

Fair Start Scotland Survey: years 4 & 5

Background

Fair Start Scotland provides tailored employment support services for disabled people and those at risk of long-term unemployment throughout Scotland. It aims to help people overcome barriers and find sustainable employment.

IFF Research conducted an evaluation of the service delivery and outcomes for participants during Years 4 (April 2021 –March 2022) and 5 (April 2022 –March 2023) . This report summarises the key findings from the **quantitative** survey.



- A 20 minute phone survey of 750 FSS participants (this report is based on this survey unless stated otherwise)
- A 12 minute phone survey of 250 longitudinal participants
- Interviews took place in December 2022 & January 2023
- Included participants from families at highest risk of child poverty and minority ethnic and disabled participants

Before joining FSS

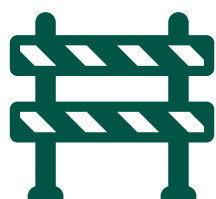
Before they started receiving support from FSS, **two thirds** of participants were unemployed and looking for work.



The most common activities amongst other participants were...

- 12% Not in employment because of sickness or disability
- 7% Looking after the home or family full time
- 4% Caring for an adult with a disability or long-term illness
- 3% In education or training

The most commonly reported barriers to employment were:



- 15% A **physical health condition/disability** that made it difficult to carry out tasks at work
- 13% Not having the right **qualifications, skills or experience**
- 13% A **mental health condition** that made it difficult to carry out tasks at work

Fair Start Scotland Survey: years 4 & 5

Support from FSS

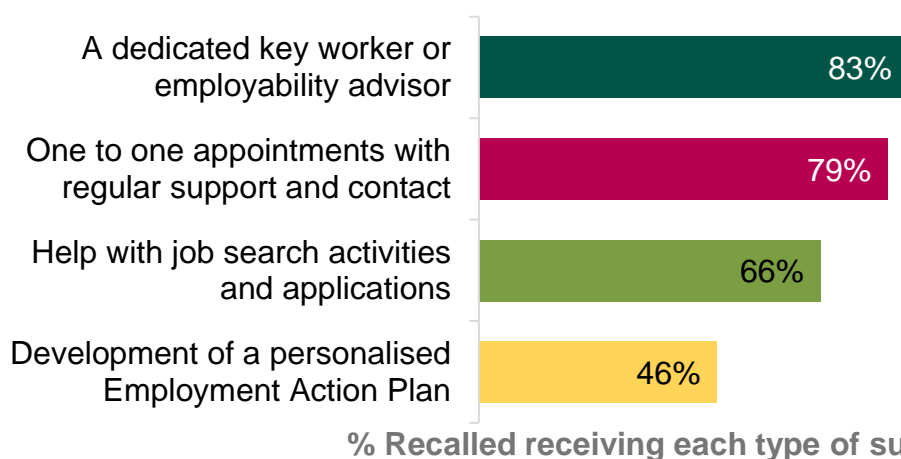


76% reported that it was **'very easy'** to sign up for the FSS service



87% were aware that signing up for the Fair Start Scotland service was **voluntary**

Participants were most likely to take up support from a **dedicated key worker** followed by **one-to-one appointments** with regular support and contact



Among participants who took up each type of support, at least **three quarters** found it useful



The relationship with a Key Worker, and consistency of this was particularly important to participants:

55%

met their Adviser/ Key Worker about **once a week**

31%

Once every two weeks

7%

Less often

Participants were most likely to contact their key worker **via telephone calls**, followed by via **face-to-face meetings**

