Jobseekers Regime and Flexible New Deal, the Six Month Offer and Support for the Newly Unemployed evaluations: An early process study

Appendix supplement

A report of research carried out by the Policy Studies Institute and IFF Research Ltd on behalf of the Department for Work and Pensions
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Appendix A
Wave One topic guides
Customer interview following Back to Work Session

Site visits wave 1

Overall Objective:
- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures:

Initial boxes

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........./....../............ dd/mth/yr.

Customer contact details if agree to later telephone interview:
**JRFND evaluation: Early Implementation study**

**Site visits wave 1**

**Objective:**

- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

**Objective: to ascertain:**

Customers’ initial reaction to the session they have just attended
How well they understood the JR requirements;
How well they think the information and support offered met their needs

**Interview procedure:**

1. Briefly explain the research to the customer and ask for verbal consent to conduct interview.
2. Ask questions and make notes summarising customer’s response on the topic guide below.
3. Ask at the end of that interview for permission (and phone number) for possible follow up interview.
4. Add any further reflections on the session & the interviews in Q4
1. Can you tell me what you thought about the session that you just had?
   - what had they expected
   - did it meet expectations
   - how/why not
   - did they understand that the session was mandatory and what did they think about this
   - did they understand about the increasing conditionality (ie what would happen at the end of stage 1) and what did they think about it

2. What do you think that you will do now?
   Has what you have just heard made a difference to what you will do next? Why/not? How?

   (Probe on whether they will complete the 3-step plan and how useful it is. Do they think these steps will help them find work/move closer to work.)

3. Is there anything else that you think might help you find work?
   - was there anything they wanted/expected but did not get?

   (This question is designed to give the customer a chance to think about whether they feel that the support they are being offered meets their need.)

   Complete this section after the observation and the customer interview (if achieved), reflecting on both

4. Following the interview, add any further reflections you have, comparing the observation of the session with the interview responses, eg:
   - Did the customer seem to understand the principles of the JR (including escalating conditionality)
   - Was appropriate/sufficient support offered?
   - Did customers’ understanding of job search techniques increase
Customer interview following New Jobseeker Interview (NJI) / Stage 3

JRFND evaluation: Early Implementation study

Site visits wave 1

Overall Objective:
- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures (repeated below):

Initial boxes

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: .........../....../............... dd/mth/yr.
Objective: to ascertain:

- Customers’ initial reaction to the interview they have just attended
- How well they understood the JR requirements;
- How well they think the support offered met their needs

Interview procedure:

1. Briefly explain the research to the customer and ask for verbal consent to conduct interview.
2. Ask questions and make notes summarising customer’s response on the topic guide below.
3. Ask at the end of that interview for permission (and phone number) for possible follow up interview.

4. Can you tell me what you thought about the interview that you just had?
   - what had they expected
   - did it meet expectations
   - how/why not
   - did they understand what they were being offered
   - did they understand about the increasing conditionality (ie what would happen at the end of stage 1) and what did they think about it
   - If they have been fast tracked mandatorily ask how they feel about this
   - If they have volunteered for early entry to stage 3, probe on why they did this

5. What do you think that you will do now?
   Has what you have just heard made a difference to what you will do next? Why/not? How?
   (Probe on any differences or similarities to next steps that were discussed in the NJI with the adviser. Probe on whether they think these steps will help them find work/move closer to work.)

6. Is there anything else that you think might help you find work?
   was there anything they wanted/expected but did not get?
   Do they think any barriers they have mentioned have been addressed adequately?
   (This question is designed to give the customer a chance to think about whether they feel that the support they are being offered meets their need.)
Observation of New Jobseeker Interviews (NJIs) and 6 month interview

Site visits wave 1

Overall Objective:

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures (also repeated below):

Initial boxes

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to observe interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)
JRFND evaluation: Early Implementation study

Site visits wave 1

Objective:

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
to assess whether Jobcentre Plus is delivering the right support to the right people

Objective: to examine:

how advisers explain the JRFND regime to customers, particularly how the escalating conditionality is conveyed;
how advisers interpret customers’ needs in order to draw appropriately from the menu of services available;
how fast tracked customers are identified by advisers;
how customers respond to the information they receive.

Observation procedures:

1. Obtain verbal permission from staff member to observe interview.
2. Ask adviser to introduce you to the customer. (X is a member of the Policy Studies Institute who is conducting independent research in the office.) Briefly explain the research to the customer, give leaflet and ask for verbal consent to observe interview and conduct brief interview following this.
3. As far as possible locate yourself in an unobtrusive position in which you can see adviser and customer.
4. Do not participate in interview you are observing.
5. Observe and listen carefully throughout interview making notes as and when possible in relation to topics listed below (use this proforma for each interview)
6. At end of intake process, conduct interview with customer if possible. Ask at the end of that interview for permission (and phone number) for possible follow up interview. If unable to do interview now, ask if willing to be interviewed later by phone and obtain phone number.
7. If time permits, ask adviser Q4 about their reflections on the interview they have just conducted.
8. As soon as possible afterwards, complete Qs 5-7 and fill in any other missing details on proforma.
Date of observation: …………/……/………………  dd/mth/yr.
Time interview starts ……………………….AM/PM
Time interview ends ……………………….AM/PM

1. Interview context
- Adviser’s grade and job
title:........................................................................
........................................................................

- Customer gender
(M/F)........................................................................

- Anyone else with customer (eg children, partner, friend, etc.)

Any initial observations about interview context and/or demeanor of customer
(eg appeared nervous)

2. Description of dialogue from beginning to end of interview
In the table below, summarise the content of the exchange between adviser and
customer. Be as comprehensive as possible. Concentrate on the verbal content
but be aware of gesture and expression insofar as these amplify and qualify the
words spoken and give insight into the effectiveness of the communication, the
extent of understanding, misunderstanding, apprehension and misapprehension.

<table>
<thead>
<tr>
<th>Code number</th>
<th>Summary of interaction</th>
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3. List any written information given to customer:

4. (If possible to speak to adviser afterwards;) Adviser comments on their
decision-making during the interview:

Complete this section after the observation and the customer interview (if
achieved), reflecting on both

5. How would you describe the customers’ response to the interview
interaction? (include evidence of why you think this)
- did it change during the interview?
- did they respond differently to different parts of the discussion?
- did their reaction differ in the follow-up interview?
6. Do you think the customer understood the conditionality requirements?
Including:
  - Basic requirements (available for & looking for work)
  - Attendance at BtWS (for Stage 1 interview)
  - 1-3 mandatory activities (for Stage 3 interview)
  - Increased conditionality at each stage of the Jobseeker’s Regime
  (include evidence of why you think this)

7. Do you think that the adviser understood customer needs and offered appropriate support/services?
   (include evidence of why you think this)
Include discussion of whether fast tracking took place and why
Observation of Back to Work Session

Site visits wave 1

Overall Objective:

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures (repeated below):

Initial boxes

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)
**JRFND evaluation: Early Implementation study**

**Site visits wave 1**

**Objective:**

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
To assess whether Jobcentre Plus is delivering the right support to the right people

**Objective: to examine:**

how presenters explain the JRFND regime to customers, particularly how the escalating conditionality is conveyed;
how customers respond to the information they receive on:
- the JRFND regime
- job search techniques
- other support available

