

Jobseeker Direct Customer Satisfaction Survey

FINAL REPORT

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Prepared by GHK in conjunction with the Policy
Research Institute, Leeds Metropolitan University



GHK
526 Fulham Road
House
SW6 5NR

Tel: 020 7736 8212
Fax: 020 7736 0784
<http://www.ghkint.com>

Disclaimer

The views expressed in this report are those held by GHK and do not necessarily reflect those of Jobcentre Plus and Department for Work and Pensions.

Special Note

From April 2, 2002, Employment Service Direct was renamed Jobseeker Direct following the creation of the new agency Jobcentre Plus.

Jobcentre Plus is the new agency dealing with the business of the former Employment Service and parts of the Benefits Agency.

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EXECUTIVE SUMMARY

Purpose

Jobseeker Direct was launched as a three-month pilot in January 1999, was extended, and in March 2000, the service became a permanent component of Jobcentre Plus' job search provision. Due to a positive reception to the service and continued increases in calls to the service, Jobcentre Plus commissioned a survey of recent callers to ascertain their levels of satisfaction, or otherwise, with Jobseeker Direct.

The principal aims of the research are threefold:

- First, to provide Jobcentre Plus with a broad understanding of the levels of satisfaction with Jobseeker Direct;
- Secondly, to provide researchers and policy makers with an indication of reasons for this satisfaction, or otherwise, and:
- Thirdly, for the results of the survey to feed into service delivery at an operational level.

Methodology

The research employed a quantitative approach, using structured telephone interviews undertaken over 6 days (Monday to Saturday) in February 2002. Users were contacted throughout each day during three periods: 9am to 11am; 11am to 2pm; and 2pm to 6pm. A total of 536 people were interviewed. Respondents were drawn from a database of callers to the service. In order to obtain a good cross-section of callers, respondents were taken from across the Jobcentre Plus regions, ensuring that the sample included those who called at different times of the day and days of the week.

Overview of Key Findings

Characteristics of Users

- Close to half of Jobseeker Direct users are female. In comparison, females also comprised close to half of Remote Jobpoints users (based on a 2001 survey of Remote Jobpoints users). In contrast, the proportion of women using Jobcentres (based on the 2001 Jobcentre Traffic survey, ESR 108) was lower (29%), suggesting that remote services are relatively popular amongst women.
- 94% of the users surveyed are white. Also, for 97% English is their first language. In comparison, 89% of Jobcentre users are white and for 94% English is the first language (based on ESR 108).
- The majority of users surveyed are between the ages of 19 and 49 years. Specifically: 19-24 years (23%); 25-34 (25%); 35-49 (29%). Figures for Jobcentre users are rather similar: 26% are between 19-24 years; 26% are between 25-34; and 24% are between 35-49.
- the employed appear to favour remote services. 45% of Jobseeker Direct users are employed (and similarly 53% of Remote Jobpoints users are employed), whereas only 17% of Jobcentre users (based on ESR 108) were employed.

- 42% of Jobseeker Direct users are benefits recipients and 58% are non-claimants. A high proportion of Remote Jobpoints users were also non-claimants (65%) but a lower proportion of Jobcentre users are non-claimants (26%). This suggests that remote services are relatively popular amongst non-claimants.
- The majority of users (87%) do not have any health problems or disabilities. Note that 'disability' is self-defined. Of those who did have health problems or disabilities, most stated that their health problem or disability prevented them from doing certain types of work or training.
- 36% of users live in small towns; 24% live in rural areas or small villages; 22% live in large towns; and 17% live in cities.

Frequency of Jobseeker Direct Use

- Men tend to use Jobseeker Direct more frequently than women. 49 per cent of men used the service more than once a week compared with 35 per cent of women.
- Claimants had used the service more times than non-claimants. 25% of claimants had called more than 20 times compared with 17% of non-claimants. Also, for 8% of claimants it was their first call compared with 16% of non-claimants.
- The unemployed had used the service more times than the employed: 26% of the unemployed had called more than 20 times compared with 14% of the employed. Also, for 8% of the unemployed it was their first call compared with 17% of the employed.
- 24% of the employed had used Jobseeker Direct more than once a week; 25% once a week and 25% occasionally.
- 43% of unemployed respondents had used the service more than once a week and 26% once a week. Less than 10% of both groups use the service daily.
- The largest group of claimant (44%) and non-claimant respondents (27%) use Jobseeker Direct more than once a week. Less than 10% of both groups use the service on a daily basis.

Reason for Jobseeker Direct Use

When users were asked to think about their most recent call, the most commonly cited reason for using Jobseeker Direct was "to enquire about vacancies" followed by "to apply for a job". These responses were similar across groups regardless of employment or benefits status.

Accessing Jobseeker Direct

Regardless of benefits or employment status, the majority of all users surveyed (73%) called from home while 17% of all users rang from the Jobcentre. The Jobcentre Case Studies (undertaken as part of the MES evaluation) suggest that referrals to Jobseeker Direct are made by Jobcentre staff to manage traffic flows in the Jobcentre (for non-core clients).

Accessing Jobcentres

94% of surveyed users live within 30 minutes of their nearest Jobcentre. When asked about their *usual* mode of transport to the Jobcentre, almost a third (28%) travel by foot, 24% use public transport, with the main form of transport (used by 43% of respondents) being their own car. Also, 95% of users in rural areas/small villages

and small towns are still within 30 minutes of the nearest Jobcentre. Given this, Jobseeker Direct is a convenient job search alternative rather than the *only* option.

Use of Jobseeker Direct and Other Job Search Methods

Considering all forms of job search, 32% of users surveyed prefer Jobseeker Direct, followed by 19% who prefer the Internet and 15% who prefer newspapers. Use of Jobcentre services (Jobpoints and adviser/front line staff) was mentioned by 16 per cent of respondents.

