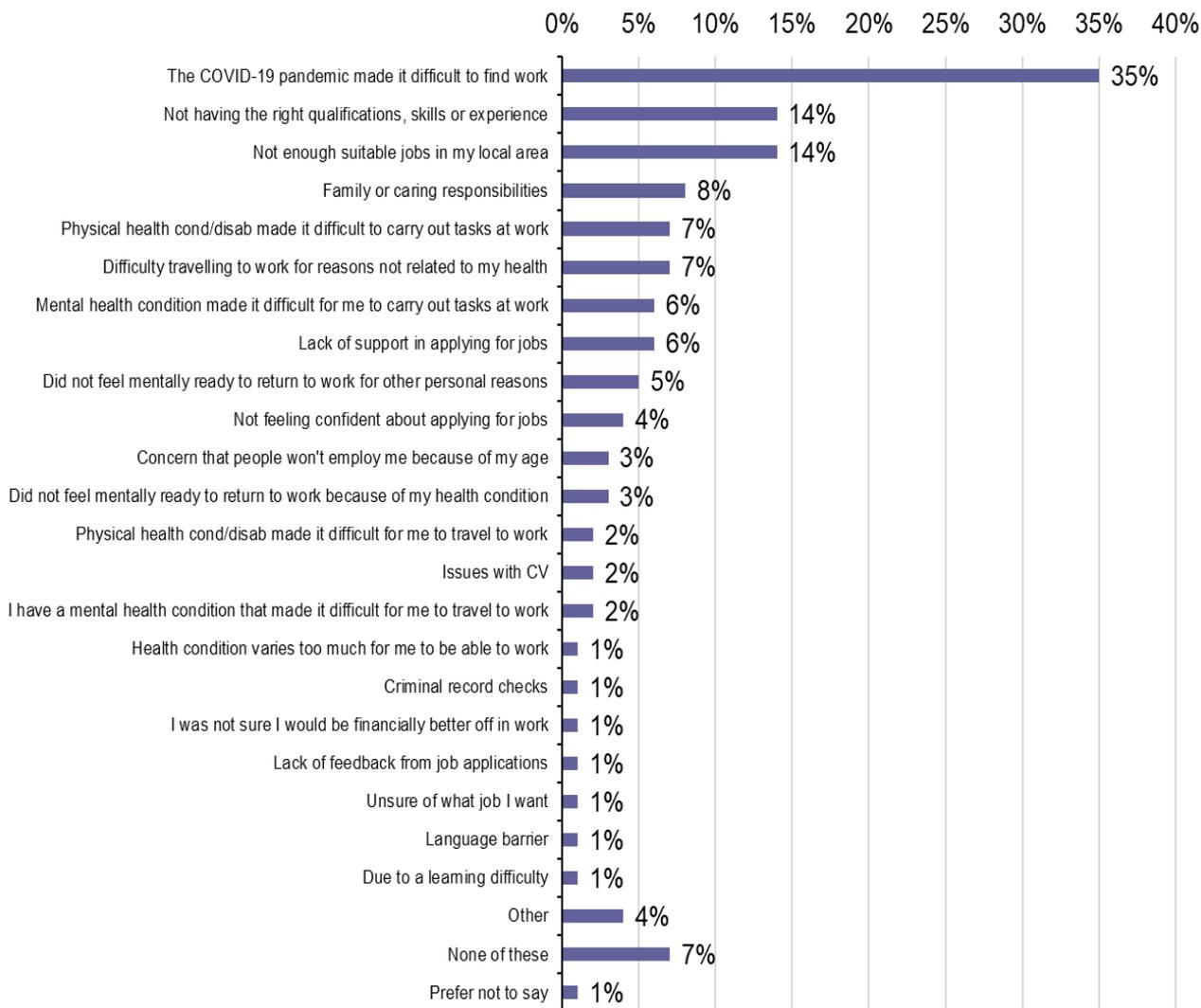
Barriers to work

Participants reported a range of issues that prevented them from working, but the most commonly mentioned barrier was that the COVID-19 pandemic had made it difficult for them to find work. This was reported by a third (35 per cent) of participants, and more than double the number of the other commonly mentioned barriers, which were not having the right skills or experience (14 per cent) and there not being enough suitable jobs in the local area (14 per cent).

Other commonly mentioned barriers to work related to participants' health and these included having a physical or mental health condition that made it difficult to carry out tasks at work (7 per cent physical health condition, 6 per cent mental health condition).

Participants also mentioned a range of other barriers that were not related to their health. Figure 29 shows the full list of issues or barriers experienced by participants.

Figure 29 Issues/barriers preventing working (full time) (2020 cohort)



Source: F1A: What would you say are the main issues or barriers preventing you from working (full time)?
 Base: All 2020 cohort who work fewer than 16 hours per week (646)

COVID-19 was mentioned as a key barrier by all participant groups, although those who had been out of work for a long time and parents/priority families were slightly less likely to report this than participants overall (25 per cent of those who had not worked in the last five years, 27 per cent of priority families and parents, compared to 35 per cent overall).

There were several other variations in the barriers experienced by different groups of participants.

Interestingly, participants with a degree or higher level qualifications were more likely to be concerned about not having the right qualifications, skills or experience to find work (19 per cent, compared to 14 per cent overall). Those with no qualifications were likely to experience a physical health condition or disability that made it hard to carry out tasks at work (13 per cent, compared to 7 per cent overall).

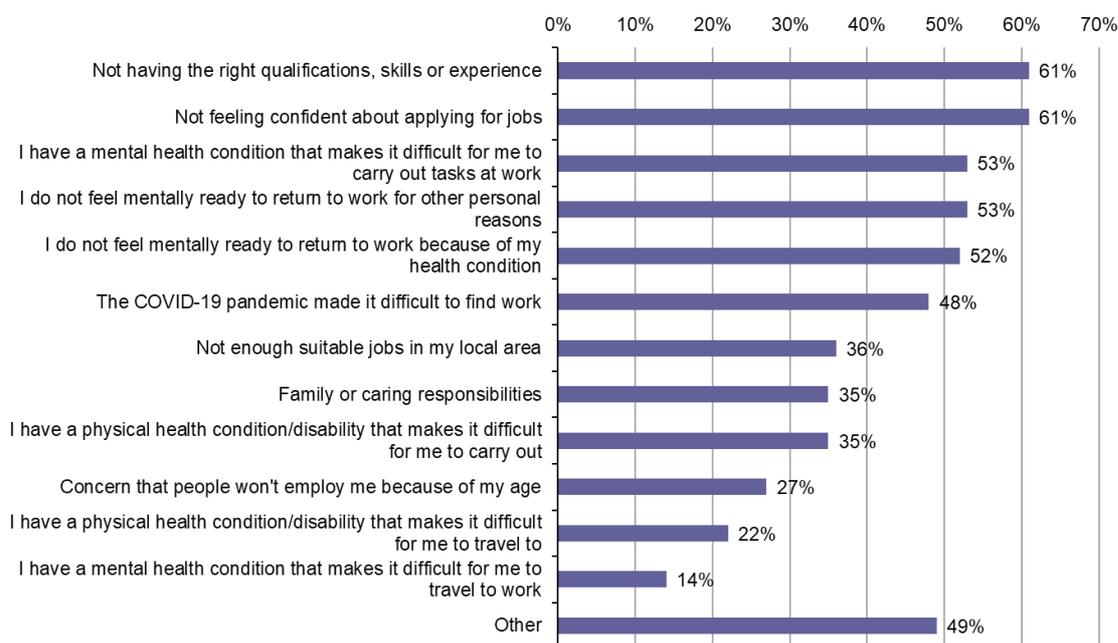
Male participants were more likely than female participants to feel there were not enough jobs available in their local area (16 per cent, compared to 10 per cent), while minority ethnic participants were more likely than white participants to report not having the right qualifications, skills or experience (20 per cent, compared to 13 per cent).

Those aged over 50 years were more likely to have a physical health condition or disability that made it difficult to carry out tasks at work (13 per cent compared to 7 per cent overall). Younger participants, aged 16-24 years, were slightly more likely than participants overall to have a mental health condition that made it difficult for them to travel to work, although this barrier was only mentioned by a small number of participants (4 per cent, compared to 2 per cent).

The impact of FSS support on overcoming barriers to work

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 their personal barriers (i.e. scored either a 4 or 5) is shown in Figure 30.¹⁵

Figure 30 Participants for whom FSS support helped them to overcome the barrier to work (2020 cohort)



Source: F1B. To what extent do you think the support you received from Fair Start Scotland helped you to overcome these barriers? Base: All 2020 Cohort who selected barrier: Not having the right qualifications, skills or experience (67) Not feeling confident about applying for jobs (20) I have a mental health condition that makes it difficult for me to carry out tasks at work (32) I do not feel mentally ready to return to work for other personal reasons (28) I do not feel mentally ready to return to work because of my health condition (19) The

¹⁵ Excluding barriers reported by ten or fewer participants

COVID-19 pandemic made it difficult to find work (224) Not enough suitable jobs in my local area (74) Family or caring responsibilities (48) I have a physical health condition/disability that makes it difficult for me to carry out (43) Concern that people won't employ me because of my age (17) I have a physical health condition/disability that makes it difficult for me to travel to work (14) I have a mental health condition that makes it difficult for me to travel to work (10) Other (180)

Figure 30 demonstrates that the support from FSS was most helpful to participants who felt they did not have the right qualifications, skills or experience and for participants who did not feel confident about applying for jobs. The support received helped six in ten (61 per cent) of these participants overcome these barriers.

The support also helped over half of the participants who experienced mental health conditions that made it difficult to carry out tasks at work (53 per cent), and over half of those who did not feel mentally ready to return to work either for personal reasons (53 per cent) or because of a health condition (52 per cent).

Positively, FSS was also very effective at helping participants to overcome the issue of COVID-19 making it difficult to find work. Nearly half (48 per cent) of participants who reported this as a barrier said that the service helped them to overcome it.

Over a third of participants also reported that FSS had a positive impact on there not being enough suitable jobs in their area (36 per cent), being prevented from working due to family or caring responsibilities (35 per cent) and having a physical condition that made it difficult to carry out tasks at work (35 per cent).

Participants were also asked an open text question about what part of the support they received made the most difference to them. The most commonly mentioned elements of support was help with CVs and application forms (21 per cent), receiving one to one support (18 per cent) and having regular contact or a consistent adviser (17 per cent). Around one in ten participants also mentioned help with interviewing techniques (10 per cent), job searches (10 per cent), suitable job suggestions (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 successfully on a scale of 1 to 5, where 1 is 'not at all' and 5 is 'a great deal'. This is known as the Job Search Self Efficacy (JSSE) Index¹⁶. The proportion of participants who felt confident in each activity (scored 4 or 5) is shown in Figure 31.

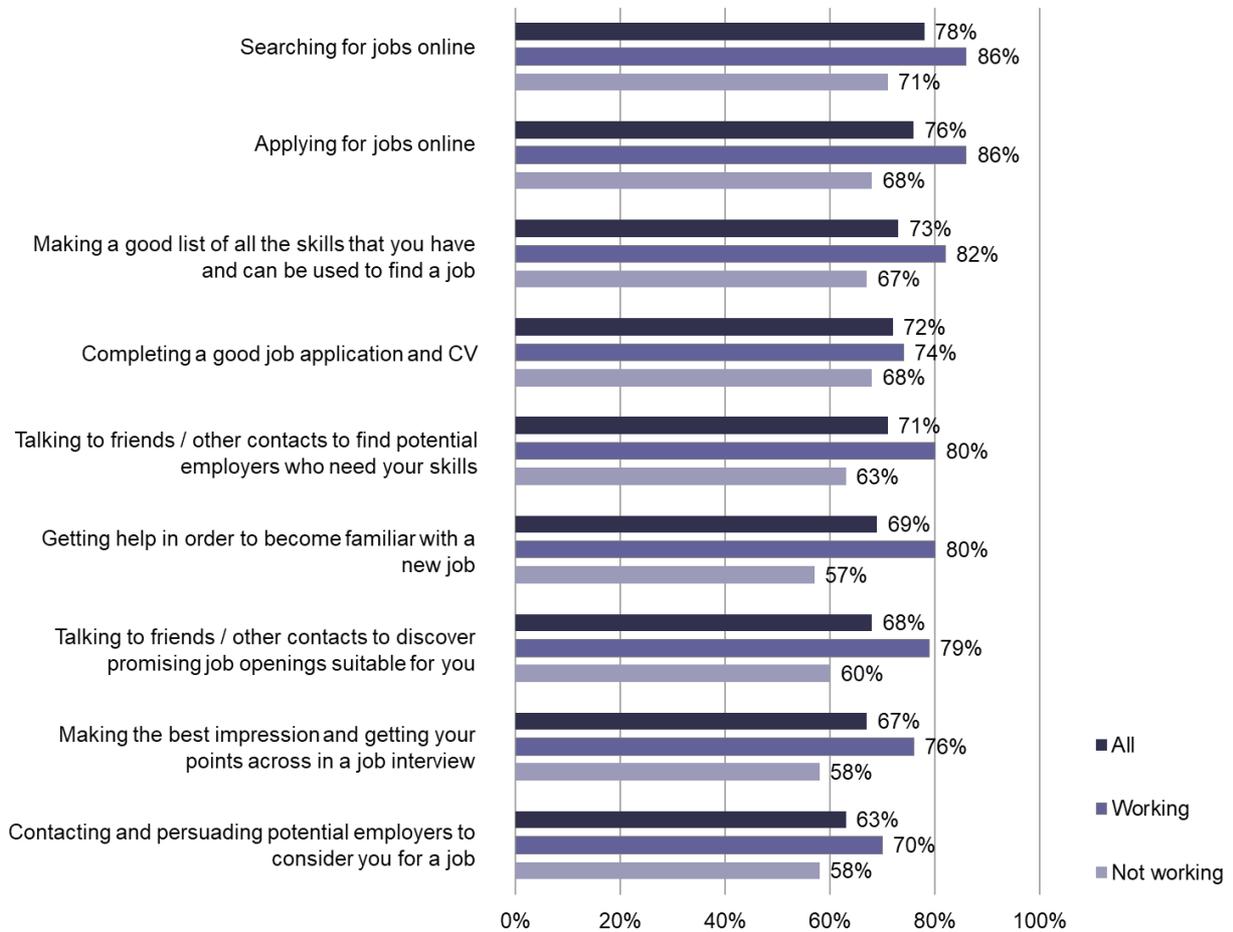
Overall participants were likely to feel confident about doing all listed activities, however there was some variation in the levels of reported confidence on specific job search tasks. Nearly eight in ten participants felt confident (78 per cent) about

¹⁶ 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.

searching for jobs online, whereas 63 per cent said they were confident to contact and persuade potential employers to consider them for a job.

