# PACE Client Experience Survey 2022

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

By IFF Research
September 2022

# 1 Contents

# 1 Executive Summary

Partnership Action for Continuing Employment (PACE) is the Scottish Government's national strategic framework for responding to redundancy situations. PACE aims to minimise the time people affected by redundancy are out of work through providing skills development and employability support.

This report details findings from research into the experiences of clients receiving redundancy support services through PACE. This research is the seventh iteration of research assessing client experiences of PACE.[1]

## Main messages

Despite the impact of the COVID-19 pandemic, work outcomes in the 2022 survey have improved compared to previous studies. The proportion of participants who have secured work before or after their redundancy has improved and is now at 89%, compared to 81% in 2020 and 80% in 2018. Of those that had secured work among the new client group, the majority had found work which required at least the same, or higher, level of skills (70%) and either the same or higher level of responsibility (64%). The majority of clients (55%) had found work with at least the same level of pay.

Overall satisfaction with PACE remains high despite many services being moved to online and telephone delivery (rather than face-to-face) as a result of the COVID-19 pandemic. In 2022, an average of 86% of clients reported being satisfied ('very or quite') across all services, unchanged from the proportion in the 2020 client survey (also 86%). Practical forms of employment support such as help with writing CVs, applications and letters, help with job interviews and searching continue to be regarded most highly both in terms of overall satisfaction, and the perceived relevance of the service, and also rate highly in terms of usefulness.

In 2022, the most commonly accessed resource was information about training and funding sources (61%, in line with 62% in 2020), while there was a reduction in the proportion that accessed some services between 2020 and 2022. Most notably, around half (49%) said they accessed the PACE presentation and information pack, a significant drop from 81% in 2020, likely related to the COVID-19 pandemic and move to online delivery modes.

Looking to longer-term outcomes, the proportion of clients from the 2022 longitudinal survey that had secured work remained high (94%, similar to 93% in the 2020 longitudinal cohort). Outcomes in terms of the skills requirements, levels of responsibly and pay levels improved over time for these clients. Three quarters (76%) of clients followed up in 2022 would recommend PACE to people going through redundancy. This is similar to the 81% in 2020 and 75% in 2018 that said they would do so.

## Key findings

### Profile and characteristics of individuals accessing PACE services

- In a change from previous iterations of the survey, in order to improve the representativeness of survey findings, weighting was applied to new survey data in 2022. This ensured findings were representative of the population of PACE clients accessing services between January 2020 and January 2022 by age, gender and whether services were accessed before or after lockdown. Further details on the profile and characteristics of clients accessing PACE services can be found in Appendix A.

1 The previous iterations were carried out in 2010, 2012, 2014, 2016, 2018 and 2020.

### The extent to which clients access specific PACE services on offer

- In 2022, the most commonly accessed resource was information about training and funding sources (61%, in line with 62% in 2020). Other commonly accessed services were the PACE presentation and information pack (49%), help with CVs, applications, and letters (42%), and benefits information (39%).
- Although the most commonly used services mirrored previous years, the proportion of clients accessing some of these services had fallen since 2020. Most notably, around half (49%) said they accessed the PACE presentation and information pack, a significant drop from 81% in 2020. This is likely related to the COVID-19 pandemic and move to online delivery modes, with more of those whose first engagement with PACE was prior to the first lockdown in March 2020 having received the PACE presentation and information pack (77%) than compared with those whose first engagement was afterwards (45%).
- Despite this reduction in the proportion of clients that accessed some services, awareness of PACE has increased over the last two years. In 2022, 27% of clients had a prior awareness of PACE services before their redundancy, an increase of 5 percentage points from 22% in 2020. While there is no conclusive data on what is driving this additional awareness, this may be due to an increase in publicity. For example, among those aware of PACE prior to accessing services, a higher proportion said they became aware of PACE through advertising than in 2020 (14% compared to 5% in 2020).

### Views on the relevance, usefulness and timeliness of PACE services used, as well as satisfaction with service delivery

- Overall satisfaction with PACE services remains high despite a major increase in services being moved to online and telephone delivery (rather than face-to-face) as a result of the COVID-19 pandemic. In 2022, an average of 86% of clients reporting being satisfied across all services, a proportion unchanged from the 2020 client survey (also 86%).
- Services also continue to be perceived as relevant by over three-quarters of PACE clients (78% felt services were relevant on average, which is again unchanged from 78% in 2020). The PACE services perceived to be most relevant were: help with understanding tax responsibilities (87%), help with CVs, applications and letters (85%), help with pensions from Pension Wise (84%) and mental health/ wellbeing support (84%).
- Respondents also continued to feel positive about the timeliness of PACE support: three-quarters or more of clients were satisfied with the timeliness of PACE services, feeling that the timing was ‘perfect’ or ‘about right’ for each service. The proportion of clients reporting at least one PACE service was delivered too late has decreased over time from 31% in 2014, 30% in 2016, 25% in 2018, 23% in 2020, down to 21% in 2022. Only four per cent of respondents in 2022 felt that any service was received too early.
- In a new addition to the 2022 survey, clients were invited to indicate their preferred format for the delivery of services. For each service, between 45% and 64% of clients expressed a preference for face-to-face delivery, and this was more common for advice services such as: advice on business start-up (64%), support with mental health and wellbeing (61%) and the money advice service (61%). A preference for face-to-face delivery was also much more common amongst older clients (aged 50 plus).

- Clients were also asked to feedback on the new online webinars and pre-recorded content. Among those who had used PACE services from 13th January 2021 (when webinars were made available), 19% of clients said they had engaged with these online services, whereas half (50%) were unaware they existed. The clients who had engaged reported high levels of satisfaction with this content (91% satisfied, including 43% who were very satisfied).

**The influence of PACE on individuals' progression into learning and employment, as well as the extent of 'softer' benefits to individuals' lives**

- The proportion of participants who have secured work before or after their redundancy has improved at 89%, compared to 81% in 2020 and 80% in 2018. The majority of these (77%) had secured work post-redundancy and 12% secured work prior to their redundancy.
- Of those that had secured work, the majority had found work which required at least the same, or higher, level of skills (70%) and either the same or higher level of responsibility (64%). The majority of clients (55%) had found work with at least the same level of pay, however it was most common for workers to say their pay levels had decreased (43% in 2022, which is consistent with 43% in 2020).
- Of those that had secured work post-redundancy, just under three-quarters (73%) had done so within six months; a decrease from 2020 where 91% had secured new employment within six months. This decrease is possibly due to the immediate impacts of the COVID-19 pandemic.
- Clients are positive about the impact of PACE on their employment outcomes, around half (45%) of clients felt that PACE had helped them to at least some extent in securing employment. These results are broadly consistent with 2020, when 46% of clients said PACE helped.
- Clients were asked to rate the influence of PACE on their mental health and wellbeing, skills needed to apply for job, confidence in getting a job, and career prospects. The aspect that clients most improved in was their confidence in getting a job, with 43% reporting an improvement. This was followed by 38% of clients who reported an improvement in their overall career prospects and the skills needed to apply for jobs, and a third (33%) saw an improvement in their mental health and wellbeing.
- Longer-term outcomes also continue to be positive for PACE clients. Amongst those clients that were first interviewed in 2020 and followed up again in 2022 (up to four years after redundancy), more than nine in ten (94%) clients had secured any post-redundancy work. This is similar to the 93% that had done so in the 2020 cohort, but more than in 2018 (88%). Younger clients were more likely to have secured full-time, permanent work, which remains consistent with findings from previous PACE surveys.
- A notable proportion of clients (53%) responding to the longitudinal survey found post-redundancy work (or self-employment) in a different industry to the role from which they were made redundant; this is similar to the proportion in 2020 (51%). Conversely, just under half of those that secured work had found work in the same industry (25%) or a broadly similar industry (22%); this is similar to 22% and 26% respectively in 2020.
- Mirroring results from the 2020 longitudinal survey, while the first job secured following redundancy tended to require lower level of skills, responsibilities and/or pay, these aspects tended to improve in the longer term, after moving into another role. This suggests some clients may have initially taken a job requiring a lower level of skills, responsibilities and/or pay as a stopgap measure, prior to finding a more suitable role.

- Clients tend to be positive about the longer-term impact of PACE on their employment outcomes, with just under half of clients (45%) who secured a paid job with an employer post-redundancy reporting that PACE had helped them move back into employment, six per cent saying PACE made all the difference, and two in five (39%) saying PACE helped to some extent. More than half (54%) indicated that PACE made no difference in moving back into employment.
- For clients who entered education or training post-redundancy, the proportion in the longitudinal study reporting that PACE helped them move into this education or training was lower than in 2020 or 2018. A quarter (26%) of clients in 2022 described PACE as helping them move into education or training, compared to three in ten in 2020 (30%) and 2018 (31%).

## Recommendations

### Recommendations for ongoing development

- Overall, the survey findings continue to be positive with a higher proportion of new clients securing work and sustained high levels of employment for clients that participated in the longitudinal survey. To assist with PACE's commitment to continuous improvement, the research identifies further areas for ongoing development.
  - Though the proportion of clients securing work remains high, the results suggest that new clients are taking longer to secure work than in the 2020 survey. This may partly be an impact of the immediate economic uncertainty at the start of the pandemic. It is therefore important through future surveys to monitor how quickly clients are able to secure work as the economy recovers, and consider steps to help clients secure work more quickly.
  - The introduction of webinars has been positively received overall; nine in ten clients that had accessed them were satisfied with them. However, there is still a relatively low proportion of clients accessing this offering, with only around a fifth of clients accessing them since they were introduced. It will be important to continue to raise awareness of, and attendance at, webinars in order to further improve service delivery.
- Face-to-face delivery is the preferred format for the majority of clients across many PACE services, however there are still substantial proportions of clients that prefer access to each service by phone or online. It is also notable that a greater proportion of younger clients prefer online access to certain services, compared with older clients, and the opposite is true in terms of face-to-face contact. With this in mind, it is important that PACE establishes which formats of delivery clients prefer and allows them to access services via their preferred channels of contact.
- There has been a large reduction in the proportion of clients receiving the PACE presentation and information pack. This appears to be related to changes in services since COVID-19 (around three-quarters accessed this service pre-lockdown in March 2020, compared with 45% post-lockdown). The PACE presentation and information pack has historically been the most utilised PACE service.
- Those engaging with PACE support continue to be mostly White British males. While we saw in the previous survey that PACE had engaged with an increasing number of under-represented groups (such as women, young people and those in lower-socioeconomic categories), this year falls were seen among most of these groups. Most notably the proportion engaging from the lowest socio-economic category had halved. Further research is recommended to help understand the drop in underrepresented groups accessing PACE and to help plan future development work in this area.

# 2 Introduction

2.1 This report details findings from the seventh wave of research into the experiences of clients receiving redundancy support services through the Scottish Government's Partnership Action for Continuing Employment (PACE) initiative. PACE represents a collaborative approach to supporting individuals who are affected by redundancy back into work, thus promoting sustainable economic growth.

## Background to the Research

2.2 Established in 2000, PACE is the Scottish Government's national strategic partnership framework for responding to redundancy situations. Skills Development Scotland (SDS) is responsible for supporting Scotland's people and businesses to develop and apply their skills and, in conjunction with other key partners, SDS leads on the delivery of PACE support on behalf of the Scottish Government.

2.3 Through providing skills development and employability support, PACE aims to minimise the time people affected by redundancy are out of work. Support provided through PACE to individuals and employers facing redundancy situations is wide ranging and includes: information, advice and careers guidance; CV preparation; advice on benefits; raising awareness of job vacancies; and funding to support training and career progression.

2.4 Following the economic downturn in 2008, the Scottish Government established the Ministerial PACE Partnership in 2009. This currently consists of 24 organisations[2] who, together with the Scottish Government, oversee a continuous improvement programme to enhance the operation of PACE.

2.5 An example of this drive for continuous improvement includes the PACE Client Experience Survey which has been commissioned by the Scottish Government and Skills Development Scotland (SDS) every two years, starting in 2010.[3]

2.6 The surveys collect data on clients' experiences of receiving a range of PACE services and the influence these services have had on their post-redundancy outcomes. Findings from the preceding surveys have largely been positive and demonstrate high satisfaction levels with PACE services (an average of 86% across all services in 2020).

2 The 24 organisations are: Skills Development Scotland; Department for Work and Pensions; Acas Scotland; Chartered Institute of Personnel and Development; Citizens Advice Scotland; Colleges Scotland; Confederation of British Industry Scotland; Convention of Scottish Local Authorities; Federation of Small Businesses Scotland; HM Revenue and Customs; Highlands and Islands Enterprise; Institute of Chartered Accountants in Scotland ; Public Health Scotland; R3; Scottish Chambers of Commerce; Scottish Council of Voluntary Organisations; Scottish Enterprise; Scottish Funding Council; Scottish Local Authorities Economic Development Group; Scottish Qualifications Authority; Scottish Trades Union Congress; Scottish Training Federation; South of Scotland Enterprise; Universities Scotland

3 Partnership Action for Continuing Employment (PACE) https://www.gov.scot/collections/partnership-action-for-continuing-employment-pace/

2.7 In the two years preceding the 2022 survey, significant changes were made to the delivery of PACE services as a result of the COVID-19 pandemic and the resulting lockdowns. This resulted in a shift to services predominantly being delivered online and by phone rather than face-to-face, as well as the introduction of webinars and other online resources. The impact of this change in delivery format is investigated in the 2022 survey.

## Aims and objectives

2.8 Two years on from the previous survey, the Scottish Government and SDS commissioned IFF Research to conduct a further follow-up study comprising two core components:

- Follow-up interviews with PACE clients who took part in the 2020 survey to ascertain longer-term outcomes; and
- Interviews with a "new" group of PACE clients who had received support more recently (since January 2020).

2.9 Through enquiries amongst both audiences, the core aims of the research were to:

- Review recommendations from previous research and assess whether it is appropriate to explore any issues in the client questionnaire;
- Provide an up-to-date picture of the profile and characteristics of PACE users (e.g. by age, sex, socio-economic group);
- Explore the impact of the COVID-19 pandemic on individuals and services;
- Gauge the extent to which clients have accessed PACE services;
- Examine client views about the PACE service (e.g. relevance, usefulness and timeliness of each service received, as well as their satisfaction levels);
- Establish the influence that PACE has had on current and past clients' progression into learning and/or employment, as well as the extent of 'softer' benefits to individuals' lives such as self-confidence and motivation; and
- Make recommendations about the PACE service to inform its future development.

## Methodology

2.10 The 2022 Client Experience research incorporated two strands; a telephone survey of 852 new clients who have accessed PACE services since January 2020; and a follow-up telephone survey of 242 individuals who took part in the previous wave of research in March 2020 (after accessing PACE services in the period January 2018 to January 2020).

2.11 All interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in February and March 2022.

2.12 In a change from previous surveys, weighting was applied to data on the 'new' survey to ensure this was representative of the population of all PACE clients by age, gender and timepoint of accessing services (before and after the first COVID-19 lockdown). As a result of this change in methodology, caution should be taken when comparing findings from new clients in the 2022 survey (weighted) with previous years (unweighted).

2.13 The methodology is detailed further in Appendix A.

## About this Report

2.14 This report covers the findings of the two 2022 surveys, with the main body of the report first focusing on the survey of new clients (those accessing PACE services since January 2020). The findings from the longitudinal follow-up survey of respondents taking part in the 2022 study are then used to elucidate the long-term influence of PACE on people's post-redundancy lives. The report is organised into the following chapters:

- **Chapter 3** covers client views on PACE services, including the perceived relevance of individual services, views on the usefulness of materials provided, and satisfaction with the way in which specific services are delivered. This chapter also examines the key issue of whether clients feel that PACE services are being made available to them at the right time, and their preferred format for service delivery (whether this be online, by phone or face-to-face).
- **Chapter 4** describes the influence of PACE on post-redundancy outcomes, including the movement into employment or training.
- **Chapter 5** uses data from the 2022 longitudinal survey to highlight the influence of PACE over the longer term (for clients using the service between 2018 and 2020 and who took part in the 2020 survey of 'new' clients).
- **Chapter 6** draws together the key messages arising from both strands of the research.

2.15 The report also contains supplementary appendices which present detail on the methodology (Appendix A), time series data for key metrics (Appendix B), and additional information on longitudinal respondents (Appendix C).

2.16 The 2022 research has been designed to measure how client views on PACE have evolved since the first survey in 2010. Therefore, for key performance measures, comparisons are made in the report between the findings from the 2010, 2012, 2014, 2016, 2018 and 2020 surveys of new clients.[4]

2.17 The report also highlights how the influence of PACE services varies according to demographic factors, and other variables such as the duration of support. Differences in the findings for sub-groups and the differences in findings between the seven waves of research to date have been subjected to significance testing. Differences highlighted in the report are statistically significant at the 95% confidence level. This means that the probability of any of these findings occurring purely by chance is less than five per cent.

2.18 It should also be stated that the 2022 survey is the first one to be undertaken since the start of the COVID-19 pandemic. The impact of this should be considered when reflecting on any differences from previous years. Notably, as a result of the pandemic, PACE services moved to an online delivery model, whereas in previous years the majority of PACE services were delivered face-to-face.

4 The 2010 survey covered individuals whose job had been selected for redundancy and who had received PACE services. Around half of these individuals had left their employment by the time of the survey, but the remainder were still working in the role that had been selected for redundancy. To maximise the breadth and depth of information that could be obtained about the influence of PACE on factors such as job search skills and employment outcomes, the decision was made to restrict subsequent waves of research to those who had left the job which was selected for redundancy. In assessing how satisfaction with PACE and the influence of the service may have changed over time, it is important that comparisons are made between equivalent samples. Therefore, where results for the four surveys are compared in the report, the 2010 findings are based on just those 2010 survey respondents who had left the job which was selected for redundancy by that time. Appendix A gives more detail of the profile of respondents interviewed.

# 3 Client views on PACE services

## Chapter summary

This chapter looks at the proportion of clients that accessed different PACE services in 2022 and their views of these services in terms of satisfaction, relevance, and usefulness. It also investigates the perceived timeliness of the delivery of these services and the format in which they were delivered. The key findings of this chapter are outlined below:

- There has been an increase in the proportion of clients aware of PACE services before using their services – from 22% with any awareness prior to redundancy in 2020 to 27% with prior awareness in 2022.
- The most commonly accessed service was 'information about training and funding sources' (used by 61%). Around half (49%) said they accessed the PACE presentation and information pack, a significant drop from 81% in 2020, likely related to the COVID-19 pandemic and move to online delivery modes.
- Levels of satisfaction have remained consistently high, and across all services the average satisfaction score was 86%, in line with 2020 (also 86%).
- Clients recognised the value and relevance of some key services including support with CV-writing, applications and letter-writing, help with understanding tax, and mental health and wellbeing support.
- Following the COVID-19 pandemic, there has been a shift in the format of the way PACE services have been delivered and clients have most commonly accessed services by phone and online. Around one in five (19%) clients who had used PACE services from 13$^{th}$ January 2021 had used PACE online webinars or pre-recorded content.
- Roughly half of clients would prefer face-to-face service delivery (45% to 64% for each service). This was much more common among those aged 50 plus.

3.1 PACE supports its customers with a wide range of services, from careers guidance and assistance with job searches and different stages of a job application process, to information about how to cope with their redundancy, both financially (including information on access to benefits) and in terms of managing resulting stress.

3.2 The survey of new clients in 2022 measured the relevance and usefulness of each of the PACE services, as perceived by those that used them, and the satisfaction of clients regarding the services delivered to them.

3.3 This chapter presents the outcomes of these key performance indicators and examines the extent to which clients who accessed the different services felt they were being made available at the right time in their redundancy. It also investigates the preferred delivery format of services, whether this be face-to-face, online or by phone.

## Awareness of PACE services prior to receiving support and use of other redundancy support services

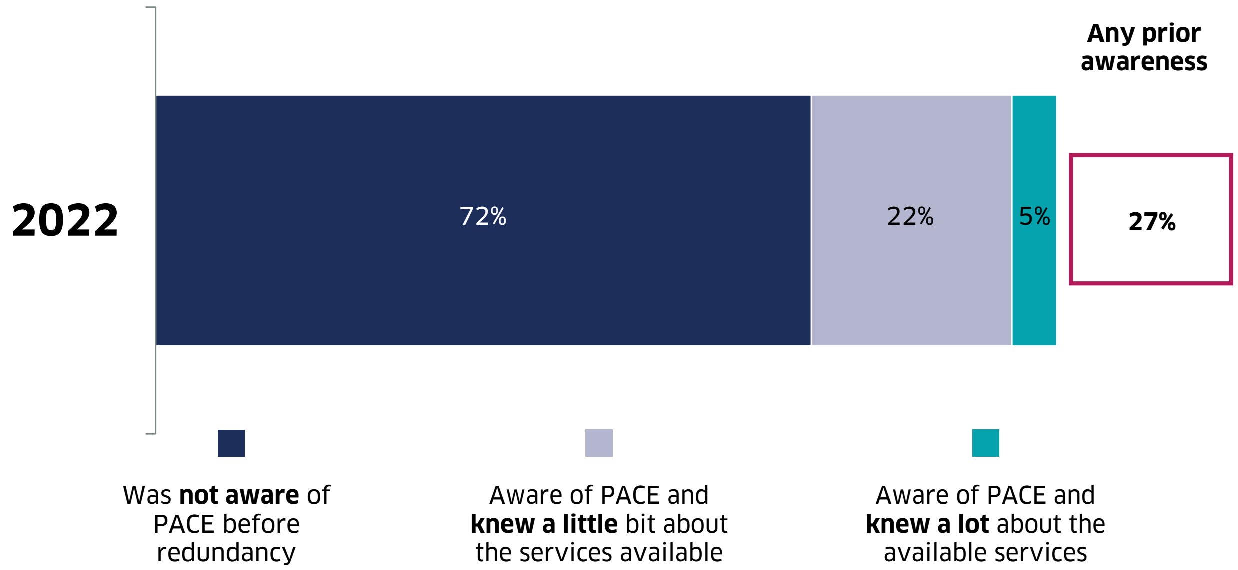
3.4 All clients were asked about their awareness of PACE services before redundancy. More than a quarter (27%) had prior awareness, including 5% who knew a lot about PACE and 22% who only knew a little about PACE. This represents an increase in awareness from 2020, in which just 22% of clients had any prior awareness. While there is no conclusive data on what is driving this additional awareness, this may be due to an increase in publicity. For example, among those aware of PACE prior to accessing services, a higher proportion said they became aware of PACE through advertising than in 2020 (14% compared to 5% in 2020). There has been a 7 percentage point reduction in the proportion of clients with no awareness of PACE services before their redundancy, from 79% in 2020 to 72% in 2022. Males were more likely than females to say they had any awareness of PACE services before being made redundant (30% compared to 23%).

## Packages of PACE services accessed

3.5 In 2022, information about training and funding sources was the most accessed service (61%, in line with 62% in 2020).

3.6 Mirroring previous years, the other most commonly used services were the PACE presentation and information pack (49%), help with CVs, applications and letters (42%), benefits information (39%), career guidance interview (37%) and help with interview and job search strategies (32%). However, as shown in Figure 3.2, the proportion of clients accessing each of these had fallen significantly from 2020.