Satisfaction Levels with Jobseeker Direct

- An overwhelming majority of users are very satisfied with all aspects of the service: the promptness with which calls were answered; the speed with which queries were handled; the operator's knowledge, politeness and helpfulness; and the overall service received. For example, 95% of all users were satisfied with the overall service they received (73% very satisfied, 22% satisfied).
- The majority of users felt that the hours of operation were adequate. However, the unemployed (90%) were more likely to say this than the employed (82%). Amongst the employed who were not satisfied with the hours, 79% felt that the service should be open later on weekdays. A total of 26% wanted a service all day Saturday. 16% wanted a Sunday service and 12% wanted the service earlier on weekdays. Amongst the unemployed respondents not satisfied with the hours of operation, 66% felt that the service should also be open later on weekdays, 47% wanted a service all day Saturday. 25% would welcome a Sunday service and 18% wanted the service to be open earlier on weekdays.
- When asked about the advantages and disadvantages of using the service, users tended to cite advantages rather than disadvantages.
- The main advantages of the service are: its convenience and access (can search on own time, can search from home and don't have to travel to Jobcentre, convenient hours of operation, fast job search method, saves time, easy to use); its quality (more detailed jobs information, "one-stop shop" service, better chance of getting a job, operators cater to individual needs, high quality vacancies, guaranteed to speak to someone); and its ease in comparison to Jobcentres (don't have to queue, easier to use than Jobpoints, operators more helpful than Jobcentre staff).
- 52% of people in rural areas/small villages said that the service was advantageous because it was easily accessible and that it was unnecessary to visit the Jobcentre for job search. Interestingly, people in more urban areas were just as likely to say this (53% of users living in large cities, 45% of users in small towns and 45% in large towns).
- Interestingly, the most frequently cited disadvantages also revolve around convenience and access (inability to get through immediately, lack of privacy when phoning from Jobcentres, inadequate opening hours); and its quality (inadequate information on vacancies, low quality vacancies advertised, lack of operators' local knowledge).

Impacts of Jobseeker Direct on Job Search Behaviour

Jobseeker Direct users were also asked to think about whether their use of Jobseeker Direct has increased, decreased, or made no difference to several aspects of their job search. More than half of users surveyed reported increases in the number of vacancies they consider, the number of job applications made and satisfaction with the Jobcentre/Jobcentre Plus. As for the other aspects of job search (the type of jobs looked at, the geographical area looked at, use of the Internet to find

a job and confidence finding a job), the majority of users stated that Jobseeker Direct made no difference.

Impacts of Jobseeker Direct on Jobcentre Use

- Jobseeker Direct in the main does not appear to have changed the number of Jobcentre visits for the unemployed. 60% of unemployed respondents stated that their use of the service had made no difference to their frequency of visits to the Jobcentre. This contrasts with only 36% of employed respondents possibly because the unemployed respondents do not have to visit Jobcentres to sign on. 28% of the employed (and 8% of the unemployed) stated that they did not visit Jobcentres. That almost a third of employed Jobseeker Direct users do not visit Jobcentres may imply that Jobseeker Direct is helping to relieve pressures off the Jobcentre frontline by serving non-core clients, it may also indicate that Jobseeker Direct is increasing access for 'non-traditional' groups.
- Of the 22% of users whose visits to the Jobcentre had decreased, the reasons they gave revolved around: access and convenience (can job search from home, no need to travel to Jobcentre) and the quality of the Jobcentre (Jobpoints, Jobcentre staff and environment are inadequate, Jobseeker Direct seen as being as good as or better than the Jobcentre). These reasons were equally important to the employed and the unemployed.

1. Introduction

The Modernisation Programme (MES)

- 1.1 The Modernisation Programme, known as “Modernising the Employment Service” or MES, is a package of measures introduced, mostly in 2001/02, to transform the former Employment Service and to lay the foundations for the labour market service of the new Jobcentre Plus. MES forms part of the ongoing IT development programme.
- 1.2 This Jobseeker Direct Customer Satisfaction Survey is intended to complement existing and forthcoming areas of the MES research.

Aims and Objectives of the Study

Background

- 1.3 Jobseeker Direct was launched as a three-month pilot in January 1999. The following month, Ministers agreed to a six-month extension of the service. During the last extension, in March 2000, the service became a permanent component of Jobcentre Plus’ job search provision.
- 1.4 Jobseeker Direct went some way to meeting the Modernising Government agenda of increasing remote access to government services. The initial aim was to provide a telephone-based job matching service to unemployed Jobseekers.
- 1.5 Due to a positive reception to the service and continued increases in calls to the service, Jobcentre Plus commissioned a survey of recent callers to ascertain their levels of satisfaction, or otherwise, with Jobseeker Direct.

Research Objectives and Key Questions

- 1.6 The principal aims of the research are threefold:
 - First, to provide Jobcentre Plus with a broad understanding of the levels of satisfaction with Jobseeker Direct;
 - Secondly, to provide researchers and policy makers with an indication of reasons for this satisfaction, or otherwise, and:
 - Thirdly, for the results of the survey to feed into service delivery at an operational level.

Methodology

- 1.7 The research employed a quantitative approach, using structured telephone interviews undertaken over 6 days (Monday to Saturday) in February 2002.

Users were contacted throughout each day during three periods: 9am to 11am; 11am to 2pm; and 2pm to 6pm.

- 1.8 The list of users to be contacted was obtained from Jobcentre Plus, and includes users from across the Jobcentre Plus regions, different times of the day and days of the week. A total of 536 people were interviewed.
- 1.9 The questionnaire included a number of open-ended questions to elicit more in-depth information on client satisfaction.
- 1.10 Where appropriate, the survey responses were analysed in two ways: by claimant status (claimants/non-claimants) and by the employment status of respondents (employed/unemployed). Claimants refer to those who are in receipt of one or more of a number of benefits, not just employment related benefits.

Report Structure

1.11 The structure of the final report is:

- Chapter 2 discusses the characteristics of Jobseeker Direct users;
- Chapter 3 examines the patterns of use of Jobseeker Direct;
- Chapter 4 examines the levels of satisfaction with Jobseeker Direct;
- Chapter 5 identifies the impacts of Jobseeker Direct on job search behaviour; and;
- Chapter 6 identifies the impacts of Jobseeker Direct on Jobcentre use.