Figure 31 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 31 Confidence in job search activities (2020 cohort)



Source: How confident do you feel about doing the following things successfully? Base: All 2020 Cohort (646)

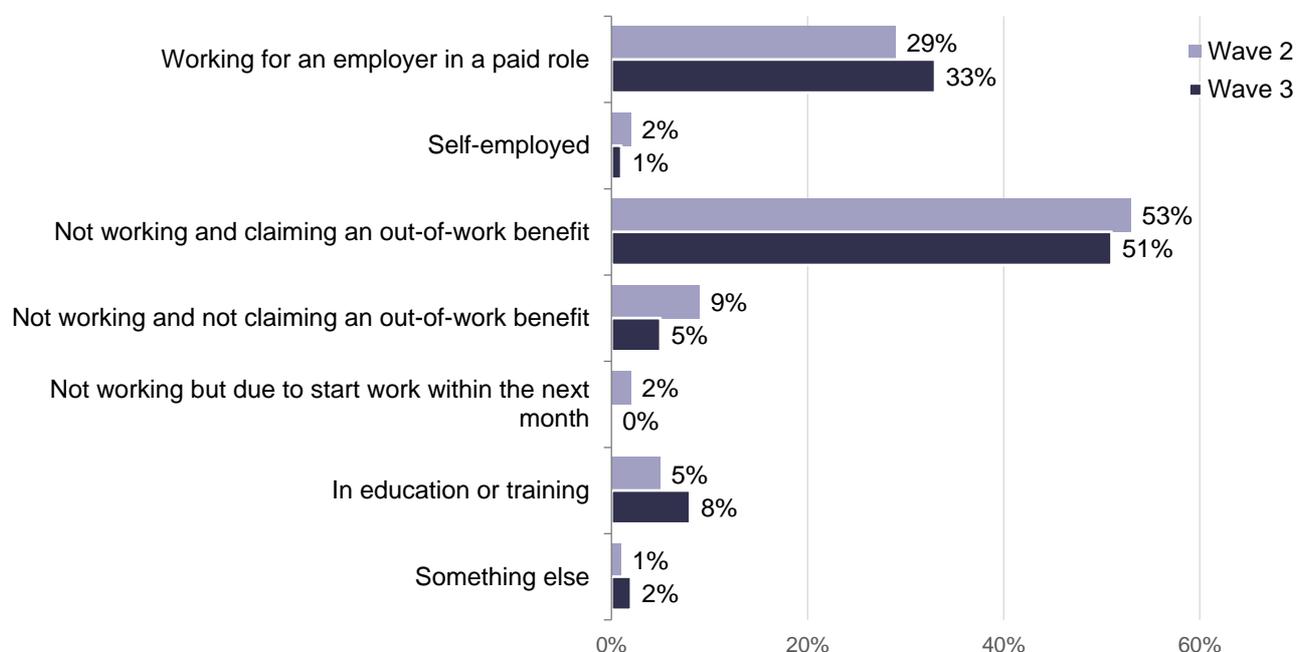
2019 cohort: outcomes over time

The 2019 cohort joined FSS between January and December 2019 and was first surveyed in the Wave 2 survey and then followed up in this year's Wave 3 survey. At the Wave 2 survey a total of 607 of the 2019 cohort were interviewed, 205 of these were also interviewed at wave 3. This chapter explores the experiences of the 2019 cohort over the two survey Waves, including working status, quality of work and employment history. It then reports on the change in outcomes and motivation for this cohort.

Employment status of the 2019 cohort

As shown in Figure 32, there was no significant change in working status for the 2019 cohort between Wave 2 and Wave 3. Almost one-in-three (31 per cent) participants in the 2019 cohort were in work at Wave 2, with a further 3 per cent having worked in the last week. Over half (53 per cent) were claiming an out of work benefit, while 5 per cent were in education. These proportions were quite stable between Waves. At Wave 3, over one-third (34 per cent) of the 2019 cohort were either working for an employer or self-employed, with a further 1 per cent having worked at some point in the last week (35 per cent in some form of work). As before, the majority were not in work, with over half (51 per cent) claiming an out-of-work benefit, and 8 per cent in education at wave 3.

Figure 32 Working status of the 2019 cohort at Wave 2 and Wave 3



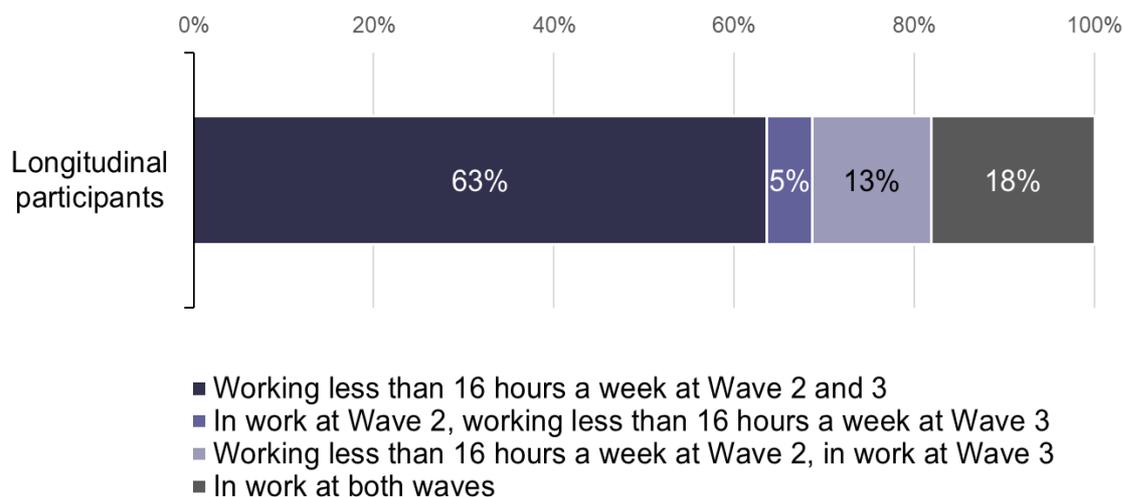
Source: IFF Research telephone survey of FSS customers. A1. Which of the following best describes what you are doing at the moment? Base: 2019 cohort Wave 2 (607) Wave 3 (205) A1A. In a typical week do you do any paid work, either as an employee or self-employed? Base: 2019 cohort, all other than employed and self-employed Wave 2 (427) Wave 3 (143)

Taking into account hours worked per week, around two-thirds (68 per cent) of the 2019 cohort were at the 'pre-employment' stage (working less than 16 hours per week), with a third (32 per cent) in-work (working 16 or more hours per week). At Wave 3, the following groups were more likely to be in-work:

- Female compared to male participants (45 per cent vs. 24 per cent)
- Those who had worked in the last 5 years compared to those who had not (42 per cent vs. 12 per cent)
- Those who had not left the FSS service early (41 per cent vs. 11 per cent of early leavers)

As the 2019 cohort were asked about their employment situation at Wave 2 and Wave 3, we can look at the overall movement of working status for the cohort between Waves. Figure 33 shows the change in working status, using the FSS classification of pre-work and in-work (working less than 16 hours per week, or more than 16 hours per week). Around two-third (63 per cent) of the 2019 cohort were not working more than 16 hours per week at Wave 2 or Wave 3. However, almost one-in-five (18 per cent) were working more than 16 hours per week at both Waves. Encouragingly over one-in-eight (13 per cent) of the 2019 cohort moved into work between Wave 2 and Wave 3, while only one-in-twenty moved out of work (5 per cent).

Figure 33 Change in working status between Waves for the 2019 cohort (in work defined as 16 hours or more per week)



Source: IFF Research telephone survey of FSS customers. Combination of A1_W2/W3. Which of the following best describes what you are doing at the moment? And A3_W2/W3. How many hours per week do you usually work, or spend in education? Base: 2019 cohort (205)

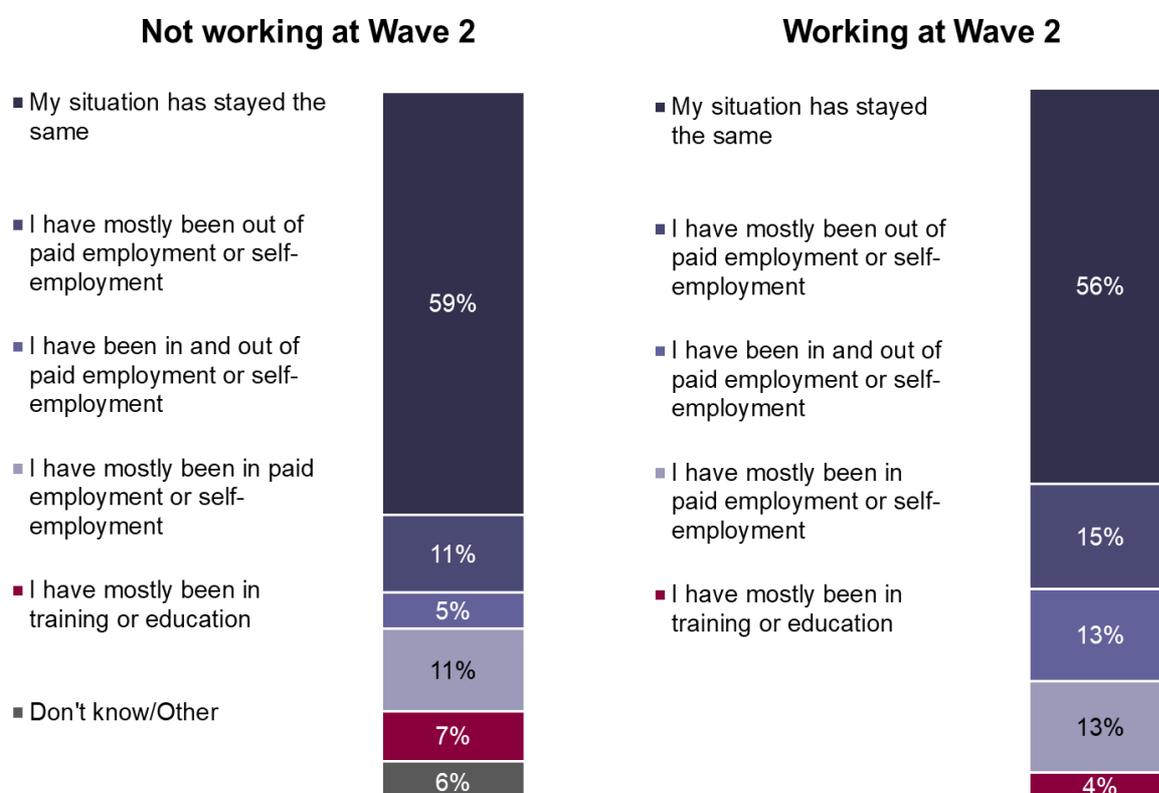
Those aged 25-34 were more likely than average to have been in work at both Waves (31 per cent). Female participants were more likely than male participants to

have moved into work during this period (20 per cent, vs. 10 per cent). Those who had worked in the last 5 years were also more likely to have moved into work in this period, than those who had not (17 per cent vs. 6 per cent). Those who left the service early were less likely to have moved into work between Waves (5 per cent vs. 17 per cent who had not) and to have been in work at both Waves (6 per cent, vs. 24 per cent who had not).

The 2019 cohort were asked what they had mostly been doing since they were surveyed the previous year. The majority of the cohort said that their situation had stayed the same (59 per cent). As shown in Figure 34, for those who were working less than 16 hours at Wave 2, most (59 per cent) were still not working, with a further 11 per cent saying they had been mostly out of paid employment or self-employment. However, some had moved into work: around one-in-ten (11 per cent) said they had mostly been in employment or self-employment, and a further 7 per cent were mostly in training or education.

For those who were working more than 16 hours at Wave 2, the majority were either in the same situation (56 per cent) or had mostly been in employment or self-employment (13 per cent). However, over one-in-seven (15 per cent) had been mostly out of paid employment or self-employment in the past year.

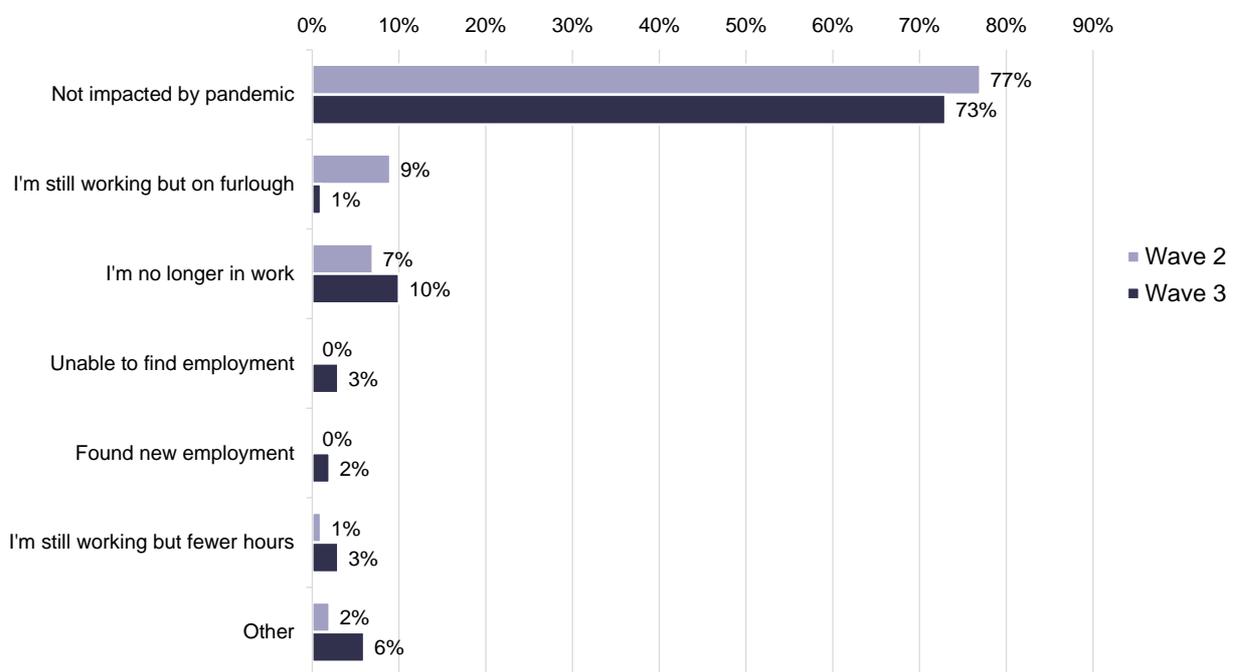
Figure 34 Change in employment situation since Wave 2 for the 2019 cohort at Wave 3, split by those not working at Wave 2 and those working at Wave 2



Source: IFF Research telephone survey of FSS customers. B1a_w3 Which of the following best describes what you have been doing since the last survey? Base: Pre-employment at Wave 2 (157) In employment at Wave 2 (48). Note working here refers to working more than 16 hours per week, and not working is less than 16 hours per week.