**Figure 3.1 Prior awareness and knowledge of PACE (2022)**

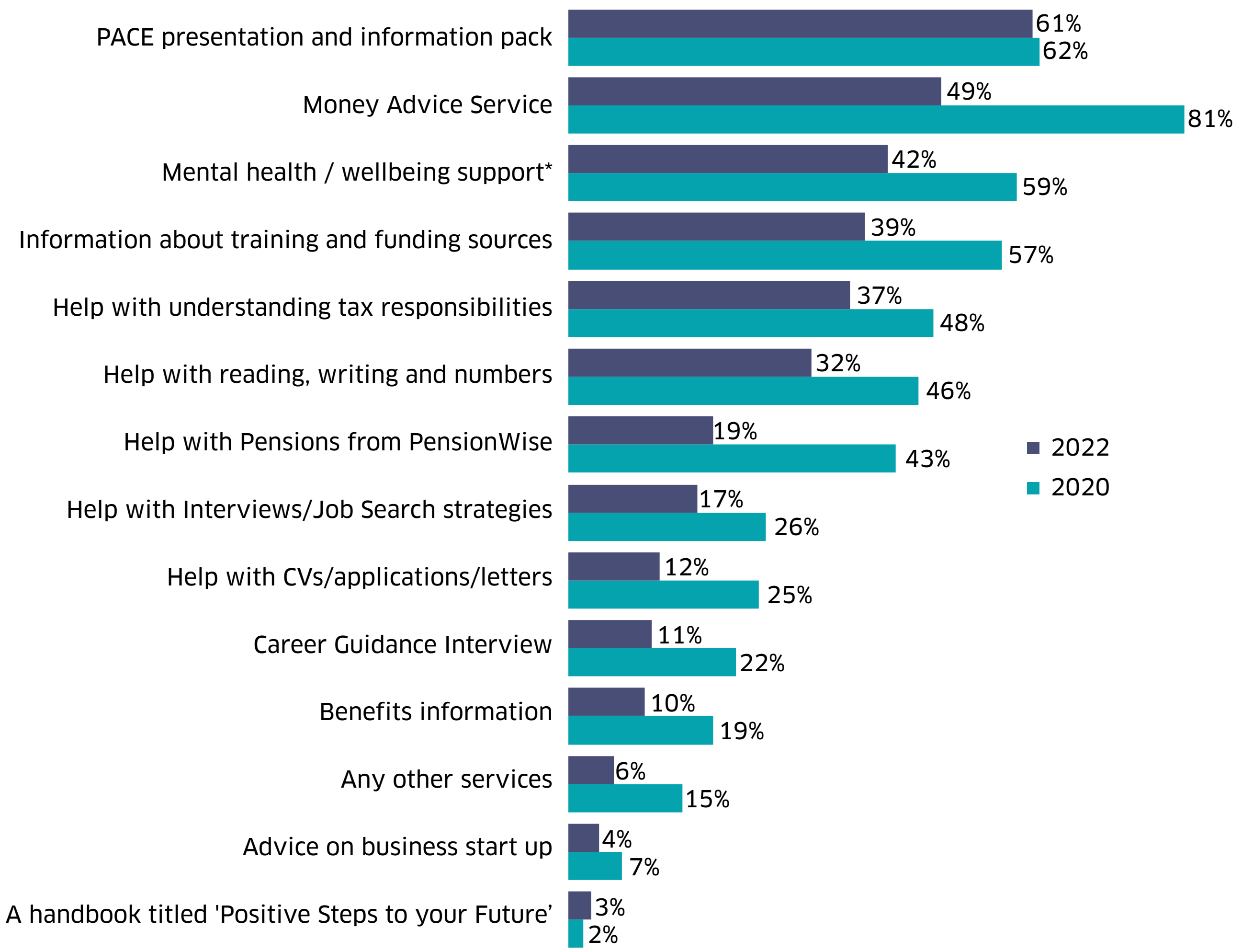



Base. All clients (852)

3.7 The biggest drop was in the proportion of clients accessing the PACE presentation and information pack (49% in 2022 compared to 81% in 2020). Access to this service dropped substantially following the March 2020 lockdown (accessed by 45% of post-lockdown clients compared to 77% pre-lockdown). This may be due to the move to online services, with clients less likely to watch a presentation online compared with attending when delivered in-person at the workplace.

3.8 Some differences could be seen by client gender. Males were more likely to access information about training and funding sources (65% compared to 55% of females), whereas females were more likely to have received help with interviews (40% compared to 29% of males) and accessed the 'Positive Steps to your Future' handbook (24% compared to 16%).

**Figure 3.2 Proportion of clients accessing each PACE service**




Base: All clients 2022 (852), 2020 (736)
*Code wording changed from 'Help to cope with redundancy related stress' in 2020 to 'Mental health/ wellbeing support' in 2022

3.9 Some differences could also be seen by age, with younger clients (those aged 40 or under) more likely to receive help from the Money Advice Service (23% compared to 17% overall), whereas those aged 50 and over were more likely to receive help with pensions from Pension Wise (21%, compared to just 5% in the 40-49 age bracket). Those under 30 were more likely to receive help with interviews (43% compared to 32% overall) and mental health / wellbeing support (17% compared to 10% overall).

## Satisfaction with PACE services

3.10 Levels of satisfaction with PACE services have remained consistently high since 2016. Across all services the average satisfaction score was 86% (combining the proportion of clients who were either 'very satisfied' or 'quite satisfied'). This is in line with an average satisfaction score of 86% in 2020, 85% in 2018 and 84% in 2016.

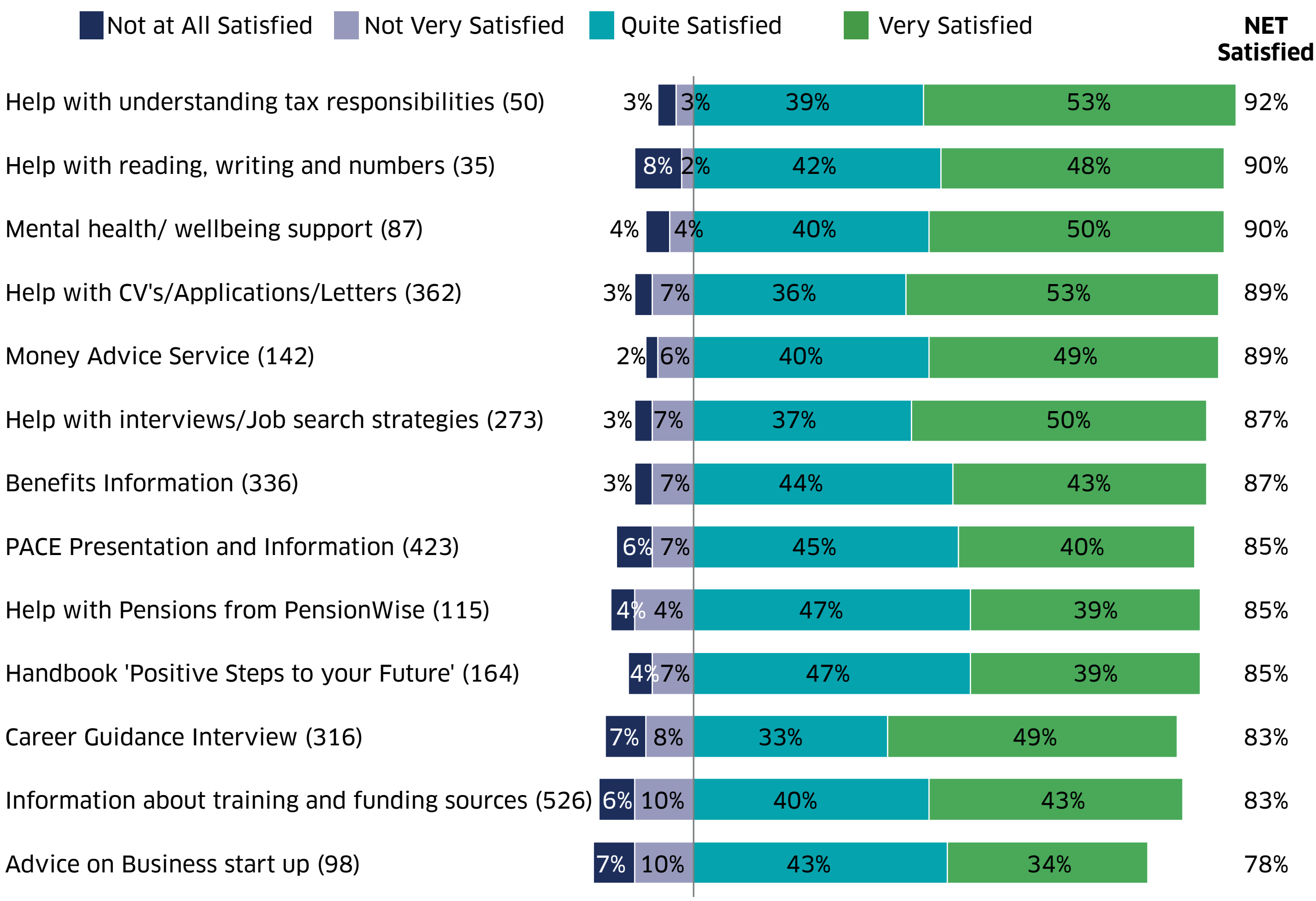
3.11 As shown in Figure 3.3, satisfaction levels remained high across all services, ranging from 78% to 92% 'quite' or 'very' satisfied. The PACE services with the highest overall satisfaction levels in 2022 were: help with understanding tax responsibilities (92%); help with reading, writing and numbers (90%); and mental health / wellbeing support (90%). While a large majority were still satisfied overall with the advice they received on business start-up, this had the lowest satisfaction score of 78% potentially driven by its online delivery format (as discussed later in the chapter recipients of this service were most likely to have preferred a face-to-face delivery mode).

3.12 Clients were generally 'very satisfied' with the more practical forms of employment support, such as help with writing their CVs, applications, and letters (53%) and help with interviews or job search strategies (50%). However, this does represent a fall in the proportion very satisfied with these services compared to 2020 (63% and 60% respectively).

3.13 It is also notable that the proportion satisfied with the PACE presentation and Information pack has fallen by 5 percentage points from 90% in 2020 to 85% in 2022, returning to a similar level to 2018 (86%). This is an important satisfaction measure given that this is likely to be the client's first point of contact with the PACE suite of resources.

3.14 Dissatisfaction with services was highest for the advice they received on business start-up (17%), information received about training and funding sources (16%), and the career guidance interview (15%) – similar to 14%, 13%, and 10% in 2020, respectively.

## Figure 3.3 Satisfaction with delivery of PACE services




Base: All clients accessing each service: sample size for each row shown in chart

3.15 Some variation in satisfaction could be seen by delivery method. For example, those who received help with interviews and job search strategies face-to-face were more likely to be satisfied (98%) compared with those who received this help online (87%) or by phone (86%). However, face-to-face delivery format was not linked with higher satisfaction for all services.

## Perceived relevance of PACE services

3.16 PACE services continue to be very relevant to those who use them: average levels of relevance have remained consistently high, with an average of 78% of clients across all services feeling that the services they had accessed were relevant. This is in line with the 78% reported in the 2020 survey and 79% in the 2018 and 2016 surveys.

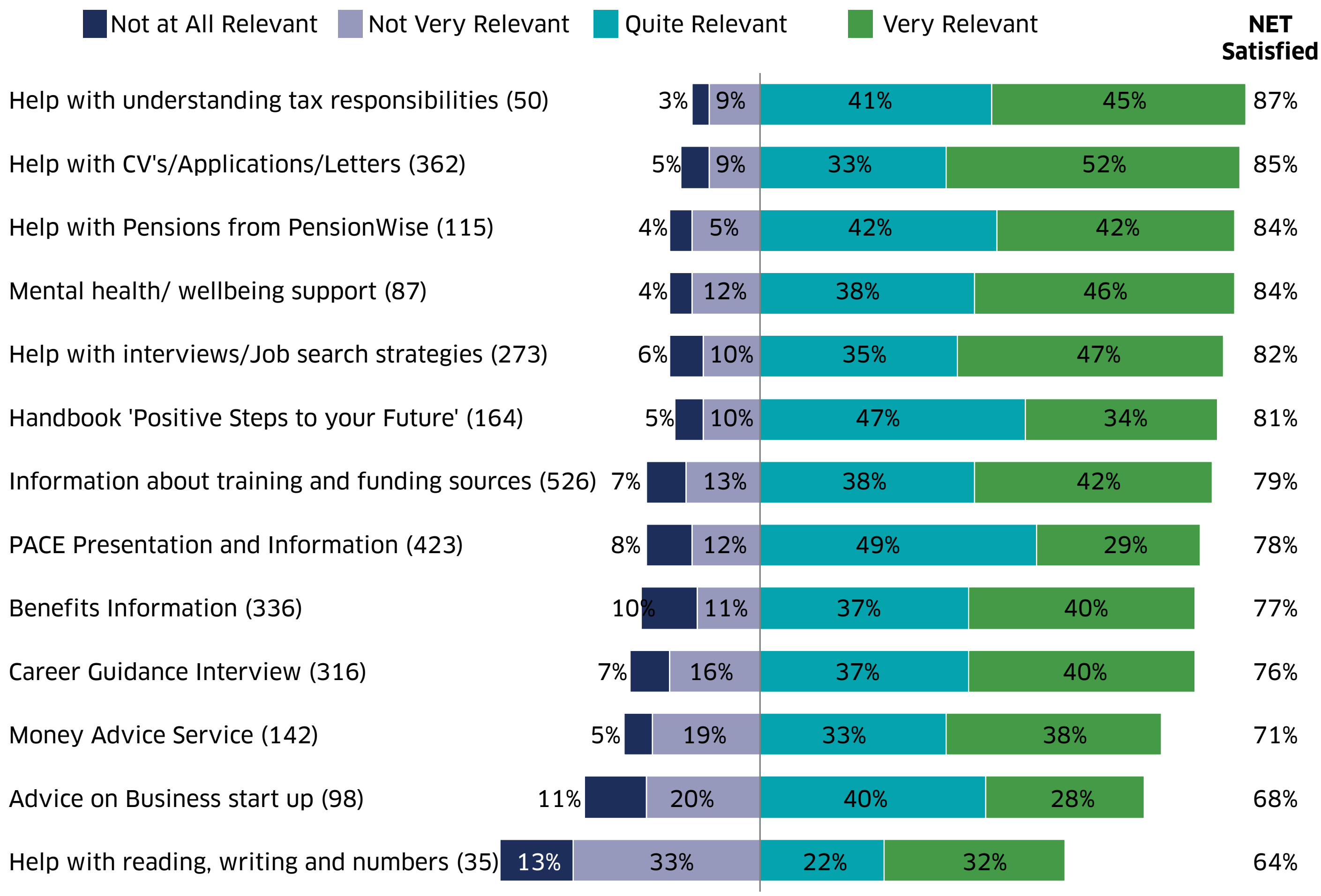
3.17 Clients found help with understanding tax responsibilities to be the most relevant service (87% rating this as either ‘quite’ or ‘very’ relevant), followed by help with CVs, applications and letters (84%), help with pensions from Pension Wise (84%) and mental health/wellbeing support (84%).

3.18 By contrast, clients were least likely to think help with reading, writing and numbers was relevant (54%), in comparison to 51% in 2020. Again, in line with 2020, the proportion feeling that advice on starting a business was relevant remained lower than many other services (68% rating this as relevant; 64% in 2020), and around a third (31%) of clients who had accessed this support considered it either ‘not at all’ or ‘not very’ relevant.

3.19 Services providing practical advice for finding new employment continue to be the most likely to be rated as highly relevant. For example, the services most likely to be reported as 'very relevant' were help with CVs, applications and letters (52%) and help with interviews and job searches (47%). Following an increase in the proportion rating these services as very relevant in 2020, these 2022 findings reflect a return to scores seen in the 2018 (where 53% found help with CVs, applications and letters very relevant, and 47% found help with interviews and job searches very relevant).

3.20 Those who had secured work following their redundancy were more likely to feel that services had been relevant to them, most notably the PACE presentation and information pack (rated relevant by 81% who had secured work compared to 54% of those who had not yet), information about training and funding sources (80% compared to 66%) and benefits information (78% compared to 63%).

**Figure 3.4 Perceived relevance of PACE services**




Base: All clients accessing each service: sample size for each row shown in chart

## Perceived usefulness of PACE materials

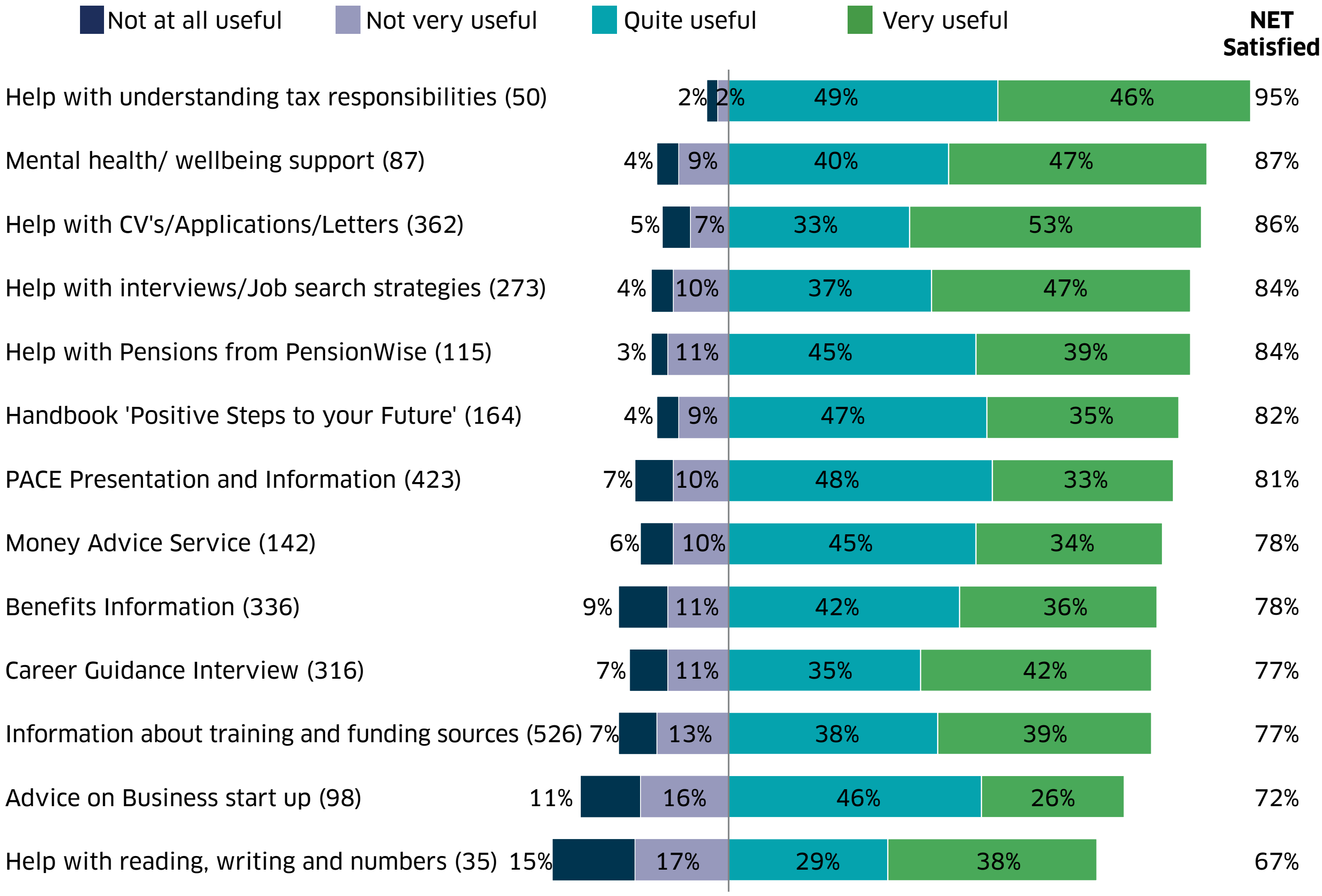
3.21 Clients were also asked to reflect on the usefulness of the materials they received from each of the PACE services. As shown in Figure 3.5, the majority of PACE clients found the materials they received to be useful, with the average level of 'usefulness' (combining 'very useful' and 'quite useful' across all services) at 78%. This is in line with 79% in 2020 and 2018.

3.22 As well as being the most relevant service, clients also rated help with understanding tax responsibilities to be the most useful service (95% rated this as quite or very useful). Other services most commonly reported to be useful were mental health and wellbeing support (87%) and help with CVs, applications and letters (86%).

3.23 Around seven in ten or more rated each service useful, with the exception of help with reading, writing and numbers; a comparatively low proportion (67%) rated this useful, though this was an increase from 53% in 2020.

3.24 As with the findings in relation to relevance of services, the more practical materials with links to finding work were more commonly rated as 'very useful'. Over half (53%) rated help with CVs, applications and letters as very useful (though this is a drop from 64% in 2020), as did 47% of those accessing help with interview and job searches (again a drop from 59% in 2020).

**Figure 3.5 Usefulness of materials provided through PACE services**




Base: All clients accessing each service: sample size for each row shown in chart

## Client views on the timing of PACE services

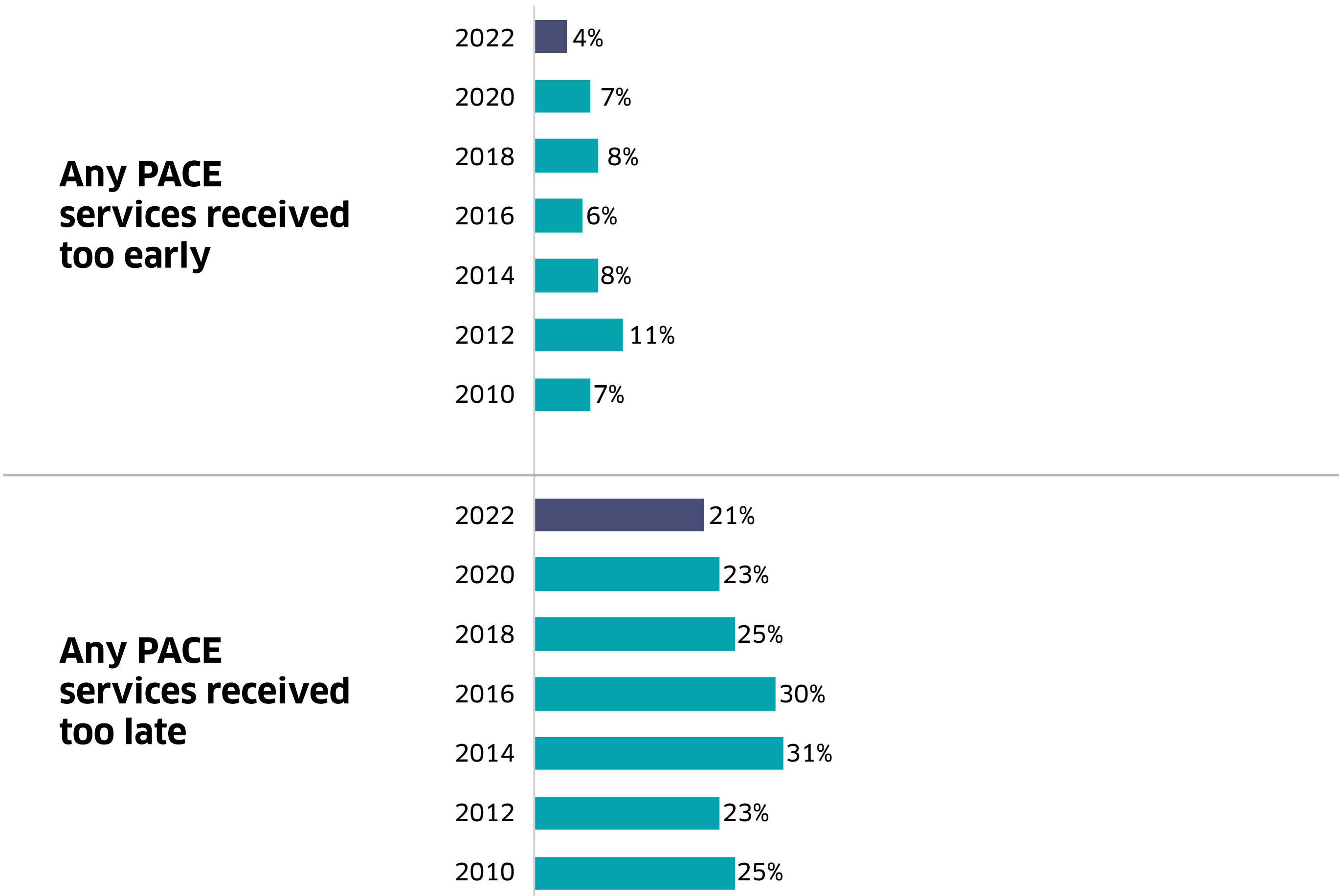
3.25 Another key indicator of satisfaction with PACE services is whether clients feel they were provided at the right stage of their redundancy. Clients were asked whether they felt support was offered too early, too late, at around the right time, or at the perfect time for them.

3.26 In line with previous years, the majority of clients felt that services were offered at about, or exactly, the right time. Overall, just 4% reported that any PACE services were received too early (a fall from 7% in 2020, as shown in Figure 3.6). This is compared with 21% who reported any being received too late. Though not a statistically significant reduction from 2020, this is the lowest proportion of clients reporting receiving a service too late since measurement began in 2010 and a significant reduction from 31% in 2014, 30% in 2016 and 25% in 2018.

3.27 Table 3.1 below details clients' views on the timing of delivery for each individual service received. Almost all (96%) of clients receiving help with reading writing and numbers felt this was offered at a good timing (i.e. timing perfect or about right), as did 90% of those receiving help with understanding tax responsibilities.

3.28 Over 80% of clients felt timing was good for all other services offered, except for the PACE presentation and guide (78% felt timing was good) and information about training and funding sources (77% felt timing was good). Indeed, 17% and 16% respectively felt that the PACE presentation guide and information about training and funding sources were offered too late.