**Observation procedures:**

1. Obtain verbal permission from presenter to observe session.
2. Ask presenter to introduce you to the customers. (X is a member of the Policy Studies Institute who is conducting independent research in the office.) Briefly explain the research to the customers (follow script) and that you would like to conduct brief follow-up interviews after the session.
3. As far as possible locate yourself in an unobtrusive position in which you can see presenter and customers.
4. Do not participate in the session.
5. Observe and listen carefully making notes as and when possible in relation to topics listed below (use this proforma for each interview)
6. At end of the session, conduct interviews with any customers who volunteer.
7. As soon as possible, complete notes in as much detail as you can recall.
Date of session: ............................................ dd/mth/yr.
Time session starts ............................................ AM/PM
Time session ends ............................................ AM/PM

1. BtWS context
- Presenter’s grade and job title:
- No of customers (M/F):
- Layout of room

Any other observations about context and/or demeanor of customers or presenter

2. Description of session content
   *In the table below, summarise the content of the session. Be as comprehensive as possible. Concentrate on the verbal content but be aware of gesture and expression insofar as these amplify and qualify the words spoken and give insight into the effectiveness of the communication. Note whether presenter is disseminating information (one-way flow) or whether there is dialogue, discussion, questions, etc.*
   Above the table are a list of issues that are likely to be discussed with a code number for each. After the session, add code numbers in the left-hand column of the table to show the topics discussed.

   **Topics**
   - Information about Jobseeker’s regime, including (JSA conditions, what happens at later stages, sanctions, fast tracking/early entry to stage 3)
   - Information on job searching
   - Information on local employment opportunities and initiatives
   - Discussion of customers’ own job search strategies (include discussion of three-step plan)
   - Discussion of other support services available (help with CVs, travel costs, skills/learning support, BOCs, self-employment, disability/health barriers, childcare, etc.)
   - Any other topics

<table>
<thead>
<tr>
<th>Code number</th>
<th>Summary of discussion</th>
</tr>
</thead>
</table>

3. List any written information given to customers:

   *Following the session, complete the following sections:*
4. How would you describe the customers’ response to the information presented? (include evidence of why you think this)
   - did it change during the session?
   - did they respond differently to different parts of the discussion?

5. Do you think the customers understood the conditionality requirements?
   Including:
   - Basic requirements (available for & looking for work)
   - Attendance at Back to Work Session
   - Increased conditionality at each stage of the Jobseeker’s Regime
   (include evidence of why you think this)

6. Did customers engage with the presenter? (eg questions, discussion)
   (include evidence of why you think this)

7. Any other researcher reflections:
   (Include anything that might be important to probe on in interviews with advisers and customers.)
**PA Interviews – stage 3**

**Site visits wave 1**

**Overall Objective:**

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
To assess whether Jobcentre Plus is delivering the right support to the right people

**Interview procedures:**

**Initial boxes**

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

**Reference number:**

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)
Date of interview: ........../....../.................. dd/mth/yr.
JRFND Early site visits Wave 1 topic guides for JCP staff (PAs)
Objective Four: to assess the implementation of JRFND in phase one areas
(All staff particularly district level staff)

Topic guide questions
1. Can you tell me how your role fits into the overall framework of /purpose of JRFND?
   Probe on understanding of policy behind JRFND
   - What proportion of your role is taken up with JRFND work?

2. Did you receive training in order to carry out your new role in JFRND?
   - What do you think about the training that you received?
   - What sorts of skills or qualities are important for this role?
   - How do you use them in carrying out your day-to-day work?
   - Did it cover everything you wanted it to cover? Gaps in knowledge?
      Confidence in working flexibly?
   - Views on further training needed?

3. How has the transition been between the new deals and JRFND?

4. Can you describe any delivery challenges in implementing the new regime (JRFND)?
   And SNU
   And 6 month offer
   Impact of any changes in average caseload?

5. Has the economic downturn impacted on the delivery of JRFND?
   - staffing?
   - caseload sizes?
   - more customers?
   - different client groups?
   - the way you work with providers?
   - DMA activity?

Objective One: To gain early feedback from staff and customers on delivery of stages one and three of the Jobseekers Regime

Stages one and three – New claims advisers, personal advisers (some customers)

1. What usually happens to customers after 6 months?
   Prompt on:
   - any delays joining stage 3?
   Extra advisory support?
   Extra provisions?
   Flexibility Type of contact (and frequency)
   Impact of recession?

2. What are the advantages for staff and customers of the new regime over the old one? (if PA knows about the old regime)
   Any disadvantages?
- probe on extent of change to previous ways of working
- implications for workload (at time of recession)
Possible effect of these changes?

3. Can you describe the action planning process that you go through with customers
- what is included in action plans? (probe on job goals (long/short-term), skills objectives and relation between two)

4. How do customers respond to this process?
- probe for different customer groups
- are customers given copies?

5. How do customers react to learning about the different provisions?
- does it differ for different types of customers?
- prompt for each type of provision in turn (SNU; SMO; anything else)

6. How do you decide which provision/measure to offer to customers?
- does this vary according to types of customer? (ie a personalised service?)
- do you face any difficulties in this?
- Can you give some examples of people that you have referred to different provision and it has worked well?
- And examples where it has not worked so well?

7. How and when do you explain conditionality to customers (what they are now required to do)?
- what evidence is there that customers understand the requirements that are made of them?

Partly covered already in probes (miss as appropriate)
8. Do you think there are some customer groups that are better/less well-served by the JRFND?
- by the provision available?
- is there anything that could be improved for particular types of people?
Is there anything that should be done differently?
Impact of recession?

Partly covered already in 21, 23, 24, 25, 27, 28 (miss as appropriate)
9. How do you find out about the different types of provision available in the local area to support different customers?
- do you face any difficulties in this?

10. Do you have experience of sanctioning customers?
- probe on when and why
- To what extent can you exercise discretion?
- probe on specific examples of when sanctions been used
- how do customers react to this?
- do you think sanctions have an effect on customers’ behaviour?
Objective Two: To gain early feedback on the operation of the six-month package and support for newly unemployed as delivered via Jobcentre Plus (6 districts only)

**Six-month offer** – District level staff, Stage 3 personal advisers, and customers where possible

9. *Can you tell me how you introduce the 6mo?*
   - What criteria are used?
   - How much discretion do advisers have?
   - Is this appropriate?
   - Are advisers confident about using their discretion effectively?

10. *Was the guidance adequate?*
    - was there sufficient time to prepare?

11. *Which of the options do you use the most?*
    - Why?

12. *Which of the service options are the most positively received among customers?*
    - Any patterns by customer group? (age, gender, etc)

13. *What is happening with stock customers?*

14. *So far, how is the 6mo working out?*
    - are customers still actively engaging in a job search?

15. *How do the additional services in the 6 Month Offer complement existing services?*

16. *Is there any duplication of services?*
    - If so, what?

17. *Any changes you’d like to suggest to improve operations or services?*

18. *What feedback are you receiving from customers who have taken up the options?*
    - If given a choice of options, do customers perceive this to be voluntary?
    - Specific for: employment subsidy, SE support, Volunteering, Pre-employment training
    - Any feedback from people who choose not to follow through with a referral?
Objective Five: To gain early feedback on the operation of the Adviser Flexibilities as delivered via Jobcentre Plus (3 districts only)

19. What ‘flexibilities’ does the Adviser Flexibilities offer you?
- most and least common practices
- specific to customer groups
How does this compare to flexibilities within:
- JRFND?
- SNU/6 mos offer?