2. Characteristics of Jobseeker Direct Users

- 2.1. 58% of Jobseeker Direct users surveyed were male and 42% were female. The baseline Jobseeker survey conducted in 2001 (ESR 108¹), showed that only 29% of Jobcentre users are female. In the Remote Jobpoints evaluation women represented close to half of remote Jobpoints users. This implies that remote services are popular amongst women.
- 2.2. 94% of the users surveyed are white. Also, for 97% English is their first language. Similarly, 89% of Jobcentre users are white and for 94% English is the first language (based on ESR 108).
- 2.3. The majority of users surveyed are between the ages of 19 and 49 years. Specifically: 19-24 years (23%); 25-34 (25%); 35-49 (29%). Similarly, 26% of Jobcentre users (from the Jobseeker survey, 2001) are between 19-24 years; 26% are between 25-34; and 24% are between 35-49.
- 2.4. Interestingly, the age structure of Jobseeker Direct users is closer to that of Jobcentre users than Remote Jobpoints users. Remote Jobpoints users are on the whole younger than Jobcentre or Jobseeker Direct users. One explanation could be that younger people tend to be very IT adept and as such Remote Jobpoints are popular among them.
- 2.5. The largest group of users are not highly qualified. 38% are educated to NVQ level 2, 21% to NVQ level 3, 9% to NVQ level 4 and 2% to NVQ level 5. 18% of all users have no qualifications. In comparison, 25% of Jobcentre users have no qualifications, 34% are educated to NVQ level 2 and 28% are educated to NVQ level 3 to 5.
- 2.6. 52% of Jobseeker Direct users are unemployed and 45% are employed (the remaining 3% are either retired, full-time students etc). When compared with the 2001's Remote Jobpoints survey (53% of users employed) and baseline Jobseeker Traffic survey (ESR 108, 17% employed), the employed appear to favour remote access.
- 2.7. Females account for roughly half of all employed users surveyed (48%) but males represent the majority of the unemployed (65%).
- 2.8. Benefits recipients/claimants represented 42% of Jobseeker Direct users. These benefits include: Jobseekers Allowance, Income Support, Incapacity Benefit, Severe Disability Allowance, Maternity Allowance, Bereavement Benefits, Invalid Care Allowance, Working Families' Tax Credit, Government Training Allowance and 'other' benefits such as housing benefit. Approximately a third of all claimants were in receipt of JSA, the most common type of benefit received.

¹ The Baseline Jobseeker Survey was conducted in the summer of 2001 and was a survey of 1,691 Jobcentre users at 37 Jobcentres nationally to determine the characteristics of Jobcentre users and the nature of Jobcentre use. The survey serves as a baseline against which later research can be compared.

- 2.9. 58% of Jobseeker Direct users are non-claimants. As a high proportion of Remote Jobpoints users were also non-claimants (65%) and a lower proportion of Jobcentre users are non-claimants (26%) suggesting that remote services are relatively popular amongst this group.
- 2.10. Half of all non-claimants are women but a majority of benefits recipients (70%) are men.
- 2.11. The majority of users (87%) do not have any health problems or disabilities. Note that 'disability' is self-defined. Of those who had health problems or disabilities, most stated that their health problem or disability prevented them from doing certain types of work or training.
- 2.12. 36% of users live in small towns; 24% live in rural areas or small villages; 22% live in large towns; and 17% live in cities. Note that area of residence is self defined.

3. Patterns of Use of Jobseeker Direct

Frequency of Use

- 3.1 Men tend to use the service on a more frequent basis. 49 per cent of men used the service more than once a week compared with 35 per cent of women.
- 3.2 Claimants appear to have called more times than non-claimants. 25% of claimants have called more than 20 times compared with 17% of non-claimants. Also, for 8% of claimants it was their first call (92% of claimants have used the service before) whereas for 16% of non-claimants it was their first call.
- 3.3 The largest group of employed and unemployed had called between 1-5 times. However, the unemployed have used the service more than the employed and are more likely to have made previous calls²: 14% of the employed have called more than 20 times compared with 26% of the unemployed.
- 3.4 24% of the employed respondents used Jobseeker Direct more than once a week, with 25% using the service once a week and occasional use reported by 25% of employed respondents. 43% of unemployed respondents use the service more than once a week and 26% once a week. That the unemployed are more likely than the employed to use the service more than once a week is significant. Less than 10% of both groups use the service daily.
- 3.5 The largest group of claimant (44%) and non-claimant respondents (27%) used Jobseeker Direct more than once a week. Less than 10% of both groups used the service on a daily basis.

Reasons for Use

- 3.6 When all users were asked to think about their most recent call, the most commonly cited reason for calling was “to enquire about vacancies”, followed by “to apply for a job”. These responses were similar across groups regardless of employment or benefits status. Table 3.1 on the following page summarises the reasons behind users’ most recent call.
- 3.7 For 12% of respondents, their most recent call to Jobseeker Direct was also their first. When asked why they previously hadn’t used the service, almost half stated that they were not looking for a job/another job.

² Statistically significant chi-square test.

Table 3.1. Reasons for Jobseeker Direct Use

Why Jobseeker Direct used recently	% of Employed	% of Unemployed
To enquire about vacancies	80	76
Specific vacancies	43	39
General job search	32	29
Both	5	8
To apply for a job	16	16
To enquire about benefits	1	2
To ask general info about employment or training	7	12
To arrange meeting with Jobcentre staff	0	1
To make a complaint	0	0
Other	0	1

Note that columns do not total 100%. Respondents could select more than one reason for use

Accessing Jobseeker Direct

- 3.8 The majority of users (73%), rang Jobseeker Direct from home or from a friend/family member's home whereas 17% rang from the Jobcentre. The Jobcentre Case Studies (undertaken as part of the MES evaluation) suggest that referrals to Jobseeker Direct are actively made by Jobcentre staff to manage traffic flows in the Jobcentre (for non-core clients).
- 3.9 The majority of employed callers do not call Jobseeker Direct from work, but from home (70%). The majority of the unemployed (76%) also ring from home or a friend/family member's home.
- 3.10 The majority of claimants (74%) and non-claimants (72%) also called from home or a friend/family member's.

Accessing Jobcentres

- 3.11 94% of surveyed users live within 30 minutes of their nearest Jobcentre. When asked about their *usual* mode of transport to the Jobcentre, almost a third (28%) travel by foot, 24% use public transport, with the main form of transport (used by 43% of respondents) being their own car. 95% of users in rural areas/small villages and small towns are still within 30 minutes (by foot, car or public transport) of the nearest Jobcentre. Given this, Jobseeker Direct is a convenient job search alternative rather than the *only* option.
- 3.12 More employed than unemployed travel to the local Jobcentre in their own cars and more unemployed take public transport.³

³ Statistically significant chi-square test.

- 3.13 Users in rural areas/small villages normally drive (67%) to their nearest Jobcentre. Users in small towns, large towns and cities tend to use other methods of transport, namely foot and public transport (but travel by foot is slightly more popular).

Use of Jobseeker Direct and Other Job Search Methods

- 3.14 In terms of other methods of job search normally used (see Table 3.2 below), the employed use largely newspapers followed by Jobpoints and the Internet. The same is true for the unemployed, but they also consult with Jobcentre staff. A greater proportion of unemployed use Jobpoints and newspapers and consult with Jobcentre staff compared with the employed⁴.