**Figure 3.6 Figure 3.6 Proportion of clients feeling that any PACE services were delivered too early or too late, over time Figure 3.6 Proportion of clients feeling that any PACE services were delivered too early or too late, over time**




Base: All clients (2022 – 852); (2020 – 729; 2018 – 1,065; 2016 – 1,045; 2014 – 879; 2012 – 505; 2010 – 405)

**Table 3.1 Client views on the timing of PACE services**

| | View on timing of service offer | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Base | | Timing perfect | Timing about right | Too early | Too late | Don't know/ prefer not to say | NET: Good timing |
| Help with reading writing and numbers | (35) | % | 35 | 60 | 0 | 4 | 0 | **96** |
| Help with understanding tax responsibilities | (50) | % | 44 | 46 | 0 | 7 | 3 | **90** |
| Help with Pensions from Pension Wise | (115) | % | 34 | 53 | 4 | 8 | 2 | **87** |
| Money Advice Service | (142) | % | 39 | 46 | 1 | 10 | 3 | **85** |
| Mental health / wellbeing support | (87) | % | 40 | 45 | 1 | 12 | 2 | **85** |
| Help with interviews and job search strategies | (274) | % | 38 | 47 | 1 | 10 | 4 | **85** |
| Help with CVs, applications and letters | (362) | % | 38 | 46 | 1 | 12 | 3 | **84** |
| Career Guidance Interview | (316) | % | 35 | 48 | 3 | 11 | 4 | **83** |
| Handbook titled 'Positive Steps to your Future' | (164) | % | 35 | 47 | 2 | 11 | 5 | **83** |
| Advice on Business Start-up | (98) | % | 23 | 58 | 4 | 9 | 7 | **81** |
| Benefits Information | (336) | % | 30 | 52 | 1 | 14 | 4 | **81** |
| PACE Presentation and Guide | (423) | % | 28 | 50 | 2 | 17 | 2 | **78** |
| Information about training and funding sources | (526) | % | 31 | 46 | 2 | 16 | 5 | **77** |

Base: All who have accessed each PACE service (as shown for each row)
Note: Data is shown as row percentages

## Existing and preferred format for receiving PACE services

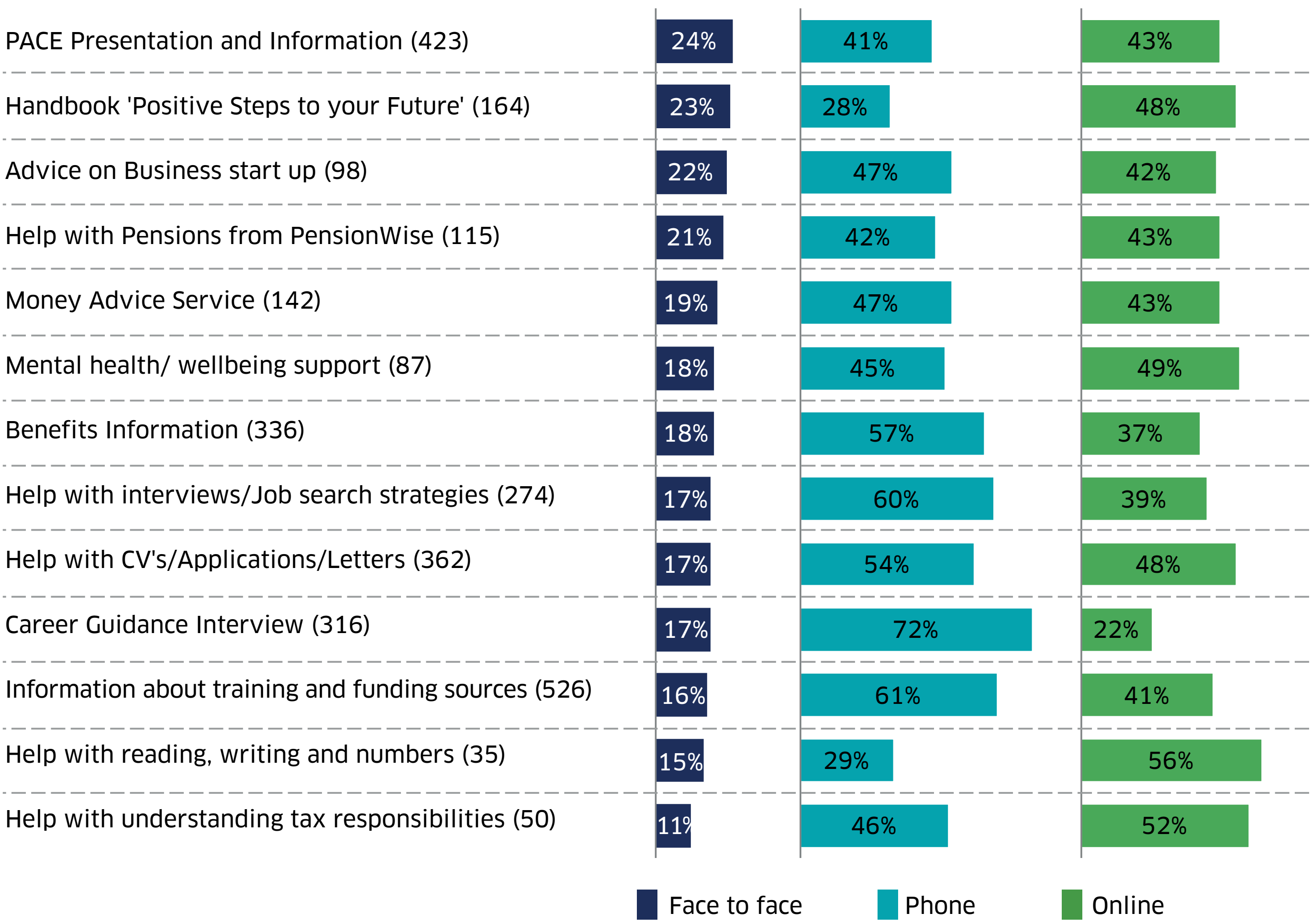
3.29 For the first time in the PACE Survey series, clients were invited to feed back on the formats in which they had received PACE services and how they would prefer to access services in the future. As previously discussed, the majority of PACE services moved to a remote or virtual service as a result of the COVID-19 pandemic, resulting in a reduction in the proportion of clients receiving face-to-face services over the two years preceding the survey.

3.30 As shown in figure 3.7, the majority of clients reported that they had accessed services by phone or online. Help with reading, writing and numbers and help with understanding tax responsibilities were the most likely to have been accessed online (56% and 52% respectively), whereas career guidance interviews and help with interviews and job searches were the most likely to be accessed by phone (72% and 60% respectively).

3.31 For each service, a minority reported accessing this face-to-face. This was typically before the pandemic, rather than after. For example, those who first engaged with PACE services before the March 2020 lockdown were much more likely to have accessed the PACE presentation and information pack face-to-face (78% compared to 11% of those who engaged with services after March 2020).

3.32 Clients were also invited to indicate their preferred format for accessing services. Around half (45% to 64%) of clients expressed a preference for face-to-face delivery for each of the listed services. The services clients would most commonly prefer to access face-to-face were advice on businesses start-up (64%), support with mental health and wellbeing (61%) and the money advice service (61%). Despite still being the most popular channel for delivery, a relatively low proportion wanted to access the 'Positive Steps to Your Future' handbook and help with understanding their tax responsibilities face-to-face (45% and 48% respectively).

**Figure 3.7 Existing format for PACE service delivery**




Base: All clients accessing each service: sample size for each row shown in chart
Note 'don't know' responses are not shown. Clients could select more than one format

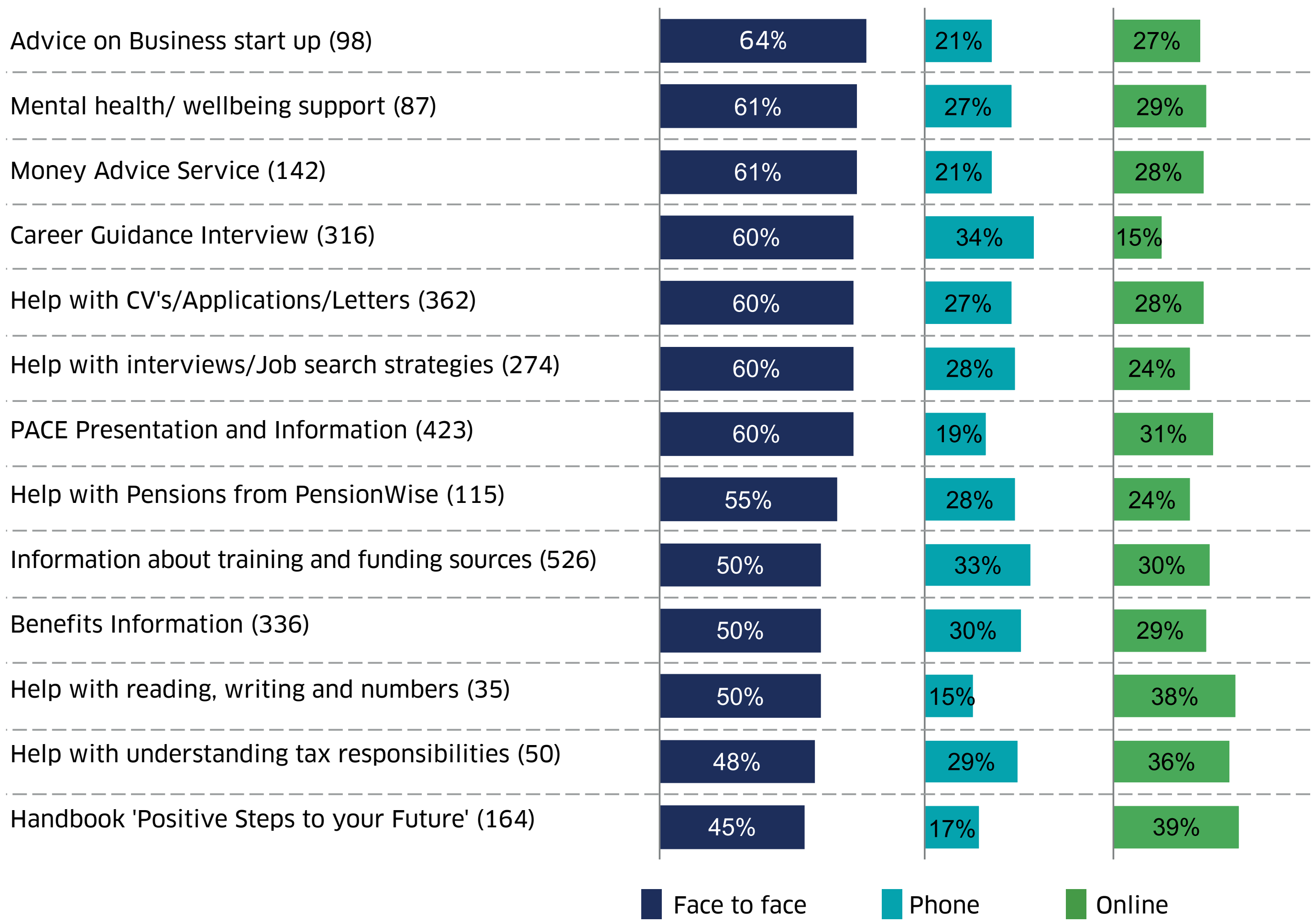
3.33 As shown in Figure 3.8, there was a relatively even split for preferences between online and phone for most services. One exception included ‘career guidance interviews’, where 34% said they would prefer to access this service over the phone, compared with 15% online.

3.34 There were differences in service delivery preferences by age, with those in the 50 and over age bracket more likely than any other age group to prefer to access services face-to-face. For example, 71% of clients aged 50 and over would prefer to receive the PACE presentation and information pack face-to-face, compared with 48% of those age 30 or under. By contrast almost half (49%) of those aged 30 or under would prefer to access this online, compared with just 19% of those aged 50 and over.

## Engagement and satisfaction with PACE online services

3.35 To explore the increased use of online and virtual engagement with PACE services, clients were asked if they were aware of, or had watched any PACE online webinars or pre-recorded content.

**Figure 3.8 Preferences for future access to PACE services**




Base: All clients accessing each service: sample size for each row shown in chart
Note ‘don’t know’ responses are not shown. Clients could select more than one format

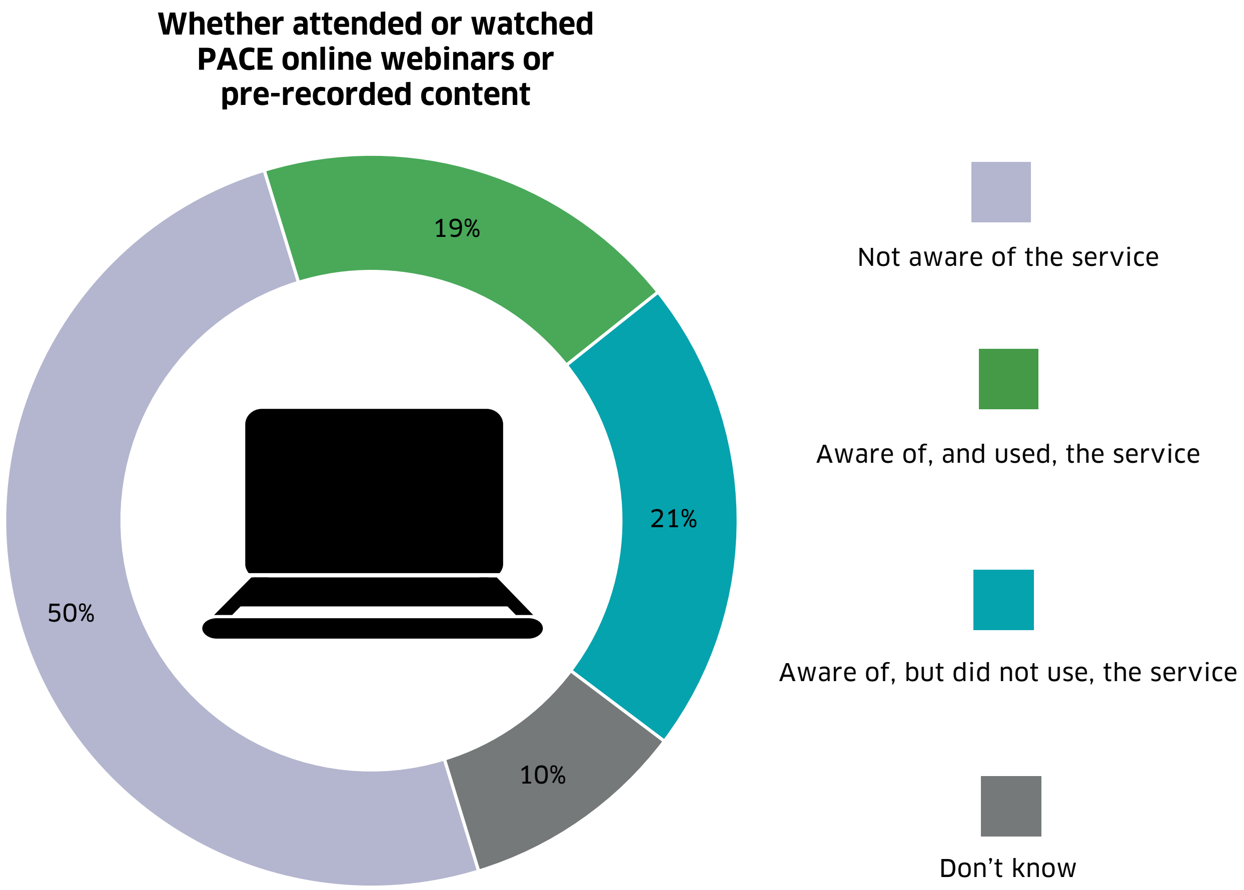
3.36 As shown in figure 3.9 below, among those who had used PACE services from 13th January 2021 (when webinars were made available), 19% of clients said they had engaged with these online services, and a further 21% were aware but had not engaged.

3.37 Half (50%) of clients were not aware of this online offer, and a further 10% were unsure – suggesting a potential need for increased promotion of online webinars and pre-recorded content.

3.38 Among those who had used the service, the vast majority (91%) said they were satisfied with this experience, with 43% reporting they were very satisfied. This high satisfaction score reinforces that an increased awareness of these services could have an additional positive impact on clients.

3.39 While there was no difference by gender in the proportions reporting they were satisfied with this online offer, females were more likely than males to report being very satisfied (72% compared to 29%).

**Figure 3.9 Use and awareness of PACE online webinars or pre-recorded content**




Base. All who used PACE services from 13th January 2021 (88)

# 4 Post-redundancy outcomes and the influence of PACE

## Chapter summary

This chapter details the outcomes for PACE clients post their redundancy, in terms of wider benefits, overall satisfaction and employment outcomes. Below is a summary of findings from the chapter.

- Overall, 75% of clients were satisfied with the services they received from PACE.
- Overall outcomes from PACE continue to be very positive: around nine in ten clients (89%) had entered employment before or after their redundancy. The majority of these (77%) had secured work post-redundancy and 12% secured work prior to their redundancy.
- Of those that had secured work with an employer after redundancy, four in five (82%) were working full-time and around one in six (17%) were working part-time.
- A third (34%) of clients had undertaken training or personal development outside of PACE since their redundancy, with the majority upskilling (41%) or reskilling (37%).
- Among those that had secured work post-redundancy, seven in ten (70%) said their role required at least the same level of skills, including 31% reporting a higher skill level requirement than in the job they were made redundant from.
- Nearly half (45%) of clients felt PACE had helped at least to some extent in them securing employment, with 10% saying it had made all the difference. However most (53%) said PACE did not help them to secure employment.
- 43% of clients reported an increase in their confidence in getting a job, with 16% of these saying their confidence had increased greatly. 38% reported an increase in overall career prospects and skills in applying for new roles. A third said their mental health and wellbeing was improved.
- Around two-thirds (63%) of clients felt that the support they had received through PACE had met or exceeded their expectations.
- The majority of clients (82%) reported they were likely to recommend PACE to individuals at threat or in the process of redundancy, with around half (49%) reporting they were ‘very likely’ to recommend PACE services.

4.1 This chapter looks at the current employment situation of PACE clients and what influence they felt accessing the PACE service has had on their employment outcomes. It also considers the wider benefits clients felt they gained from PACE and their overall satisfaction with the experience. These clients received PACE services from January 2020 to January 2022 and were asked about their work status in the new client survey in February and March 2022.

4.2 Clients were asked whether or not their redundancy was related to the impact of the COVID-19 pandemic. More than three-fifths (62%) reported that their redundancy was due to the impact of the pandemic, while 37% reported it was not, and 2% were unsure. Clients aged under 40 were more likely to report that their redundancy was due to the impact of the COVID-19 pandemic than those aged 50 and over (72% compared to 54% respectively).

## Post-redundancy work outcomes

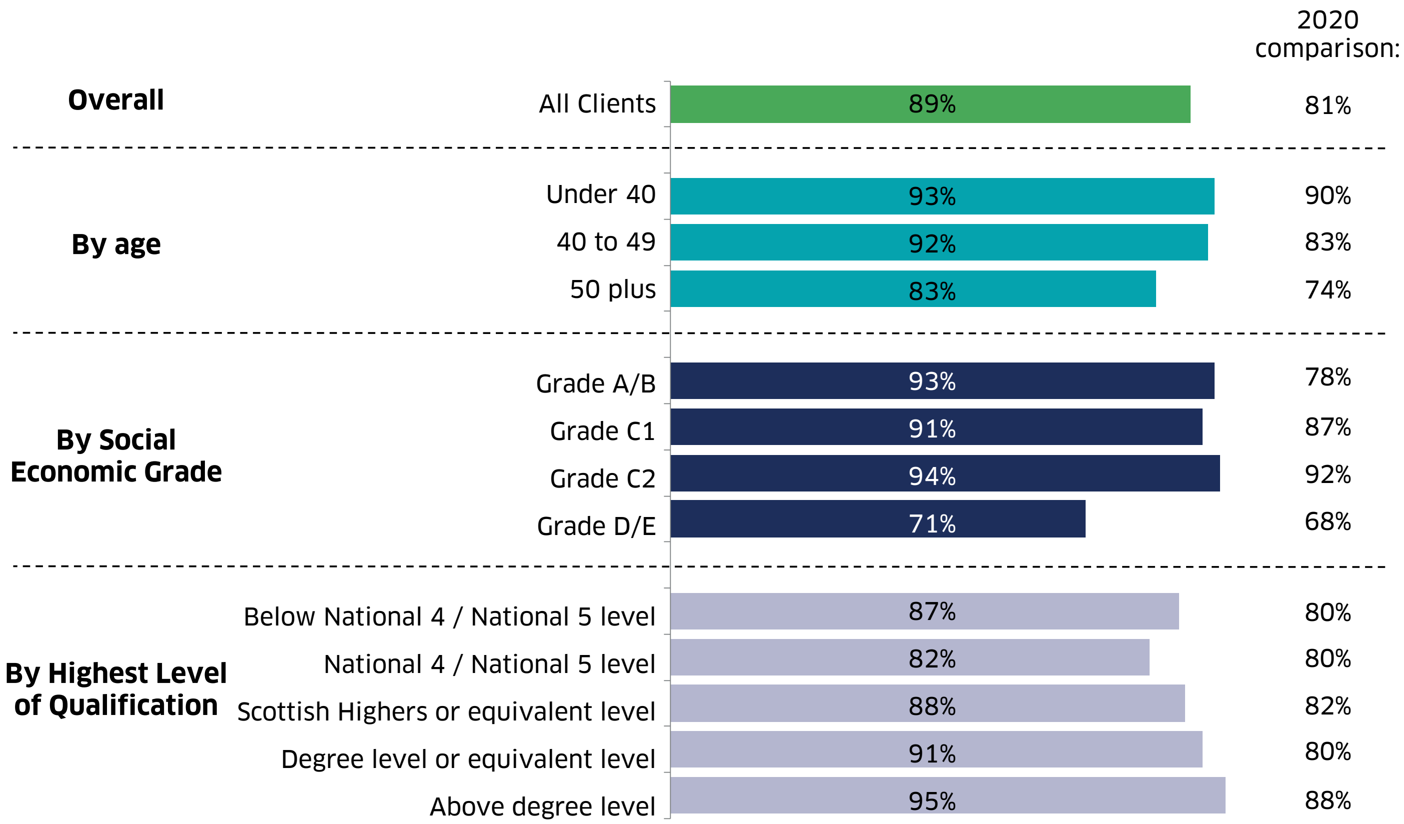
4.3 Overall outcomes from PACE have improved: almost nine in ten clients (89%) had secured work before or after their redundancy, a significant increase on previous years (81% in 2020 and 80% in 2018). The majority of these (77%) had secured work post-redundancy and 12% secured work prior to their redundancy.

4.4 Results varied by age sub-group: whilst on the whole, there were positive outcomes for all age groups, those aged 50 and over were less likely to have secured work before or after their redundancy (83%) than those aged under 40 (93%) and aged 40 to 49 (92%). That being said, those aged 50 and above saw the largest increase in the proportion securing work since 2020 (a nine percentage point increase).

4.5 In terms of socio-economic grade, those at Grade D/E were less likely to have secured work either before or after being made redundant (71%, compared to 93% of Grade A/B, 91% of Grade C1 and 94% of Grade C2).

4.6 Clients with qualifications above degree level (95%) or at degree level or equivalent (91%) were most likely to have secured work either before or after being made redundant. Those with National 4 or National 5 level or equivalent qualifications were the least likely to have done so (82%). Figure 4.1 shows the proportion of PACE clients who secured work either before or after leaving their role selected for redundancy, by age, social economic grade, and highest level of qualification.