Participants were also asked how the COVID-19 pandemic had affected their employment situation. Overall, the impact of the pandemic did not change dramatically between Wave 2 and Wave 3. As shown in Figure 35 around three-quarters (73 per cent) of the 2019 cohort felt that their employment situation had not been impacted by the COVID-19 pandemic, which was similar to the proportion who said this at Wave 2 (77 per cent). The proportion who said they were on furlough at Wave 3 had decreased since Wave 2 (1 per cent, compared to 9 per cent). Other outcomes such as no longer being in work (10 per cent) and still working but fewer hours (3 per cent) were also not changed to a statistically significant degree.

Figure 35 Impact of COVID-19 on employment for 2019 cohort at Wave 2 and Wave 3

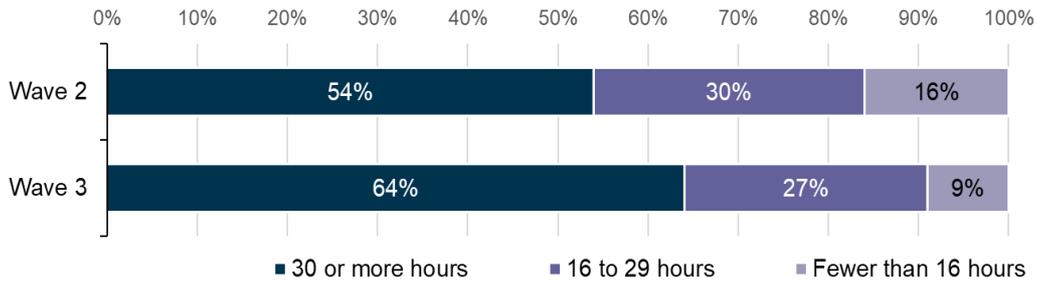


Source: IFF Research telephone survey of FSS customers A1c_W3. How has the COVID-19 pandemic impacted your employment situation? Base: All Wave 3 2019 cohort (205) Base All Wave 2 2019 cohort (607)

Quality of work

As well as working status, the Wave 2 and Wave 3 surveys covered working hours and other measures for quality of work. As shown in Figure 36 around two-thirds (64 per cent) of those who were working at Wave 3 in the 2019 cohort were working 30 or more hours per while 27 per cent were working 16 to 29 hours per week. These working hours had not changed significantly compared to Wave 2.

Figure 36 Hours worked per week for the 2019 cohort at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers A3_W3. How many hours per week do you usually work, or spend in education? Base: All working. Wave 2 2019 cohort (195) Wave 3 2019 cohort (64)

As shown in Figure 37 below, at Wave 3 the majority of the 2019 cohort that were in work, worked in either service intensive (33 per cent) or labour intensive (36 per cent) jobs. The proportion in high skill, middle skill and service intensive jobs did not show a statistically significant change between Wave 2 and Wave 3. However, participants were less likely to work in labour intensive jobs at Wave 3 than at Wave 2 (37 per cent vs. 52 per cent).

Figure 37 Occupational classifications for the 2019 cohort at Wave 2 and Wave 3

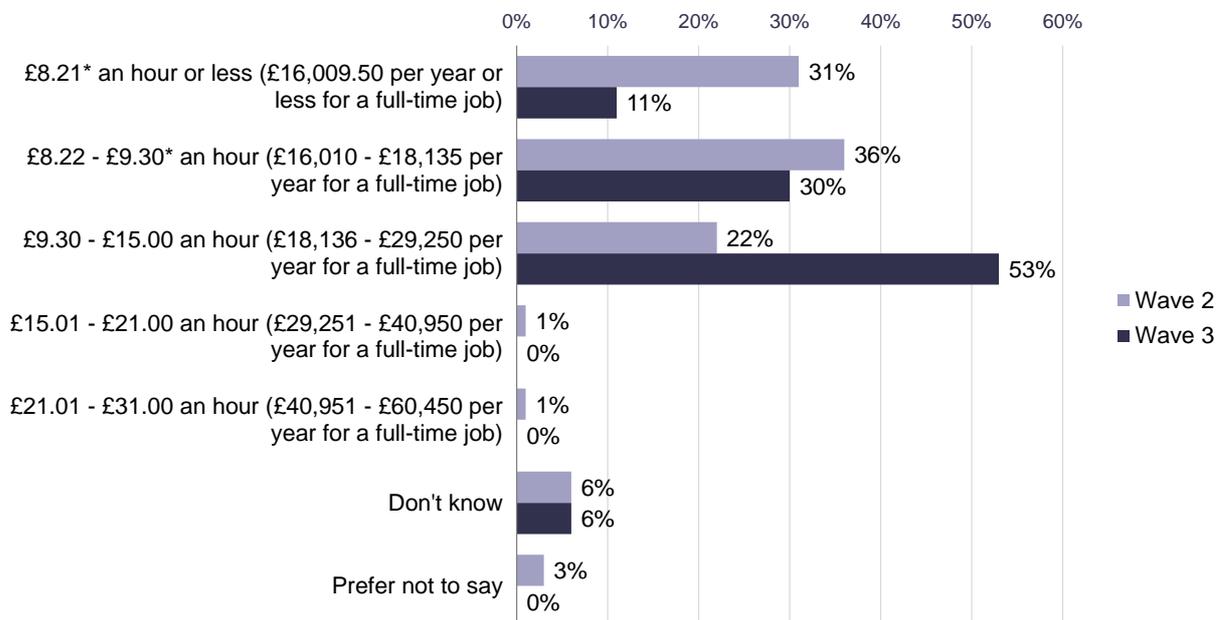


Source: IFF Research telephone survey of FSS customers. Taken from collating and coding answers from A5: What is/was your job title? And A6: What do/did you mainly do in your job? Base: 2019 cohort that were employed, self-employed or had worked in the last week Wave 2 (195) Wave 3 (64).

Participants were also asked about their hourly pay at both Wave 2 and Wave 3. As shown in Figure 38, the majority of the 2019 cohort who were in work at Wave 3 were paid between £9.30 and £15.00 an hour (53 per cent). This represents a statistically significant shift in the proportion of those who were paid at this level

compared to Wave 2 (53 per cent, vs. 22 per cent). However, 15 per cent of the 2019 cohort reported being paid £8.71 per hour or less at Wave 3, which was below the minimum wage at the time.

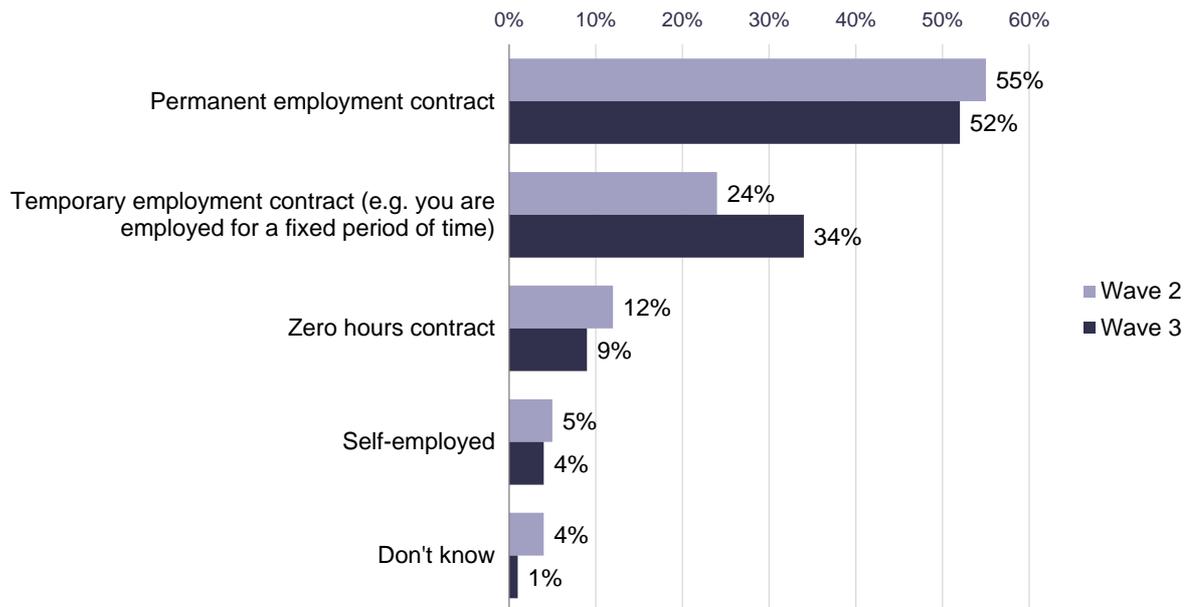
Figure 38 Hourly pay for the 2019 cohort at Wave 2 and Wave 3



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)? Wave 2 Base: All 2019 cohort employed self-employed or had worked in the last week (195) Wave 3 Base: All 2019 cohort employed self-employed or had worked in the last week (64) *Note the low scale was £8.20 in the Wave 3 survey, and there was an additional scale from £8.21-£8.72 which has been combined here for comparison.

Participants were also asked about the types of contract they had at both Wave 2 and Wave 3. As shown in Figure 39, the majority of the 2019 cohort who were in work were on either permanent employment contracts (52 per cent) or temporary employment contracts (34 per cent). Although the differences appear fairly large in temporary employment contracts, due to the low base size, there were no statistically significant changes in employment contact types between Waves.

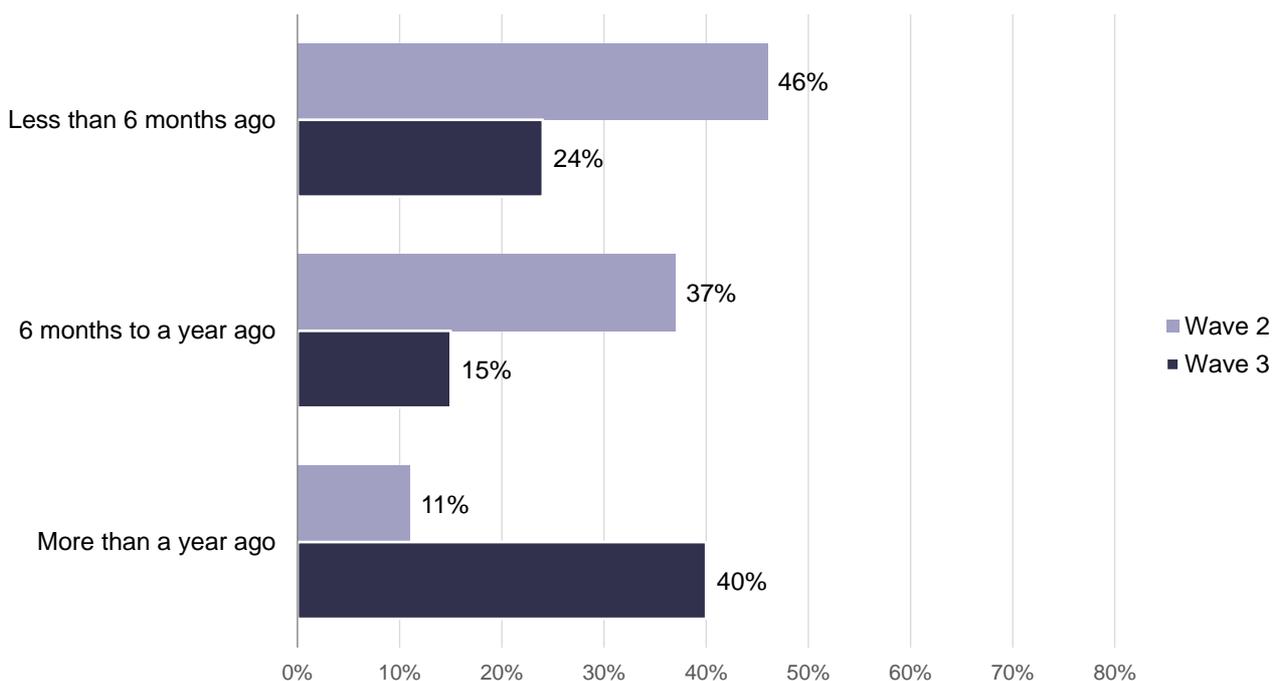
Figure 39 Contract types for the 2019 cohort at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers, A8: Can you tell me what type of employment contract you have? Wave 2 Base: All 2019 cohort employed, self-employed or have worked in the last week (195). Wave 3 Base: All 2019 cohort employed, self-employed or have worked in the last week (64)

As shown in Figure 40, two-in-five (40 per cent) of the 2019 cohort that were working (had done some paid work in the week prior to the interview) had begun their job more than a year ago. There was a significant increase in the proportion who had started their job over a year ago at Wave 3 compared to Wave 2, suggesting those that find work were managing to sustain it.