20. Are advisers confident about using their discretion effectively?
Was/is the guidance and training adequate?
How effective do you feel this approach has been?
- in terms of customer service
- in terms of adviser job satisfaction and motivation

21. Is there anything that is making it difficult for you to use a flexible approach with your JSA customers?
- within JCP?
- working with partners/contractors?

22. How are the adviser flexibilities being managed?
- Monitoring tools?
- Support to staff?
- Sharing of best practices?

23. What are the benefits of a more flexible approach to supporting jobseekers?
What are the disadvantages of a more flexible approach to supporting jobseekers?

24. What lessons have been learned that will help advisers in other districts apply more flexible approaches to service delivery?
- specific to different customer groups
Advisory Support Manager interview

JRFND, SNU, 6MO evaluation: Early Implementation study

Site visits wave 1

Overall Objective:

to examine the implementation on the ground of the new programmes
(JRFND, SNU and 6MO)
To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures:

Initial boxes

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../............... dd/mth/yr.
JRFND Early site visits Wave 1 topic guides for JCP staff (ASMs)

Questions, and prompts, highlighted should be missed out at interviewers discretion (ie. If there is not enough time for all the questions OR issues covered elsewhere OR they are being asked too early in the implementation process)

25. Opening Question: Can you please outline your role in the office?

26. Can you tell me how your role fits into the overall framework of /purpose of JRFND?
Probing on understanding of policy behind JRFND
- What proportion of your role is taken up with JRFND work?

27. Did you receive training in order to carry out your new role in JRFND?
- What do you think about the training that you received?
- What sorts of skills or qualities are important for this role?
- How do you use them in carrying out your day-to-day work?
- Did it cover everything you wanted it to cover? Gaps in knowledge?
- Confidence in working flexibly?
- Views on further training needed?

28. How useful was the information you received from district, regional or head office?
- was advice/information consistent?
- teething problems/emerging challenges?
- were expectations realised?
- What about the support that you received from head office?
- What type of support did you receive
  - was it enough?
- How often were you in contact with head office? What type of contact?
- Was the level of contact sufficient?

What is your view on the communication that you received from district, regional or head office? - What sorts of communication did you receive? By what sources/media?
- was it adequate/useful?
- What would you have liked to know more about?

29. How has the transition been between previous new deals and JRFND?
- How has the New Deal transition strategy affected JRFND implementation?

30. Can you describe any delivery challenges in implementing the new regime (JRFND)?
And SNU
And 6 month offer
Impact of any changes in average caseload?
31. How has the economic downturn impacted on the delivery of JRFND?
- staffing?
- caseload sizes?
- more customers?
- different client groups?
- the way you work with providers?
- DMA activity?

32. What systems or contingencies have been put in place to deal with the increase in the number of customers coming through the programme?

33. Have you noticed any changes in customer behaviour with the new regime (JRFND) with regard to:
- customer job searching?
- customer motivation?
- customer confidence?

34. Which elements of the new regime do you think are working best, so far, in:
- moving customers towards work?
- moving customers into work?

35. What are the advantages for staff and customers of the new regime over the old one?
Any disadvantages?
- probe on extent of change to previous ways of working
- implications for workload (at time of recession)
- Possible effect of these changes?

36. How effective do you think the action planning process is?
- How is it different to action planning previously?
- Are customers pro-active in agreeing activity
- does it influence customer behaviour?
- does it improve motivation/co-operation?
- how could it be improved?

37. Do you think that the increasing conditionality of JRFND works effectively?
- why/not?
- What could be improved?

What evidence is there that customers’ understand progressive conditionality?
- How could this be improved?
38. To what extent do you think sanctions are being used to ensure customers’ compliance in the regime?
- How much discretion do advisers have?
- Is this appropriate?
- Do they use it effectively?
- Do they know how to refer a customer for DMA?
- Could anything be improved about the sanctions regime?

Stage 3:
39. Can you clarify whether JRFND stage 3 is currently being delivered
- to fast tracked customers?
- to voluntary (stock) customers?
- to anyone else?

40. How do you think the process of fast tracking to stage 3 is going?
- probe on voluntary and mandatory
- are there any difficulties?
- do you think the criteria are appropriate for those who are automatically fast tracked?
- Could anything be improved about the process?

Only ask remaining questions on stage 3 if it is currently being delivered

41. What usually happens to customers during stage 3?
Prompt on:
- Extra advisory support?
- Flexibility - Type of contact (and frequency)
- Extra provisions?

42. Have there been any difficulties implementing the additional adviser support at stage 3?
- What could be improved?

43. What are advisers doing differently for different groups of customers?
- Do you think there are some customer groups that are better/less well-served by the JRFND?
- Is there anything that could be improved for particular types of customers?

44. How do advisers find out about the different types of provision available in the local area to support different customers?
- Do you face any difficulties in this?
- Is the District Provision Tool used?
- How useful is it?

45. How adequate is the provision available?
How could it be improved?
(Quality, range)
Six Month Offer

46. Can you tell me about how advisers decide what to offer to different customers (as part of 6 month offer)?
- What criteria are used?
- How much discretion do advisers have?
- Is this appropriate?
- Are advisers confident about using their discretion effectively?

47. Was the guidance on the 6 month offer adequate?
- was there sufficient time to prepare?

48. Which of the options do you/advisers use the most?
- Why?

49. Which of the service options are the most positively received among customers?
- Any patterns by customer group? (age, gender, etc)

50. How much of a choice do customers get in taking up the voluntary strands?
- What do customers take into consideration when they decide?

How are stock customers responding to the opportunity to take up extra advisory support?

51. How are the services being marketed to existing/stock JSA claimants?
- What are your views on the effectiveness of this marketing?

52. What is the take-up of services like among existing/stock JSA claimants?

So far, how is the 6 month offer working out?
- are customers still actively engaging in a job search?

53. How do the additional services in the 6 Month Offer complement existing services?

Is there any duplication of services?
- If so, what?

Any changes you’d like to suggest to improve operations or services?

54. What feedback are you receiving from customers who have taken up the options?
- If given a choice of options, do customers perceive this to be voluntary?
- Specific for: employment subsidy, SE support, Volunteering, Pre-employment training
- Any feedback from people who choose not to follow through with a referral?
Support for Newly Unemployed

55. Can you tell me what is now available for customers from Day one (newly unemployed)?
   What has only been available since April 2009?
   What was available previously?

56. So far, how is the support for the newly unemployed working out?
   - for non-professionals?
   - for professionals?

57. How are customers’ needs being identified?
   - How is this working?
   - Specify for each group (as identified in bullets to left)
   - What criteria are used?
   - How much discretion do new claims advisers have?
   - Is this appropriate?
   - Are advisers confident in deciding the allocation of customers to the different support groups?
     - for non-professionals?
     - for professionals?

58. What feedback are you receiving from customers who have taken up the options?
   - Specific for each support group
   - Any feedback from people who opted not to follow through with a referral?

59. How do advisers find out about the provision available in the local area to support the newly unemployed offer?
   - do you face any difficulties in this?