**Figure 4.1 Proportion of clients securing work split by age, social economic grade, and highest level of qualification (2020/2022)**

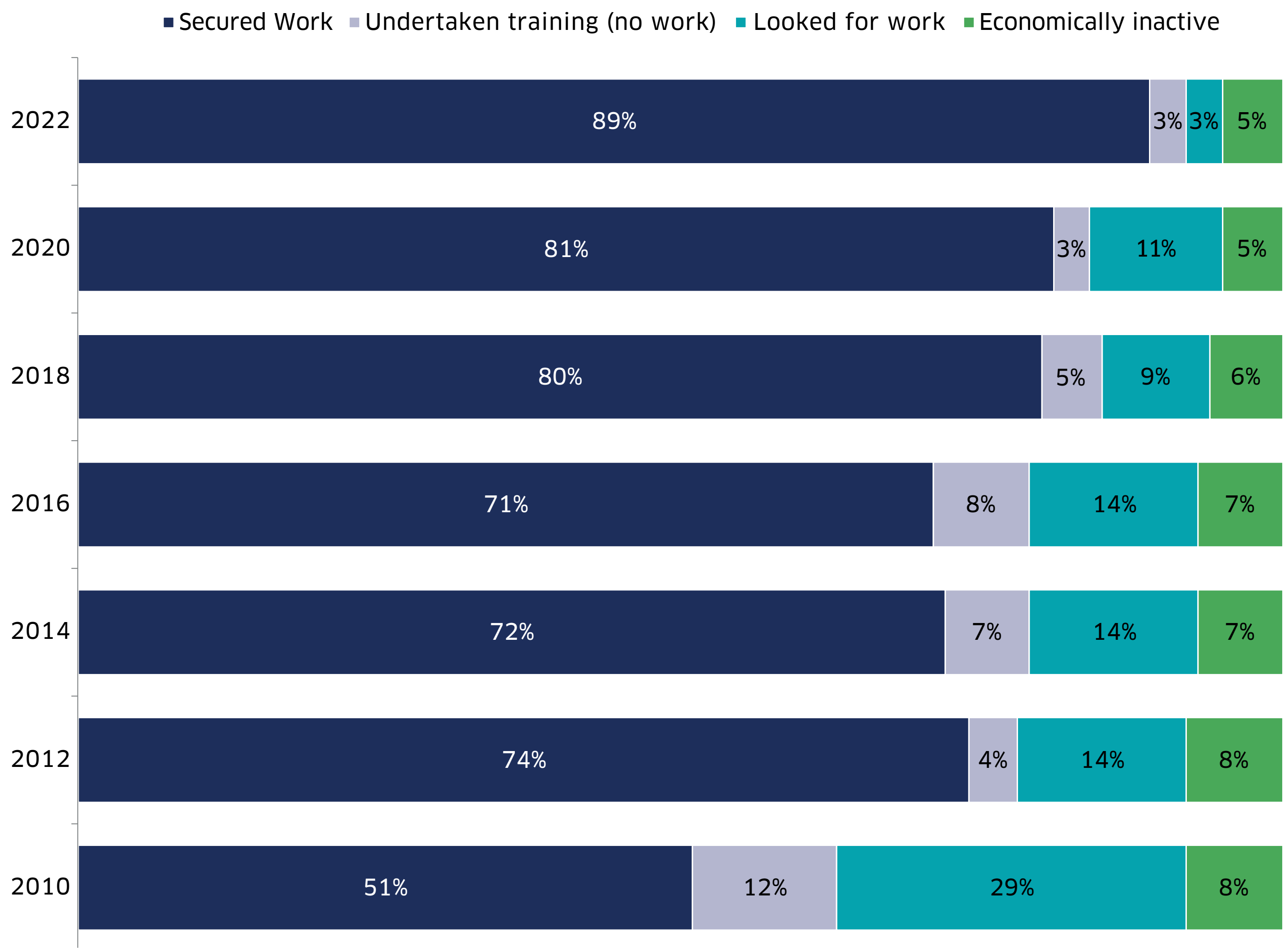



Base: All clients 2022 - (852), 2020 – (736)

4.7 Among those that had secured work post-redundancy, just under three-quarters (73%) had done so within six months (52% within three months and 21% in three to six months). This is a lower proportion than in 2020, when 91% secured new employment within six months. Younger clients were more likely to have secured employment soon after their redundancy; around three in five (58%) of those aged under 40 had done so, compared with half (49%) of those aged 40 and over.

4.8 Figure 4.2 outlines the post-redundancy outcomes of clients across the seven waves of the research. The figure presents the proportion of clients who have secured work at some point following redundancy, the proportion that have not secured work since their redundancy but have undertaken training, as well as those that have not secured work but are currently looking for work. The remaining clients were not seeking work at the time of interview and are here classified as 'economically inactive'.[5]

**Figure 4.2 Post-redundancy work outcomes for PACE clients – comparisons of 2010-2022 new client surveys**




Base: All 2022 – (852), 2020 – (736), 2018 – (1065), 2016 – (1045), 2014 - (879), 2012 - (505), 2010 – (405)

5 Those classified as economically inactive comprises those who have retired, those not working due to ill health or disability and those who have taken on caring responsibilities in lieu of paid work.

4.9 Overall, the proportion who have secured work at some point since being made redundant has increased since 2020. The proportion of clients actively looking for work has decreased compared with 2020, while the proportions in education or training, as well as those who are economically inactive have remained stable.

4.10 Among those that had secured work with an employer after redundancy, four in five (82%) were working full-time and 17% were working part-time. These are similar proportions to 2020, where 83% had found full-time employment and 16% were working part-time. Male clients were more likely than female clients to have found full-time employment (88% and 67% respectively). There were also differences by age, with those aged 50 and over less likely to be working full-time than their younger counterparts (75%, compared with 85% of those aged under 40 and 85% aged 40 to 49).

4.11 Three quarters (75%) of clients that secured work with an employer were on permanent contracts (similar to 78% in 2020). Of the remaining clients, 16% were in contracted positions evenly split between those on contracts for a year or more (8%) and those contracted for less than a year (8%), while a further 8% were in casual positions with no fixed terms of employment.

## Characteristics of post-redundancy employment

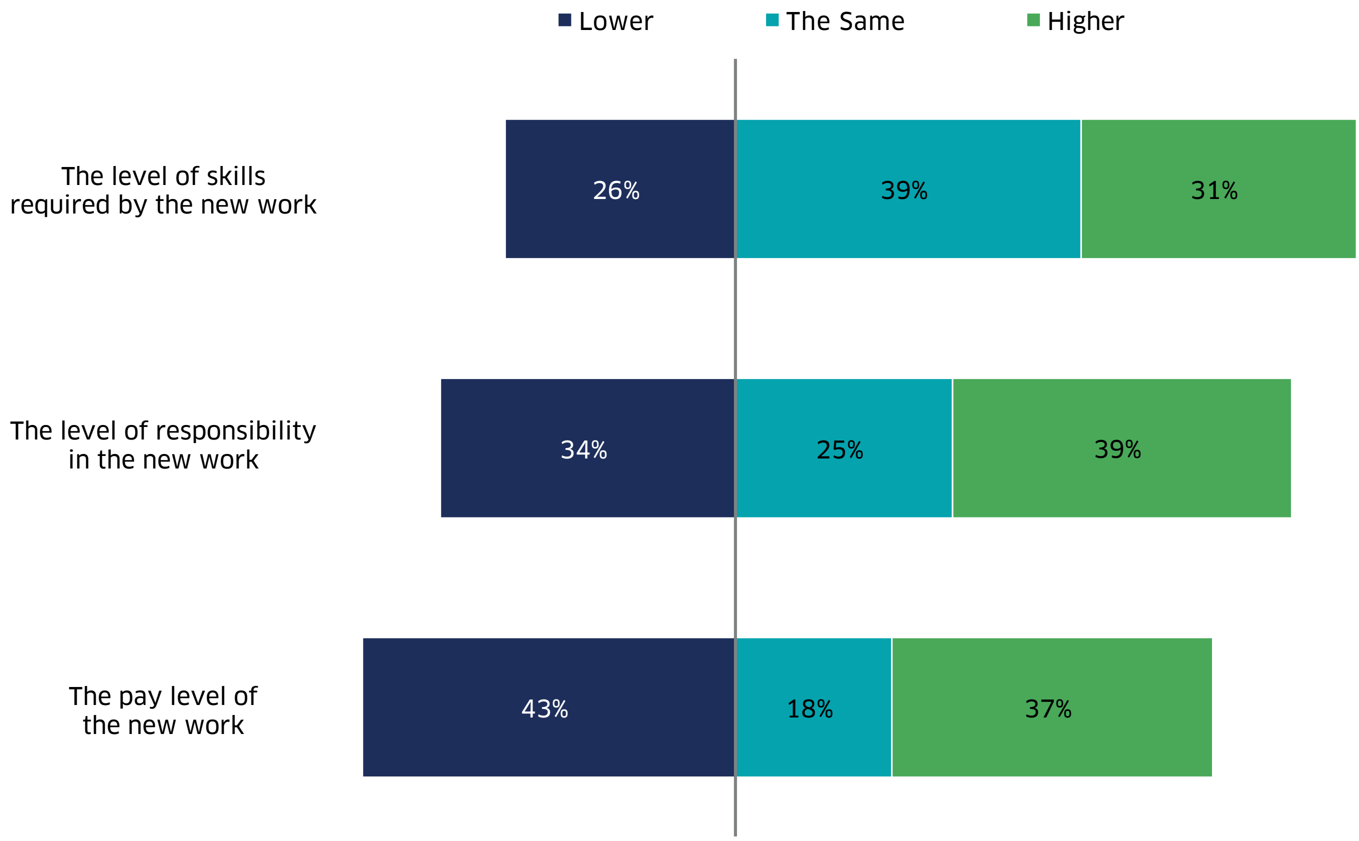
4.12 Figure 4.3 illustrates how clients who had secured work with an employer or self-employment following their redundancy assessed the characteristics of their employment (relative to the job they were made redundant from) in terms of skill levels, their level of responsibility and pay.

4.13 Considering skills levels first, seven in ten (70%) said their role required at least the same level of skills, including 31% reporting a higher skill level requirement than in the job they were made redundant from. A quarter (26%) secured roles that were less skilled.

4.14 Close to two thirds of clients (64%) said their level of responsibility in the work they had secured was at least the same level of the role that they were in prior to redundancy, with 39% saying they had a higher level of responsibility. Around a third (34%) saw a decline in their level of responsibility post-redundancy.

4.15 In terms of pay, the majority of clients (55%) found work with at least the same level of pay, with 37% earning more than they had prior to redundancy. However, it was most common for clients to say the work their pay levels had decreased (43%).

**Figure 4.3 Change in level of skill level, responsibility and pay in post-redundancy role**



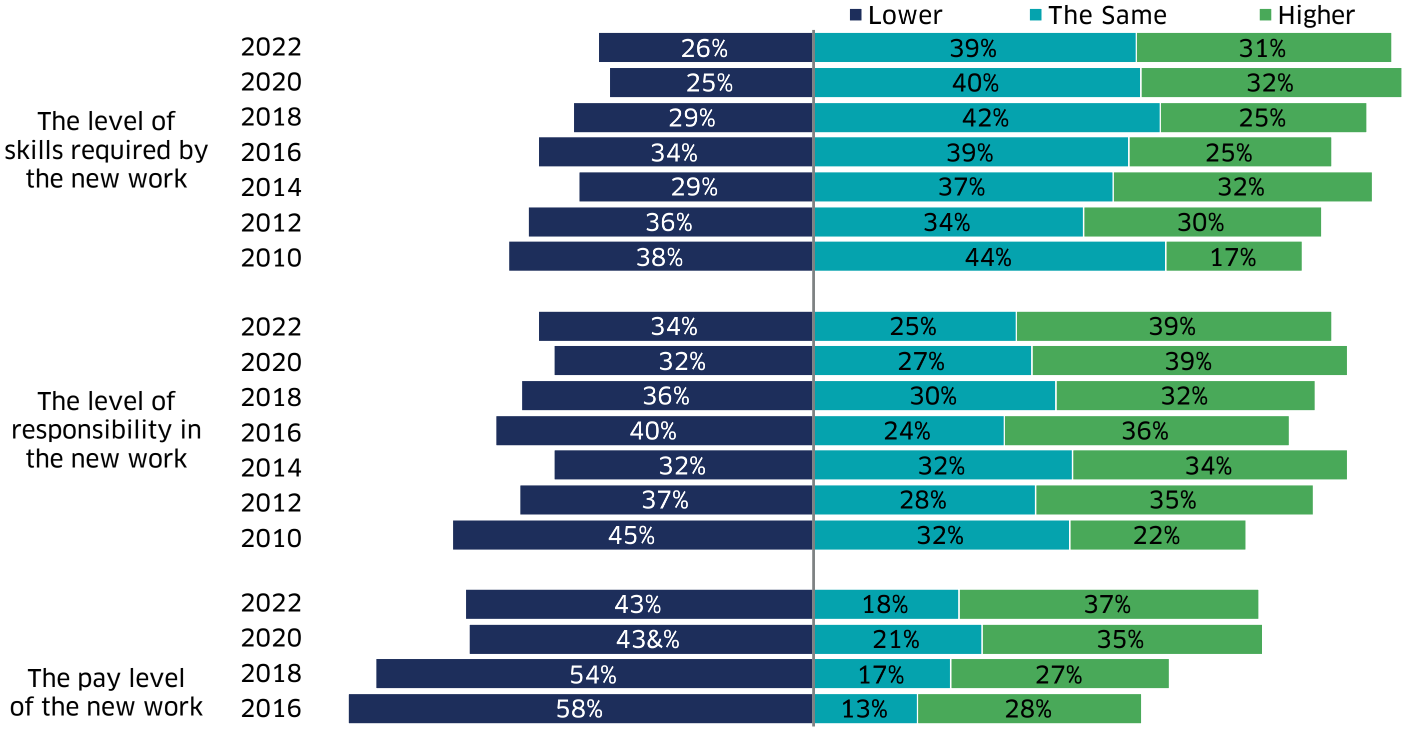

Base: All who secured work either pre-redundancy or after made redundant (722)

4.16 Across all three sets of characteristics, clients aged 50 and over were less likely than their younger counterparts to report improvements.

- 21% of those aged 50 and over had secured a job requiring a higher level of skills, compared to 39% of those aged under 40 and 33% aged 40 to 49;
- 26% of those 50 and over had found a job with higher levels of responsibility compared to 49% of those aged under 40 and 41% of those aged 40 to 49; and
- 27% of those 50 and over had found a higher paid job compared to 45% of those aged under 40.[6]

6 In this case there was no statistically significant difference between those aged 50 and over and 40 to 49 (34%) in terms of the proportion reporting higher pay levels in their post-redundancy job. Under 40s were more likely than both of these groups to report this.

**Figure 4.4 Change in level of skill, responsibility and pay in post-redundancy role, over time**




Base: All who had secured a work either pre-redundancy or after made redundant: 2022 – (722) 2020 – (567) 2018 – (784), 2016 – (741), 2014 - (634), 2012 – (373), 2010 – (202)

4.17 Figure 4.4 shows that there was little change compared with the 2020 survey in terms of the proportion reporting positive outcomes in terms of skills, responsibilities and pay, consolidating improvements seen over the longer time series.

4.18 Clients who had moved to work in a different industry or were using a different skill set in their new employment were asked what impact the COVID-19 pandemic had made on this career change. Over half (55%) of those who had moved industry reported that the COVID-19 pandemic had no impact on their choice to change career, while 44% said it made an impact, and 1% reported they were unsure.

## The influence of PACE services on the move back to work

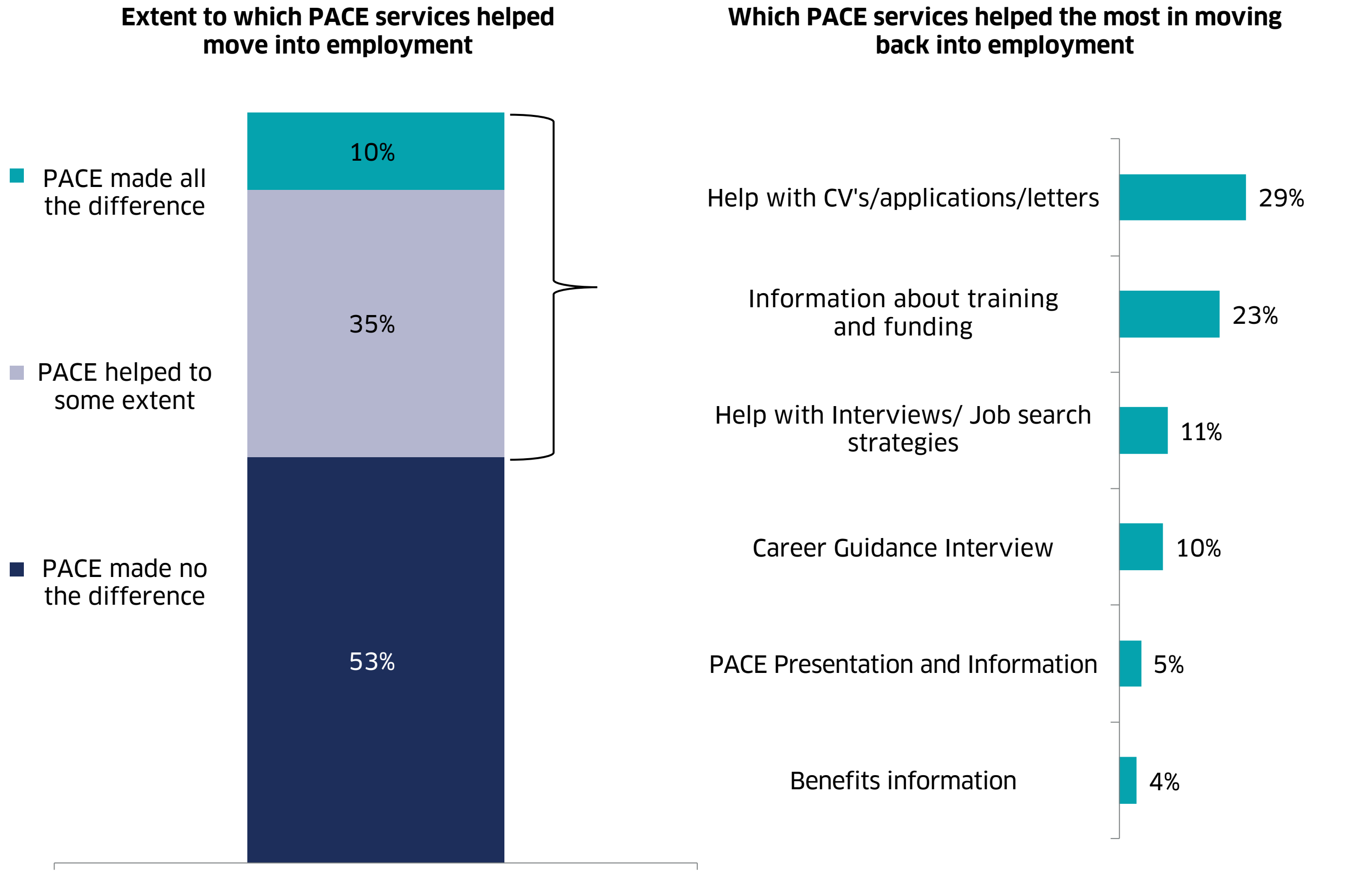
4.19 Clients who had entered employment were asked what influence, if any, PACE services had on this transition. Results are shown in Figure 4.5. Approaching half (45%) felt PACE had helped at least to some extent in them securing employment, with 10% saying it had made all the difference. However most (53%) said PACE did not help them to secure employment. These results are broadly consistent with 2020, when 47% of clients said PACE helped and 52% said it made no difference in helping them to find employment.

4.20 Male clients were less likely to feel that PACE services had helped them to secure employment; 42% said PACE had contributed to at least some extent, compared with around half (49%) of female clients.

4.21 Clients who felt PACE services had contributed to them finding work with an employer were asked which services had helped them. The most common service mentioned was support with CVs, applications, and letters (29%), though it was less influential than in 2020 (37%). Information about training and funding was the next most helpful service (23%, up from 10% in 2020). Other services mentioned included help with interviews and job search strategies (11%), career guidance interviews (10%), the PACE presentation and information pack (5%) and benefits information (4%).

4.22 The PACE services accessed also influenced the extent to which clients perceived PACE services to have helped them back into employment. As in 2020, clients who only received the PACE presentation and information pack were significantly less likely to feel PACE had helped them in getting back into work (11% felt it had done so), compared to those who had accessed other services in addition to the PACE presentation (56%), or those who received other services but not the presentation (41%). This suggests that the presentation plays an important introductory role but should be complemented with other services if possible.

**Figure 4.5 Extent to which PACE services were perceived to have helped in the process of finding work – 2022 new client survey**




Base: All who secured work either pre-redundancy or after made redundant (722)
Base: All who had said PACE services helped move back into employment (273)
Note that other services cited as most helpful by less than 3% of clients are not shown

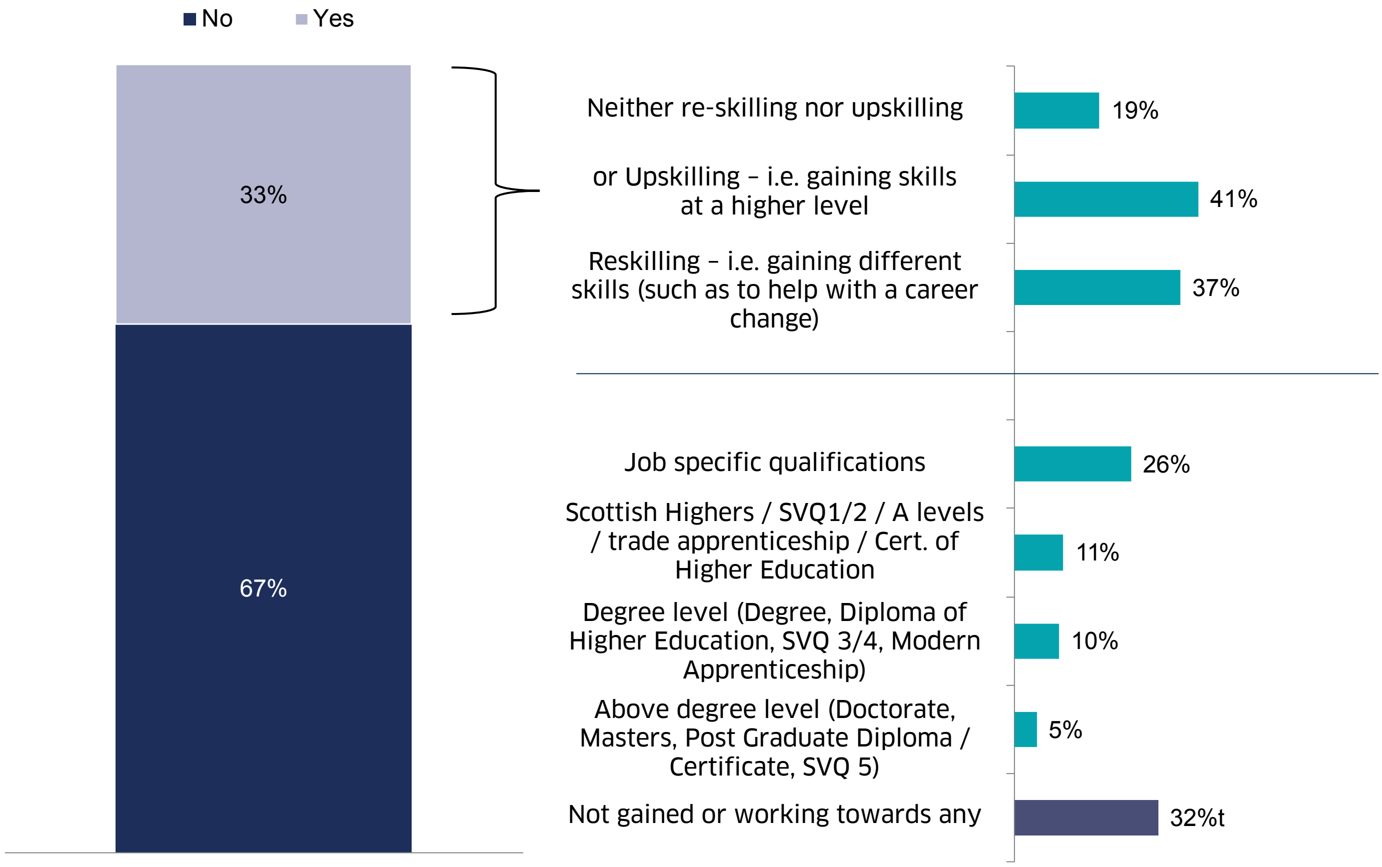
## Engagement with learning, training and development post-redundancy

4.23 Overall, around a third (34%) of clients had undertaken training or personal development outside of PACE since their redundancy (regardless of whether they were currently in work or not). This is an increase on 2020, at which point only around two in five (22%) had done so. Older clients were less likely to have undertaken any training or personal development: 28% of those aged 50 and above had done so, compared with 37% of those aged under 40. There was also variation by highest level of qualification; more than half (54%) of those whose highest level of qualification was above degree level had undertaken training. In contrast, further training was only undertaken by around a quarter (24%) of those whose highest level of qualification was at National 4 or 5 level or equivalent.

4.24 Clients that had undertaken training or personal development were asked whether they had reskilled (i.e. gained different skills, such as to help a career change) or upskilled (gained skills at a higher level). Among clients that had undertaken training outside of PACE since their redundancy, two in five (41%) indicated that they had upskilled, with 37% reskilling (19% said they had neither reskilled nor upskilled). Those in socio-economic grade D/E were far more likely to say they had reskilled (54%).

4.25 When clients that had undertaken training were asked what qualifications they had, or were working towards, they most commonly said they were not working towards a qualification (32%), while 26% mentioned training related to 'job specific qualifications'. The most common specific type of qualification mentioned were Scottish Highers or equivalent (11%) and degree level qualifications (10%).