Figure 40 Time between starting job and taking the survey for 2019 cohort participants who were working at Wave 2, and Wave 3



Source: IFF Research telephone survey of FSS customers A3B. When did you start working in your current or most recent job? Base: All working (employed, self-employed, or worked within the last week). Wave 2 2019 cohort (195) Wave 3 2019 cohort (68)

Outcomes and motivation to return to work

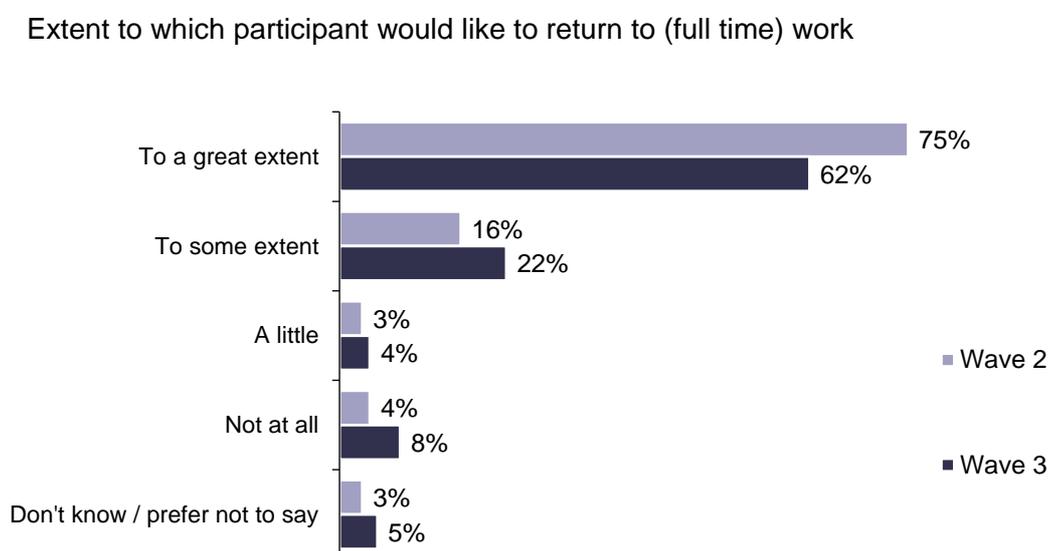
This chapter explores 2019 cohort participants' motivation to return to work and any impact that FSS has had on their motivation. It then describes the barriers and issues preventing participants from working and the extent to which FSS support has helped them to overcome these barriers, and then specifically how confident participants feel in carrying out job search activities. Findings in this chapter focus on outcomes for the 2019 cohort and how they have changed between Wave 2 and Wave 3.

Views on returning to work

Participants who were not in work (63 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 at all or working less than 16 hours¹⁷.

As shown in Figure 41 below, the proportion of those not working (or working fewer than 16 hours) who felt motivated to work 'to a great extent' was 75 per cent at Wave 2 but had reduced to 62 per cent by Wave 3.

Figure 41 Extent to which 2019 cohort would like to return to work, at Wave 2 and Wave 3



¹⁷ 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.

Source: IFF Research telephone survey of FSS customers, E2_W2. 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). Wave 2 (444) Wave 3 (147)

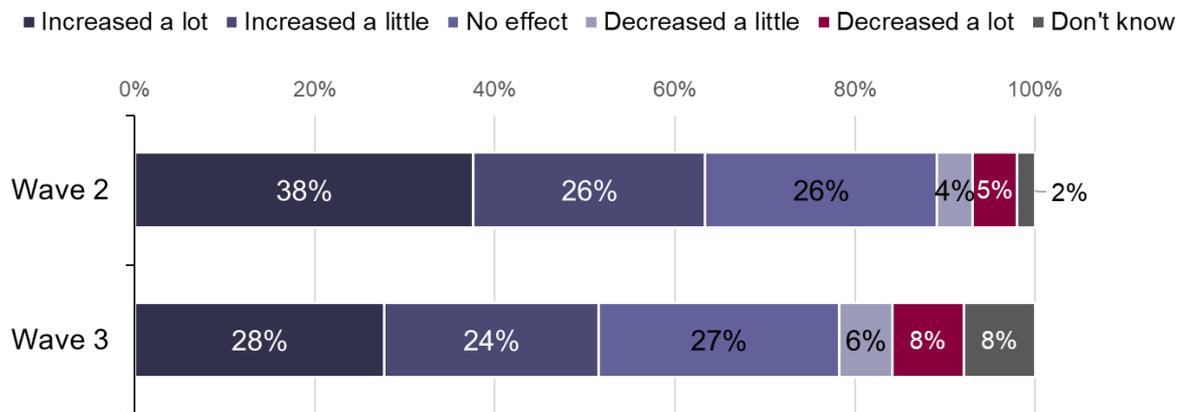
There were differences in motivation by participant sub-group at Wave 3, which were consistent with the patterns seen at Wave 2:

- Those aged 50 and over were less likely than average to want to return to work 'a great extent' (40 per cent).
- Male participants were more likely than female participants to want to return to work 'to a great extent' (70 per cent vs. 39 per cent). Those with a health condition which limited their day-to-day life a lot or a little were also less likely to want to return to work to a great extent (53 per cent).

Impact of FSS on motivation

As shown in Figure 42, at Wave 3, over half of the 2019 cohort (52 per cent) felt that the FSS service had increased their motivation. However, the perceived impact of FSS support on participants' motivation had reduced over time (52 per cent at Wave 3, compared to 63 per cent at Wave 2.) It should be noted though that one-in-three (33 per cent) of those asked about motivation at Wave 3 had left the service early. Early leavers were more likely to say that FSS had no effect on their motivation (40 per cent).

Figure 42 Effect on motivation of FSS support for 2019 cohort at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers, E8_W3. 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 Fair Start Scotland service? Base: All who work fewer than 16 hours per week). Wave 2 (444) Wave 3 (147)

At Wave 3, male participants were more likely than female participants to say that FSS had increased their motivation to find work (59 per cent vs. 37 per cent). Those over 50 years of age were less likely than average to say their motivation had increased (33 per cent).

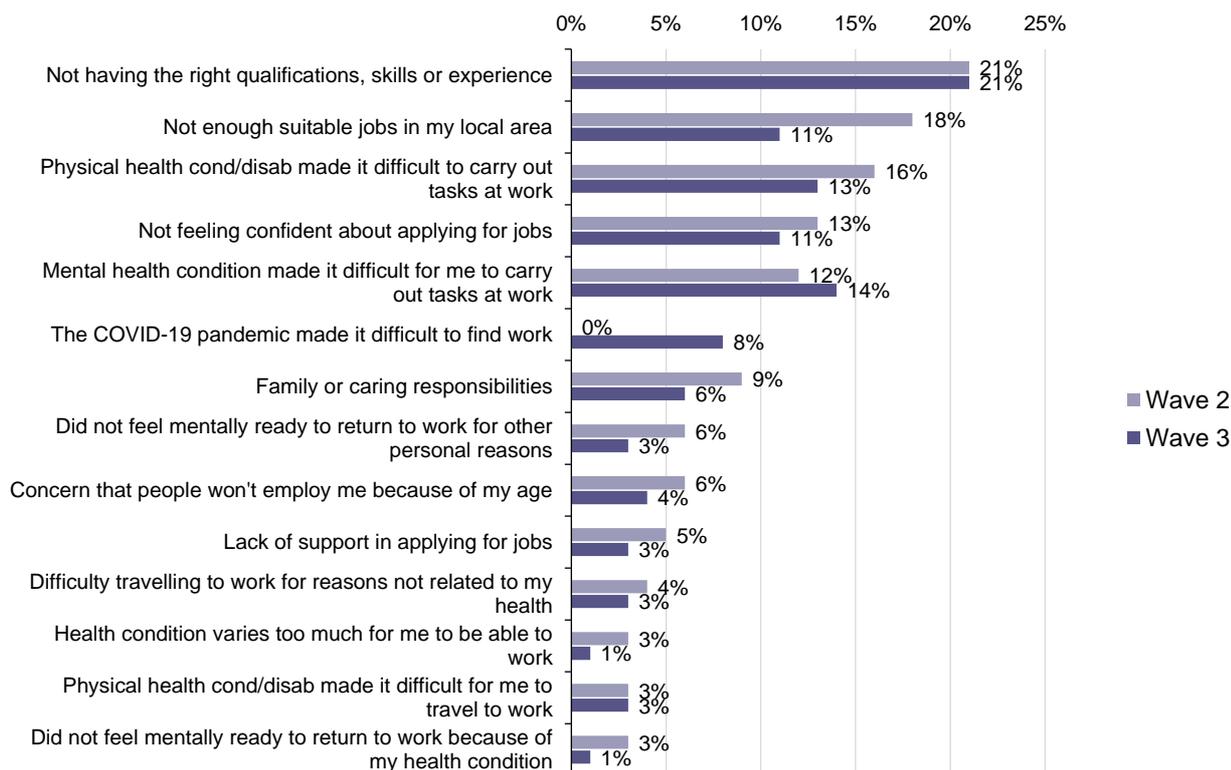
Barriers to work

Participants were asked about barriers preventing them from working at both Wave 2 and Wave 3. The barriers reported by the 2019 cohort were similar at Wave 2 and Wave 3. As shown in Figure 43 at Wave 3 around one-in-five (21 per cent) said not having the right qualifications, skills or experience was the main barrier preventing them from working, the same proportion as at Wave 2. At Wave 3, around one-in-seven said that their mental (14 per cent) or physical (13 per cent) health condition made it difficult to carry out work. Just over one-in-ten said there were not enough suitable jobs in their local area (11 per cent), or that they did not feel confident about applying for jobs (11 per cent).

At Wave 3, a smaller proportion reported that there were not enough or not many suitable jobs in their local area compared to Wave 2 (11 per cent vs. 18 per cent). Additionally, just under one-in-ten (8 per cent) said that the COVID-19 pandemic made it difficult to find work, which had not been present at Wave 2.¹⁸

¹⁸ Participants were asked to answer about their situation before the pandemic at Wave 2 as there was uncertainty about how long it would last.

Figure 43 Barriers to finding work for the 2019 cohort at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers F1A_w3. What would you say were the main issues or barriers preventing you from working? Base: All 2019 cohort respondents Wave 2 (607) Wave 3 (205)

Some sub-groups were more likely than others to report particular barriers at Wave 3:

- Female participants were more likely than male participants to say that they did not feel confident applying for jobs (19 per cent vs. 6 per cent).
- Those aged 50 and over were more likely than average to say there were not enough suitable jobs (14 per cent), or that people would not employ them due to their age (13 per cent).
- Participants with a health condition that limited their day-to-day activities were more likely to say that they had a mental (28 per cent) or physical (24 per cent) condition which made it difficult for them to carry out tasks at work.

The impact of FSS support on overcoming barriers to work

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'. Due to the low base size for the 2019 cohort at these questions, only two of the barriers are reported on here.¹⁹

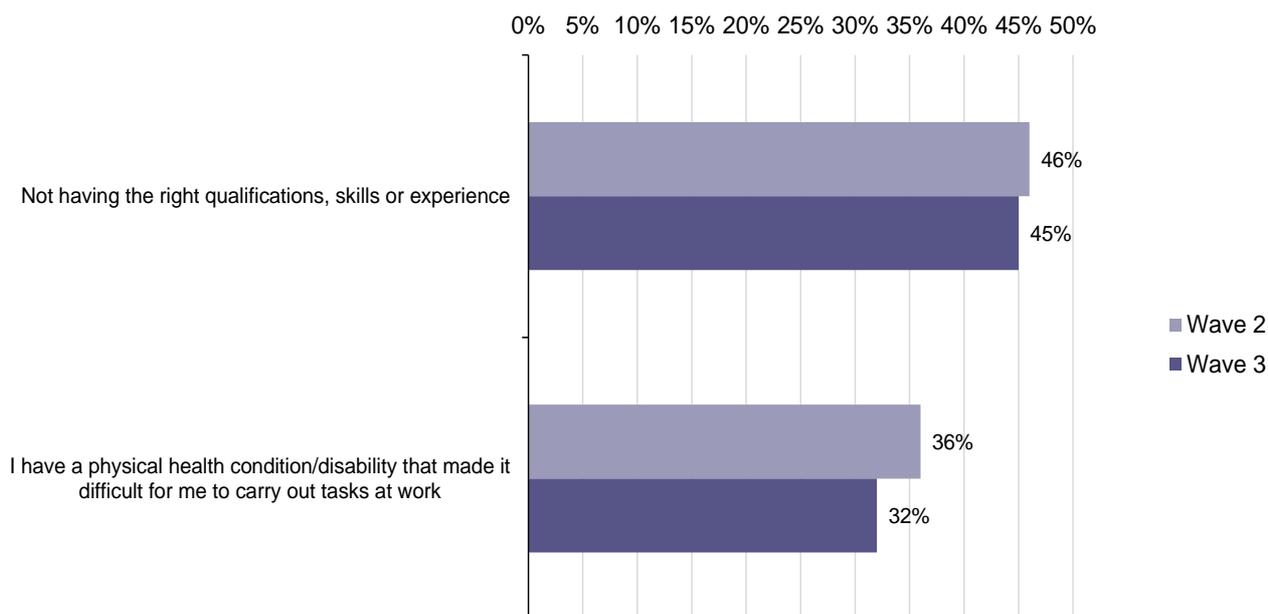
The proportion who rated the impact of the support 4 or 5 are shown in

Figure 44, for barriers where 30 or more answered, for those who said 'not having the right qualifications, skills or experience' around a third (32 per cent) said that the support they received helped to overcome this barrier, while 30 per cent said the support had no impact.

For those who said 'I have a physical health condition/disability that made it difficult for me to carry out tasks at work' almost half (45 per cent) said that the support helped them to overcome this barrier, while two-fifths (39 per cent) said it did not.

The impact of support on both barriers had not changed significantly since Wave 2.

Figure 44 2019 cohort participants for whom FSS support helped them to overcome the barrier to work



Participants were also asked at Wave 2 and Wave 3 about which parts of the support they felt made the most difference to them. The types of support mentioned at Wave 3 were broadly the same as at Wave 2, although some support types were mentioned more or less frequently at the different Waves, as shown in Figure 45.