Table 3.2. Other Job Search Methods Normally Used, by Employment Status

Job Search Methods	% of Employed	% of Unemployed
Newspapers	86	90
Jobpoints	48	61
Internet	42	39
Consulting with Jobcentre Plus staff	24	36
Word of mouth (family, friends etc)	21	23
Recruitment/Employment Agency	17	18
Adverts in shop windows etc.	10	12
Other methods	9	10
Careers Service	2	4
Not looking for a job	0	0

- 3.15 Considering *all* forms of job search, claimants surveyed in this research preferred, in order of preference, Jobseeker Direct (31%), the Internet (16%), newspapers (15%) and Jobpoints (14%). 33% of non-claimants preferred Jobseeker Direct and 21% preferred the Internet. 15% of non-claimant respondents preferred newspapers. Clearly, the preferred job search methods are similar between claimants and non-claimants. They are also similar by employment status. The employed and unemployed surveyed prefer Jobseeker Direct (30% employed, 35% unemployed) followed by the Internet (20% employed, 18% unemployed) and newspapers (17% employed, 14% unemployed).
- 3.16 Across employment and benefit groups, the most important reasons for their preference are (in rank order): ease of use; convenience/accessibility; allows job search at one's own pace; and reliability/effectiveness.

⁴ Statistically significant chi-square test.

4. Levels of Satisfaction with Jobseeker Direct

The Call

4.1 Jobseeker Direct users are overwhelmingly satisfied with the service. When asked to consider their most recent call:

- 96% of all users were satisfied with the promptness with which their call was answered (75% very satisfied, 21% satisfied);
- 94% of all users were satisfied with the speed with which the operator handled their query (70% very satisfied and 24% satisfied);
- 90% of all users were satisfied with the operator's knowledge (58% very satisfied, 32% satisfied);
- 97% of all users were satisfied with the politeness of the operator (82% very satisfied, 15% satisfied);
- 96% of all users were satisfied with how helpful the operator was (78% very satisfied, 18% satisfied);
- 95% of all users were satisfied with the overall service they received (73% very satisfied, 22% satisfied).

Areas for Improvement

4.2. The majority of users felt that the hours of operation were adequate. However, the unemployed (90%) were more likely to say this than the employed (82%). Amongst the employed who were not satisfied with the hours, 79% felt that the service should be open later on weekdays. A total of 26% wanted a service all day Saturday. 16% wanted a Sunday service and 12% wanted the service earlier on weekdays. Amongst the unemployed respondents not satisfied with the hours of operation, 66% felt that the service should also be open later on weekdays, 47% wanted a service all day Saturday. 25% would welcome a Sunday service and 18% wanted the service to be open earlier on weekdays.

4.3. In terms of benefits status, claimants (88%) and non-claimants (86%) felt that the hours of operation were adequate. Many of the claimants and non-claimants who were not satisfied with the opening hours felt that the service should stay open longer on weekdays.

Advantages and Disadvantages of Using Jobseeker Direct

4.4 The main advantages of using Jobseeker Direct revolve around:

- Convenience and access (can search in own time, can search from home and don't have to travel to Jobcentre, hours of operation, is a fast job search method, saves time, easy to use);
 - Quality of the service (more detailed jobs information, "one-stop shop" source of information, better chance of getting a job, operators cater for individual needs, quality of vacancies, guaranteed to speak to someone);
 - Easier and more convenient than Jobcentres (don't have to queue, easier to use than Jobpoints, operators more helpful than Jobcentre staff).
- 4.5 On a lesser note, some other advantages mentioned are that Jobseeker Direct provides another job search option and that it contributes to the personal development of callers because the service provides an opportunity to practice communication/telephone skills.

'It's quicker to get details of the jobs as it is normally busier in Jobcentres'.

'They have all the information to hand'.

'More chance of getting a job than through Jobcentres'.

'(Operators) are clued up. I got a job from the first call I made to them'.

'Quicker response than other methods—I can do it without my employer knowing'.

'Is more credible (honest) than agencies'.

- 4.6. 52% of people in rural areas/small villages said that the service was advantageous because it was easily accessible and that it was unnecessary to visit the Jobcentre for job search. Interestingly, people in more urban areas were just as likely to say this (53% of users living in large cities, 45% of users in small towns and 45% in large towns).
- 4.7. Users with disabilities are well-served by Jobseeker Direct. 76% of those with disabilities rang from home. Over half (55%) of the users with disabilities mentioned that easy access/being able to call from home/being able to job search at own pace were the biggest advantages of the service. Additionally, none of the users with disabilities felt that the lack of face-to-face contact was an issue. Their main concerns were the cost and the quality of the service received.
- 4.8. Users tended to cite advantages rather than disadvantages. Interestingly, although access, convenience and the quality of the service are considered major advantages, some users felt that Jobseeker Direct does not perform well in these areas:

'You have to ring to get an application and wait for it to come in the post rather than being able to do everything on the net/get them from the Jobcentre immediately. The job could've gone by then'.

'Can't always get through straight away'.

'Sometimes they have computer problems'.

'Could be open longer'.

'Don't always give you what you're looking for'.

'Information needs to be accurate'.

'It seems that they just repeat the information off the Internet'.

'If you have to ring again you have to explain yourself (all over again)'.

4.9 Specific disadvantages included:

- the inadequate quality of the vacancies held (more details required on the Internet, vacancies outdated, low quality of jobs advertised);
- the cost of the service;
- the quality of the operators (lack of operators' local knowledge and bad service);
- a lack of face-to-face contact, and
- access and convenience—the inability to get through immediately, the lack of privacy when phoning from Jobcentres and the opening hours.

5. Impacts of Jobseeker Direct on Job Search Behaviour

- 5.1. Jobseeker Direct users were asked about the outcome of their most recent call. The majority of all users obtained the information they requested (96%), applied for at least one job (77%) and were not referred elsewhere (93%). There were no large differences in outcomes between users in terms of employment or benefit status. For example, 74% of employed persons and 79% of the unemployed stated that they applied for a job/number of jobs as an outcome of their most recent call.
- 5.2. Jobseeker Direct users were also asked to think about whether their use of Jobseeker Direct has increased, decreased, or made no difference to several aspects of their job search. The majority of users (e.g. more than half) reported increases in the number of vacancies they consider, the number of job applications made and satisfaction with the Jobcentre/Jobcentre Plus. As for the other aspects of job search (the type of jobs looked at, the geographical area looked at, use of the Internet to find a job and confidence finding a job), the majority of users stated that Jobseeker Direct made no difference.
- 5.3. As demonstrated by Table 5.1 below, there are only small differences between employed or unemployed users regarding the impacts of Jobseeker Direct on the various aspects of job search. For example, 59% of employed users and 59% of unemployed users surveyed stated that their use of Jobseeker Direct increased the number of job applications they would normally make.