**Figure 4.6 Proportion of clients who have undertaken any other training or development other than through PACE**



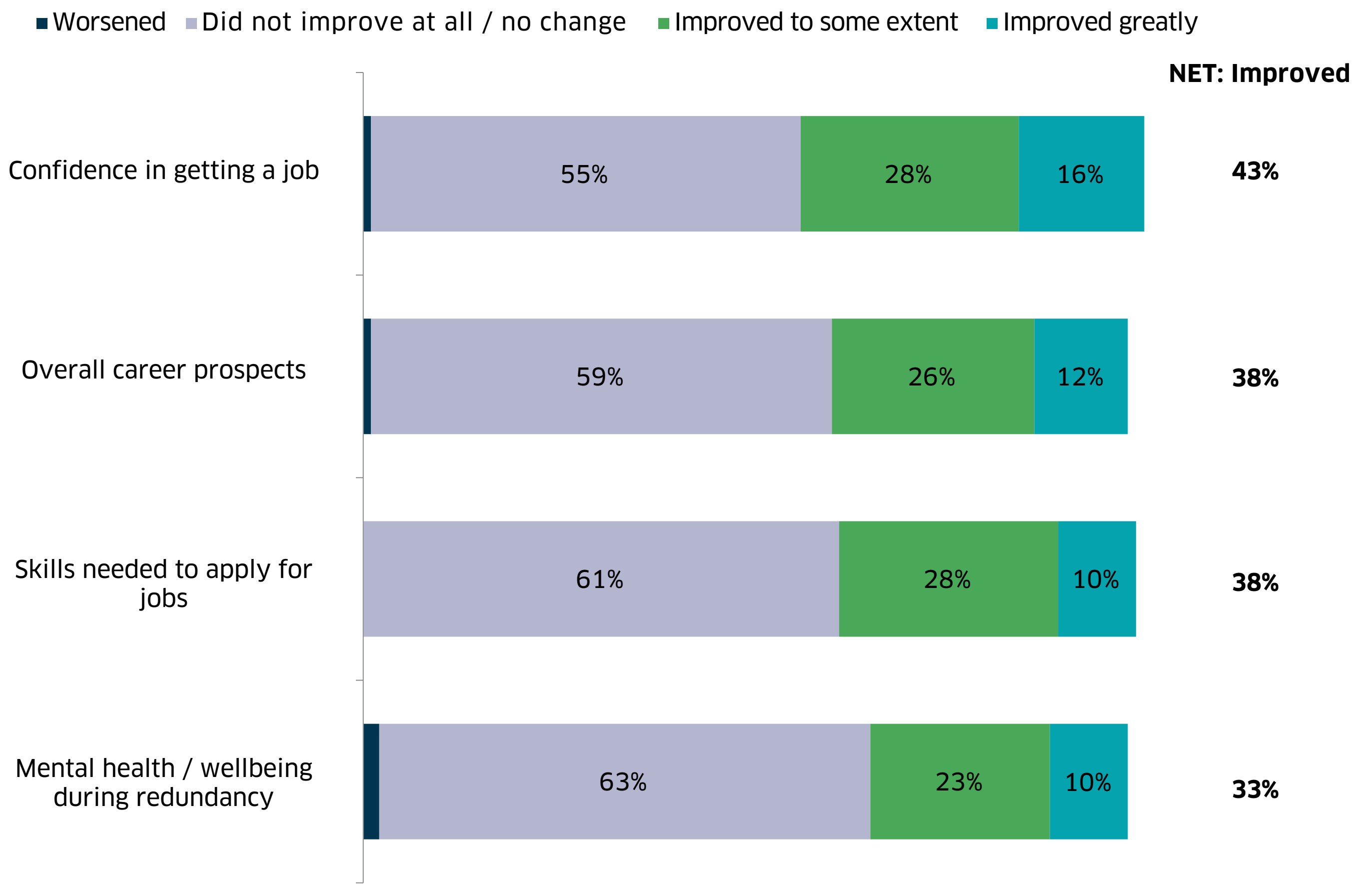

Base: All who are not in education or training (841)
Base: All who have undertaken training and development other than PACE (275)

## The influence of PACE on client motivation and confidence

4.26 Clients were asked to rate the influence of PACE on their mental health and wellbeing, skills needed to apply for job, confidence in getting a job, and careers prospects. Their responses are shown in Figure 4.7. The aspect that clients most commonly cited an improvement in was their confidence in getting a job: 43% reported any improvement and 16% said this had improved greatly. Two in five (38%) said their overall career prospects had improved and the same proportion saw improvement in the skills needed to apply for jobs (12% and 10% respectively said these skills had improved greatly). The least likely area to improve was clients' mental health and wellbeing, though still a third (33%) saw improvement with one in ten saying this had improved greatly due to PACE.

4.27 Female clients were more likely to be positive about the influence of PACE on their mental health and wellbeing during redundancy (39%) compared to male clients (29%).

**Figure 4.7 Improvements associated with PACE – 2022 new client survey**

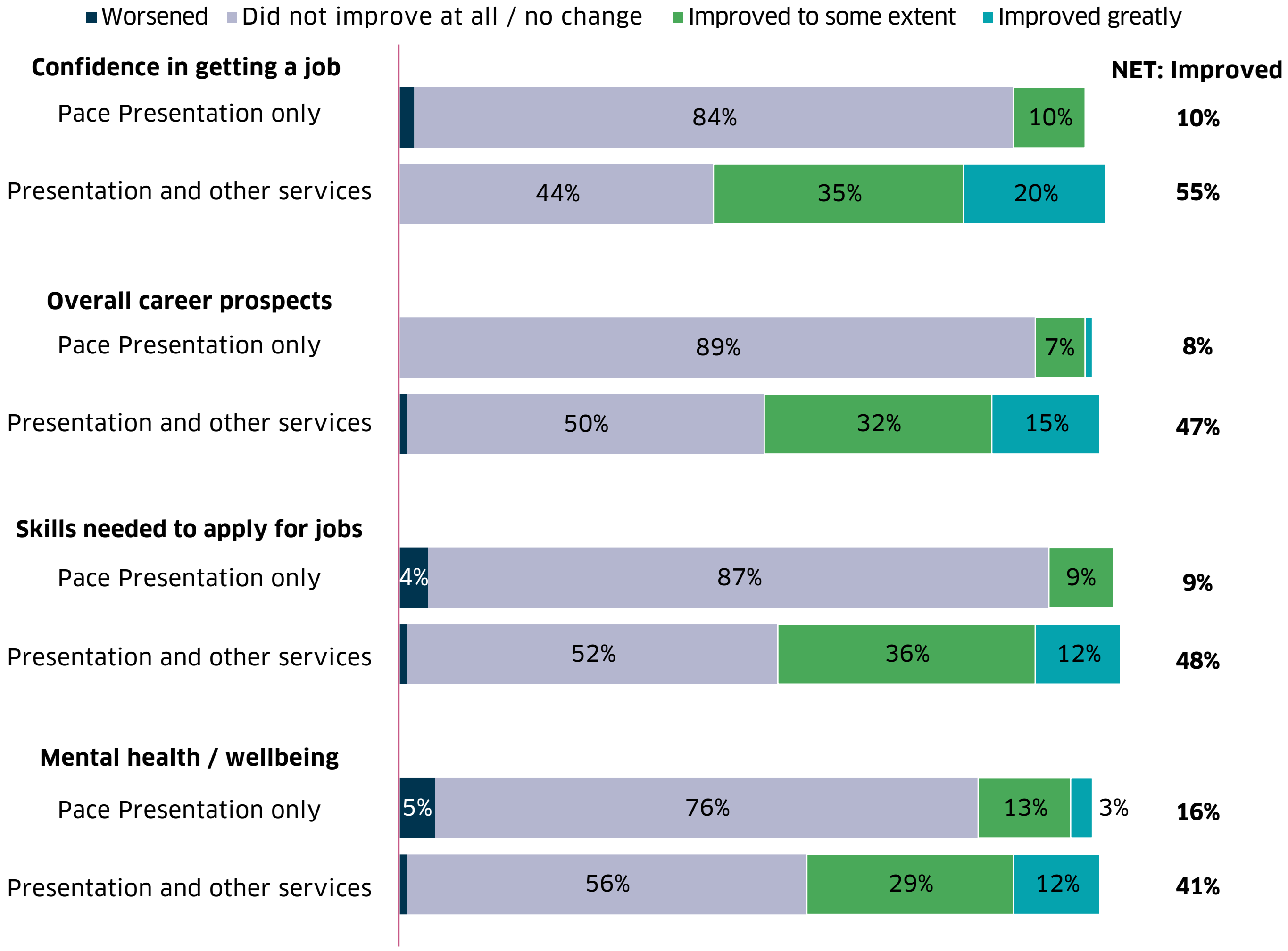



Base: All clients (852)

4.28 Mirroring previous waves' results, clients that had accessed services beyond the PACE presentation and guide were more likely to have seen improvements. These differences are illustrated in Figure 4.8.

4.29 Among those who had received the PACE presentation and accessed at *least one* additional service, two in five or more experienced any improvement with each prompted aspect of their development, ranging from 41% who saw an improvement in their mental health and wellbeing to 55% who felt their confidence in getting a job had improved. In contrast, the proportion citing improvements among those that *only* received the PACE presentation and guide ranged from 8% who felt their career prospects had improved to 16% who saw an improvement in their mental health and wellbeing.

**Figure 4.8 Improvements associated with PACE in mental health and wellbeing, skills needed to apply for job, confidence in getting a job, and careers prospects – 2022 new client survey**



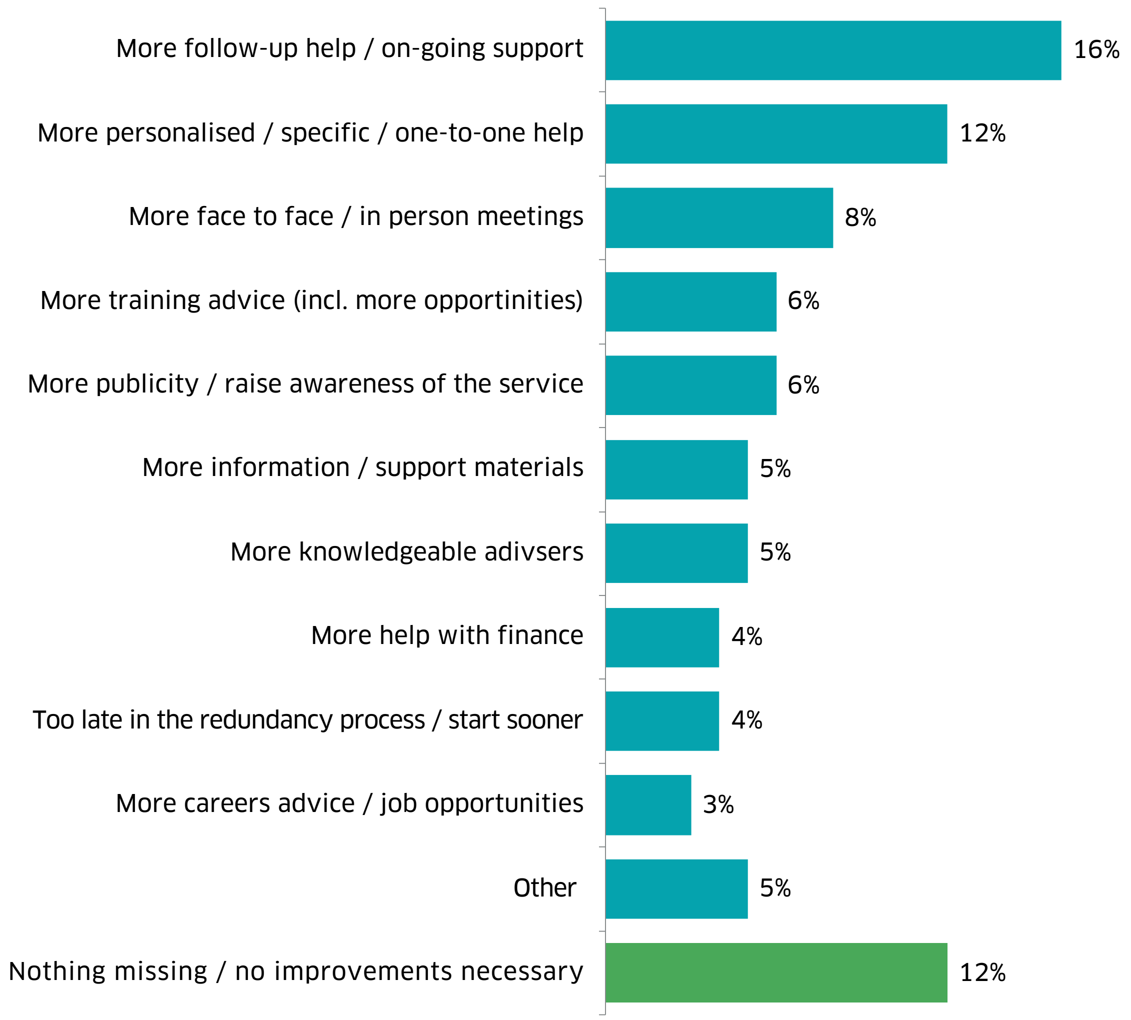

Base: All clients (852)
Base: Client receiving PACE presentation and no other services (56); Clients receiving PACE presentation and other services (367)

## What was missing from PACE

4.30 Clients were asked for their unprompted views on what was missing from the PACE service. These results are shown in Figure 4.9.

4.31 The most common aspects mentioned were the need for more follow-up help and ongoing support (16%), a more personalised service (12%), and more face-to-face contact (8%) – though it should be noted that the third most common response was that no improvement was necessary (12%). The desire for more face-to-face contact was more common among those aged 50 and above than it was among those aged under 40 (11% and 3% respectively).

**Figure 4.9 What is missing from PACE services or could be improved?**




Base: All clients (852)
Note that other services cited as missing by less than 3% of clients not shown

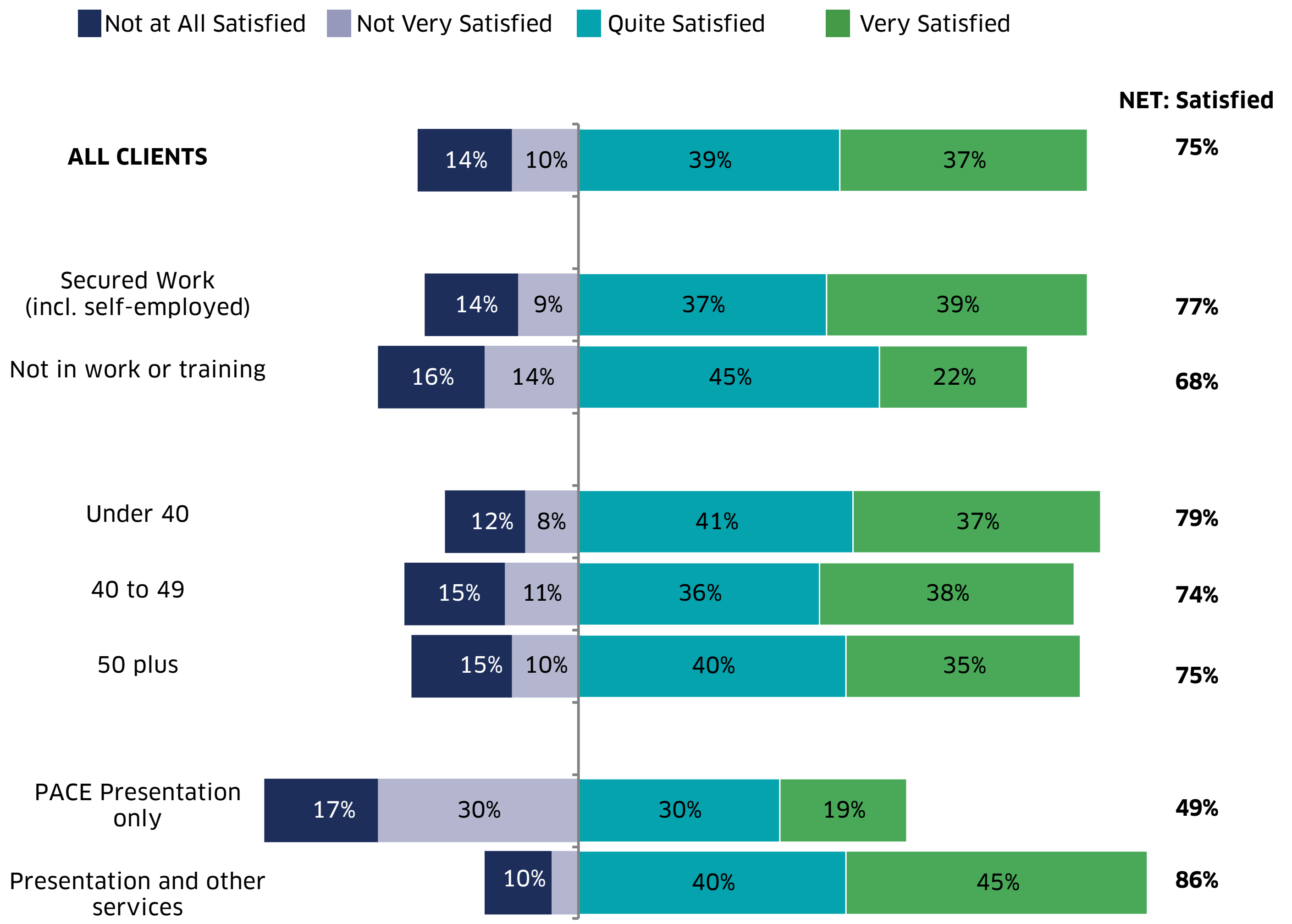
## Satisfaction with the overall experience of PACE

4.32 As shown in Figure 4.10, satisfaction with PACE services remains high; three quarters (75%) of clients were satisfied overall, including 37% who were 'very satisfied'. However, satisfaction has decreased since the 2020 survey (82% satisfied overall; 45% very satisfied), dropping back to levels reported in 2018 (76%). Compared to 2020, younger clients under 40 saw a decrease in the proportion saying they were satisfied overall with PACE services (87% in 2020 compared with 79% in 2022). Additionally, those in A/B (70% satisfied) and C1 (76% satisfied) social groups were less likely to say they were satisfied overall in 2022 than in 2020 (85% respectively in 2020).

4.33 Unsurprisingly, positive work outcomes led to a more positive experience overall. Over three quarters (77%) of clients that had secured work post-redundancy were satisfied, compared with 65% that had not.

4.34 The more PACE services accessed by clients, the more likely they were to be satisfied overall with PACE services. For those that accessed one PACE service, just over half (55%) were satisfied, compared to four in five (79%) of those that accessed 2 to 4 services, and more than nine in ten (93%) who accessed 5 or more.

**Figure 4.10 Overall satisfaction with PACE services – 2022 new client survey**




Base: All clients (852), Secured work (707), Not secured work or training (128), Under 40 (214), 40-49 years (220), 50+ years (395), PACE presentation only (56), PACE presentation and other services (367)

4.35 In terms of demographic differences, female clients were more likely to be satisfied overall (82% compared to 73% of male clients) and also to say they were ‘very satisfied’ (44% and 34% respectively). There were no statistically significant differences by age. Following similar patterns elsewhere, a more extensive set of provision led to higher satisfaction, with those receiving the PACE presentation and at least one other service more likely to be satisfied than those who only engaged with the presentation (86% and 49% respectively). This pattern was also found in previous surveys.

4.36 Overall, approaching two thirds (63%) of clients felt that the support they had received through PACE had met (41%) or exceeded (22%) their expectations. This again represents a decrease on the corresponding 2020 result (72%). There were no statistically significant differences by age, nor by gender. However, some similar patterns to the overall satisfaction measure were evident, with those who secured work more likely to say their expectations had been matched or exceeded than those who had not found work (65% and 47% respectively) and those who had received other PACE services in addition to the PACE presentation more likely to report matched or exceeded expectations than those who only received the presentation (77% and 32% respectively).

4.37 Around four in five (82%) clients said they would be likely to recommend PACE to other individuals at threat or in the process of redundancy, a decrease from 2020 levels (87%), but in line with 2018 (80%). Around half of clients (49%) said they were ‘very likely’ to recommend PACE services. Again, clients who only received the PACE presentation were less likely to recommend PACE compared to those who also accessed other services (64% and 91% respectively), demonstrating the importance of providing a wide range of services to clients.

# 5 Post-redundancy outcomes and the influence of PACE – longitudinal study

## Chapter summary

The findings in this chapter are based on clients who accessed PACE services in the period of January 2018 to January 2020 and took part in the 2020 Client Experience Survey. This chapter explores the longer-term outcomes of this cohort. The key findings from this chapter are reported below:

More than nine in ten (94%) clients had secured post-redundancy work, similar to 2020 levels (93%), but significantly more than in 2018 (88%). Younger clients were more likely than older clients to have secured work.

Just under half of those that secured work in 2022 had found work in the same industry (25%) or a broadly similar industry (22%); this is similar to 22% and 26% respectively in 2020. More than half (53%) found work or self-employment in a different industry to the role from which they were made redundant, similar to the proportion in 2020 (51%).

Three in ten (30%) clients were still working in the same organisation and job role that they had secured initially post-redundancy, while one in ten (9%) had changed roles but were still working for the same employer. Of the 13 clients interviewed who were solely in self-employment following redundancy, all were still working for themselves at the time of the longitudinal survey.

As in 2020, clients who had moved position or role post-redundancy had tended to find better positions in terms of the skills required, responsibility and pay.

Fewer than half of clients (45%) who secured a paid job with an employer post-redundancy reported that PACE had helped them move back into employment.

5.1 This chapter presents findings from the longitudinal survey of clients previously interviewed for the 2020 new clients' study. As for previous longitudinal studies, results presented in this chapter are unweighted. The 2022 longitudinal survey followed up on 242 clients who had accessed PACE services in the period from January 2018 to January 2020. This chapter examines the longer-term labour market outcomes of recipients of PACE services and the influence of PACE on individuals' careers and engagement with education, as well as on their confidence and motivation more broadly.

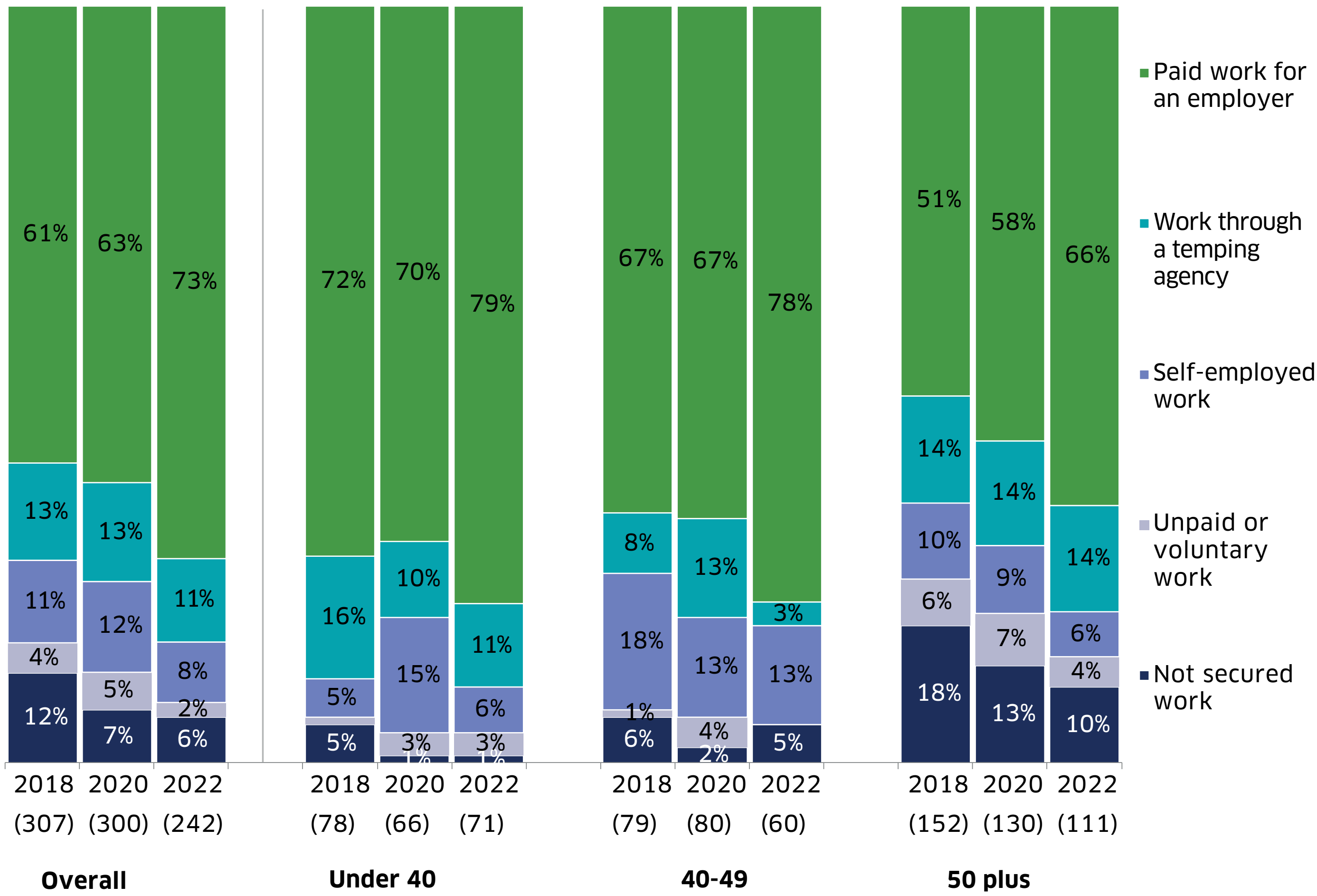
## Moving back into work post-redundancy

5.2 The longitudinal survey asked individuals about whether they had secured any new work either before or after being made redundant. More than nine in ten (94%) clients had secured any post-redundancy work, which is similar to the 93% that had done so in the 2020 cohort, but more than in 2018 (88%).