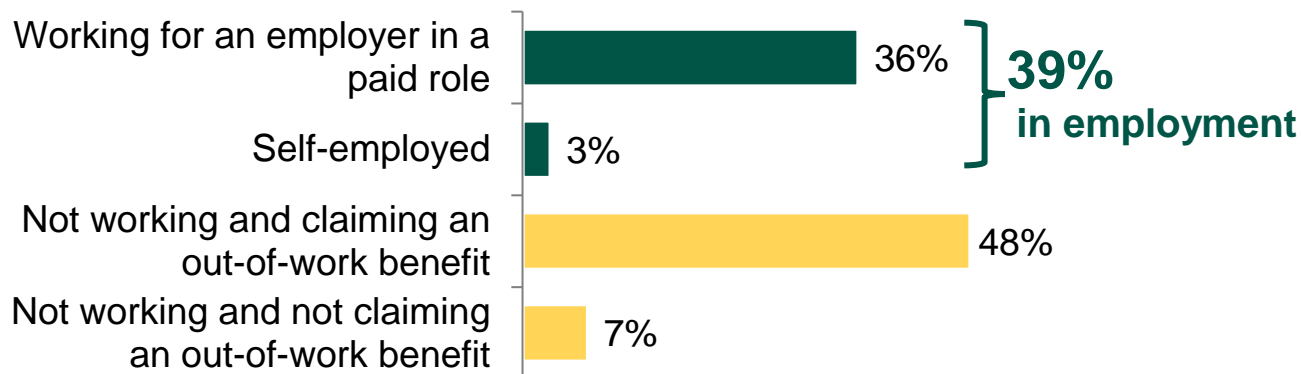


77% of participants who received support from a key worker said it was **useful**, with **53%** saying it was **'extremely' useful**

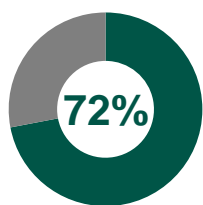
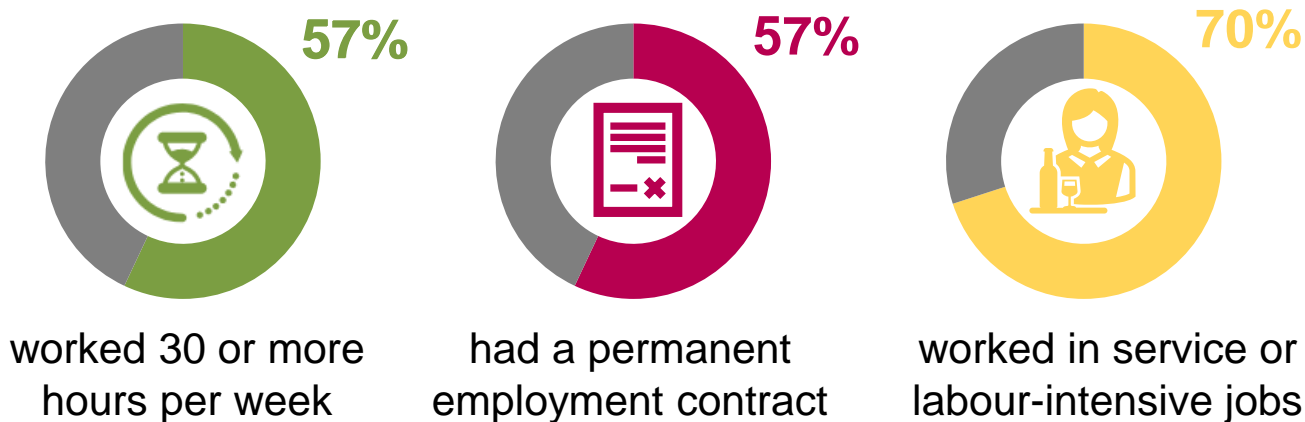
Fair Start Scotland Survey: years 4 & 5

Outcomes

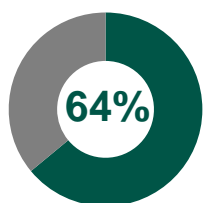
Over a third of participants were in work at the time of the survey, while just under half were out of work and claiming an out of work benefit.



Job characteristics amongst those in work



Of those who lacked confidence applying for jobs, **almost three quarters** said FSS helped them overcome this



Amongst those not in work, **almost two thirds** said their motivation to find work had increased as a result of FSS

Longitudinal Outcomes

59% Working for an employer in a paid role, up from 36% in previous survey

75% Of those in work had a permanent employment contract, up from 43%

37% Of those in work had moved to another job with increased pay

24% Of those in work had received a promotion

Fair Start Scotland Survey: years 4 & 5

Overall experience



64%

agreed that their job search skills had improved as a result of FSS



72%

agreed that participating in FSS had a positive impact on their wellbeing



23%

said the aspect that made the most difference to them was the one-to-one support

Agreement that the service has been delivered in line the key principles of FSS was high:

When receiving support from Fair Start Scotland I felt I was treated with dignity and respect

93%

I felt I had choices about the type of support I receive and could set my own goals

82%

I feel the service offered support to improve my general quality of life and wellbeing

81%

I felt I was in control of my progress on the service

80%

I feel the support took account of my individual needs and circumstances

79%

Whilst **73%** did not feel there were other types of support they would have wanted to receive, a small proportion suggested **areas for expanding the support offered** including:

Providing further personalisation of support

Greater consideration to health issues

Offering (more) training courses