Table 5.1. Impacts of Jobseeker Direct on Job Search by Employment Status

Jobseeker Direct led to increases in...	% Employed	% Unemployed
The number of vacancies considered	55	51
The type of jobs looked at	43	37
The geographical area looked at for jobs	30	27
The number of job applications made	59	59
Use of the Internet to find a job	31	29
Confidence finding a job	48	44
Satisfaction with Jobcentre/Jobcentre Plus	67	63

Note: columns do not add up to 100%. Respondents able to select more than one option.

6. Impacts of Jobseeker Direct on Jobcentre Use

Main reason for using Jobseeker Direct

- 6.1. The main reason why clients use Jobseeker Direct is to obtain details on specific job vacancies (44% of all users); to undertake general job search (32% of all users); and to get information on local vacancies (22% of all users).
- 6.2. The main reason for using Jobseeker Direct does not differ greatly between the employed and the unemployed. Jobseeker Direct was mainly used to obtain details on specific vacancies (44% of the employed and 44% of the unemployed), followed by to undertake general job search (28% of employed and 36% of the unemployed) and to get information on local vacancies (27% of employed and 18% of unemployed).

Main reason for using Jobcentres

- 6.3. Users' most commonly cited reasons for visiting Jobcentres are to undertake job search followed by to sign on/fortnightly review, to speak to an adviser and lastly to receive help/advice on job search. There are some differences between the employed and unemployed in terms of Jobcentre usage, as evidenced in Table 6.1 below.

Table 6.1. Main Reasons for Using Jobcentres, by Employment Status

Reason	% Employed	% Unemployed
To undertake job search	92	87
To sign on/fortnightly review	17	53
To speak to an adviser	13	22
To receive help/advice on job search	5	8

- 6.4. Jobseeker Direct in the main does not appear to have changed the number of Jobcentre visits for the unemployed. 60% of unemployed respondents stated that their use of the service had made no difference to their frequency of visits to the Jobcentre. This contrasts with only 36% of employed respondents possibly because the unemployed respondents do not have to visit Jobcentres to sign on. 28% of the employed (and 8% of the unemployed) stated that they did not visit Jobcentres. That almost a third of employed Jobseeker Direct users do not visit Jobcentres may imply that Jobseeker Direct is helping to relieve pressures off the Jobcentre frontline by

serving non-core clients, it may also indicate that Jobseeker Direct is increasing access for 'non-traditional' groups.

- 6.5. The highest proportion of claimants (60%) and non-claimants (40%) surveyed also stated that use of the service has not changed the number of Jobcentre visits made. (The proportion is higher amongst claimants because a greater number of non-claimants do not use Jobcentres).
- 6.6. The unemployed are more likely than the employed to say that their visits to the Jobcentre have increased and the employed are more likely to say that their visits to the Jobcentre have decreased ⁵. The percentage differences in both cases are small, however.
- 6.7. Of the 22% of all users whose visits to the Jobcentre had decreased the reasons they gave revolved around: access and convenience (can job search from home, no need to travel to Jobcentre), and the quality of the Jobcentre (Jobpoints, Jobcentre staff and environment are inadequate, Jobseeker Direct seen as being as good as or better than the Jobcentre).

'The Jobcentre is a depressing place and it's quieter at home'.

'I find the Jobpoints machines inconvenient'.

- 6.8. Other less common reasons as to why Jobcentres are visited less often are the perceived high quality of Jobseeker Direct and the distance to the Jobcentres.

⁵ Statistically significant chi-square test.

7. Conclusion

Main Findings

- 7.1 In terms of the characteristics of users, one interesting finding is that women appear to favour remote job broking services. This is based on the fact that close to half of Jobseeker Direct and Remote Jobpoints users surveyed are females whereas only about a third of Jobcentre users interviewed as part of the 2001 Jobseeker survey are female. Another interesting finding is that the employed, as a client group, favour remote services. This is based on the finding that roughly around half of Jobseeker Direct and Remote Jobpoints users surveyed are employed whereas a little less than one fifth of Jobcentre users are employed.
- 7.2 In terms of the reasons for using Jobseeker Direct, the most commonly cited reason behind clients' most recent call is "to enquire about vacancies" followed by "to apply for a job". As for the frequency of Jobseeker Direct use, not surprisingly the unemployed users surveyed have used the service more than the employed. In addition, unemployed users of Jobseeker Direct mainly use the service more than once a week, followed by once a week. Use of the service by the employed are more evenly spread out (more than once a week, once a week and occasionally). Most users surveyed access Jobseeker Direct from their home or from a friend/family member's home. Only about a fifth of users rang from the Jobcentre.
- 7.3 Considering all forms of job search, the largest number of users prefers Jobseeker Direct, followed by the Internet and newspapers. This order of preference is the same across groups of employment and benefits status.
- 7.4 As for satisfaction levels with Jobseeker Direct, an overwhelming majority of respondents are very satisfied with all aspects of the service (the promptness with which calls were answered; the speed with which queries were handled; the operator's knowledge, politeness and helpfulness; and the overall service received). Users also felt that there were more advantages to the service than disadvantages. Interestingly, the advantages and disadvantages revolved around the same themes of convenience and access and the quality of the service.
- 7.5 Jobseeker Direct appears to have had an impact on some aspects of the job search but not others. That is, most surveyed users reported that use of the service led to increases in the vacancies they considered, the number of job applications made and satisfaction with the Jobcentre/Jobcentre Plus. On the other hand, most users stated that Jobseeker Direct made no difference to the type of jobs looked at, the geographical area looked at, use of the Internet to find a job and confidence finding a job.
- 7.6 Lastly, Jobseeker Direct in the main does not appear to have changed the number of Jobcentre visits for the unemployed respondents. Most of them stated that their use of the service made no difference to how often they visited the Jobcentre. The employed are less likely to say this and almost a third of those surveyed do not even visit Jobcentres—this is a key finding

because it may imply that Jobseeker Direct is helping to relieve pressures off the Jobcentre frontline by serving non-core clients or that the service is attracting non-traditional Jobcentre Plus users. When looking at all users, twice as many stated that use of the service had led to decreased, rather than increased, use of Jobcentres.

Putting the Survey into the MES Context

- 7.7 As briefly mentioned in the Introduction of this report, this Jobseeker Direct Customer Satisfaction Survey is intended to complement existing and forthcoming areas of the MES research. Interestingly, we have already seen how other studies (the Remote Jobpoints survey and the Jobcentre Traffic Survey) have complemented this survey's discussion of user characteristics. As such, it is important that this study—and any follow-up Jobseeker Direct studies—be a part of the core MES research.