How adequate is the provision available?
How could it be improved?
(Quality, range)
Adviser Flexibilities

60. What ‘flexibilities’ does the Adviser Flexibilities offer you in this district/office?
- most and least common practices
- specific to customer groups

61. How does this compare to flexibilities within:
- JRFND?
- SNU/6 month offer?

62. Are advisers confident about using their discretion effectively?

63. Was/is the guidance and training adequate?

64. How effective do you feel this approach has been?
- in terms of customer service
- in terms of adviser job satisfaction and motivation

65. Is there anything that is making it difficult for you to use a flexible approach with your JSA customers?
- within JCP?
- working with partners/contractors?

66. How are the Adviser Flexibilities being managed?
- Monitoring tools?
- Support to staff?
- Sharing of best practices?

67. What has been the impact of relaxing the AAT (Adviser Achievement Tool)?

68. What has been the impact of relaxing the IDT (Intervention Delivery Target)?

69. Has there been a change in behaviour (of advisers) as a result?

70. Has there been a change in management approaches? i.e. from satisfying numerical targets (e.g., number of interventions delivered) to other outcomes?

71. Any issues with perceptions on the adequacy of performance monitoring?
In what ways is the AAT being used?
- compared to performance management
- any issues with this?
72. What are the benefits of a more flexible approach to supporting jobseekers?

73. What are the disadvantages of a more flexible approach to supporting jobseekers?

74. What lessons have been learned that will help advisers in other districts apply more flexible approaches to service delivery?
- specific to different customer groups
**Back to work presenter interview**

**Site visits wave 1**

**Overall Objective:**

- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

**Interview procedures:**

*Initial boxes*

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

**Reference number:**

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../.................. dd/mth/yr.

-
JRFND Early site visits Wave 1 topic guides for JCP staff

Objective Four: to assess the implementation of JRFND in phase one areas (All staff particularly district level staff)

Topic guide questions

75. Can you tell me how your role fits into the overall framework of /purpose of JRFND?
Probe on understanding of policy behind JRFND
- What proportion of your role is taken up with JRFND work?

76. Did you receive training in order to carry out your new role in JRFND?
- What do you think about the training that you received?
- What sorts of skills or qualities are important for this role?
- How do you use them in carrying out your day-to-day work?
- Did it cover everything you wanted it to cover? Gaps in knowledge?
  Confidence in working flexibly?
- Views on further training needed?

77. What is your view on the communication that you received from district, regional or head office? - What sorts of communication did you receive?
  By what sources/media?

- was it adequate/useful?
- What would you have liked to know more about?

78. How has the ND transition strategy impacted on JRFND implementation?
- on the way you (plan to) work with providers?
- on the way you will refer fast-tracked customers to providers?

79. Can you describe any delivery challenges in implementing the new regime (JRFND)?
And SNU
And 6 month offer
Impact of any changes in average caseload?

80. Has the economic downturn impacted on the delivery of JRFND?
staffing?
- caseload sizes?
- more customers?
- different client groups?
- the way you work with providers?
- DMA activity?
81. What systems have been put in place to deal with contingencies, eg increase in the number of customers coming through the programme?
- large caseloads
- training opportunities

Objective Three: To gain feedback on perceived impacts of the new regime, six month package and support for newly unemployed on customer outcomes and staff experiences – All staff and customers (all districts but tailor accordingly)

Topic guide questions

82. Which elements of the new regime do you think are working best, in:
- moving customers towards work?
- moving customers into work?
Objective One: To gain early feedback from staff and customers on delivery of stages one and three of the Jobseekers Regime

_BtWS – Customers/BtWS presenters/District Level staff_

**Topic guide questions**

83. What are your experiences of delivering the Back to Work sessions?
- How many people attend?
- What topics are covered?
- What is the format?

84. How do customers respond to the BtW sessions?
- Does this differ for different types of customers?

85. How useful do you think the BtWSs are? (probe for different groups)
Any specific elements that went well
Are BtWS the right length, and are they conducted at the right point in time?
How do you evaluate how useful it is for each customer group?
- Is there anything that could be improved?
Impact of recession?

86. What training did you receive prior to delivering the sessions?
- What could have been improved?
- What was good about it?

87. Do you think that the BtWSs influence customers’ job search activity?
- In what ways?
- Does this differ for different types of customers?
Impact of recession?

88. If BtWSs have been delayed/deferred, what effects does this have (on staff/customers)?

Partly covered already in 21, 23, 24, 25, 27, 28 (miss as appropriate)

89. How do you find out about the different types of provision available in the local area to support different customers?
- do you face any difficulties in this?
-
**CETL Interview**

**Site visits wave 1**

**Overall Objective:**

- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

**Interview procedures:**

**Initial boxes**

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

**Reference number:**

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

**Date of interview:** ........../....../................. dd/mth/yr.

_
JRFND Early site visits Wave 1 topic guides for JCP staff (CETL)

Objective Four: to assess the implementation of JRFND in phase one areas (All staff particularly district level staff)

90. Can you tell me how your role fits into the overall framework of purpose of JRFND?
Probe on understanding of policy behind JRFND
- What proportion of your role is taken up with JRFND work?

91. Did you receive training in order to carry out your new role in JRFND?
- What do you think about the training that you received?
- What sorts of skills or qualities are important for this role?
- How do you use them in carrying out your day-to-day work?
- Did it cover everything you wanted it to cover? Gaps in knowledge?
- Confidence in working flexibly?
- Views on further training needed?

92. What is your view on the communication that you received from district, regional or head office? - What sorts of communication did you receive? By what sources/media?
- Was it adequate/useful?
- What would you have liked to know more about?

93. How has the transition been between new deals and JRFND?
- On the way you (plan to) work with providers?
- On the way you will refer fast-tracked customers to providers?

94. Can you describe any delivery challenges in implementing the new regime (JRFND)?
And SNU
And 6 month offer
Impact of any changes in average caseload?

95. Has the economic downturn impacted on the delivery of JRFND?
- Staffing?
- Caseload sizes?
- More customers?
- Different client groups?
- The way you work with providers?
- DMA activity?

96. What systems have been put in place to deal with contingencies, eg increase in the number of customers coming through the programme?
- Large caseloads
- Training opportunities
Objective One: To gain early feedback from staff and customers on delivery of stages one and three of the Jobseekers Regime
97. How useful do you think the BtWSs are? (probe for different groups)
Any specific elements that went well
Are BtWS the right length, and are they conducted at the right point in time?
How do you evaluate how useful it is for each customer group?
- Is there anything that could be improved?
Impact of recession?

98. What are attendance rates at BtWSs like? (probe for different groups)

99. What do you think about the sanctions?
- In what ways could they be improved?

Covered under probes for the various questions

100. Have there been any problems with scheduling the BtWSs?
Eg. Premises, numbers, presenters availability, external presenters
- probe on increase in customer numbers
- 

Stages one and three – New claims advisers, personal advisers (some customers)

101. What usually happens to customers after 6 months?
Prompt on:
- any delays joining stage 3?
Extra advisory support?
Extra provisions?
FlexibilityType of contact (and frequency)
Impact of recession?

102. How do customers respond to these changes?
- does this differ for different types of customers (probe on fast tracked)

103. What are the advantages for staff and customers of the new regime over the old one?
Any disadvantages?
- probe on extent of change to previous ways of working
- implications for workload (at time of recession)
Possible effect of these changes?