5.3 In terms of the type of work secured in their first role post-redundancy, Figure 5.1 shows that nearly three quarters (73%) of clients had managed to secure paid work with an employer. This is higher than in 2020, when just over three in five (63%) had done so, and 2018, when three in five (61%) had done so. Fewer clients in the 2022 cohort had secured work through a temping agency than in 2020 or 2018 (11% in 2022), pursued self-employment (8% in 2022), or took on voluntary work (2% in 2022).

5.4 As in previous waves, there were key differences in the type of work secured depending on age. As shown in Figure 5.1, clients under 40 were more likely to have secured some form of work following their redundancy compared with those aged 50 or older. Only one per cent of clients aged under 40 had *not* secured any work, compared to 10% of clients aged over 50.

**Figure 5.1 Proportion of clients engaging with different types of work as their first step back into work, by age group – comparison of 2022, 2020 and 2018 longitudinal surveys**




Base: All longitudinal survey clients: 2022 (242), 2020 (300), 2018 (307)

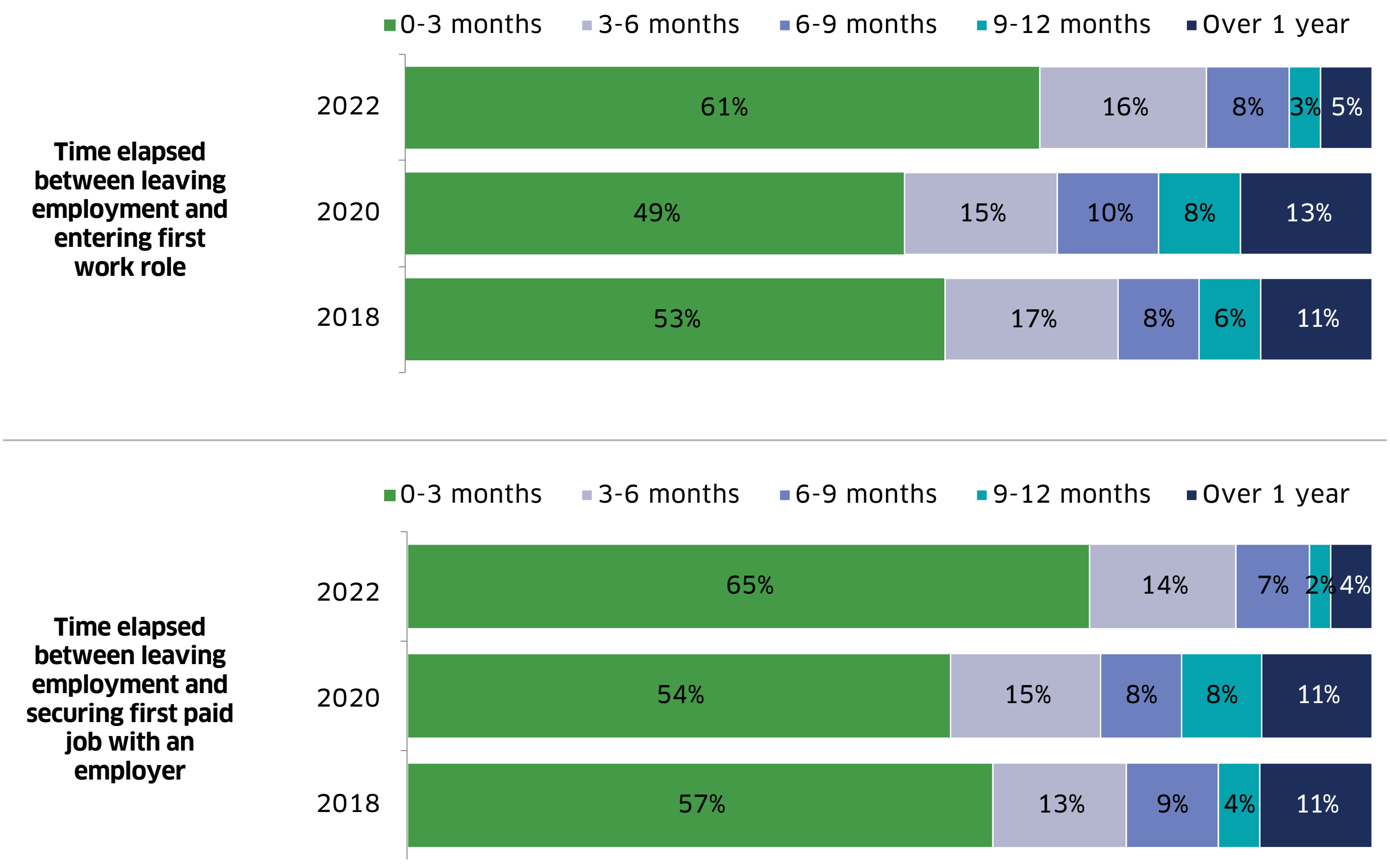
5.5 There were also some gender differences in terms of the type of work that was secured post-redundancy. Female clients (84%) were more likely than males (68%) to move into paid work for an employer, while males (11%) were more likely than females (3%) to move into paid work for an employer after first doing temporary or voluntary work.

## Length of time spent out of work post-redundancy

5.6 The longitudinal strand of the research allows for an assessment of how long people were unemployed post-redundancy.

5.7 The time between leaving employment and securing work is displayed in Figure 5.2. The top set of horizontal bars shows the time elapsed between clients leaving their role and entering any type of work (i.e. including self-employment, temping or voluntary work). The bottom set of horizontal bars shows the same analysis but filtered on clients who managed to secure paid work with an employer.

**Figure 5.2 Time elapsed between leaving employment and securing work (first set of horizontal bars) and securing first paid work with an employer (second set of horizontal bars) – comparison of 2022, 2020 and 2018 longitudinal surveys**




Base: All longitudinal survey clients who had secured work (including self-employment, temping and voluntary work) employer since leaving role selected for redundancy: 2022 (227), 2020 (278), 2018 (270)
Base: All longitudinal survey clients who had secured paid work with an employer since leaving role selected for redundancy: 2022 (176), 2020 (188), 2018 (186)
Note ‘don’t know’ responses are not shown

5.8 It took less time for PACE clients in the 2022 cohort to secure work, compared with the 2020 and 2018 cohorts. Three in five (61%) clients in 2022 had secured work within the first three months of being made redundant, more than in 2020 (49%) or 2018 (53%). Just under one in five (16%) clients secured work between three and six months after redundancy, eight per cent secured work within six to nine months, three per cent within nine to months to a year, and five per cent took over a year to secure their first work role. The proportion that took over a year to secure work was lower than in 2020 (13%) and 2018 (11%).

5.9 The same comparisons can be drawn in terms of the time it took clients to secure a paid job with an employer. Just under two thirds (65%) of the 2022 cohort secured paid work with an employer within the first few months, compared to fewer than three in five in 2020 (54%) or 2018 (57%). Only four per cent took over a year to secure a paid job with an employer in 2022, compared to one in ten (11%) in 2020 and 2018.

5.10 Younger clients were more likely to find paid employment with an employer within the first three months after being made redundant than those aged 50 or older (70% under 40 had done so within this timescale, compared to only 52% of those aged 50 or older).

## Details of the first work role secured post-redundancy

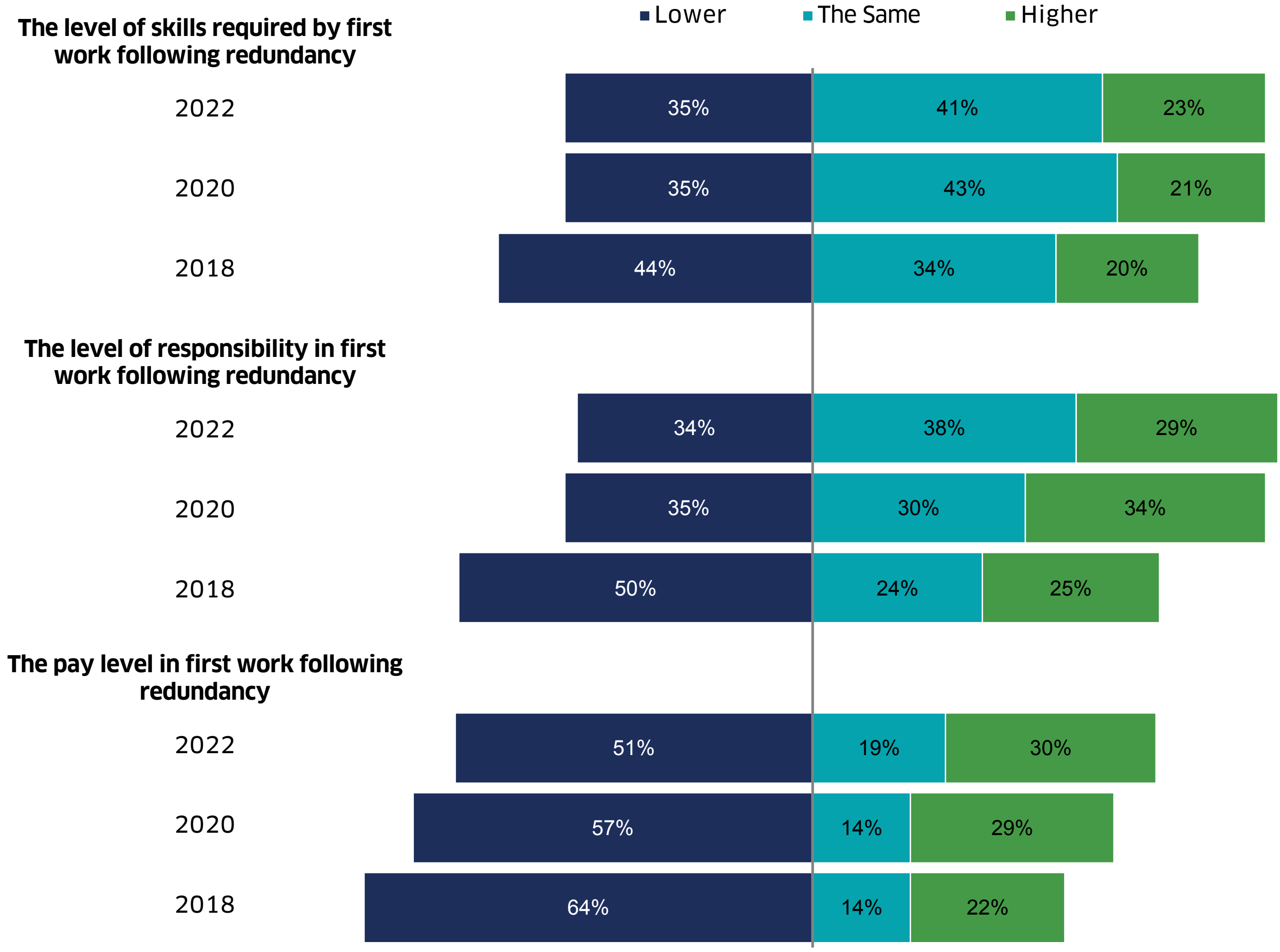
5.11 Around four in five (78%) clients that had secured a paid job with an employer had gained full-time employment in their first post-redundancy role, with the remaining 22% gaining part-time employment. This is similar to the 82% that gained full-time employment in the 2020 and 2018 cohorts.

5.12 Among those who had secured either self-employment or employment following redundancy, just under half of those that secured work had found work in the same industry (25%) or a broadly similar industry (22%); this is similar to 22% and 26% respectively in 2020. More than half (53%) found work or self-employment in a different industry to the role from which they were made redundant, similar to the proportion in 2020 (51%).

5.13 In terms of the characteristics of the employment first secured following redundancy, Figure 5.3 details clients' assessments on the level of skills required by the first role secured following redundancy (relative to the job they were made redundant from), the level of responsibility and the level of pay. Around two thirds of clients had found an initial job post-redundancy that required a higher or similar level of skills (64%) and responsibility (66%), while half (50%) found an initial position with higher or the same level of pay.

5.14 As Figure 5.3 shows, the proportion of clients in 2022 who, post-redundancy, had secured a role with the same or higher level of skills, responsibility or pay was similar to the levels seen in 2020, but higher than for the 2018 longitudinal cohort.

**Figure 5.3 Change in level of skill requirement, responsibility and pay in first work post-redundancy as compared to role that was selected for redundancy – comparison of 2022, 2020 and 2018 longitudinal surveys**




Base: All longitudinal survey clients who had secured a paid job or self-employment since leaving role selected for redundancy: 2022 (216), 2020 (263), 2018 (254)
Note 'don't know' responses are not shown

5.15 As in 2020, clients aged over 50 were less likely than their younger counterparts to report that their new role was better in terms of skills, responsibility or pay compared to the one they were made redundant from:

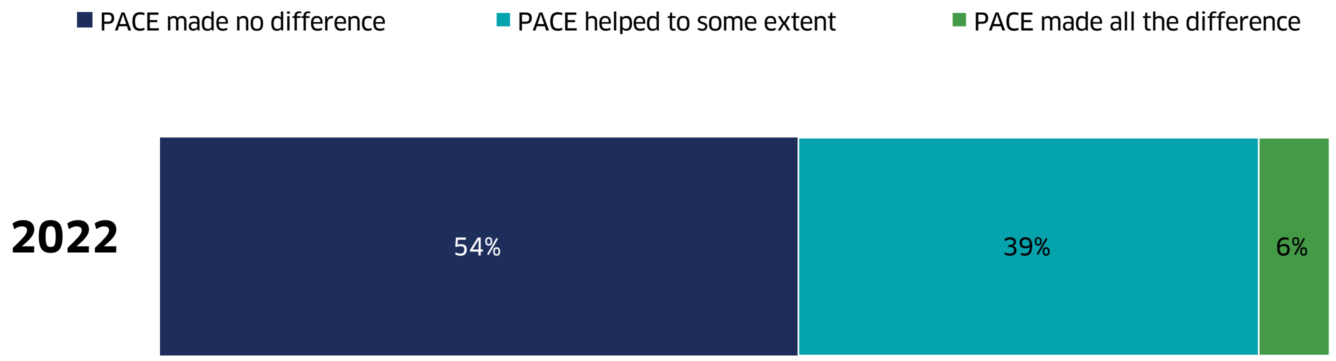
- 16% of those aged 50 or older had secured a job requiring a higher level of skills, compared to 34% of those aged under 40;
- 18% of those 50 or older had found a job with higher levels of responsibility compared to 43% of those aged under 40; and
- 16% of those 50 or older had found a higher paid job compared to 47% of those aged under 40 and 32% aged 40 to 49.

5.16 When it comes to gender, male clients were more likely than their female counterparts to describe the level of skills required (27% compared to 14%, respectively) and the level of responsibility (34% compared to 17%, respectively) as higher in their new role than the one they were made redundant from.

## The influence of PACE services on the move back into work

5.17 Fewer than half of clients (45%) who secured a paid job with an employer post-redundancy reported that PACE had helped them move back into employment, with six per cent saying PACE made all the difference and two in five (39%) saying PACE helped to some extent. More than half (54%) indicated that PACE made no difference in moving back into employment.

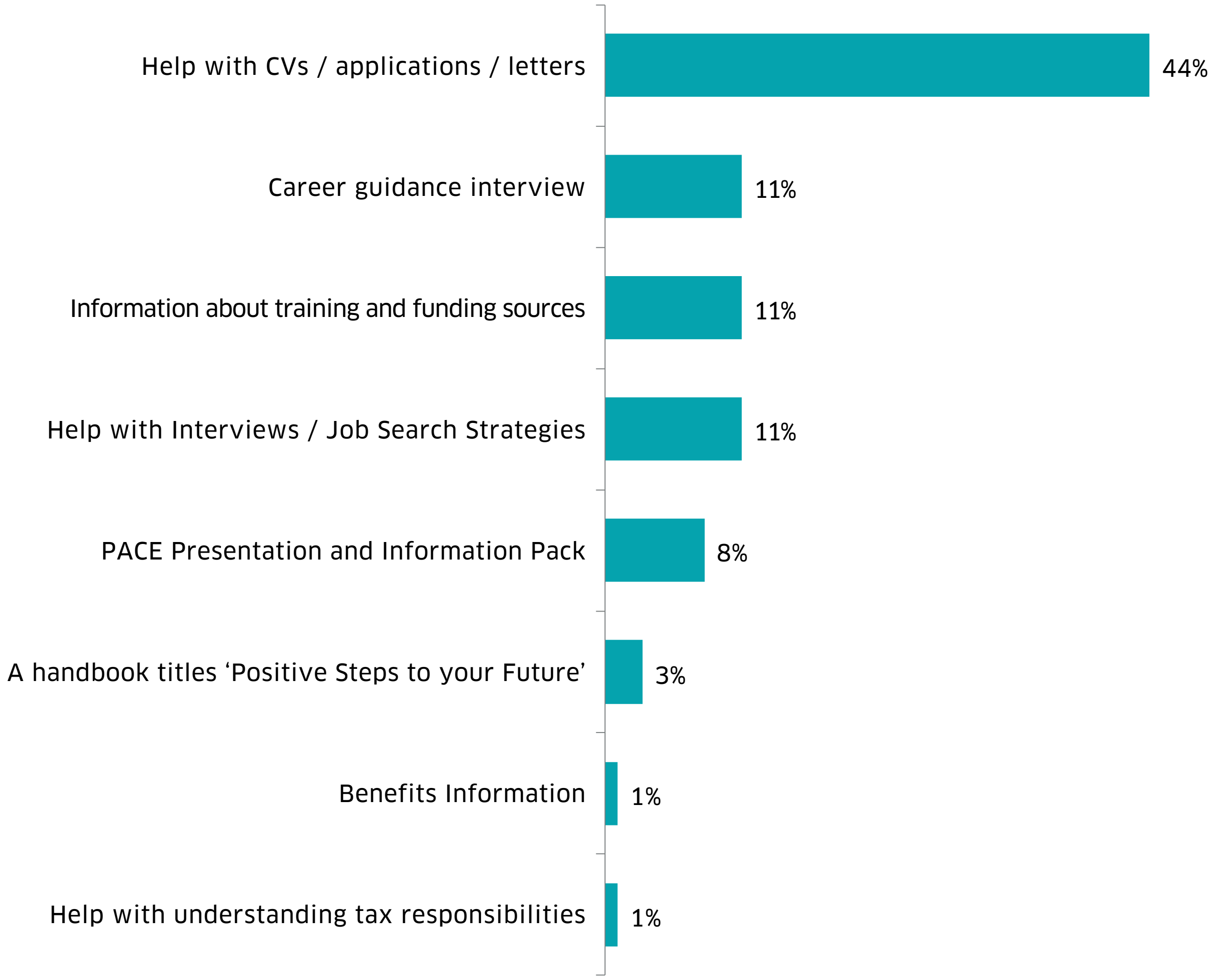
**Figure 5.4 The perceived helpfulness of PACE on the move back into employment**




Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy: 2022 (203)

5.18 Clients who felt that PACE had helped at least a little in returning to employment were asked to report which aspect of the service they believed had helped them the most. As shown in Figure 5.5, the standout service mentioned was help with CVs, job applications, or letters (44%) – this service was also the most helpful for clients in the 2020 study, when a third (33%) said it was such. Around one in ten found the career guidance interview; information about training and funding sources; or help with interviews / job search strategies to have been the most helpful service (each mentioned by 11%).

**Figure 5.5 The PACE service considered to be the most helpful in assisting the move back into employment**




Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy and felt that PACE had helped them to do this: 2022 (91)

## Current employment status

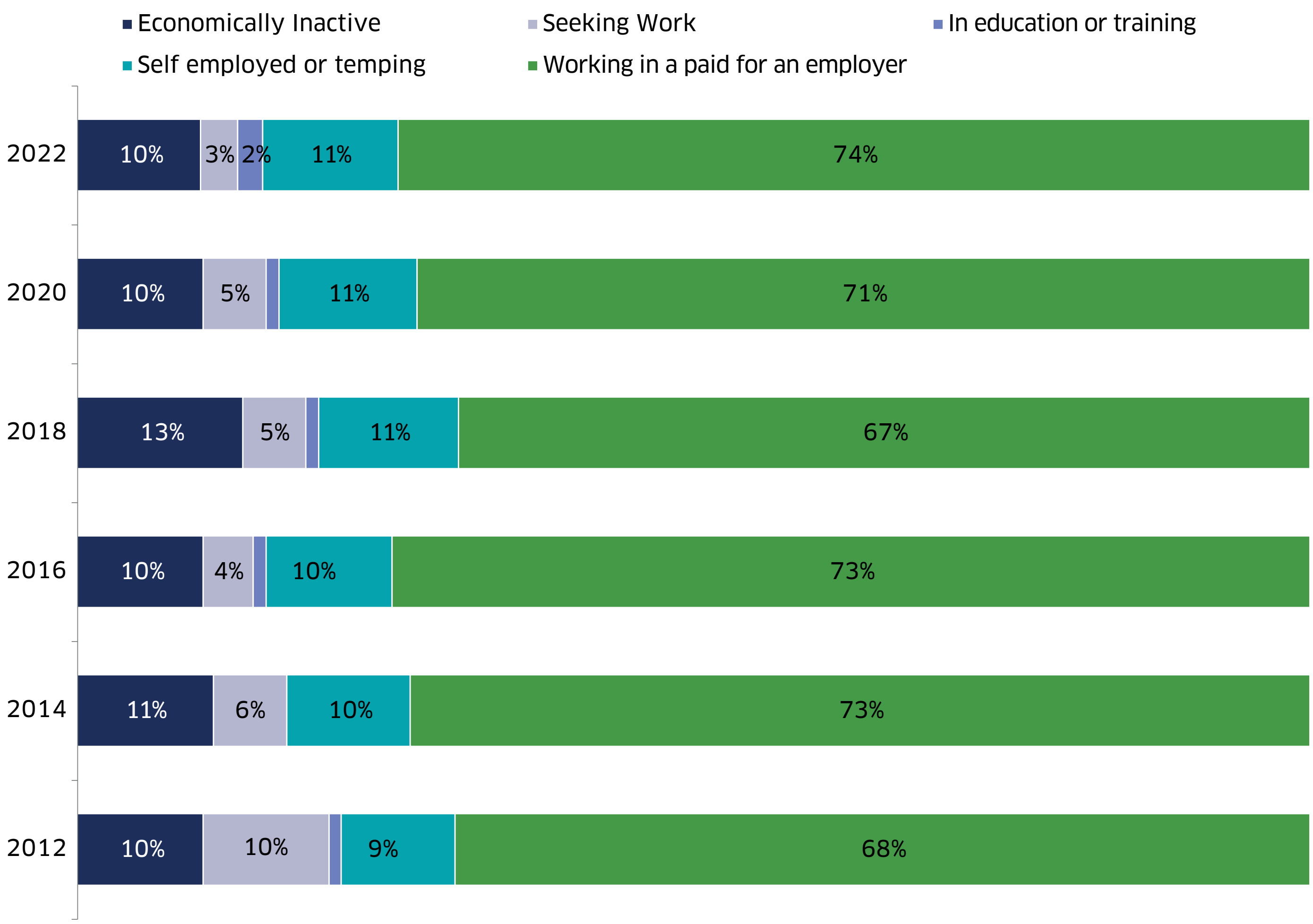
5.19 This section of the report explores what clients were doing at the time of the longitudinal interview, a minimum of two years on from accessing PACE services.

5.20 Three in five clients (60%) said that they were working full-time for an employer, while 14% were working part-time; this is consistent with 2020 (59% and 12%, respectively). A more detailed breakdown of these figures is provided in Appendix B.

5.21 Figure 5.6 combines work outcomes into more general categories. This shows that three quarters (74%) of clients were working in a paid job for an employer, 11% were self-employed or temping, three per cent were actively seeking work and 10% were 'economically inactive' (i.e. retired or not working due to a long-term health condition or disability). These proportions are consistent with previous years.

5.22 Older clients were less likely to be working in a paid job for an employer than their younger counterparts. Three in five (62%) of those 50 or older were working for an employer, compared to just under nine in ten (87%) of those under 40.