Annex 1 : Characteristics of Jobseeker Direct Users (%)

Characteristics	Remote Jobpoints Stage 1 Users	Remote Jobpoints Stage 2 Users	Remote Jobpoints Stage 1 Non-users	Remote Jobpoints Stage 2 Non-users	Pathfinder Jobpoints	Jobseekers Survey	Jobseeker Direct
Gender							
Male	51	55	49	47	67	67	58
Female	49	45	51	53	33	33	42
Age							
16-24	52	45	33	30	40	36	29
25-59	48	57	66	68	59	62	70
60+	0	0	1	2	1	2	1
Ethnicity							
White	85	81	n.a.	85	91	89	94
Black or Ethnic Minority	15	18	n.a.	14	9	11	6
Qualifications							
None	24	15	22	14	20	25	18
NVQ 1	12	13	12	11	7	13	13
NVQ 2	34	29	30	25	40	34	38
NVQ 3+	29	44	35	49	34	28	32
Current Employment							
In work	55	50	67	67	22	17	45
Unemployed less than 6 months	7	7	5	3	36	31	36
Unemployed 6 months	8	10	6	4	16	25	17
Other	28	32	22	27	26	27	3
In receipt of Benefits?							
No	62	67	61	71	31	26	58

Health Problem or Disability?								
Yes	11	11	14	13	n.a.	16	13	
English as First Language?								
No	10	15	7	10	5	6	3	

Annex 2 : The Questionnaire

TIME PERIOD ID			
CONTACT ID			
INDIVIDUAL ID			



LEEDS METROPOLITAN UNIVERSITY

EMPLOYMENT SERVICE DIRECT USER QUESTIONNAIRE

Introduction

Hello, my name is XXXX, and I'm calling from the Policy Research Institute at Leeds Metropolitan University. We are currently conducting research on behalf of the Employment Service, looking at the use of Employment Service Direct. I understand that you recently called the service and agreed for your contact details to be passed on to us for this research. Would you be willing to participate in a survey?

The survey will take approximately 5 – 10 minutes to complete and all the information you give will be confidential.

Use of Employment Service Direct

1. How did you first find out about Employment Service Direct?
 - 1 FROM A FRIEND/FAMILY MEMBER
 - 2 FROM THE JOBCENTRE (SAW AN ADVERT OR SPOKE TO STAFF)
 - 3 FROM THE ES INTERNET JOB BANK OR WORKTRAIN SITE
 - 4 FROM THE TESCO STORE
 - 5 FROM UNIVERSITY / COLLEGE
 - 6 OTHER (**PLEASE SPECIFY**):
.....
 - 7 DON'T KNOW/CAN'T REMEMBER

2. Including your most recent call, approximately how many times in total have you called Employment Service Direct?

- 1 FIRST CALL **GO TO QUESTION 4**
- 2 1 – 5 TIMES
- 3 6 – 10 TIMES
- 4 11 – 20 TIMES
- 5 MORE THAN 20 TIMES
- 6 DON'T KNOW/CAN'T REMEMBER

3. Approximately how often do you use Employment Service Direct?

- 1 DAILY
- 2 MORE THAN ONCE A WEEK
- 3 ONCE A WEEK
- 4 ONCE A FORTNIGHT
- 5 ONCE A MONTH
- 6 OCCASIONALLY
- 7 DON'T KNOW/CAN'T REMEMBER

GO TO QUESTION 5

4. Why haven't you used Employment Service Direct before?

- 1 DID NOT KNOW ABOUT THE SERVICE
- 2 WAS NOT LOOKING FOR A JOB
- 3 DID NOT HAVE THE OPPORTUNITY TO CALL
- 4 OTHER (**PLEASE SPECIFY**):

.....

DON'T KNOW/CAN'T REMEMBER

5. Thinking about your most recent call, why did you ring Employment Service Direct?

CODE ALL THAT APPLY

- 1. TO ENQUIRE ABOUT VACANCIES (ASK QUESTION 6)
- 2. TO APPLY FOR A JOB
- 3. TO ENQUIRE HOW TO QUALIFY FOR/ CLAIM FOR UNEMPLOYMENT AND/ OR OTHER BENEFITS
- 4. TO ASK GENERAL INFO ABOUT EMPLOYMENT OR TRAINING SCHEMES
- 5. TO ARRANGE AN INTERVIEW/ MAKE AN APPOINTMENT WITH ES STAFF
- 6. TO MAKE A COMPLAINT
- 7. OTHER (**PLEASE SPECIFY**):

.....

IF OPTION 1 WAS SELECTED ASK QUESTION 6. IF NOT SELECTED GO TO QUESTION 7

6. You said you rang ESD about vacancies, was this regarding.....?

READ OPTIONS AND CODE ONE ONLY

- 1 A SPECIFIC VACANCY/JOB (E.G. SPECIFIC DETAILS ON JOBS SEEN ELSEWHERE)
- 2 GENERAL JOB SEARCH
- 3 BOTH

7. Again, thinking about your most recent call, from where did you ring Employment Service Direct?

- 1 FROM THE JOBCENTRE
- 2 FROM LOCAL PROGRAMME CENTRE
- 3 FROM THE TESCO STORE
- 4 FROM YOUR HOME OR A FRIEND'S/ RELATIVE'S HOME

GO TO QUESTION 10

- 5 FROM WORK

GO TO QUESTION 10

- 6 FROM UNIVERSITY / COLLEGE

GO TO QUESTION 10

- 7 FROM THE POST OFFICE

GO TO QUESTION 10

- 8 OTHER (PLEASE SPECIFY):
.....

GO TO QUESTION 10

8. How satisfied were you with the environment in which you made your call?

- 1 VERY SATISFIED **GO TO QUESTION 10**
- 2 SATISFIED **GO TO QUESTION 10**
- 3 NEITHER SATISFIED NOR DISSATISFIED **GO TO QUESTION 10**
- 4 DISSATISFIED
- 5 VERY DISSATISFIED

9. Why weren't you satisfied with the environment?

.....
.....
.....