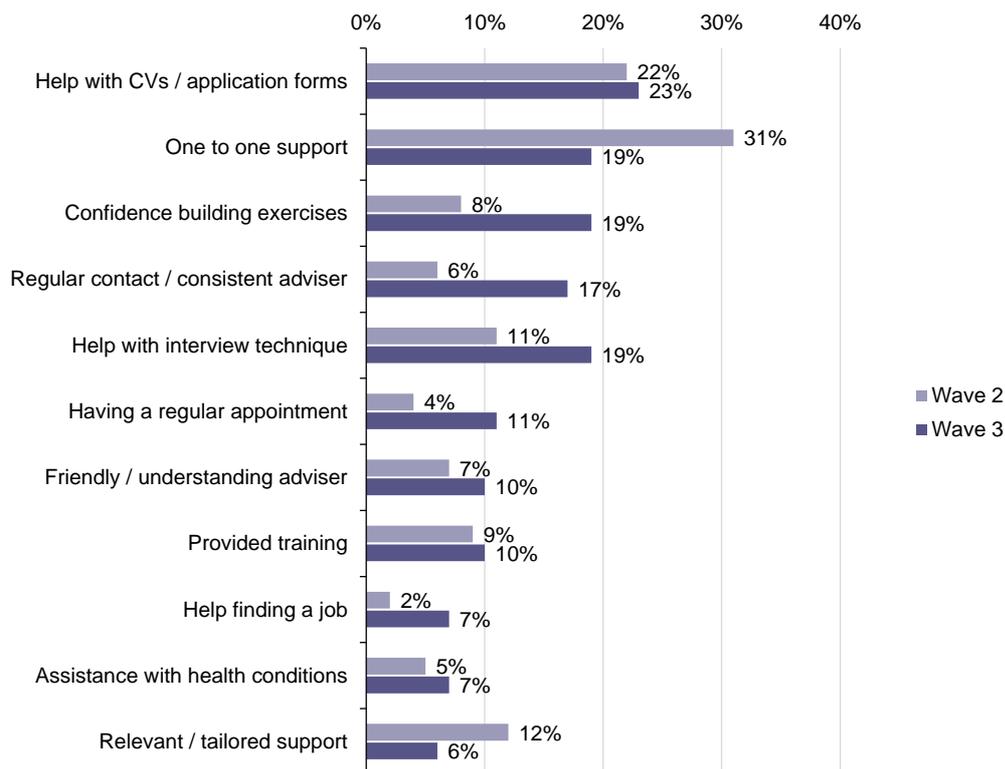
At Wave 2, participants were most likely to mention the one to one nature of the support (31 per cent), while only one-in-five (19 per cent) mentioned this at Wave 3. This may be due to the changing nature of delivery of support due to the pandemic.

¹⁹ Those with a weighted base of 30 or more

A similar proportion mentioned help with CVs and application forms (22 per cent at Wave 2 and 23 per cent at Wave 3).

Confidence building exercises were more likely to be cited as making the most difference at Wave 3 compared to Wave 2 (8 per cent at Wave 2 compared to 18 per cent at Wave 3), as was having regular contact or a consistent adviser (6 per cent at Wave 2 compared to 19 per cent at Wave 3).

Figure 45 Types of support that the 2019 cohort found most useful, at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers. F1A_w3. What would you say were the main issues or barriers preventing you from working? Base: All 2019 cohort who thought the support was helpful Wave 2 (301) Wave 3 (97)

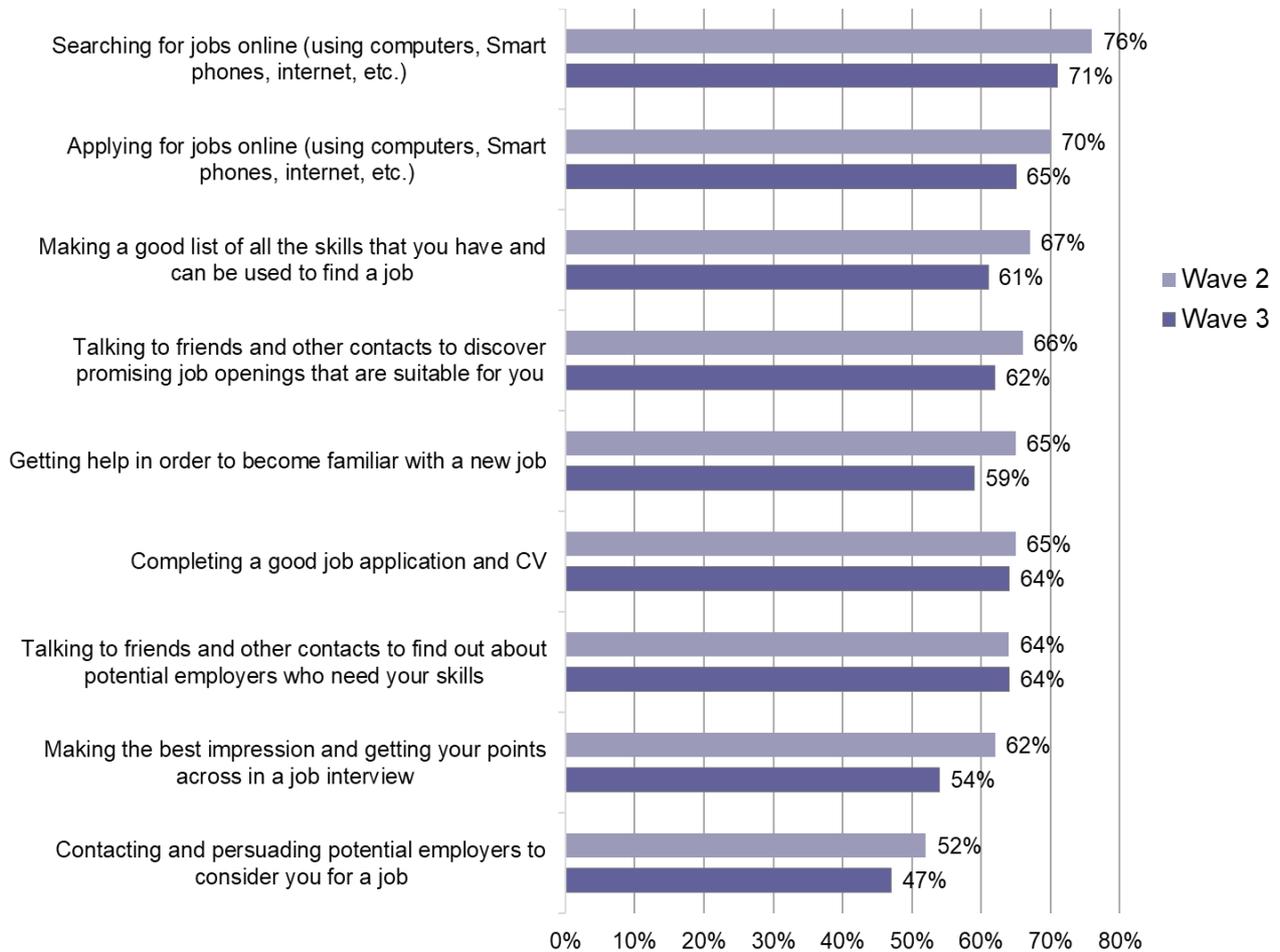
Job search skills

At both Wave 2 and Wave 3, participants in the 2019 cohort 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) Index . Findings are reported in Figure 46.

There was no significant change in the overall scores on the JSSE for the 2019 cohort between Wave 2 and 3. The average score on the JSSE (1-6) at Wave 2 was 3.9, while their average score at Wave 3 was 3.8.

Although most of the measures show that there was a decrease in between wave 2 and wave 3 none of the skills decreased significantly statistically.

Figure 46 Job search skills for the 2019 cohort at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers. F2-W3. How confident do you feel about doing the following things successfully?? Base: All 2019 cohort Wave 2 (607) Wave 3 (205)

2018 cohort: Outcomes over time

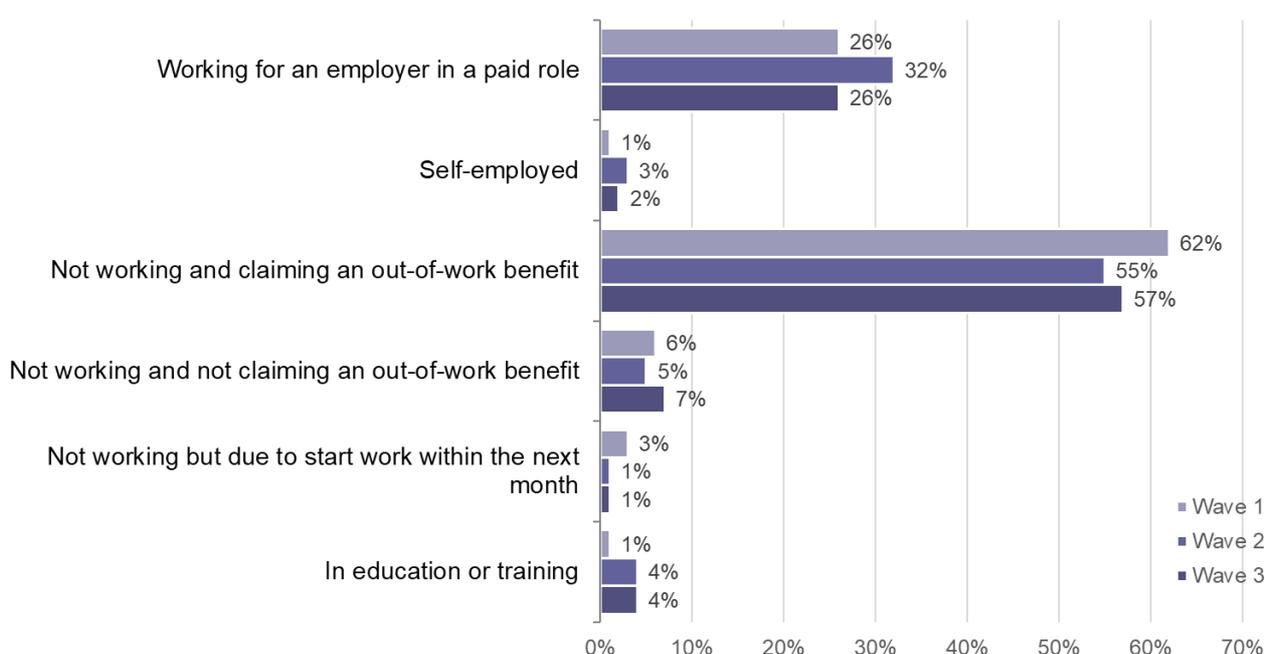
The 2018 cohort were first surveyed at Wave 1 in June 2019, then again at Wave 2 in May 2020, and finally at Wave 3 in March 2021. 159 participants from the 2018 cohort took part in Wave 3, meaning that the base size is often low, and findings should be interpreted with caution. This chapter will look at the outcomes over time and any changes in responses of the 2018 cohort over the three Waves of the survey. It will follow a similar format to previous chapters highlighting the topline figures for the responses of the 2018 cohort at Wave 3, but it will also flag where responses of the 2018 cohort have changed across Waves.

Employment status of the 2018 cohort

At the time of the Wave 3 survey slightly over one quarter (28 per cent) of the 2018 cohort were either working for an employer in a paid role (26 per cent) or self-employed (2 per cent) in a typical week. However, the majority were not in work, with close to six in ten (57 per cent) not in work and claiming an out of work benefit and around one in twenty (6 per cent) not working and not claiming an out of work benefit (9 per cent). A further one in twenty-five were in education or training (4 per cent), as shown in Figure 47.

Among those who said they were not working for an employer and were not self-employed, 1 per cent said had done *some* paid work within the last week.

Figure 47 Working status of the 2018 cohort at Wave 1, Wave 2, and Wave 3

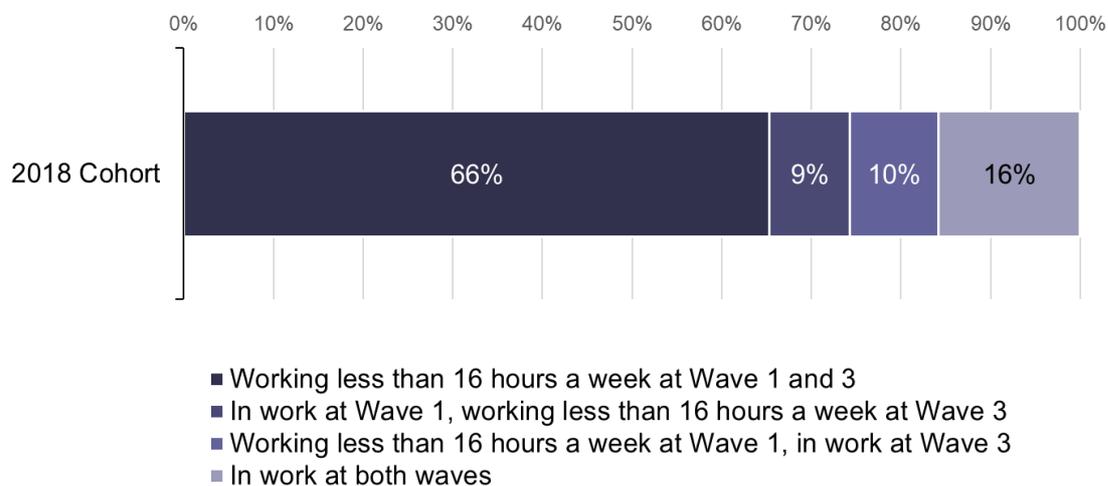


Source: IFF Research telephone survey of FSS customers. A1. Which of the following best describes what you are doing at the moment? Base: 2018 cohort Wave 1 (1005), Wave 2 (400), Wave 3 (159)

Figure 47 shows that between Wave 1 and 2 there was a significant increase in the amount of the 2018 cohort working for an employer in a paid role (26 per cent at Wave 1 compared to 32 per cent at Wave 2) and a significant decrease in the proportion of the cohort not working and claiming an out of work benefit (62 per cent at Wave 1 compared to 55 per cent Wave 2). At Wave 3, around a quarter were working for an employer (26 per cent) and over half were claiming an out of work benefit (57 per cent). Any changes to working status between Wave 2 and Wave 3 were not significant due to the lower base sizes.

As in the previous chapter we are able to look at the overall movement of working status for the cohort between Waves. Figure 48 shows the change in working status, using the FSS classification of pre-work and in-work (working less than 16 hours per week, or more than 16 hours per week.) Two-thirds (66 per cent) of the 2018 cohort interviewed at both Wave 1 and Wave 3 of the survey were not in employment at either Wave. One in ten (10 per cent) were not employed at Wave 1 but were employed at Wave 3 and a similar amount (11 per cent) were employed at Wave 1 but not employed at Wave 3. Sixteen per cent were employed at both Wave 1 and Wave 3.