**Figure 5.6 Summary of main activity at point of survey – comparison of 2022, 2020, 2018, 2016, 2014 and 2012 longitudinal surveys**




Base: All longitudinal survey clients: 2022 (242), 2020 (300), 2018 (307), 2016 (285), 2014 (194), 2012 (268)

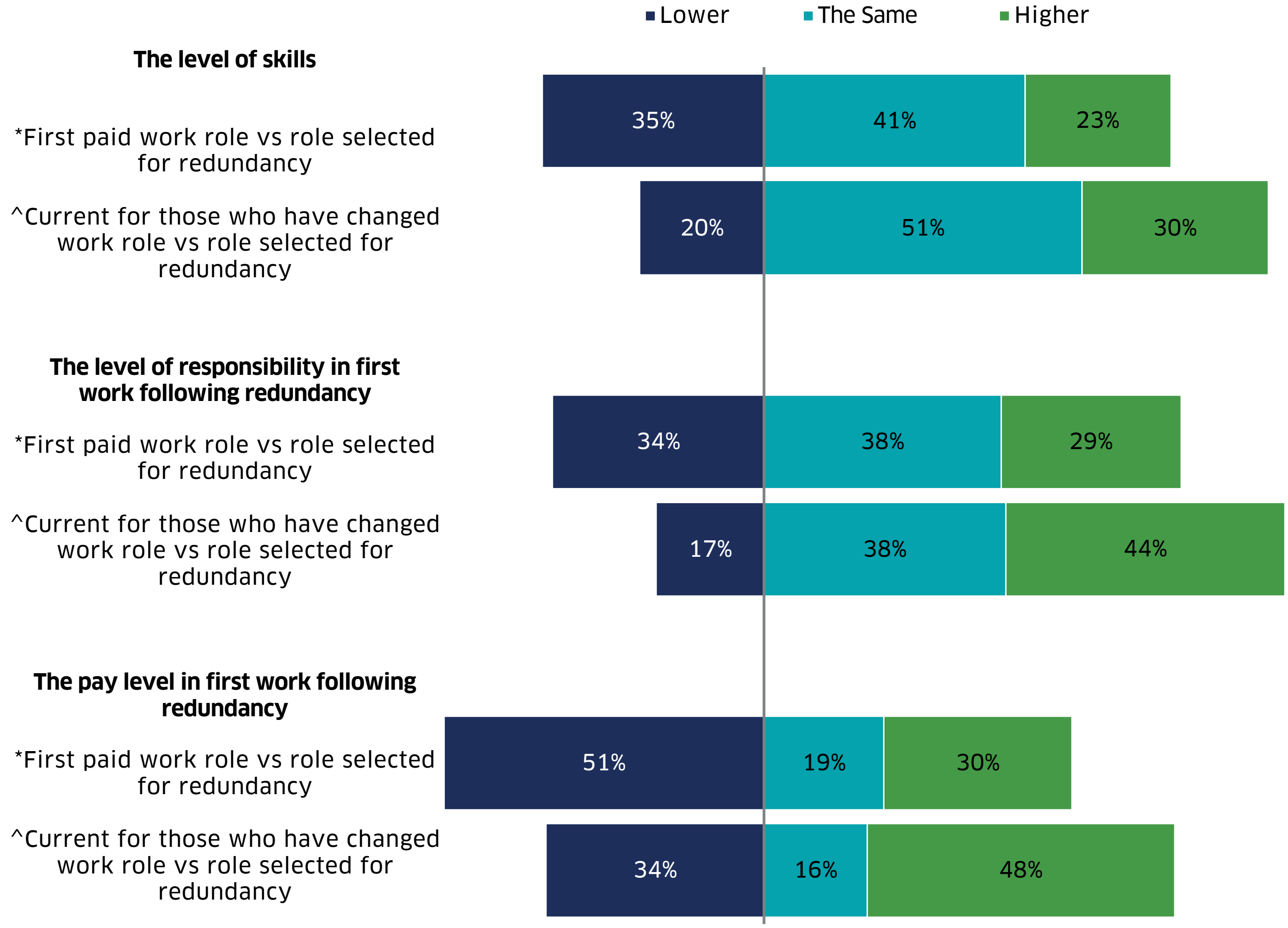
## The incidence of sustained employment

5.23 The longitudinal survey allows for analysis of the extent to which clients secured sustained employment over the period since they were made redundant (or had maintained self-employment).

5.24 Three in ten (30%) clients gained work with an employer and were still working in the same organisation and job role that they had secured initially post-redundancy, while one in ten (9%) were still working for the same employer but had changed roles. Of the 13 clients interviewed who were solely in self-employment following redundancy, all were still working for themselves at the time of the longitudinal survey.

5.25 Figure 5.7 shows the characteristics of the job roles of clients interviewed for the 2022 longitudinal survey. Mirroring results from the 2020 survey, while the first job secured following redundancy tended to require lower level of skills, responsibilities and/or pay, these aspects tended to improve in the longer term, after moving into another role. This suggests some clients may have initially taken a job requiring a lower level of skills, responsibilities and/or pay as a stopgap measure, prior to finding a more suitable role.

**Figure 5.7 Change in level of skill requirement, responsibility and pay between i) the position selected for redundancy and first work role; and ii) the position selected for redundancy and the current role**




Base * All longitudinal survey clients whose first role post-redundancy was paid work: 2022 (216)
Base ^ All longitudinal survey clients currently in a different paid work role from their initial role: 2022 (87)

## Engagement with learning, training and development post-redundancy

5.26 Only two per cent of clients interviewed for the 2022 longitudinal survey were in full-time or part-time education at the time of the survey. However, three in ten clients (30%) had undertaken some form of education or training since being made redundant. This represents a decrease from 2020 levels (39%), returning to a similar level reported in 2018 (33%).

5.27 Of those who had undertaken education or training at any point since redundancy, seven in ten (69%) had done this on a part-time basis and most (71%) said their training was a longer course lasting a week or more.

5.28 Just under eight in ten (79%) of those that took part in education or training gained or were working towards qualifications. This included over 22% that were undertaking job specific qualifications, 17% Scottish Highers or equivalent level qualifications, and 13% degree-level or equivalent qualifications.

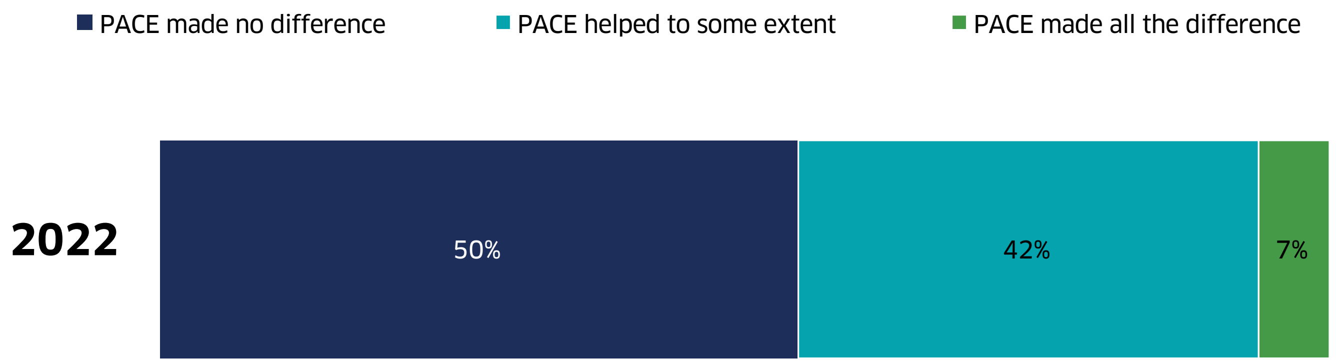
5.29 When asked whether their training or development was reskilling or upskilling, over half (53%) described it as upskilling (i.e. gaining skills at a higher level), a third described it as reskilling (i.e. gaining different skills), and one in ten (10%) said it was neither.

5.30 In terms of the influence of PACE services, the proportion reporting that PACE helped them move into this education or training was lower than in 2020 or 2018. A quarter (26%) of clients in 2022 described PACE as helping them move into education or training, compared to three in ten in 2020 (30%) and 2018 (31%).

## The influence of PACE on client motivation and confidence

5.31 All clients taking part in the longitudinal survey were asked to consider the extent to which PACE had helped them in their life and career post-redundancy. As Figure 5.8 shows, clients were evenly split between feeling PACE had helped them in this respect and feeling it made no difference (49% and 50% respectively).

**Figure 5.8 The perceived helpfulness of PACE in life and career post-redundancy**

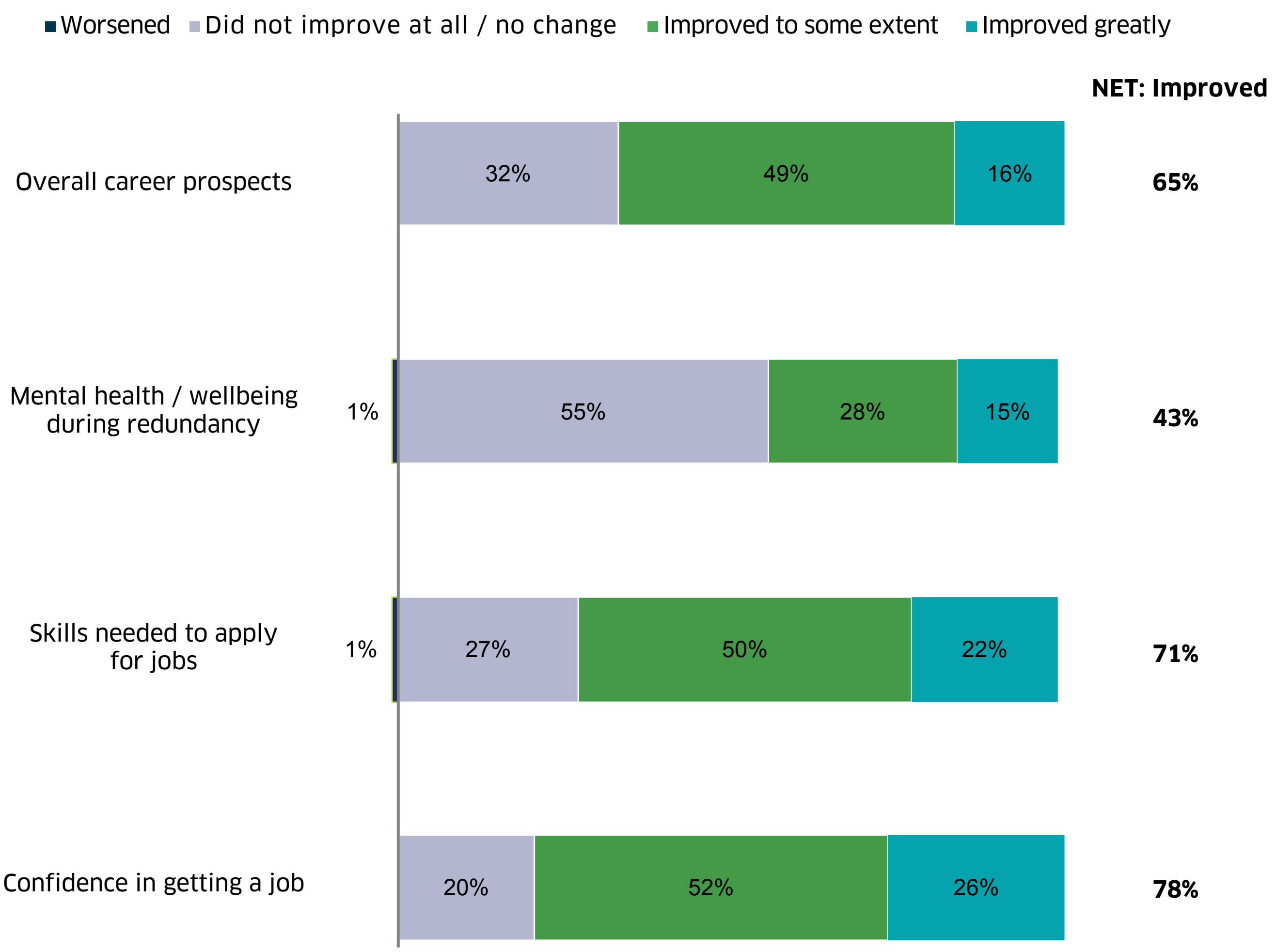



Base: All longitudinal survey clients 2022 (242)

5.32 Among those that felt PACE had helped with their life and career since redundancy, the aspects considered most helpful were the help they had received with writing CVs and job applications (33%), information about training and funding sources and help with interviews / job search strategies (12%). These are broadly consistent with responses in previous surveys.

5.33 To further explore how PACE services have helped clients in their post-redundancy life, clients were asked to rate the extent to which PACE had helped them with specific aspects of their post-redundancy life. As shown in Figure 5.9: just under eight in ten (78%) felt that PACE had improved their confidence in getting a job; seven in ten (71%) thought it had improved the skills needed to apply for jobs; two thirds (65%) felt that it had improved their overall career prospects; and more than two in five (43%) felt PACE had improved their mental health / wellbeing during redundancy.

**Figure 5.9 The influence of PACE on skills, confidence, mental health / wellbeing and career prospects**




Base: All longitudinal survey clients who feel that PACE has helped them in their life and career post redundancy 2022 (119)

## Satisfaction with PACE services

5.34 As a way of gauging client satisfaction two years on from the previous survey, clients were asked whether they would recommend PACE services to others going through redundancy and the extent to which PACE met their expectations.

5.35 Three quarters (76%) of clients were likely to recommend PACE services to others, including just under half (45%) that were very likely to do so (compared with 31% quite likely). Just over one in five (22%) were unlikely to recommend PACE, including one in ten (10%) not at all likely to do so.

5.36 Those who used the PACE presentation and information pack as well as other PACE services were more likely to recommend PACE services to others than those who had not used the presentation pack but used other services (91% compared to 76%, respectively).

5.37 Clients whose highest level of qualification was at degree level or equivalent were more *unlikely* to recommend PACE services than on average (33% compared to 22%, respectively).[7]

5.38 Overall, a third (34%) of clients who said PACE helped in their career or life since redundancy felt that PACE had exceeded their expectations of a redundancy service, while around three in five (58%) reported that it had matched their expectations. This is broadly similar to 2020, when just over a third (36%) said it exceeded their expectations and half (50%) said it matched them.

7 Highest level qualification data are from client responses to the new survey in 2020.

# 6 Conclusions

6.1 Despite the impact of the COVID-19 pandemic, the 2022 survey findings continue a number of the trends seen in previous years, with client experiences of PACE remaining very positive overall. PACE continues to support a large majority of clients back into work after their redundancy, often to a similar or better role.

## Service delivery

6.2 As a result of the COVID-19 pandemic there was a significant change in the format of service delivery, with the majority of clients receiving services online or over the phone, which, in previous years, would have been delivered face-to-face. Despite this change in delivery, and the additional challenges in the employment market as a result of the pandemic, client satisfaction with services remained unchanged from the 2020 survey. Indeed, there was an increase compared to 2022 in the proportion of clients who felt that they received services at the right time[8]. This demonstrates that PACE services can be delivered effectively remotely.

6.3 Results do not suggest that delivery of PACE services should move entirely online and it is important to note that around half of clients indicated they would prefer a return to face-to-face service delivery. However, there are a significant proportion of clients, particularly those in younger age brackets, who are happy to continue accessing services online or by phone. In addition to this, around half of clients would prefer to access certain services such as information about training, funding and benefits online or over the phone. As a result of this, a blended approach to service delivery should be considered in the future. If a return to face-to-face delivery cannot be supported across the board, key services that clients feel would benefit from face-to-face delivery are those around individual (and potentially more sensitive) support such as like mental health support and money advice services.

6.4 The most commonly accessed resources continue to be information about training and funding sources, the PACE presentation and information pack and help with CVs, applications and letters. However, there was a fall in the reported usefulness of help with CVs, applications and letters in comparison to 2020. There was also a reduction in the reported usefulness of help with job searches. Given the perceived usefulness of these services is likely to be directly related to whether or not clients were able to promptly secure a new job, these reductions may reflect recent challenges in the job market, rather than a change in the quality of the services. It is important to monitor this, and to see if the perceived usefulness of these services increases as the job market recovers from the impact of the pandemic. If the perceived usefulness of these services remains low, future research may wish to investigate further how they can be improved.

6.5 Although the most commonly used services mirrored previous years, the proportion of clients accessing some of these services had fallen since 2020. Most notably, there was a dramatic drop in the proportion of clients accessing the PACE

8 The proportion of clients who felt services were received too late has been steadily reducing year-on-year since 2014.

presentation and information pack, compared with 2020. This may be a result of a number of contributory factors, including the move to online delivery modes (which may have made the presentation less appealing), and an active decision by SDS to move focus away from this particular service. Given the drop in the proportions using of a wide range of services, this may be indicative of a need to better promote the support available, particularly if delivered remotely.

6.6 Webinars and pre-recorded content were a newly introduced service in 2021. Clients who had engaged with these services reported very high levels of satisfaction. Again, this suggests that a blended approach should be considered in the future, and that these webinars should remain even if service delivery returns to be predominantly face-to-face. It is noteworthy that around half of clients surveyed were unaware these webinars existed. Given they have been received so well, there is clear benefit to future promoting these as an available resource.

## Employment outcomes

6.7 A large majority of clients have positive employment outcomes after taking up support from PACE services. The proportion of participants who had secured work before or after their redundancy in the 2022 survey had increased compared to the 2020 and 2018 surveys. However, possibly due to the immediate impacts of the COVID-19 pandemic, it took longer for clients to secure work than it had done previously, with fewer being able to secure work within six months. Only a minority were able to secure work prior to their redundancy. As previously mentioned, few felt that they received PACE services too late, and around half of clients felt that PACE had helped them to at least some extent in securing employment (in line with 2020). These measures indicate that the delay in finding work may be as a result of challenges in the job market, rather than an issue with timing of PACE services.

6.8 Employment outcomes (both short- and longer-term) were most positive among younger clients, with these respondents being more likely to secure full-time, permanent work. Younger clients were also more likely to secure jobs requiring a higher level of skills and responsibility, and with higher pay, compared to older respondents. This confirms findings in previous years, which have shown younger workers tend to have more positive prospects for labour market re-entry compared to older workers, and suggests there continues to be space to improve employment outcomes for older clients.

6.9 While overall the was an increase in the proportion of clients undertaking training or personal development outside of PACE since their redundancy compared to 2020, older clients remained less likely to have done so. Encouraging and supporting older clients to access training and development, potentially with tailored messaging and resources, could be one way to improve employment outcomes for this group.

6.10 Whilst levels of satisfaction with PACE services remains high, and services continue to have tangible positive impacts on employment outcomes, it cannot be overlooked that just over half of longitudinal survey clients indicated that PACE made no difference in moving back into employment. This indicates there is still room to improve services directly related to securing new work, and to further promote the services that are already available in this area.

## Key recommendations

- PACE Partners should continue to monitor through future surveys how quickly clients are able to secure work as the economy recovers, and consider any steps that could be taken to address barriers to clients securing work more quickly. In particular, they should establish what more could be done to support older customers.
- PACE Partners should continue to raise general awareness of PACE services to further improve service take-up. In particular, SDS will look at how to widen awareness of the new webinars.
- To improve satisfaction levels, it is important that PACE Partners establish which formats of delivery clients prefer and allow them to access services via their preferred channels of contact. The majority still prefer face-to-face, however some key groups (including young people) prefer alternative forms of delivery.
- PACE Partners should consider how best to reverse the drop in satisfaction with the PACE presentation in 2022. This is an important consideration given that this is likely to be the client's first point of contact with the PACE suite of resources. Partners should consult employers to establish the most effective channels for delivering this service to employees.
- PACE Partners should continue to explore how PACE support can reach individuals from under-represented groups.

# Appendix A: Methodology

6.11 The 2022 Client Experience research incorporated two strands:

- A telephone survey of 852 new clients who have accessed PACE services since January 2020; and
- A follow-up survey of 242 individuals who took part in the previous wave of research in March 2020 (after accessing PACE services in the period January 2018 to January 2020).

6.12 All interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in February and March 2022.

6.13 The outline methodology for each of these strands is described below with further details on the profile of people interviewed in each strand.

## New client survey

6.14 The 2022 questionnaire largely maintained continuity with the previous versions. Some changes were made to the questionnaire, primarily to capture the impact of COVID-19 on access to, and satisfaction with services.

6.15 The main additions were questions covering:

- Awareness of PACE online and telephone services prior to accessing PACE services,
- The format of PACE services received (whether in person, online or telephone), and the client's preferred format for services,
- Whether PACE online webinars or other pre-recorded content had been accessed and, if so, whether clients were satisfied with this content,
- Whether the client believed their redundancy was related to the COVID-19 pandemic,
- Whether any career changes (if applicable) were influenced by the COVID-19 pandemic; and
- Further detail on post-redundancy qualifications gained.

6.16 Past questions capturing whether participants had used support from other private sector companies, the location of training undertaken, whether training was full- or part-time, and the impact of PACE on elements such as motivation and interviewing skills were removed due to being less relevant to the research objectives and ensuring survey length met project guidelines.

6.17 Respondents from the survey came from a database of 4,231 PACE clients who were listed as having received PACE services in the period since January 2020. Contact was attempted with all of these individuals to invite them to take part in a telephone interview. No quotas were applied to control the profile of respondents, as the priority was to conduct a census of the available contacts.

6.18 A screener was applied which excluded from the survey anybody who had not left the job which was selected for redundancy. This was found to be the case in three per cent of the starting sample. Further details on the breakdown of call outcomes can be seen in Table 6.1.

6.19 Interviews were completed with a total of 852 PACE clients, representing 60% of cases where contact was made with the named respondent. The survey lasted an average of just under 21 minutes.

### Table 6.1 Sample outcomes – 2022 new client survey

| Sample outcome | n | Proportion of starting sample | Proportion of cases where contact made with eligible respondent |
|---|---|---|---|
| Base | (4,231) | (4,231) | (1,496) |
| **Ineligible or unavailable** | | | |
| Could not recall any PACE service | 532 | 13% | n/a |
| Still in job selected for redundancy | 148 | 3% | n/a |
| Not heard of PACE and not made redundant | 32 | 1% | n/a |
| Eligible person not contactable on supplied number(s) during fieldwork period | 2,022 | 48% | n/a |
| **Refusals** | | | |
| Refused to participate | 397 | 9% | 27% |
| Not available in fieldwork period | 247 | 6% | 17% |
| **Completed** | | | |
| Completed interview | 852 | 20% | 57% |

## Profile of new PACE clients surveyed

6.20 Table 6.2 presents the demographic profile of clients taking part in the 2022 new client survey, both weighted and unweighted, and draws comparisons to the demographic profiles of new clients in the previous survey in 2020. The 2022 new client respondents accessed PACE services from January 2020 onwards.

6.21 The unweighted and weighted profiles in 2022 are broadly similar to the unweighted profile in 2020: the majority of clients were male, older and identified themselves as White British. However, as shown in Table 6.2, there are some slight profile differences, namely in gender, socio-economic class and age. These have been taken into account when comparisons are drawn between new client findings over time, and the report commentary highlights where significant differences occur between these sub-groups.

6.22 New to the 2022 survey, clients were also asked if they felt their redundancy was related to the COVID-19 pandemic. The majority (62%) felt it was, 37% felt it was not and 2% were unsure.