104. Have there been any difficulties implementing the additional adviser support at stage 3?
- What could be improved?
Impact of recession?
105.  How effective do you think the action planning process is?
How is it different to action planning previously?
Are customers pro-active in agreeing activity
- does it influence customer behaviour?
- does it improve motivation/co-operation?
- how could it be improved?

106.  Can you describe the provision that can be accessed by customers at stage 1?
- probe on newly unemployed offer (SNU)

107.  Is there enough provision available to meet the needs of your customers?
How do you decide which provision/measures to offer to customers?
What is missing? (prompt on skills provision)
What have you found to be effective and why?
Impact of recession?

108.  What evidence is there that customers’ understand progressive conditionality?
- How could this be improved?

109.  How do you think the process of fast tracking to stage 3 is going?
- probe on voluntary and mandatory
- are there any difficulties?
- do you think the criteria are appropriate for those who are automatically fast tracked?
- Could anything be improved about the process?

110.  To what extent do you think the threat of sanctions are being used to ensure customers’ compliance in the regime?
- How much discretion do advisers have?
- Is this appropriate?
- do they use it effectively?
Do they know how to refer a customer for DMA?
- do you think the threat of sanctions have an effect on customers’ behaviour?
- could anything be improved about the sanctions regime?
PA Interview – New Claims

JRFND, SNU, 6MO evaluation: Early Implementation study

Site visits wave 1

Overall Objective:

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures:

Initial boxes

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../................. dd/mth/yr.
JRFND Early site visits Wave 1 topic guides for JCP staff (PAs – new claims)

Objective Four: to assess the implementation of JRFND in phase one areas (All staff particularly district level staff)

1. What do you think about JRFND? Probe on understanding of policy behind JRFND
   - What proportion of your role is taken up with JRFND work?
   - Did you receive training in order to carry out your new role in JRFND?
   - What sorts of skills or qualities are important for this role?
   - Did it cover everything you wanted it to cover? Gaps in knowledge?
   - Confidence in working flexibly?
   - Views on further training needed?

2. What is your view on the communication that you received from district, regional or head office? - What sorts of communication did you receive? By what sources/media?
   - was it adequate/useful?
   - What would you have liked to know more about?

3. How has the transition been from the previous new deals to JRFND

4. Can you describe any delivery challenges in implementing the new regime (JRFND)?
   And SNU
   And 6 month offer
   Impact of any changes in average caseload?

5. Has the economic downturn impacted on the delivery of JRFND?
   - staffing?
   - caseload sizes?
   - more customers?
   - different client groups?
   - the way you work with providers?
   - DMA activity?

Objective Three: To gain feedback on perceived impacts of the new regime, six month package and support for newly unemployed on customer outcomes and staff experiences – All staff and customers (all districts but tailor accordingly)

1. What changes in behaviour have you noticed in:
   - customer job searching?
   - customer motivation?
   - customer confidence?
2. Have you noticed any differences for different customer groups? 
- or different ‘types’ of customer? (eg different stages of job-readiness)

Objective One: To gain early feedback from staff and customers on delivery of stages one and three of the Jobseekers Regime
(advisers may not be able to answer these questions – skip accordingly)

1. How do customers respond to the BtW sessions? 
- Does this differ for different types of customers?

2. How useful do you think the BtWSs are? (probe for different groups) 
Any specific elements that went well
Are BtWS the right length, and are they conducted at the right point in time? 
How do you evaluate how useful it is for each customer group? 
- Is there anything that could be improved? 
Impact of recession?

3. Do you think that the BtWSs influence customers’ job search activity? 
- In what ways? 
- Does this differ for different types of customers? 
Impact of recession?

4. What are attendance rates at BtWSs like? (probe for different groups)
- Have you experience of imposing sanctions for non-attendance? 
- Which types of customers do you think are more likely to fail to attend? 
- How do different customers respond to sanctions?

5. How (and when) do you explain the consequences of not attending the BtWS to customers?

6. What is their response to hearing about the sanctions? 
- Do they understand the sanctions? 
Does this affect attendance?

7. What do you think about the sanctions? (only ask 10-12 if relevant)
- In what ways could they be improved?

Covered under probes for the various questions

8. Have there been any problems with scheduling the BtWSs? 
Eg. Premises, numbers, presenters availability, external presenters
- probe on increase in customer numbers

9. What strategies have been used to maximise attendance? 
Eg. Jobseekers Direction
10. If BtWSs have been delayed/deferred, what effects does this have (on staff/customers)?
   *NB Action Plans may be developed after btws (6-8 weeks) or stage 3, so skip accordingly.*

11. Can you describe the action planning process that you go through with customers (at stage 1)?
   - what is included in action plans? (probe on job goals (long/short-term), skills objectives and relation between two) *(skip following questions if not relevant)*

12. How do customers respond to this process?
   - probe for different customer groups
   - are customers given copies?

13. How effective do you think the action planning process is?
   How is it different to action planning previously?
   Are customers pro-active in agreeing activity
   - does it influence customer behaviour?
   - does it improve motivation/co-operation?
   - how could it be improved?

14. Can you describe the provision that can be accessed by customers at stage 1?
   - probe on newly unemployed offer (SNU)

15. Have you experience of customers using these provisions?
   - what is the feedback from customers?
   - does it differ for different types of customers?
   - prompt for each type of provision in turn (SNU; SMO; anything else)

16. Is there enough provision available to meet the needs of your customers?
   How do you decide which provision/measures to offer to customers?
   What is missing? (prompt on skills provision)
   What have you found to be effective and why?
   Impact of recession?

17. How and when do you explain conditionality to customers (what they are now required to do)?
   - what evidence is there that customers understand the requirements that are made of them?

   *Partly covered already in probes (miss as appropriate)*

18. Do you think there are some customer groups that are better/less well-served by the JRFND?
   - by the provision available?
   - is there anything that could be improved for particular types of people?

19. Is there anything that should be done differently?
   Impact of recession?
20. How do you decide on what provision to offer to customers out of everything that is potentially available?

21. How adequate is the provision?

22. How do you identify customers that need to be fast-tracked to stage 3?
   - probe on voluntary and mandatory - are there any difficulties?
   - How do customers respond?
   - Do you get many people volunteering? Why/not?
   - Could anything be improved?
   Do customers understand why they have been fast-tracked?
Objective Two: To gain early feedback on the operation of the six-month package and support for newly unemployed as delivered via Jobcentre Plus (6 districts only)
(for districts with JRFND and SNU/6MO some of these questions may be duplicates. Adapt topic guide accordingly)
Support for newly unemployed & professionals -

1. Can you tell me what is now available for customers from Day one (newly unemployed)?
   What has only been available since April 2009?
   What was available previously?
   (NB do not ask if already answered)

2. So far, how is the support for the newly unemployed working out?
   - for non-professionals?
   - for professionals?

3. Can you tell me how you decide what to offer individual customers?
   - What criteria are used?
   - How much discretion do new claims advisers have?
   - Is this appropriate?
   - Are advisers confident in deciding the allocation of customers to the different provision?
   - for non-professionals?
   - for professionals?
   (NB do not ask if already answered)

4. What feedback are you receiving from customers who have taken up the options?
   - Specific for each support group
   - Any feedback from people who opted not to follow through with a referral?

5. Has the training/guidance been adequate?
   - for decisions about non-professionals?
   - for decisions about professionals?