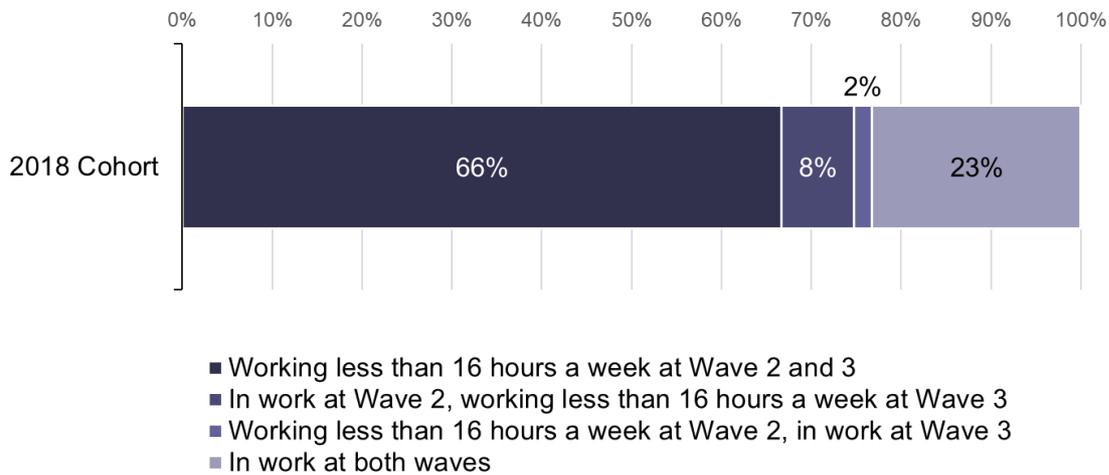
Figure 48 Change in working status between Wave 1 and Wave 3 for the 2018 cohort



Source: IFF Research telephone survey of FSS customers. Change in employment status Base: All 2018 cohort interviewed at Wave 3 (158)

Similarly, Figure 49 shows the change in employment status of the 2018 cohort between Wave 2 and Wave 3. Two-thirds (66 per cent) of the cohort were not in employment at Wave 2 or Wave 3 and less than one in ten (8 per cent) were in employment at Wave 2 and not in employment at Wave 3. Just under a quarter were in employment at both Waves, but only two per cent were had moved from unemployment to employment between Wave 2 and 3.

Figure 49 Change in working status between Wave 2 and Wave 3 for the 2018 cohort

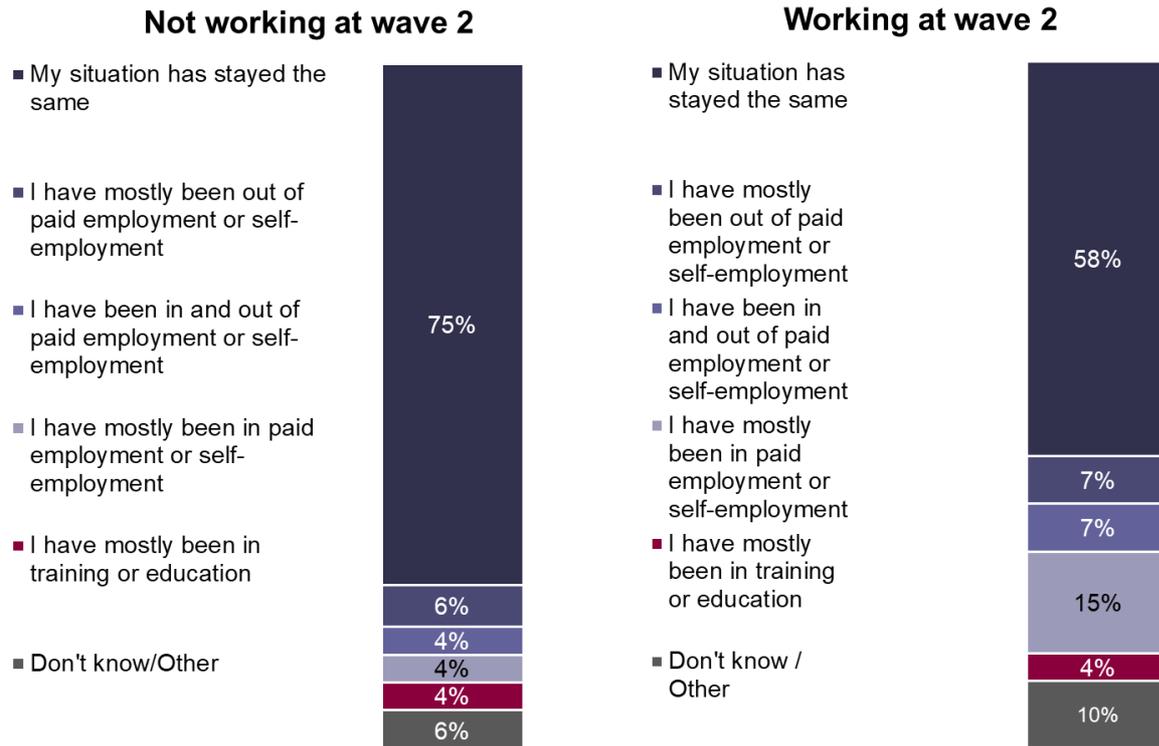


Source: IFF Research telephone survey of FSS customers. Change in employment status Base: All 2018 cohort interviewed at Wave 3 (158)

The 2018 cohort were asked at Wave 2 and Wave 3 what they had mostly been doing since they were last spoken to a year previously. At both Waves the majority said that their situation had remained the same (64 per cent at Wave 2 and 71 per cent at Wave 3). Figure 50 shows the reported change in employment status of the 2018 cohort split by number of hours working at Wave 2. Three-quarters (75 per cent) of the 2018 cohort working less than 16 hours per week at Wave 2 were still not working at Wave 3 and a further six per cent reported that they had mostly been out of work since Wave 2. Only one in twenty-five (4 per cent) said that they had mostly been working since Wave 2.

For those working more than 16 hours per week at Wave 2 there was also a majority (58 per cent) that were in the same situation as before, with a further fifteen per cent reporting they had mostly been in work since Wave 2. A small number (7 per cent) of the 2018 cohort that had been working for 16 hours or more at Wave 2 reported that they had mostly been out of paid employment in the year between the two surveys.

Figure 50 Change in employment since Wave 2 for 2018 cohort

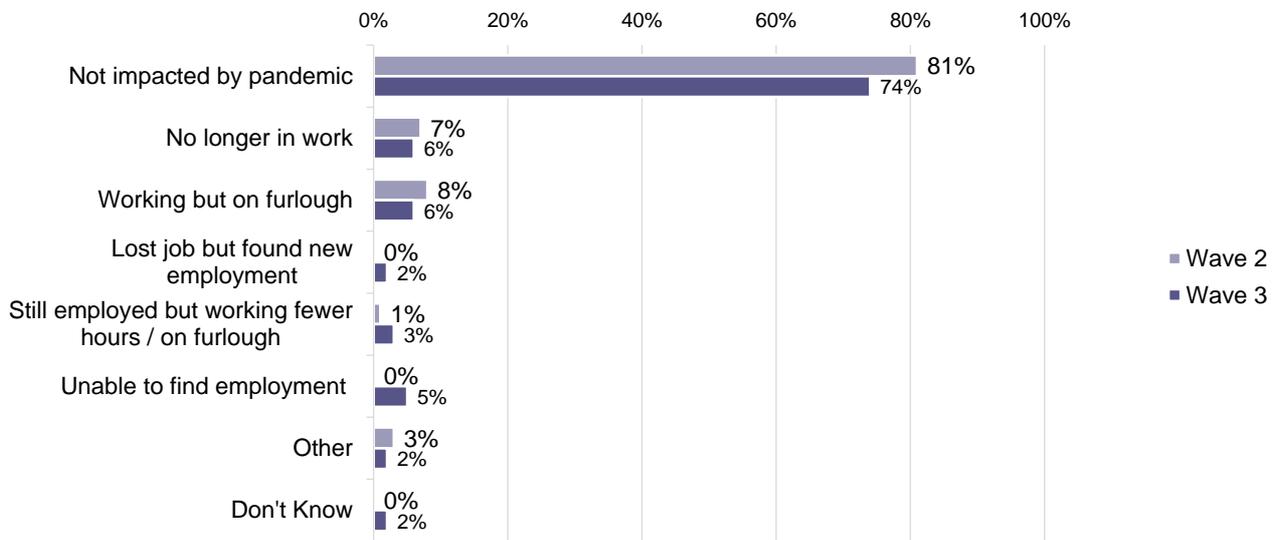


Source: IFF Research telephone survey of FSS customers. B1a_w3 Which of the following best describes what you have been doing since the last survey? Base: Pre-employment at Wave 2 (109) In employment at Wave 2 (50)

COVID-19

At Wave 3, a quarter (24 per cent) of the 2018 cohort said that their employment situation had changed as a result of the COVID-19 pandemic. Figure 51 shows the responses of the 2018 cohort at Wave 3 to how the Covid-19 pandemic affected their employment situation. Most were not affected (74 per cent), however eight per cent had lost their job and over one-in twenty (6 per cent) were on furlough. The only significant change between the responses at Wave 2 and Wave 3 was the 5 per cent at Wave 3 who said they were unable to find employment, which had not come up at Wave 2.

Figure 51 Impact of COVID-19 on employment for 2018 cohort

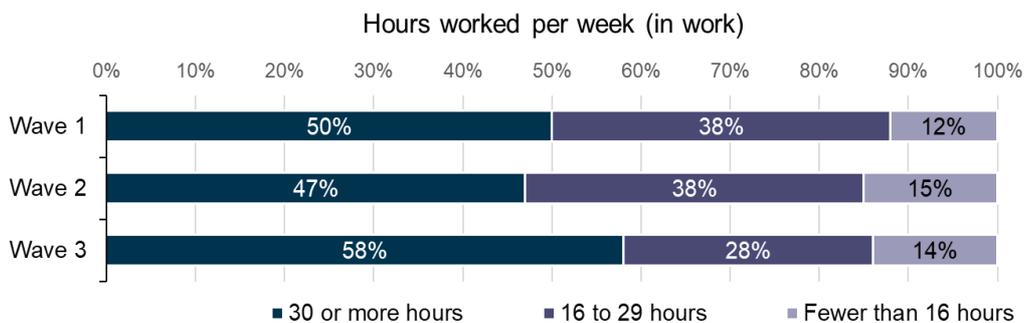


Source: IFF Research telephone survey of FSS customers A1c_W3. How has the COVID-19 pandemic impacted your employment situation? Base: All 2018 cohort Wave 3 (159) Wave 2 (400)

Quality of work

Questions were also asked to the 2018 cohort who were working about the quality of the work they were doing. As can be seen in Figure 52, of the 2018 cohort that had done some paid work in the week prior to the interview almost six in ten (58 per cent) were working thirty or more hours per week, almost three in ten (28 per cent) were working sixteen to twenty-nine hours per week and fifteen per cent were working fewer than sixteen hours per week. Working hours had not changed significantly between the Waves.

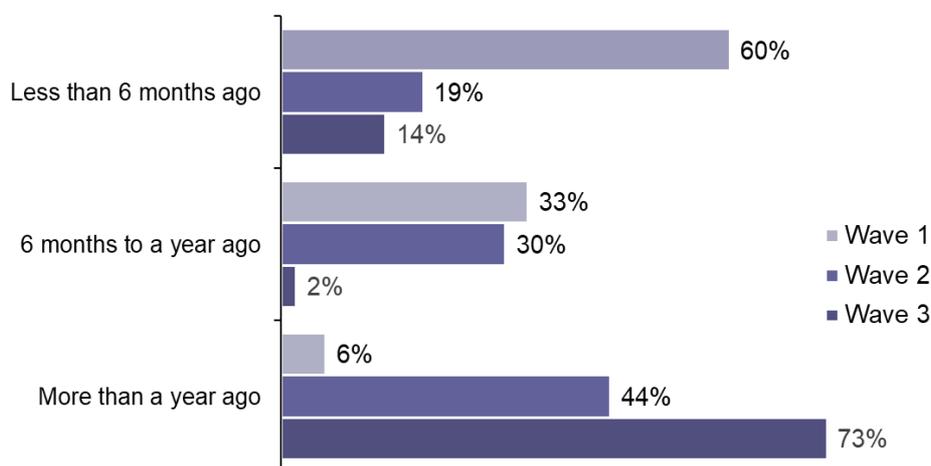
Figure 52 Hours worked per week for the 2018 cohort at Wave 1, Wave 2, and Wave 3



Source: IFF Research telephone survey of FSS customers A3_W3. How many hours per week do you usually work, or spend in education? Base: All working. Wave 1 2018 cohort (291) Wave 2 2018 cohort (145) Wave 3 2018 cohort (47)

Almost three-quarters (73 per cent) of the 2018 cohort that had done some paid work in the week prior to the interview had begun their job more than a year ago. There has been significant growth at each Wave in the proportion of the 2018 cohort to have started their job over a year ago suggesting those that find work were managing to sustain it. As shown in Figure 53, at Wave 1 just over one in twenty (6 per cent) had started work over a year ago, by Wave 2 this had risen to forty-four per cent and at Wave 3 almost three-quarters had begun over a year before the interview. These figures indicate, as they did at Wave 2, that those who have entered work were able to sustain it over a period of time.

Figure 53 When working 2018 cohort started their job at Wave 1, Wave 2, and Wave 3



Source: IFF Research telephone survey of FSS customers A3B. When did you start working in your current or most recent job? Base: All working. Wave 1 2018 cohort (286) Wave 2 2018 cohort (146) Wave 3 2018 cohort (48)

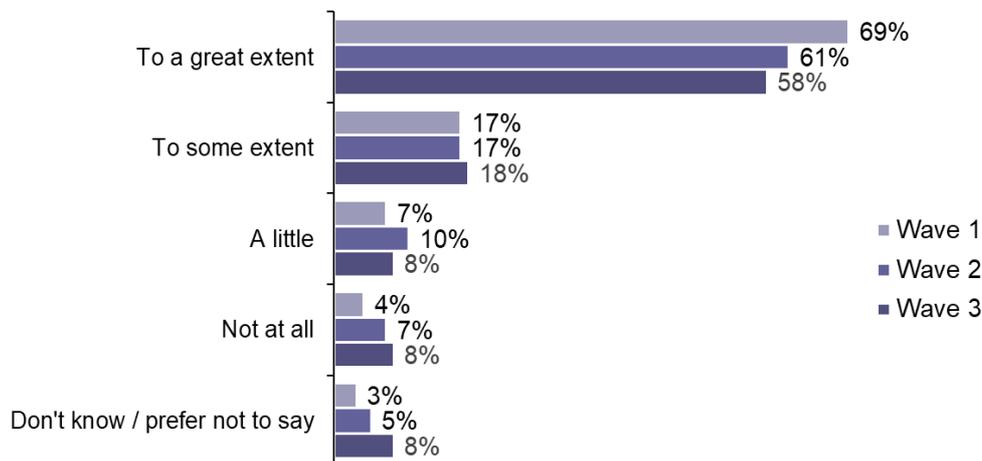
The 2018 cohort who were working were also asked about their pay per hour at Wave 2 and Wave 3, as well as types of employment contract. Due to the low base sizes these questions were not charted, and no significant differences were found between waves.