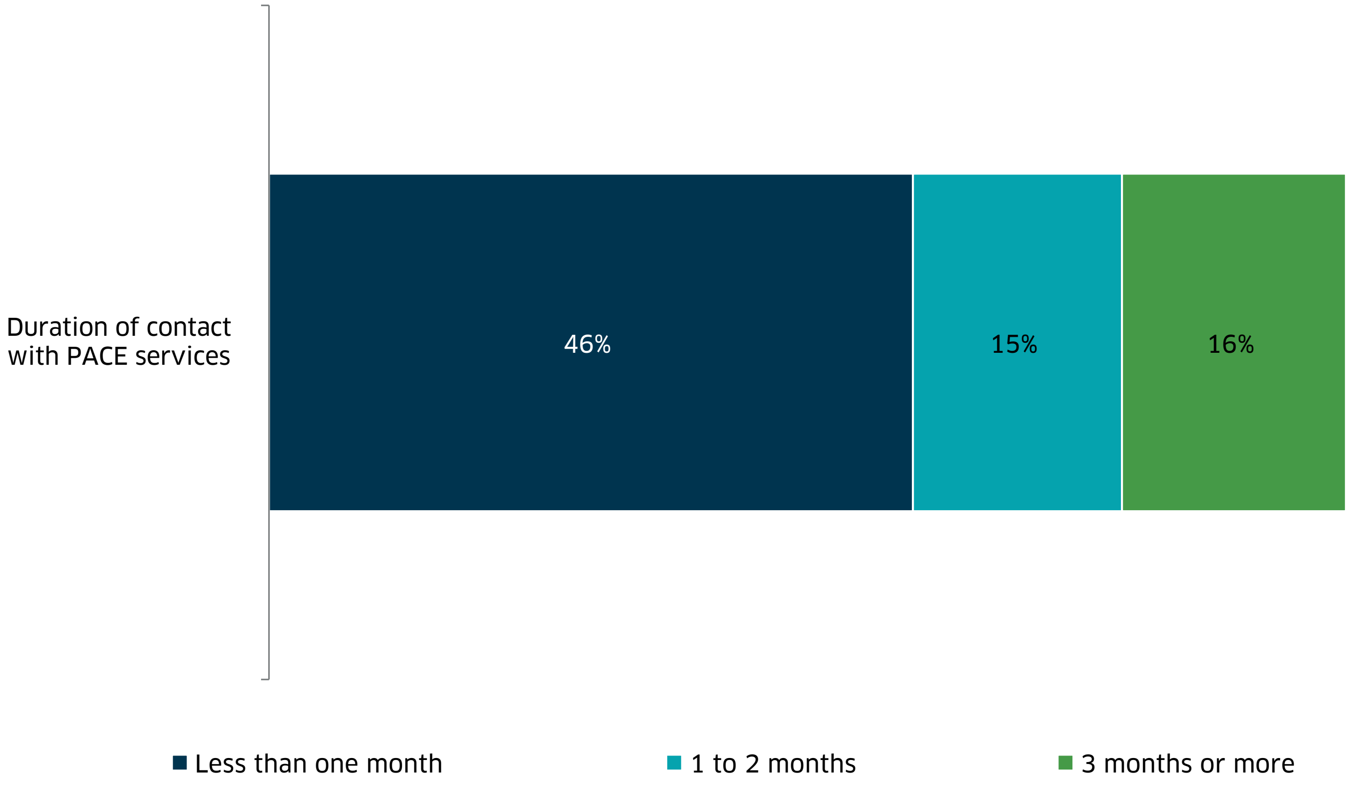
### Table 6.2 Demographic profile of respondents for the 2020 and 2022 new client surveys

| | All 2020 survey respondents (unweighted) | All 2022 survey respondents (unweighted) | All 2022 survey respondents (weighted) |
|---|---|---|---|
| Base | (736) | (852) | (852) |
| | % | % | % |
| **Gender** | | | |
| Male | 64 | 68 | 64 |
| Female | 34 | 30 | 30 |
| Prefer not to say / to self-describe | 2 | 2 | 6 |
| **Age** | | | |
| 30 or under | 18 | 10 | 14 |
| 31-39 | 15 | 15 | 19 |
| 40 to 49 | 22 | 26 | 24 |
| 50 plus | 43 | 46 | 38 |
| Refused | 2 | - | - |
| **Ethnicity** | | | |
| White British | 91 | 89 | 86 |
| Other ethnicity | 6 | 8 | 8 |
| Prefer not to say | 3 | 2 | 6 |
| **Socio-economic group** | | | |
| A/B | 8 | 12 | 12 |
| C1 | 31 | 36 | 35 |
| C2 | 23 | 27 | 26 |
| D/E | 30 | 16 | 15 |
| Unknown / refused | 8 | 9 | 12 |
| **Has disability** | | | |
| Yes* | 7 | 9 | 9 |
| No | 91 | 89 | 87 |
| Refused | 2 | 2 | 4 |
| **Served in UK Armed Forces** | | | |
| Yes | 5 | 7 | 6 |
| No | 93 | 91 | 89 |
| Refused | 2 | 2 | 5 |
| **Whether redundancy was related to the COVID-19 pandemic** | | | |
| Yes | Not asked in the 2020 survey | 61 | 62 |
| No | | 38 | 37 |
| Don't know | | 2 | 2 |

*Question text was as follows: Do you have any long-term physical or mental impairment which limits your daily activities or the work you can do?
Note that figures may not sum to 100% due to rounding

6.23 Figure 6.1 shows the duration of contact clients had with the PACE service. Almost half (46%) of clients interacted with PACE services for less than one month, while a further 15% used the services for between one and two months, and 16% used it for three months or more. A small proportion (3%) were still receiving support at the time of survey.

**Figure 6.1 Duration of contact with the PACE initiative**




Base: All clients (582)

Note that 19% of clients did not know the date they first and last accessed PACE services and 3% were still accessng support therefore totals do not sum to 100%

## Weighting approach

6.24 In a change from previous iterations of the survey, in order to ensure the representativeness of survey findings, weighting was applied to the new survey data in 2022.

6.25 The weights were informed by the profile of the underlying population of PACE clients accessing services between January 2020 and January 2022, in terms of gender, age and whether services were accessed before or after the first COVID-19 lockdown (March 2020).

6.26 Data on the underlying population was sourced from PACE client database and is presented in Table 6.3.

**Table 6.3 Profile of the underlying population of PACE clients accessing services between January 2020 and January 2022**

| | Population count (n) | Proportion of total population (%) |
|---|---|---|
| Base | (4,261) | |
| | % | % |
| **Gender** | | |
| Male | 2705 | 63.9 |
| Female | 1289 | 30.5 |
| Unknown | 237 | 5.6 |
| **Age** | | |
| 30 or under | 619 | 14.6 |
| 31-39 | 863 | 20.4 |
| 40 to 49 | 1071 | 25.3 |
| 50 plus | 1672 | 39.5 |
| Unknown | 6 | 0.1 |
| **Pre- or post-lockdown** | | |
| Pre-lockdown | 516 | 12.2 |
| Post-lockdown | 3715 | 87.8 |
| No | 82% | 99% |

## Longitudinal survey

6.27 The longitudinal strand of the research followed up with the 458 PACE clients who had taken part in the 'new client' survey in 2020 and had agreed to be contacted for further research. A census approach was attempted leading to a total of 242 interviews completed. This is equivalent to interviews being undertaken with 82% of cases where contact was made with an eligible respondent. Details of the outcomes for the whole starting sample are shown in Table 6.4.

**Table 6.4 Sample outcomes – 2020 longitudinal survey**

| | n | Proportion of starting sample | Proportion of cases where contact made with eligible respondent |
|---|---|---|---|
| Base | (458) | (458) | (294) |
| | | % | % |
| **Ineligible or unavailable** | | | |
| Could not recall PACE service | 7 | 2% | n/a |
| Person not contactable on supplied number(s) during fieldwork period * | 157 | 34% | n/a |
| **Refusals** | | | |
| Refused to participate | 50 | 11% | 17% |
| Not available in fieldwork period | 2 | <1% | 1% |
| **Completed** | | | |
| Completed interview | 242 | 53% | 82% |

* In most cases this relates to circumstances where there was no answer on the supplied telephone number even after 13 attempts. In others, it was clear that the named respondent was no longer available on that number

6.28 The questionnaire for the 2022 longitudinal survey matched those used in previous iterations of the survey, collecting information on a range of labour market outcomes including:

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

6.29 A small number of questions were added to the 2022 survey, namely to capture whether respondents had been furloughed in the last two years and to capture more detail about qualifications and training undertaken.

## Profile of PACE longitudinal clients surveyed

6.30 The longitudinal survey followed up with individuals who took part in the 2020 survey. Table 6.5 shows the profile by key factors for:

- All clients who were successfully followed up in the 2020 longitudinal survey (300 clients),
- All clients who were successfully followed up in the 2022 longitudinal survey (242 clients).

6.31 The profiles of the two samples are broadly similar, however in 2022 there was an increase in the proportion of female respondents. There was also a change in the social economic groups, with a reduction in the proportion of respondents in SEG A/B and C1, and an increase in the proportion of respondents in SEG C2 and D/E. There was also an increase in the proportion of respondents under the age of 40.

**Table 6.5 Demographic profile of respondents – comparison of 2020 longitudinal survey and 2022 longitudinal survey**

| | All 2020 longitudinal survey respondents | All 2022 longitudinal survey respondents |
|---|---|---|
| Base | 300 | 242 |
| | % | % |
| **Gender** | | |
| Male | 73 | 69 |
| Female | 27 | 31 |
| **Age** | | |
| Under 40 | 21 | 29 |
| 40 to 49 | 27 | 25 |
| 50 plus | 50 | 46 |
| Refused | 2 | - |
| **Ethnicity** | | |
| White British | 91 | 94 |
| Not White British | 7 | 5 |
| Prefer not to say | 2 | 1 |
| **Social Economic Group** | | |
| A/B | 16 | 9 |
| C1 | 41 | 33 |
| C2 | 18 | 24 |
| D/E | 19 | 31 |
| Unknown / refused | 7 | 4 |
| **Has disability** | | |
| Yes* | 10 | 7 |
| No | 89 | 91 |
| Refused | 1 | 2 |

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

Note that figures may not sum to 100% due to rounding

# Appendix B: Supplementary time series data

### Tables B1.1-1.3 Time Series for Services Satisfaction (2010-2022)

### Satisfaction with delivery of career guidance and employability (Table 1 of 3)

| | Base | Not at all satisfied (%) | Not very satisfied (%) | Quite satisfied (%) | Very satisfied (%) | SUMMARY: satisfied, either 'fairly' or 'very' (%) |
|---|---|---|---|---|---|---|
| **PACE Presentation** | | | | | | |
| 2022 | 423 | 6 | 7 | 45 | 40 | **85** |
| 2020 | 596 | 5 | 5 | 37 | 53 | **89** |
| 2018 | 801 | 4 | 9 | 42 | 44 | **86** |
| 2016 | 774 | 4 | 9 | 40 | 45 | **86** |
| 2014 | 716 | 5 | 9 | 42 | 43 | **85** |
| 2012 | 421 | 3 | 4 | 40 | 53 | **93** |
| 2010 | 362 | 2 | 5 | 43 | 50 | **93** |
| **Help with CVs, applications and letters** | | | | | | |
| 2022 | 362 | 3 | 7 | 36 | 53 | **89** |
| 2020 | 408 | 2 | 6 | 28 | 63 | **90** |
| 2018 | 545 | 5 | 9 | 33 | 53 | **86** |
| 2016 | 506 | 4 | 8 | 32 | 55 | **87** |
| 2014 | 422 | 3 | 7 | 27 | 60 | **87** |
| 2012 | 294 | 1 | 6 | 29 | 63 | **92** |
| 2010 | 243 | 2 | 5 | 33 | 59 | **92** |
| **Help with interviews and job search strategies** | | | | | | |
| 2022 | 274 | 3 | 7 | 37 | 50 | **87** |
| 2020 | 316 | 2 | 6 | 30 | 60 | **90** |
| 2018 | 407 | 4 | 10 | 33 | 51 | **84** |
| 2016 | 401 | 2 | 11 | 33 | 51 | **84** |
| 2014 | 297 | 4 | 9 | 31 | 55 | **87** |
| 2012 | 247 | 1 | 7 | 36 | 55 | **91** |
| 2010 | 216 | 1 | 7 | 37 | 54 | **91** |
| **Career guidance interview** | | | | | | |
| 2022 | 316 | 7 | 8 | 33 | 49 | **83** |
| 2020 | 339 | 4 | 6 | 38 | 50 | **88** |
| 2018 | 457 | 5 | 9 | 36 | 48 | **84** |
| 2016 | 410 | 5 | 9 | 36 | 48 | **84** |
| 2014 | 420 | 5 | 8 | 38 | 46 | **84** |
| 2012 | 254 | 2 | 6 | 40 | 51 | **91** |
| 2010 | 262 | 3 | 5 | 48 | 42 | **90** |

Base sizes refer to all clients using each service

Note: summary scores may not always equate to sum of individuals scores due to rounding

## Satisfaction with delivery of career guidance and employability (Table 2 of 3)

| | Base | Not at all satisfied (%) | Not very satisfied (%) | Quite satisfied (%) | Very satisfied (%) | SUMMARY: satisfied, either 'fairly' or 'very' (%) |
|---|---|---|---|---|---|---|
| **Benefits Information** | | | | | | |
| 2022 | 336 | 3 | 7 | 44 | 43 | **87** |
| 2020 | 400 | 4 | 7 | 42 | 46 | **88** |
| 2018 | 493 | 3 | 11 | 43 | 41 | **84** |
| 2016 | 514 | 5 | 10 | 40 | 44 | **84** |
| 2014 | 516 | 5 | 11 | 42 | 41 | **83** |
| 2012 | 311 | 3 | 6 | 45 | 45 | **90** |
| 2010 | 274 | 3 | 8 | 45 | 42 | **87** |
| **Advice on Business Start-Up** | | | | | | |
| 2022 | 98 | 7 | 10 | 43 | 35 | **78** |
| 2020 | 156 | 8 | 6 | 37 | 46 | **83** |
| 2018 | 236 | 9 | 9 | 41 | 38 | **79** |
| 2016 | 193 | 8 | 12 | 33 | 42 | **75** |
| 2014 | 169 | 5 | 14 | 36 | 36 | **72** |
| 2012 | 132 | 11 | 8 | 37 | 42 | **79** |
| 2010 | 111 | 5 | 10 | 47 | 32 | **79** |
| **Information about funding / training sources** | | | | | | |
| 2022 | 526 | 6 | 10 | 40 | 43 | **83** |
| 2020 | 444 | 5 | 8 | 39 | 46 | **85** |
| 2018 | 674 | 6 | 12 | 40 | 41 | **81** |
| 2016 | 540 | 4 | 12 | 35 | 47 | **83** |
| 2014 | 511 | 7 | 12 | 39 | 41 | **79** |
| 2012 | 287 | 2 | 10 | 44 | 41 | **85** |
| 2010 | 275 | 3 | 10 | 46 | 39 | **85** |
| **Money Advice Service** | | | | | | |
| 2022 | 142 | 2 | 6 | 40 | 49 | **89** |
| 2020 | 180 | 4 | 6 | 36 | 53 | **89** |
| 2018 | 235 | 5 | 10 | 41 | 40 | **81** |
| 2016 | 257 | 7 | 7 | 37 | 47 | **84** |
| 2014 | 210 | 3 | 10 | 39 | 43 | **82** |
| 2012 | 151 | 6 | 5 | 37 | 51 | **88** |
| 2010 | 78 | 9 | 3 | 45 | 40 | **85** |

Base sizes refer to all clients using each service

Note: summary scores may not always equate to sum of individuals scores due to rounding

### Satisfaction with delivery of career guidance and employability (Table 3 of 3)

| | Base | Not at all satisfied (%) | Not very satisfied (%) | Quite satisfied (%) | Very satisfied (%) | SUMMARY: satisfied, either 'fairly' or 'very' (%) |
|---|---|---|---|---|---|---|
| **Help with reading, writing and numbers** | | | | | | |
| 2022 | 35 | 8 | 2 | 42 | 48 | **90** |
| 2020 | 51 | 14 | 6 | 33 | 41 | **74** |
| 2018 | 52 | 10 | 8 | 37 | 42 | **79** |
| 2016 | 58 | 7 | 2 | 41 | 40 | **81** |
| **Mental health / wellbeing support*** | | | | | | |
| 2022 | 87 | 4 | 4 | 40 | 50 | **90** |
| 2020 | 132 | 5 | 5 | 42 | 48 | **90** |
| 2018 | 124 | 5 | 6 | 36 | 52 | **88** |
| 2016 | 138 | 3 | 10 | 34 | 48 | **82** |
| **Help understanding tax responsibilities** | | | | | | |
| 2022 | 50 | 3 | 3 | 39 | 53 | **92** |
| 2020 | 104 | 8 | 7 | 38 | 44 | **82** |
| 2018 | 132 | 6 | 4 | 42 | 48 | **89** |
| 2016 | 132 | 4 | 6 | 42 | 48 | **89** |
| **Handbook titled 'Positive Steps to your Future'** | | | | | | |
| 2022 | 164 | 4 | 7 | 47 | 39 | **85** |
| 2020 | 316 | 4 | 5 | 37 | 51 | **88** |
| 2018 | 326 | 4 | 7 | 41 | 47 | **88** |
| **Help with Pensions from PensionWise** | | | | | | |
| 2022 | 115 | 4 | 10 | 47 | 39 | **85** |
| 2020 | 165 | 4 | 5 | 36 | 44 | **81** |

Base sizes refer to all clients using each service

Note: summary scores may not always equate to sum of individuals scores due to rounding

*Code wording changed from 'Help to cope with redundancy related stress' in 2020 to 'Mental health/ wellbeing support' in 2022

## Tables B2.1-2.3 Time Series for Relevance of Materials (2010-2022)

### Relevance of career guidance and employability services (Table 1 of 3)

| | Base | Not at all satisfied (%) | Not very satisfied (%) | Quite satisfied (%) | Very satisfied (%) | SUMMARY: satisfied, either 'fairly' or 'very' (%) |
|---|---|---|---|---|---|---|
| **PACE Presentation** | | | | | | |
| 2022 | 423 | 8 | 12 | 49 | 29 | **78** |
| 2020 | 596 | 6 | 11 | 40 | 41 | **81** |
| 2018 | 801 | 6 | 13 | 45 | 35 | **80** |
| 2016 | 774 | 8 | 11 | 43 | 37 | **81** |
| 2014 | 716 | 8 | 13 | 43 | 36 | **78** |
| 2012 | 421 | 5 | 9 | 44 | 41 | **85** |
| 2010 | 362 | 2 | 8 | 46 | 43 | **89** |
| **Help with CVs, applications and letters** | | | | | | |
| 2022 | 362 | 5 | 9 | 33 | 52 | **85** |
| 2020 | 408 | 5 | 6 | 26 | 62 | **88** |
| 2018 | 545 | 5 | 10 | 31 | 53 | **84** |
| 2016 | 506 | 7 | 9 | 29 | 55 | **83** |
| 2014 | 422 | 5 | 6 | 29 | 58 | **88** |
| 2012 | 294 | 4 | 6 | 30 | 60 | **90** |
| 2010 | 243 | 2 | 6 | 30 | 61 | **91** |
| **Help with interviews and job search strategies** | | | | | | |
| 2022 | 274 | 6 | 10 | 35 | 47 | **82** |
| 2020 | 316 | 4 | 7 | 27 | 59 | **86** |
| 2018 | 407 | 5 | 13 | 34 | 47 | **82** |
| 2016 | 401 | 5 | 10 | 34 | 49 | **83** |
| 2014 | 297 | 5 | 8 | 33 | 53 | **86** |
| 2012 | 247 | 7 | 5 | 34 | 55 | **89** |
| 2010 | 216 | 1 | 11 | 31 | 56 | **87** |
| **Career guidance interview** | | | | | | |
| 2022 | 316 | 7 | 16 | 37 | 40 | **76** |
| 2020 | 339 | 7 | 9 | 36 | 46 | **82** |
| 2018 | 457 | 8 | 13 | 38 | 41 | **79** |
| 2016 | 410 | 8 | 14 | 36 | 40 | **77** |
| 2014 | 420 | 8 | 12 | 35 | 43 | **78** |
| 2012 | 254 | 6 | 11 | 37 | 45 | **82** |
| 2010 | 262 | 4 | 12 | 48 | 35 | **83** |

Base sizes refer to all clients using each service

Note: summary scores may not always equate to sum of individuals scores due to rounding

## Relevance of career guidance and employability services (Table 2 of 3)

| | Base | Not at all satisfied (%) | Not very satisfied (%) | Quite satisfied (%) | Very satisfied (%) | SUMMARY: satisfied, either 'fairly' or 'very' (%) |
|---|---|---|---|---|---|---|
| **Benefits Information** | | | | | | |
| 2022 | 336 | 10 | 11 | 37 | 40 | **77** |
| 2020 | 400 | 7 | 10 | 37 | 45 | **82** |
| 2018 | 493 | 6 | 18 | 36 | 39 | **75** |
| 2016 | 514 | 10 | 15 | 36 | 39 | **75** |
| 2014 | 516 | 8 | 10 | 37 | 42 | **79** |
| 2012 | 311 | 5 | 13 | 33 | 49 | **82** |
| 2010 | 274 | 5 | 12 | 38 | 44 | **82** |
| **Advice on Business Start-Up** | | | | | | |
| 2022 | 98 | 11 | 20 | 40 | 28 | **68** |
| 2020 | 156 | 13 | 21 | 30 | 34 | **64** |
| 2018 | 236 | 13 | 21 | 31 | 33 | **64** |
| 2016 | 193 | 18 | 19 | 31 | 32 | **62** |
| 2014 | 169 | 13 | 23 | 33 | 28 | **61** |
| 2012 | 132 | 27 | 13 | 32 | 28 | **60** |
| 2010 | 111 | 14 | 24 | 37 | 22 | **59** |
| **Information about funding / training sources** | | | | | | |
| 2022 | 526 | 7 | 13 | 38 | 42 | **79** |
| 2020 | 444 | 8 | 11 | 39 | 41 | **80** |
| 2018 | 674 | 6 | 15 | 39 | 40 | **79** |
| 2016 | 540 | 6 | 16 | 39 | 39 | **78** |
| 2014 | 511 | 9 | 18 | 37 | 36 | **73** |
| 2012 | 287 | 6 | 15 | 44 | 34 | **78** |
| 2010 | 275 | 5 | 15 | 39 | 40 | **79** |
| **Money Advice Service** | | | | | | |
| 2022 | 142 | 5 | 19 | 33 | 38 | **71** |
| 2020 | 180 | 6 | 6 | 40 | 48 | **88** |
| 2018 | 235 | 8 | 17 | 40 | 33 | **73** |
| 2016 | 257 | 12 | 15 | 39 | 33 | **72** |
| 2014 | 210 | 9 | 14 | 40 | 37 | **77** |
| 2012 | 151 | 13 | 13 | 32 | 40 | **72** |
| 2010 | 78 | 4 | 23 | 41 | 31 | **72** |

Base sizes refer to all clients using each service

Note: summary scores may not always equate to sum of individuals scores due to rounding

### Relevance of career guidance and employability services (Table 3 of 3)

| | Base | Not at all satisfied (%) | Not very satisfied (%) | Quite satisfied (%) | Very satisfied (%) | SUMMARY: satisfied, either 'fairly' or 'very' (%) |
|---|---|---|---|---|---|---|
| **Help with reading, writing and numbers** | | | | | | |
| 2022 | 35 | 13 | 33 | 22 | 32 | **54** |
| 2020 | 51 | 31 | 16 | 16 | 35 | **51** |
| 2018 | 52 | 21 | 10 | 33 | 37 | **69** |
| 2016 | 58 | 22 | 7 | 36 | 29 | **66** |
| **Mental health / wellbeing support** | | | | | | |
| 2022 | 87 | 4 | 12 | 38 | 46 | **84** |
| 2020 | 132 | 12 | 9 | 33 | 45 | **78** |
| 2018 | 124 | 6 | 14 | 44 | 37 | **81** |
| 2016 | 138 | 9 | 14 | 38 | 36 | **74** |
| **Help understanding tax responsibilities** | | | | | | |
| 2022 | 50 | 3 | 9 | 41 | 45 | **87** |
| 2020 | 104 | 13 | 13 | 28 | 44 | **72** |
| 2018 | 132 | 5 | 8 | 45 | 41 | **86** |
| 2016 | 132 | 5 | 9 | 42 | 42 | **84** |
| **Handbook titled 'Positive Steps to your Future'** | | | | | | |
| 2022 | 164 | 5 | 10 | 47 | 34 | **81** |
| 2020 | 316 | 4 | 7 | 43 | 42 | **85** |
| 2018 | 326 | 4 | 9 | 45 | 40 | **85** |
| **Help with Pensions from PensionWise** | | | | | | |
| 2022 | 115 | 4 | 12 | 42 | 42 | **84** |
| 2020 | 165 | 5 | 10 | 35 | 41 | **75** |

Base sizes refer to all clients using each service

Note: summary scores may not always equate to sum of individuals scores due to rounding

*Code wording changed from 'Help to cope with redundancy related stress' in 2020 to 'Mental health/ wellbeing support' in 2022

# Appendix C: Supplementary information on longitudinal clients

**Table C1: Demographic profile of respondents – comparison of 2020 new survey and 2022 longitudinal survey**

| | All 2020 new client survey respondents | All 2022 Longitudinal survey respondents |
|---|---|---|
| Base | (736) | (242) |
| | % | % |
| **Gender** | | |
| Male | 64 | 69 |
| Female | 34 | 31 |
| Prefer not to say | 2 | 0 |
| **Age** | | |
| Under 40 | 33 | 29 |
| 40 to 49 | 22 | 25 |
| 50 plus | 43 | 46 |
| Refused | 2 | 0 |
| **Ethnicity** | | |
| White British | 96 | 99 |
| Not White British | 2 | * |
| Prefer not to say | 3 | 1 |
| **Social Economic Group** | | |
| A/B | 8 | 9 |
| C1 | 31 | 33 |
| C2 | 23 | 24 |
| D/E | 30 | 31 |
| Unknown / refused | 8 | 4 |
| **Has disability** | | |
| Yes* | 7 | 7 |
| No | 91 | 91 |
| Refused | 2 | 2 |

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

Note that figures may not sum to 100% due to rounding.

**Table C2: Main activity of longitudinal clients at point of survey – comparison of 2020 and 2022 longitudinal surveys**

| | 2020 Longitudinal Survey | 2022 Longitudinal Survey |
|---|---|---|
| Base: All longitudinal survey clients | (300) | (242) |
| | % | % |
| Working full time for an employer | 59 | 60 |
| Working part time for an employer | 12 | 14 |
| Self-employed | 9 | 7 |
| Working through a temping agency | 2 | 4 |
| In full-time education or training | 1 | 1 |
| In part-time education or training | - | <0.5 |
| Working in an unpaid or voluntary role | 1 | - |
| Unemployed but actively seeking work | 5 | 3 |
| Retired | 5 | 6 |
| Not working because of ill-health or disability | 1 | 3 |
| Being a full-time carer or looking after the family | 2 | - |
| Taking time out of work to consider options | 1 | 1 |
| Other | 3 | 1 |

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Any enquiries regarding this publication should be sent to us at
The Scottish Government
St Andrew's House
Edinburgh
EH1 3DG

ISBN: 978-1-80435-881-8 (web only)

Published by The Scottish Government, September 2022

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS1134662 (09/22)