6. What are your views on the support delivered at JCP?
   - for non-professionals?
   - for professionals?
   (NB do not ask if already answered)

7. What are your views on the support delivered by providers?
   Any changes you’d like to suggest to improve operations or services?
   - for non-professionals?
   - for professionals?
Appendix B
Wave Two topic guides
Observation of SNU Group Session

Site visits wave 2

Overall Objective:
- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures (repeated below):

Initial boxes
- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)
JRFND evaluation: Early Implementation study

Site visits wave 2

Objective:

to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)

To assess whether Jobcentre Plus is delivering the right support to the right people

Objective: to examine:

how presenters explain the JRFND regime to customers, particularly how the escalating conditionality is conveyed;

how customers respond to the information they receive on:
- the JRFND regime
- job search techniques
- other support available

Observation procedures:

1. Obtain verbal permission from presenter to observe session.
2. Ask presenter to introduce you to the customers. (X is a member of the Policy Studies Institute who is conducting independent research in the office.) Briefly explain the research to the customers (follow script) and that you would like to conduct brief follow-up interviews after the session.
3. As far as possible locate yourself in an unobtrusive position in which you can see presenter and customers.
4. Do not participate in the session.
5. Observe and listen carefully making notes as and when possible in relation to topics listed below (use this proforma for each interview)
6. At end of the session, conduct interviews with any customers who volunteer.
7. As soon as possible, complete notes in as much detail as you can recall.
Date of session: ........../....../............. dd/mth/yr.
Time session starts .................................. AM/PM
Time session ends .................................. AM/PM

1. SNU Group context

- Presenter’s grade and job
title:..............................................................................................................
..............................................................................................................
- No of customers (M/F):.................................................................
- Layout of room
..............................................................................................................
..............................................................................................................

Any other observations about context and/or demeanor of customers or
presenter
..............................................................................................................
..............................................................................................................
..............................................................................................................

2. Description of session content

In the table below, summarise the content of the session. Be as comprehensive
as possible. Concentrate on the verbal content but be aware of gesture and
expression insofar as these amplify and qualify the words spoken and give
insight into the effectiveness of the communication. Note whether presenter is
disseminating information (one-way flow) or whether there is dialogue,
discussion, questions, etc.
Above the table are a list of issues that are likely to be discussed with a code
number for each. After the session, add code numbers in the left-hand column
of the table to show the topics discussed.

<table>
<thead>
<tr>
<th>Code number</th>
<th>Summary of discussion</th>
</tr>
</thead>
</table>

3. List any written information given to customers:
Following the session, complete the following sections:

4. How would you describe the customers’ response to the information presented? (include evidence of why you think this)
   - did it change during the session?
   - did they respond differently to different parts of the discussion?

6. Did customers engage with the presenter? (eg questions, discussion)
   (include evidence of why you think this)

7. Any other researcher reflections:
   (Include anything that might be important to probe on in interviews with advisers and customers.)
Appendices – Wave Two topic guides

**JRFND evaluation: Early Implementation study - Customer interview following Adviser meeting & SNU Group Session**

**Site visits wave 2**

**Overall Objective:**
- to examine the implementation on the ground of the new programmes (JRFND, SNU and 6MO)
- To assess whether Jobcentre Plus is delivering the right support to the right people

Interview procedures (repeated below):

*Initial boxes*

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

Date of interview: ........../....../............... dd/mth/yr.

1. Can you tell me what you thought about the interview that you just had?

2. What do you think that you will do now?

3. Is there anything else that you think might help you find work?  
   Objective: to ascertain:  
   - Customers’ initial reaction to the interview they have just attended  
   - How well they understood the JR requirements;  
   - How well they think the support offered met their needs
Interview procedure:

1. Briefly explain the research to the customer and ask for verbal consent to conduct interview.
2. Ask questions and make notes summarising customer’s response on the topic guide below.
3. Ask at the end of that interview for permission (and phone number) for possible follow up interview.
1. Can you tell me what you thought about the interview that you just had?
   - what had they expected
   - did it meet expectations
   - how/why not
   - did they understand what they were being offered
   - did they understand about the increasing conditionality (ie what would happen at the end of stage 1) and what did they think about it
   - If they have been fast tracked mandatorily ask how they feel about this
   - If they have volunteered for early entry to stage 3, probe on why they did this

2. What do you think that you will do now?
   - Has what you have just heard made a difference to what you will do next?
   - Why/not? How?
   (Probe on any differences or similarities to next steps that were discussed in the NJI with the adviser. Probe on whether they think these steps will help them find work/move closer to work.)

3. Is there anything else that you think might help you find work?
   - was there anything they wanted/expected but did not get?
   - Do they think any barriers they have mentioned have been addressed adequately?
   (This question is designed to give the customer a chance to think about whether they feel that the support they are being offered meets their need.)
JRFND Phase One Districts - Third Party Provision Manager (TPPM) Interview

Site visits wave 2

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../........../................ dd/mth/yr.

Main Research Objectives
1) To gain feedback from staff and customers on the delivery of Stage 2 of the Jobseekers Regime
2) To gain further feedback from staff and customers on the delivery of Stage 3 of the Jobseekers Regime
3) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
4) To gain staff and customer views on the possible impacts of the new regime on customers
5) To assess the implementation and bedding in of JRFND in phase one areas to learn lessons for the implementation of JRFND in phase two areas

Instructions to Interviewer: re-phrase questions as appropriate
**Background notes:**

A key role of the TPPM is to establish a directory of all provision available in their District and publish this on the intranet for advisers to use.

A **District Provision Tool** is being developed. This is a database of provider information that will be used to increase awareness of the full range of products and services available to customers, from the Learning & Skills Council and Jobcentre Plus, to include both in and out of work services.

---

**SECTION ONE: Service awareness**

1. How do you identify relevant service provision in the district that Jobcentre Plus staff can refer their customers to?
   - Any mapping of provision in reference to customer needs; in reference to the local labour market?

2. Any overlap in services? Any gaps in the services?
   - [Probe on relevant JRFND/SNU/6MO services, both contracted and non-contracted. (e.g., basic skills & work skills training; support for newly unemployed professionals, support for newly unemployed non-professionals; 6MO training, volunteering, self-employment support)]

3. Any issues in setting up provision or issues with any particular suppliers?
   - [Probe on relevant JRFND/SNU/6MO services, both contracted and non-contracted. (e.g., Advice and Guidance services; basic skills & work skills training; support for newly unemployed professionals, support for newly unemployed non-professionals; 6MO training, volunteering, self-employment support) also different types of providers (e.g., private sector & third sector provision; Learning & Skills Council, European Social Fund employment services)]

---

**SECTION TWO: Networking & communications**

1. How does information on the various provider services reach Jobcentre Plus advisers?
   - Where is this stored?
   - What level of detail do advisers receive? Any use of the **District Provision Tool**?

---

*Appendices – Wave Two topic guides*
2. What kind of contact is there between providers and Jobcentre Plus?

- Are providers informing JCP staff about their services? [Ask for examples.]
- How are JCP communicating referrals to a provider? (e.g., telephone, letter)
- How are providers informing JCP that a customer has started to receive their services?

3. What is communication like with those providers who receive referrals through a broker? (e.g., as in the case of the 6MO volunteer service, how do advisers find out that a customer has started a volunteer placement?)
SECTION THREE: Feedback on provision

1. What feedback have you had on the various provider services? (i.e., Are JCP staff aware of the services suppliers can provide? Are services meeting customer service needs?)