Outcomes and motivation to return to work

Figure 54 shows that, when asked at Wave 3, most (86 per cent) of the 2018 cohort that were working fewer than sixteen hours per week wanted to return to work in the future at least at all (61 per cent to a great extent, 17 per cent to some extent, 9

per cent a little). Around one in fourteen (7 per cent) did not want to return to work at all.

Figure 54 The extent to which the 2018 cohort would like to return to work at Wave 1, Wave 2, and Wave 3



Source: IFF Research telephone survey of FSS customers, E2_W3. 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. Wave 1 (754) Wave 2 (274) Wave 3 (118)

The extent to which the 2018 cohort wanted to return to work has decreased to somewhat over the last three years. More than nine in ten (93 per cent) wanted to return to work at all at Wave 1 which fell by a small but significant amount at Wave 2 to eighty-nine per cent. The fall between Wave 2 (89 per cent) and Wave 3 (86 per cent) was not significant.

Similarly, there was a fall between Wave 1 and Wave 2 of the 2018 cohort in the number that wanted to return to work to a great extent. Around seven in ten (69 per cent) wanted to a great extent to return to work in the future this fell to around six in ten (61 per cent). This figure remained steady at Wave 3 (58 per cent).

The 2018 cohort were also asked at all three Waves whether their motivation to return to work had increased or decreased since they started receiving support from FSS, the results of which can be seen in Figure 55. Almost half (48 per cent) of the cohort at Wave 3 said that their motivation had increased (25 per cent a lot and 24 per cent a little). Slightly over one fifth said that their motivation had not changed since receiving support from the service and around a quarter (24 per cent) said their motivation had decreased, either a little (13 per cent) or a lot (11 per cent).

Figure 55 Effect of FSS support for 2018 cohort at Wave 2 and Wave 3



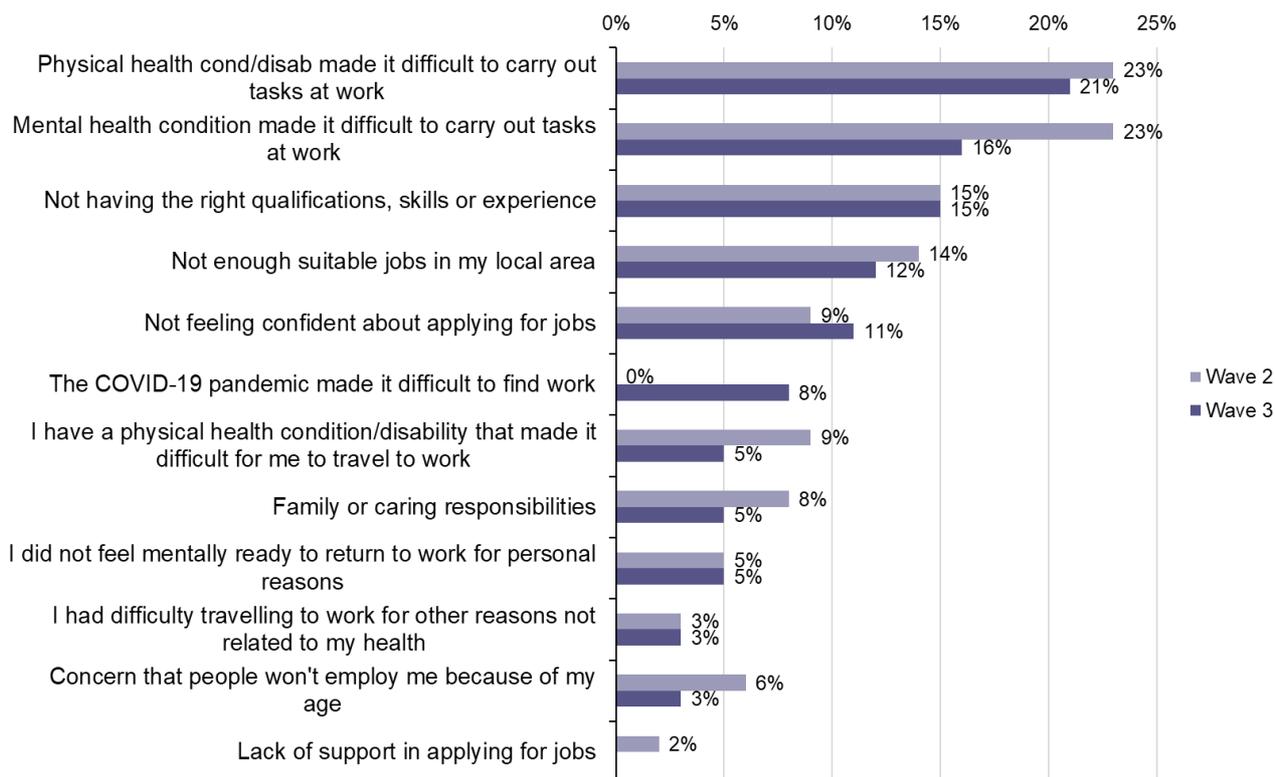
Source: IFF Research telephone survey of FSS customers, E8_W3. To what extent would you say your motivation to find (full time) work has increased or decreased from when you began receiving support from the Fair Start Scotland service? Base: 2018 cohort who work fewer than 16 hours per week. Wave 1 (754) Wave 2 (274) Wave 3 (118)

The positive impact that the service was having on motivation has stagnated over the three Waves of the survey for the 2018 cohort. At Wave 1 around two-thirds (65 per cent) had said that their motivation to find full time work had increased since joining the service. The proportion saying that their motivation had increased since joining the service fell to around a half at Wave 2 (52 per cent) and remained at that level through to Wave 3 (48 per cent).

Barriers to work

The 2018 cohort were asked at Wave 2 and Wave 3 what the main issues or barriers that were preventing them from working. Figure 56 shows the responses of the 2018 cohort. Consistent with Wave 2 the most common barrier facing the cohort was having a physical health condition that makes it difficult to carry out tasks at work (23 per cent at Wave 2 and 21 per cent at Wave 3). There were no other significant differences apart from that the COVID-19 pandemic made it difficult to work (8 per cent) which was only mentioned at Wave 3.

Figure 56 Barriers to work for the 2018 cohort at Wave 2 and Wave 3



Source: IFF Research telephone survey of FSS customers F1A_w2/w3. What would you say were the main issues or barriers preventing you from working? Base: All 2018 cohort respondents Wave 2 (400) Wave 3 (149) Note, answers below 2 per cent are not shown due to small base sizes.

The impact of FSS support on overcoming barriers to work for the 2018 cohort

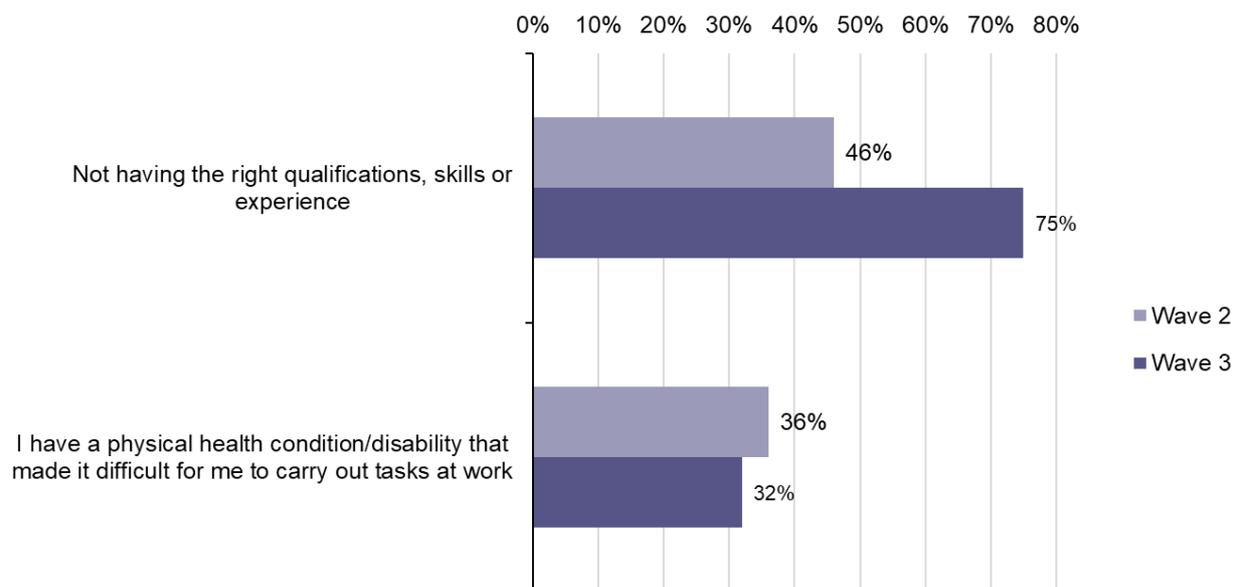
The 2018 cohort were then asked at both Waves 2 and 3 to what extent they thought the support received from FSS had helped them to overcome each of their reported barriers, on a scale from one, ‘had no impact’ to five, ‘helped a lot’.

The proportion of participants who said, that the support had helped them to overcome the barrier at Wave 3 (i.e. scored either a 4 or 5) are shown in Figure 57 for the most commonly experienced barriers.

In this case, the only barrier with a large enough base size for analysis was “I have a physical health condition that made it difficult for me to carry out tasks at work”. There was no significant change between Wave 2 and Wave 3 for this barrier (36 per cent Wave 2, 32 per cent Wave 3). Also included in Figure 57 was the barrier “not having the right qualifications, skills or experience”. The proportion who reported that FSS support had an impact on this barrier at Wave 3 was significantly higher than at Wave 2 (75 per cent compared to 46 per cent at Wave 2), despite the low base size (24 participants at Wave 3).

There were no other significant changes, likely due to the low base sizes.

Figure 57 Whether FSS has had a positive impact on overcoming barriers to work for the 2018 cohort at Wave 2 and Wave 3



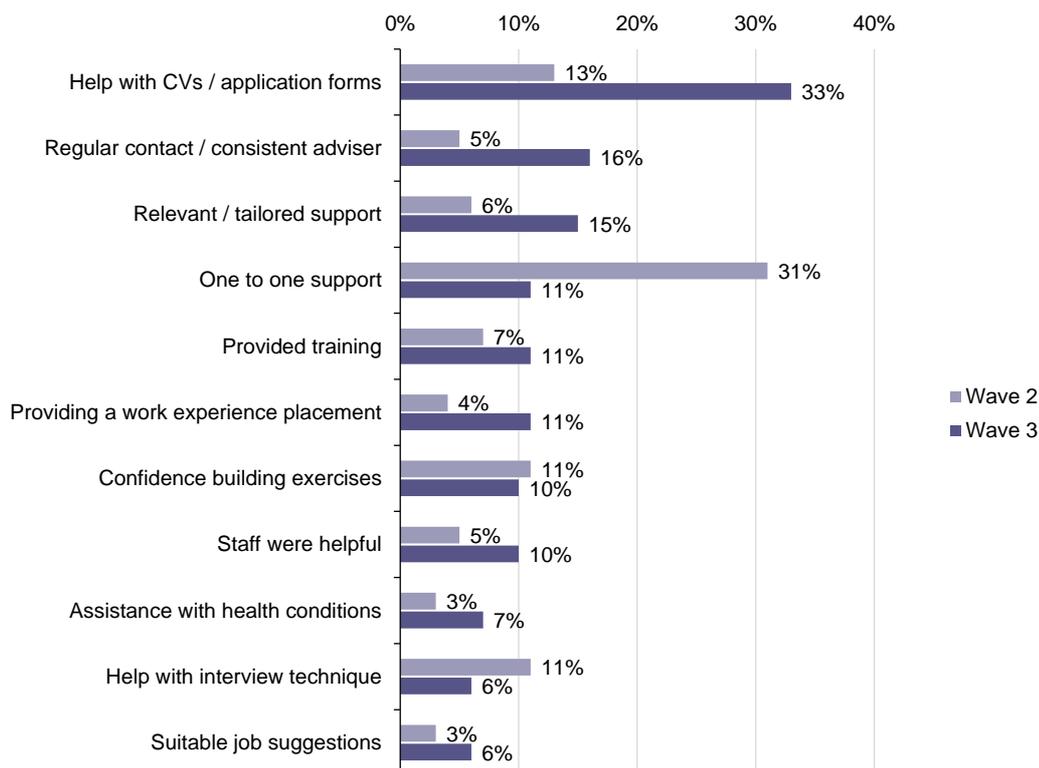
Source: IFF Research telephone survey of FSS customers F1B-1-W2. To what extent do you think the support you received from Fair Start Scotland helped you to overcome these barriers? All of 2018 cohort that answered; Not having the right skills qualifications or experience Wave 2 (50), Wave 3 (24) I have a physical health condition / disability that made it difficult for me to carry out tasks at Wave 2 (94) Wave 3 (34)

The 2018 cohort were also asked at Wave 2 and Wave 3 about which parts of the support they felt made the most difference to them. The types of support mentioned at Wave 3 were broadly the same as at Wave 2, although some support types were mentioned more or less frequently at the different Waves, as shown in Figure 58.

At Wave 2, participants were most likely to mention the one to one nature of the support (31 per cent at Wave 2 compared to 11 per cent at Wave 1). This may be due to the changing nature of delivery of support due to the pandemic.

At Wave 3, the 2018 cohort were more likely to mention help with CVs / application forms (33 per cent at Wave 3 compared to 13 per cent at Wave 2); regular contact or a consistent advisor (16 per cent Wave 3 compared to 5 per cent at Wave 2); and relevant or tailored support (15 per cent at Wave 3 compared to 6 per cent at Wave 2).

Figure 58 Types of support from FSS which most helped the 2018 cohort at Wave 2 and Wave 3



Job search skills

Participants were asked at each Wave to rate how confident they felt about completing nine different job-search related activities successfully on a scale of 1 to 5, where 1 is 'not at all' and 5 is 'a great deal'. This is known as the Job Search Self Efficacy (JSSE) Index²⁰. The proportion of participants who felt confident in each activity (scored 4 or 5) are shown in Figure 59.

The 2018 cohort were likely to feel confident about doing most activities at Wave 3, however less than half (48 per cent) felt confident contacting and persuading potential employers to consider you for a job.