10. Approximately how much time did you spend speaking with an ESD operator (on your most recent call)?

- 1 UP TO 5 MINUTES
- 2 6 MINUTES TO 15 MINUTES
- 3 16 MINUTES TO 30 MINUTES
- 4 MORE THAN 30 MINUTES
- 5 DON'T KNOW/CAN'T REMEMBER

11. As an outcome of your conversation with the representative, did any of the following happen?

READ OUT AND CIRCLE ONE OPTION PER ROW

		YES	NO	N/A	D/K
A	YOU OBTAINED THE INFORMATION YOU REQUESTED	1	2	3	4
B	YOU APPLIED FOR A JOB / NUMBER OF JOBS	1	2	3	4
C	YOU WERE REFERRED ELSEWHERE (PLEASE SPECIFY)	1	2	3	4
D	ANY OTHER OUTCOME(PLEASE SPECIFY)	1	2	3	4

Impacts of Employment Service Direct on Job Search

12. What other methods of job search do you normally use?

CODE ALL THAT APPLY

- 1 JOBPOINTS
- 2 CONSULTING WITH JOBCENTRE STAFF
- 3 NEWSPAPERS
- 4 INTERNET
- 5 RECRUITMENT/EMPLOYMENT AGENCY
- 6 WORD OF MOUTH (FAMILY, FRIENDS, ETC)
- 7 ADVERTS IN SHOP WINDOWS ETC
- 8 CAREERS SERVICE
- 9 OTHER (PLEASE SPECIFY):
.....
- 10 NOT LOOKING FOR A JOB **GO TO QUESTION 15**

13. Considering all methods of job search, which one do you prefer?

CODE ONE ONLY

- 1 EMPLOYMENT SERVICE DIRECT
- 2 JOBPOINTS

- 3 CONSULTING WITH JOBCENTRE STAFF
- 4 NEWSPAPERS
- 5 INTERNET
- 6 RECRUITMENT/EMPLOYMENT AGENCY
- 7 WORD OF MOUTH (FAMILY, FRIENDS, ETC)
- 8 ADVERTS IN SHOP WINDOWS ETC
- 9 CAREERS SERVICE
- 10 OTHER (**PLEASE SPECIFY**):
.....
- 11 NO PREFERENCE **GO TO QUESTION 15**

14. Why do you prefer this method of job search?

CODE ALL THAT APPLY

- 1 IS EASY TO USE
- 2 IS CONVENIENT/ACCESSIBLE
- 3 IS COST EFFECTIVE
- 4 QUALITY OF THE SERVICE IS BEST
- 5 IS RELIABLE/EFFECTIVE
- 6 ALLOWS ME TO SEARCH FOR JOBS AT MY OWN PACE/IN MY OWN TIME
- 7 OTHER (**PLEASE SPECIFY**):
.....
- 8 DON'T KNOW

15. Since you began using Employment Service Direct, have your visits to the Jobcentre:

- 1 INCREASED **GO TO QUESTION 16**
- 2 DECREASED **GO TO QUESTION 17**
- 3 STAYED THE SAME **GO TO QUESTION 18**
- 4 DON'T VISIT JOBCENTRE **GO TO QUESTION 19**

16. Why do you visit the Jobcentre more often?

.....
.....
.....

GO TO QUESTION 18

17. Why do you visit the Jobcentre less often?

.....
.....

18. What are your main reasons for using Jobcentres?

CODE ALL THAT APPLY

- 1 TO UNDERTAKE JOB SEARCH
- 2 TO SPEAK TO AN ADVISER
- 3 TO SIGN ON/FORTNIGHTLY REVIEW
- 4 TO RECEIVE HELP/ADVICE ON JOB SEARCH
- 5 DON'T USE A JOBCENTRE
- 6 OTHER (**PLEASE SPECIFY**):

.....

19. What is your main reason for using ESD?

CODE ONE ONLY

- 1 TO GET DETAILS ON SPECIFIC JOB VACANCIES
- 2 TO UNDERTAKE GENERAL JOB SEARCH
- 3 TO GET INFORMATION ON VACANCIES IN MY LOCAL AREA
- 4 OTHER (**PLEASE SPECIFY**):

.....

20. Thinking about your use of Employment Service Direct, has it increased, decreased, or made no difference to the following.....?

READ OUT AND CODE ONE OPTION PER ROW

		Increased	Made no difference	Decreased	Don't Know	Not Applicable
1	THE NUMBER OF VACANCIES YOU CONSIDER	1	2	3	4	5
2	THE TYPE OF JOBS YOU LOOK AT	1	2	3	4	5
3	THE GEOGRAPHICAL AREA YOU LOOK AT FOR VACANCIES	1	2	3	4	5
4	THE NUMBER OF APPLICATIONS YOU MAKE FOR JOBS	1	2	3	4	5
5	YOUR USE OF THE INTERNET TO FIND A JOB	1	2	3	4	5

Jobseeker Direct Customer Satisfaction Survey

		Increased	Made no difference	Decreased	Don't Know	Not Applicable
6	YOUR CONFIDENCE IN FINDING A JOB	1	2	3	4	5
7	YOUR SATISFACTION WITH THE EMPLOYMENT SERVICE/JOBCENTRE	1	2	3	4	5

Satisfaction with Employment Service Direct

21. Thinking about your most recent call, how many attempts to ring did you make before your call was answered?

- 1 ONCE (CALL ANSWERED IMMEDIATELY)
- 2 2 - 5 TIMES
- 3 6 - 10 TIMES
- 4 MORE THAN 10 TIMES
- 5 DON'T KNOW/CAN'T REMEMBER

22. Thinking about your latest call to Employment Service Direct, on a scale of 1 to 5 with 1 being very satisfied and 5 being not at all satisfied, how satisfied were you with the following:

READ OUT CODE ONE OPTION PER ROW

		Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dis-satisfied	Very Dis-satisfied	Don't know	Not Applicable
1	THE PROMPTNESS WITH WHICH YOUR CALL WAS ANSWERED	1	2	3	4	5	6	7
2	THE SPEED WITH WHICH THE OPERATOR HANDLED YOUR QUERY	1	2	3	4	5	6	7
3	THE KNOWLEDGE THAT THE OPERATOR HAD	1	2	3	4	5	6	7
4	HOW POLITE THE OPERATOR WAS	1	2	3	4	5	6	7
5	HOW HELPFUL THE OPERATOR WAS	1	2	3	4	5	6	7
6	THE OVERALL SERVICE YOU RECEIVED	1	2	3	4	5	6	7

23. Do you consider the current operating hours to be adequate (M-F 9am-6pm and Saturday 9am-1pm)?

- 1 YES **GO TO QUESTION 25**
- 2 NO
- 3 DON'T KNOW **GO TO QUESTION 25**

24. If no, what operating hours would you prefer?

CODE ALL THAT APPLY

- 1 OPEN EARLIER (MONDAY – FRIDAY)
- 2 OPEN LATER (MONDAY – FRIDAY)
- 3 OPEN ALL DAY SATURDAY
- 4 OPEN SUNDAY
- 5 OTHER (**PLEASE SPECIFY**):

.....

25. What are the advantages of using Employment Service Direct?

.....
.....
.....

26. What are the disadvantages of using Employment Service Direct?

.....
.....

Respondent Details – ask all

I'd now like to ask you a few details about yourself for classification purposes only.