[Take each area of provision in turn, if relevant: Advice and Guidance services; basic skills & work skills training; support for newly unemployed professionals, support for newly unemployed non-professionals; 6MO training, volunteering, self-employment support]

– Feedback from Jobcentre Plus staff
– From customers
– From providers

Any suggestions for changes or additions to the services?
[Ask for examples.]

SECTION THREE: Overall impressions

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   Why?

2. Do you have any other comments, anything else you would like to add?
**JRFND Phase One Districts - Adviser interview**

Site visits wave 2

Interview procedures:

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../........../................. dd/mth/yr.

**Main Research Objectives**

1) To gain feedback from staff and customers on the delivery of Stage 2 of the Jobseekers Regime
2) To gain further feedback from staff and customers on the delivery of Stage 3 of the Jobseekers Regime
3) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
4) To gain staff and customer views on the possible impacts of the new regime on customers
5) To assess the implementation and bedding in of JRFND in phase one areas to learn lessons for the implementation of JRFND in phase two areas

**SECTION ONE: JRFND (Stage 2 and updates on Stages 1 & 3)**

General provision

0. For the record, what is your role in relation to the Jobcentre Plus services?
1. Have there been any changes in the delivery of the new regime over the past few months? [i.e., since the first round of site visits]

2. How do you find out about the types of provision that are available locally to support your different customers’ needs?
   - How is the referral process going?
   - How confident do you feel in using the range of provision?

3. How is the sanctioning process going?
   - Are you sanctioning more or less than when the new regime came in?
   - Do you have any evidence or experiences about the effects of being sanctioned on customer behaviour?

4. How do customers progress through the different stages (i.e. customers moving from stage 1 to 2, etc)?
   - Any changes of advisor?

**Update on Stage 1 – New Jobseeker Interviews**
*(note for interviewers: keep brief, focus is mainly on stage 2 and stage 3)*

1. How is the delivery of the New Jobseeker Interviews going?
   *Researcher to refer to any office specific issues raised during the wave 1 fieldwork*

2. To what extent is fast-tracking taking place?
   - Do you think customers understand that they have been fast-tracked, and why they have been?

3. What improvements can be made to the delivery of the New jobseeker interview?
   - *If a question of time available, what is taking up the time and making it more difficult to manage the NJI in the allotted time?*

**Initial Stage 2**

1. How are the initial stage 2 interviews being delivered?
   - Individual or group sessions *(should be additional to 1-1 initial stage 2 interview)*
   - Length of 1-1 interview
2. What are customers offered at this stage?
   - How do you identify and prioritise services to suit individual customers?
   - What is the feedback from customers who have taken up various services?
   - Is there any fast-tracking at this stage?

3. How are the stage 2 weekly signings being organised?
   - How is this applied? (e.g. are you sticking to 6 x 10 minute signing sessions or are you using 3 x 15-20 minute sessions?)
   - Do you think that the extra sessions encourage more job search activity? Any evidence for this?

**Update on Stage 3**
1. How is the delivery of the initial stage 3 interview meetings going?
   - [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]
     - What is included in initial stage 3 interview?

2. And subsequent meetings?

3. How are you advisers using the facility to require jobseekers to take up ‘1-3 mandatory activities’ during Stage 3?
   - What activities?
   - Who is mandated?
   - Any resort to JSD?

4. Do you think that being fast-tracked to Stage 3 is helping customers?
   - What is the evidence for this?
   - Are there any differences between voluntary and mandatory ‘fast-trackers’?

5. Is weekly signing taking place after the initial Stage 3 interview?
   - Are there differences in how this is applied (e.g. Do you stick to 6 x 10 minute signing sessions or use 3 x 15-20 minute sessions?)
   - Do you think this encourages more job search activity? Any evidence for this?

6. What improvements can be made to the delivery of the initial stage 3 interview?
Training & skills

1. At what point do you discuss: a) Basic Skills, b) Employment-related and generic, c) Transferable skills needs?

2. Are customers referred to Nextstep/careers advisers and for Skills Health Checks?
   - When would these happen?

3. How are Skills Actions Plans or materials provided by Nextstep/careers advisers used during the interviews?

Regime flexibilities

1. To what extent do you feel you have flexibilities in the revised regime?

   How confident do you feel about working more flexibly with customers?

2. What constraints are there to operating more flexibly?

SECTION TWO: Adviser Flexibilities
(Not: Districts 1, 2, 3 only)

1. How are the additional Adviser Flexibilities working out for you?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]
   - Can you provide some examples of how you are using these flexibilities?
   - Any changes to the delivery of the regime as a result?

2. What do you think about the additional flexibility allowed?
   Are you confident in applying flexibilities in different customer circumstances?
   How do you feel generally about Adviser Flexibilities? – do you feel they give you more control or power?

3. What improvements can be made to the adviser flexibilities?

SECTION THREE: Support for the Newly Unemployed

1. How is the delivery of this support (Day 1 Offer) going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. How do you decide which services to offer which customers?
3. How are the one-to-one job search sessions being delivered?
   
o  Do you feel that you and the other staff have the right skills and knowledge to deliver them?

5. How are the provider services going? For a) non-professionals and b) professionals?
   Have you had any feedback from customers?

6. What improvements can be made to delivery of the SNU / Day 1 Offer?

SECTION FOUR: Six Month Offer
1. How is the delivery of the Six Month Offer going?
   [Researcher to refer to any office specific issues raised during the wave1 fieldwork]
   Ask for feedback on:
   
o  Self-marketing vouchers
   o  Training
   o  Volunteering
   o  Self-employment support
   o  Additional advisory support

2. How do you decide which options to offer which customers?
   Probe on:
   Are you promoting each option differently to different customers? Or are all customers hearing about the offers?

3. How is the additional adviser support (caseload) working out?
   Is it offered to everyone?

4. What difference does it appear to make to customers?

5. How are customers making decisions around taking up each of the four options?
4. Which of the measures appear to be the most popular
   - From your point of view/point of view of other staff? Why?
   - Among customers? Why?

5. What improvements can be made to delivery of the six month offer?

SECTION FIVE: Assessment/Reflections
1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   And, why?

2. Do you have any other comments, anything else you would like to add?
JRFND Phase One Districts - Advisory Support Manager Interview

Site visits wave 2

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ………../……./……………… dd/mth/yr.

Main Research Objectives

6) To gain feedback from staff and customers on the delivery of Stage 2 of the Jobseekers Regime
7) To gain further feedback from staff and customers on the delivery of Stage 3 of the Jobseekers Regime
8) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
9) To gain staff and customer views on the possible impacts of the new regime on customers
10) To assess the implementation and bedding in of JRFND in phase one areas to learn lessons for the implementation of JRFND in phase two areas

Instructions to Interviewer: re-phrase questions as appropriate if you have previously interviewed respondent (focus on changes since last visit)
SECTION ONE: JRFND (Stage 2 and updates on Stages 1 & 3)

General pro ivision

0. For the record, what is your role in relation to the Jobcentre Plus services?

1. How is the Stage 1, 2, 3 process currently organised in the office?
   - How is the flow between different stages working?
   - Are customers being fast tracked from Stage 1 to Stage 3?

2. How do advisers find out about the types of provision that are available locally to support different customers’ needs?
   - How is the referral process going?