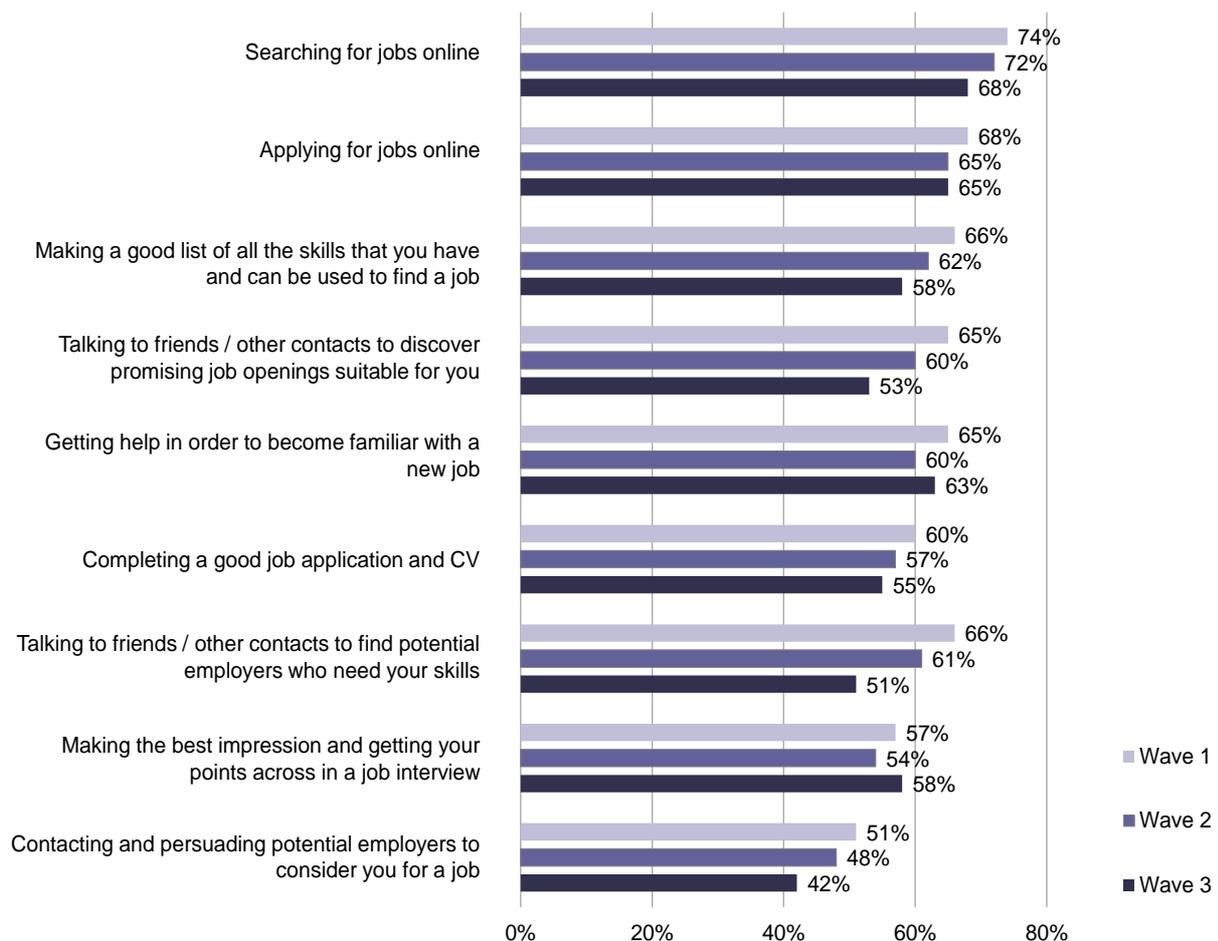
The figure also shows that generally confidence in Job searching had stayed consistent across the Waves with limited differences. However, there were some elements where confidence had fallen between Wave 1 and Wave 3, interestingly, all of these involved the communication and social elements of job searching. They were:

²⁰ 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.

- Talking to friends or contacts to discover promising job openings suitable for you (65 per cent at Wave 1 compared to 53 per cent at Wave 2)
- Talking to friends or other contacts to find potential employers who need your skills (65 per cent at Wave 1 compared to 51 per cent at Wave 3)
- Contacting and persuading potential employers to consider you for a job (51 per cent at Wave 1 compared to 42 per cent at Wave 2)

The average score on the JSSE didn't vary significantly across the Waves, at Wave 3 it was 3.7, at Wave 2 it was 3.8 and at Wave 1 it was also 3.8.

Figure 59 Job search skills for the 2018 cohort at Wave 1, Wave 2, and Wave 3



Source: IFF Research telephone survey of FSS customers. F2-W3. How confident do you feel about doing the following things successfully? Base: All 2018 cohort Wave 1 (1005), Wave 2 (400) Wave 3 (159)

There have been limited changes of the 2018 cohort over the three Waves of the survey and this chapter has shown that employment status and quality of work has remained reasonably consistent. However, there does appear to have been a stagnation in the impact that FSS is having on motivation and desire to return to work.

Technical Appendix

The Fair Start Scotland (FSS) Wave 3 telephone survey was carried out in April 2021. The sample was made up of two distinct groups:

New sample of participants who joined the FSS service in 2020 (between January 2020 and December 2020). IFF were provided with a sample of 10,464 participants, from which 2,364 were drawn for the survey.

Longitudinal sample, also made up of two groups: those who joined the FSS service in 2018 (between April and December 2018) and took part in the Wave 1 and Wave 2 surveys; and those who joined the FSS service in 2019 (between January and December 2019) and took part in the Wave 2 survey. All participants who took part in the Wave 2 survey and agreed to be contacted again for further research were included in the sample for Wave 3.

A total of 1,027 surveys were completed at Wave 3, made up of 663 from the new sample and 364 from the longitudinal sample, as shown in Table 1.

For the new sample, IFF were provided with data consisting of all starts on the FSS service during this period. From this, 2,364 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.

The tables below show the number of records drawn and the number of surveys achieved from each lot.

Table 1 2020 cohort

Lot	All sample		Sample drawn		Unweighted responses		Weighted responses	
	N	%	N	%	N	%	N	%
Lot 1 Glasgow	1870	18 %	368	16 %	103	16 %	118	18 %
Lot 2 Lanarkshire	1297	12 %	254	11 %	71	11 %	82	12 %
Lot 3 Tayside	822	8 %	179	8 %	48	7 %	52	8 %
Lot 4 Forth Valley	328	3 %	179	8 %	51	8 %	21	3 %
Lot 5 East	2749	26 %	536	23 %	150	23 %	174	26 %
Lot 6 South West	1604	15 %	314	13 %	87	13 %	102	15 %
Lot 7 North East	625	6 %	179	8 %	51	8 %	40	6 %
Lot 8 Highlands and Islands	450	4 %	179	8 %	51	8 %	29	4 %
Lot 9 West	719	7 %	179	8 %	51	8 %	46	7 %
Total	10,464	100 %	2364	100 %	663	100 %	664	100 %

Table 2 2019 cohort

Lot	Sample		Unweighted responses		Weighted responses	
	N	%	N	%	N	%
Lot 1 Glasgow	96	17 %	26	13 %	42	20 %
Lot 2 Lanarkshire	66	12 %	25	12 %	31	15 %
Lot 3 Tayside	44	8 %	10	5 %	20	10 %
Lot 4 Forth Valley	47	8 %	17	8 %	8	4 %
Lot 5 East	103	18 %	42	20 %	45	22 %
Lot 6 South West	68	12 %	25	12 %	29	14 %
Lot 7 North East	47	8 %	21	10 %	8	4 %
Lot 8 Highlands and Islands	47	8 %	18	9 %	9	4 %
Lot 9 West	52	9 %	21	10 %	14	7 %
Total	570	100 %	205	100 %	206	100 %

Table 3 2018 cohort

Lot	Sample		Unweighted responses		Weighted responses	
	N	%	N	%	N	%
Lot 1 Glasgow	68	19 %	32	20 %	30	19 %
Lot 2 Lanarkshire	57	16 %	20	13 %	30	19 %
Lot 3 Tayside	29	8 %	11	7 %	17	11 %
Lot 4 Forth Valley	30	8 %	10	6 %	13	8 %
Lot 5 East	73	20 %	33	21 %	26	16 %
Lot 6 South West	36	10 %	17	11 %	15	9 %
Lot 7 North East	22	6 %	8	5 %	9	6 %
Lot 8 Highlands and Islands	20	5 %	11	7 %	7	4 %
Lot 9 West	31	8 %	17	11 %	12	8 %
Total	366	100 %	159	100 %	159	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 22nd March and 16th April 2021, and 1,027 completed interviews were achieved. A full breakdown of sample outcomes are shown in Table 4 and Table 5.

Table 4 Wave 3 fresh sample outcomes (2020 cohort)

	Number	Proportion of starting sample (per cent)
Total sample	2364	100 %
Opt outs	22	1 %
Unusable (for example, wrong number)	177	7 %
Contact attempted, no final outcome after minimum number of attempts	1253	53 %
Refusal	159	7 %
Respondent stopped or screened out during survey/other	90	4 %
Total surveys completed	663	28 %

Table 5 Wave 3 longitudinal sample outcomes (2018/2019 cohort)

	Number	Proportion of starting sample (per cent)
Total sample	936	100 %
Opt outs	15	2 %
Unusable (for example, wrong number)	20	2 %
Contact attempted, no final outcome after minimum number of attempts	467	50 %
Refusal	53	6 %

Respondent stopped or screened out during survey/other	17	2 %
Total surveys completed	364	39 %

The survey included fewer questions for the longitudinal sample (2018 and 2019 cohorts) than the 2020 new sample. The average survey length for the 2018 and 2019 respondents was 11 minutes 32 seconds, and for the 2020 cohort respondents it was 21 minutes 30 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 2020 cohort data to bring the oversampled Lots 4,7,8 and 9 back in line with population proportions of 2020 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 and 2019 cohort data to correct for any non-response bias. This brought the 2018 cohort in line with the Wave 1 weighted data, which reflected population proportions of 2018 FSS starters, and brought the 2019 cohort in line with the Wave 2 weighted data which reflected the proportion of 2019 starters.

Table 6 Wave 1: 2018 cohort: Profile of respondents in each Lot, by gender and age (weighted data)

	Total		Gender				Age					
	Unweighted	Weighted	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 7 Wave 1: 2018 cohort: 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	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 %

Table 8 Wave 2: 2019 cohort: Profile of respondents in each Lot, by gender and age (weighted data)

	Total		Gender				Age							
	Unweight ed	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 %

Table 9 Wave 2: 2019 cohort: 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 %

Table 10 Wave 3: 2020 Cohort: 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	663	664	397	60 %	263	40 %	166	25 %	179	27 %	179	27 %	140	21 %
Lot 1 Glasgow	103	118	61	*15 %	57	*22 %	31	18 %	44	*25 %	26	14 %	18	13 %
Lot 2 Lanarkshire	71	82	44	11 %	39	15 %	28	*17 %	14	*8 %	26	15 %	14	10 %
Lot 3 Tayside	48	52	32	8 %	20	8 %	20	*12 %	6	*3 %	18	10 %	8	6 %
Lot 4 Forth Valley	51	21	13	3 %	8	3 %	9	5 %	1	*1 %	4	2 %	7	5 %
Lot 5 East	150	174	104	26 %	67	25 %	34	21 %	45	25 %	56	31 %	39	28 %
Lot 6 South West	87	102	70	*18 %	32	12 %	22	13 %	37	*21 %	26	15 %	16	12 %
Lot 7 North East	51	40	27	7 %	13	5 %	9	5 %	12	7 %	7	4 %	11	8 %
Lot 8 Highlands and Islands	51	29	17	4 %	11	4 %	5	3 %	8	4 %	5	3 %	11	*8 %
Lot 9 West	51	46	29	7 %	16	6 %	8	5 %	12	7 %	11	6 %	15	*11 %

Table 11 Wave 3: 2020 cohort: 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	663	664	83	12 %	209	32 %	128	19 %	170	26 %	513	77 %	140	21 %	257	39 %	121	18 %	257	39 %
Lot 1 Glasgow	103	118	11	10 %	37	31 %	13	*11 %	44	*37 %	80	*68 %	38	*32 %	30	*25 %	16	14 %	65	*55 %
Lot 2 Lanarkshire	71	82	10	12 %	30	36 %	17	21 %	15	18 %	63	77 %	18	22 %	37	45 %	12	14 %	33	40 %
Lot 3 Tayside	48	52	5	9 %	20	37 %	16	*30 %	8	15 %	41	79 %	11	21 %	21	41 %	10	19 %	21	41 %
Lot 4 Forth Valley	51	21	2	8 %	9	43 %	5	24 %	2	*11 %	15	70 %	6	28 %	12	*55 %	1	*6 %	6	31 %
Lot 5 East	150	174	27	16 %	44	26 %	30	17 %	54	31 %	141	81 %	29	17 %	69	40 %	38	22 %	58	33 %
Lot 6 South West	87	102	13	13 %	31	31 %	28	*27 %	19	18 %	77	76 %	22	21 %	42	42 %	25	24 %	28	*28 %
Lot 7 North East	51	40	9	*22 %	10	25 %	8	20 %	7	17 %	31	77 %	7	19 %	16	40 %	6	14 %	18	45 %
Lot 8 Highlands and Islands	51	29	3	10 %	9	31 %	6	20 %	6	21 %	25	86 %	4	14 %	12	42 %	5	18 %	11	37 %
Lot 9 West	51	46	4	8 %	20	44 %	5	11 %	15	34 %	40	88 %	5	12 %	18	39 %	9	20 %	18	40 %



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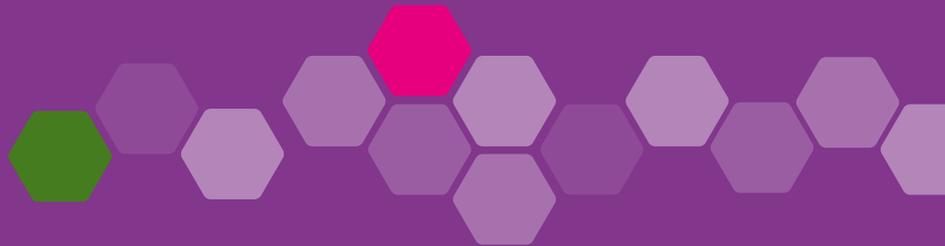
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