27. Record Gender :

- 1 MALE
- 2 FEMALE

28. Would you mind telling me to which of these age groups you belong?

PROMPT WITH FOLLOWING OPTIONS AND CODE ONE ONLY

- 1 16-18
- 2 19-24
- 3 25-34
- 4 35-49
- 5 50-59
- 6 60-64
- 7 65+
- 8 I DO NOT WISH TO SAY

29. To which of these groups do you consider you belong?

READ OUT AND CODE ONE ONLY

- 1 WHITE
- 2 BLACK – CARIBBEAN
- 3 BLACK – AFRICAN
- 4 BLACK - OTHER BLACK GROUP
- 5 INDIAN
- 6 PAKISTANI
- 7 BANGLADESHI
- 8 CHINESE
- 9 OTHER (**PLEASE SPECIFY**):
.....
- 10 I DO NOT WISH TO SAY

30. What is the highest qualification you have achieved? **DO NOT PROMPT AND CODE ONE ONLY**

- 1 **NO QUALIFICATIONS**
- 2 CSE GRADE 2 OR BELOW
- 3 GCSE'S/O LEVELS/1 A LEVEL/2 AS LEVELS
- 4 SCE HIGHERS/ A LEVELS (2 OR MORE)/AS LEVELS (4 OR MORE)
- 5 NVQ / SVQ / GNVQ LEVEL 1
- 6 NVQ / SVQ / GNVQ LEVEL 2
- 7 NVQ / SVQ / GNVQ LEVEL 3
- 8 NVQ / SVQ / GNVQ LEVEL 4
- 9 NVQ / SVQ / GNVQ LEVEL 5

- 10 BTEC FIRST CERTIFICATE/DIPLOMA
- 11 BTEC NATIONAL CERTIFICATE/DIPLOMA OR ONC/OND
- 12 CITY & GUILDS OR OTHER TRADE QUALIFICATIONS
- 13 BTEC HNC / HND
- 14 DEGREE LEVEL QUALIFICATION
- 15 POST GRADUATE QUALIFICATION (E.G. PG DIP, MA, MSC)
- 16 PROFESSIONAL QUALIFICATION EG CHARTERED ACCOUNTANT, SURVEYOR
- 17 NON UK QUALIFICATIONS
- 18 DON'T KNOW / CAN'T REMEMBER
- 19 OTHER (**PLEASE SPECIFY**):

31. What is your current employment status? DO NOT PROMPT AND CODE ONE ONLY

- 1 SELF – EMPLOYED
- 2 IN WORK 16 HOURS +, PERMANENT
- 3 IN WORK 16 HOURS +, TEMPORARY
- 4 IN WORK LESS THAN 16 HOURS, PERMANENT
- 5 IN WORK LESS THAN 16 HOURS, TEMPORARY
- 6 ON A GOVERNMENT TRAINING SCHEME – WORK BASED TRAINING FOR ADULTS/ WORK BASED YOUNG PEOPLE
- 7 RECENTLY MADE REDUNDANT AND WORKING OUT NOTICE
- 8 UNEMPLOYED IN RECEIPT OF BENEFITS **GO TO QUESTION 32**
- 9 NOT IN WORK AND NOT IN RECEIPT OF BENEFITS **GO TO QUESTION 32**
- 10 PERMANENTLY SICK OR DISABLED
- 11 STILL IN FULL-TIME EDUCATION
- 12 WORKING IN THE HOME/ HOUSEWIFE
- 13 FULLY RETIRED FROM WORK
- 14 VOLUNTARY WORK UNPAID
- 15 OTHER (**PLEASE SPECIFY**):
.....

IF OPTION 8 OR 9 WERE SELECTED ASK QUESTION 32. IF NOT SELECTED ASK QUESTION 30

32. How long have you been out of work? (in months)

PROMPT FOR AN APPROXIMATION

--	--	--

ASK ALL RESPONDENTS

33. Which, if any, of the following benefits are you currently receiving?

READ OUT AND CODE ALL THAT APPLY

- 1 JOBSEEKER ALLOWANCE
- 2 INCOME SUPPORT
- 3 INCAPACITY BENEFIT
- 4 SEVERE DISABILITY ALLOWANCE
- 5 MATERNITY ALLOWANCE
- 6 BEREAVEMENT BENEFITS
- 7 INDUSTRIAL INJURIES DISABLEMENT BENEFIT
- 8 INVALID CARE ALLOWANCE
- 9 WORKING FAMILIES TAX CREDIT
- 10 GOVERNMENT TRAINING ALLOWANCE
- 11 OTHER BENEFITS (**PLEASE SPECIFY**):
.....
- 12 **NONE**
- 13 PREFER NOT TO SAY

34. Do you have any health problems or disabilities?

- 1 YES **CONTINUE**
- 2 NO **GO TO QUESTION 36**

35. Does your health problem or disability....?

READ OUT AND CODE ONE ONLY

- 1 PREVENT YOU FROM DOING CERTAIN TYPES OF WORK OR TRAINING
- 2 PREVENT YOU FROM WORKING OR TRAINING AT ALL
- 3 HAVE NO EFFECT ON WORK OR TRAINING

36. Is English your first language?

- 1. YES
- 2 NO

37. Which best describes where you live?

- 1 RURAL AREA OR SMALL VILLAGE
- 2 SMALL TOWN

- 3 LARGE TOWN
- 4 CITY
- 5 OTHER (**PLEASE SPECIFY**):

.....
DON'T KNOW

38. How long does it take for you to travel to your nearest Jobcentre?

- 1 LESS THAN 30 MINUTES
- 2 30 MINUTES TO 1 HOUR
- 3 1 HOUR TO 2 HOURS
- 4 MORE THAN 2 HOURS
- 5 DON'T KNOW

39. What mode of transport do you **normally** use to visit your Jobcentre?

- 1 FOOT
- 2 PUBLIC TRANSPORT
- 3 OWN CAR
- 4 OTHER (**PLEASE SPECIFY**):

.....
5 NOT APPLICABLE (DON'T VISIT A JOBCENTRE)

40. Can we have your address?

- 1. YES
- 2 NO

If YES: Check the details you already have from contact sheet (ie name, telephone no & postcode) insert these and then record the respondent's address

If NO: Just record the details you already have from contact sheet (ie name, telephone no & postcode)

Name:

.....

Address 1:

.....

Address 2:

.....

Address 3:

.....

Postcode:

.....

Telephone No:

.....

41. Would you be willing to be contacted again for future follow-up studies?

- 1. YES
- 2. NO

THANK RESPONDENT AND CLOSE