3. What differences have SNU and SMO made to delivery of JRFND?

What other measures are in place to help cope with the economic downturn?
   - How are these working?

4. How is the sanctioning process going?
   - Do you have any evidence about the effects of being sanctioned on customer behaviour?

5. Have there been any changes in the delivery of the new regime over the past few months? [i.e., since the first round of site visits]
   - Staff confidence following JRFND processes; and
   - Staff understanding on how to use the developing suite of skills provision (which is changing as more options become available)?

Update on Stage 1 – New Jobseeker Interviews

(keep brief)

1. How is the delivery of the New Jobseeker Interviews going?

[Researcher to refer to any office specific issues raised during the wave1 fieldwork]

How is the delivery of the BtWS going?

[Researcher to refer to any office specific issues raised during the wave1 fieldwork]

2. To what extent is fast-tracking taking place?

3. What improvements can be made to the delivery of the New jobseeker interview?

Stage 2 – Initial stage 2

1. How are the initial stage 2 interviews being delivered?
   (one-to-one/group, timings etc)
2. What are customers offered at this stage?
   - How do advisers identify and prioritise services to suit individual customers?
   - What is the feedback from customers who have taken up various services?
   - Any fast-tracking at this stage?

3. How are the stage 2 weekly signings being organised?
   - How is this applied? (eg. are offices sticking to 6 x 10 minute signing sessions or are they using 3 x 15-20 minute sessions?)
   - Is there any evidence that the extra sessions encourage more job search activity?
Update on Stage 3 – Initial and other stage 3 interviews
1. How is the delivery of the initial stage 3 interview meetings going? 
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]
   ○ What do advisers include in their initial stage 3 interviews?
2. How are advisers using the ‘1-3 mandatory activities’ during Stage 3 to help move people towards employment?
   ○ Are 3 hours being utilised?
   ○ Do advisers have to resort to the issue of a JSD to get the customer to carry out the mandatory activities?
3. Is there any evidence that being fast-tracked to Stage 3 is helping customers?
   ○ Are there any differences between voluntary and mandatory ‘fast-trackers’?
4. Is weekly signing taking place after the initial Stage 3 interview?
   ○ Are there differences in how this is applied (e.g., are offices sticking to 6 x 10 minute signing sessions or are they using 3 x 15-20 minute sessions?)
   ○ Is there any evidence that this is encouraging more job search activity?
5. What improvements can be made to the delivery of the initial stage 3 interview?

Training & skills
1. How are skills and qualifications needs introduced and discussed as a customer proceeds through the regime? Specify for:
   ○ NJI
   ○ initial stage 2 interview
   ○ initial stage 3 interview
2. At what point do discussions cover: a) Basic Skills, b) Employment-related and generic, c) Transferable skills needs?
3. Are customers referred to Nextstep/careers advisers and for Skills Health Checks?
   ○ When would these happen?
4. How are Skills Actions Plans or materials provided by Nextstep/careers advisers used during the interviews?
5. How are the relationships between Jobcentre Plus and its partners (e.g., Programme Centres IAG (information advice and guidance), skills) throughout the Jobseeker’s Regime working out?
   ○ How are hand-offs working?

Regime flexibilities
1. To what extent are advisers using the flexibilities of the revised regime?
   ○ How confident do advisers feel about working more flexibly with customers?
   ○ How is this being managed?
2. What constraints are there to operating more flexibly?

SECTION TWO: Adviser Flexibilities
(Note: Districts 1, 2, 3 only)
1. How are the additional Adviser Flexibilities working out?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]
   o Can you provide some examples of how advisers are using these flexibilities?
   o Any changes to the delivery of the regime as a result?
2. What do advisers think about the additional flexibility allowed?
   Are advisers confident in applying flexibilities in different customer circumstances?
   Do advisers feel more empowered through Adviser Flexibilities?
3. What improvements can be made to the adviser flexibilities?

SECTION THREE: Support for the Newly Unemployed

1. How is the delivery of this support (Day 1 Offer) going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. What do you think about the quality of the service available for a) non-professionals and b) professionals?
3. How are the jobcentre voluntary Group Sessions being delivered?
   o Do staff have the right skills and knowledge to deliver them?
4. How are the jobcentre one-to-one sessions being delivered?
   o Do staff have the right skills and knowledge to deliver them?
5. How are the provider services going? For a) non-professionals and b) professionals?
   Any feedback from customers?
6. What improvements can be made to delivery of the SNU / Day 1 Offer?
SECTION FOUR: Six Month Offer

1. How is the delivery of the Six Month Offer going?
   [Researcher to refer to any office specific issues raised during the wave1 fieldwork]
   Ask for feedback on:
   - Self-marking vouchers
   - Training
   - Volunteering
   - Self-employment support
   - Additional advisory support

2. Are advisers promoting each option differently to different customers? Or are all customers hearing about the offers?

3. Which of the measures appear to be the most popular
   - Among staff? Why?
   - Among customers? Why?

4. What improvements can be made to delivery of the six month offer?

SECTION FIVE: Assessment/reflections

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   Why?

2. Do you have any other comments, anything else you would like to add?
JRFND Phase One Districts - CETL Interview

Site visits wave 2

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../.................. dd/mth/yr.

Main Research Objectives

11) To gain feedback from staff and customers on the delivery of Stage 2 of the Jobseekers Regime
12) To gain further feedback from staff and customers on the delivery of Stage 3 of the Jobseekers Regime
13) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
14) To gain staff and customer views on the possible impacts of the new regime on customers
15) To assess the implementation and bedding in of JRFND in phase one areas to learn lessons for the implementation of JRFND in phase two areas

Instructions to Interviewer: re-phrase questions as appropriate if you have previously interviewed respondent (focus on changes since last visit)
SECTION ONE: JRFND (Stage 2 and updates on Stages 1 & 3)

General provision
0. For the record, what is your role in relation to the Jobcentre Plus services?

1. How is the Stage 1, 2, 3 process currently organised in the office?
   - How is the flow between different stages working?
   - Are customers being fast tracked from Stage 1 to Stage 3?

2. What differences have SNU and SMO made to delivery of JRFND?

3. How is the sanctioning process going?
   - Do you have any evidence about the effects of being sanctioned on customer behaviour?

4. Have there been any changes in the delivery of the new regime over the past few months? [i.e., since the first round of site visits]
   - staff confidence following JRFND processes; and
   - staff understanding on how to use the developing suite of skills provision (which is changing as more options become available)?

Update on Stage 1 – New Jobseeker Interviews (keep brief)
1. How is the delivery of the New Jobseeker Interviews going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

   How is the delivery of the BtWS going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. To what extent is fast-tracking taking place?

3. What improvements can be made to the delivery of the New jobseeker interview?
Stage 2 – initial stage 2
1. How are the initial stage 2 interviews being delivered?
   (one-to-one/group, timings etc)

2. How are the stage 2 weekly signings being organised?
   o How is this applied? (eg. are offices sticking to 6 x 10 minute signing sessions or are they using 3 x 15-20 minute sessions?)
   o Is there any evidence that the extra sessions encourage more job search activity?

Update on Stage 3 – initial and other stage 3 interviews
1. How is the delivery of the initial stage 3 interview meetings going?
   [Researcher to refer to any office specific issues raised during the wave1 fieldwork]

2. Is weekly signing taking place after the initial Stage 3 interview?
   o Are there differences in how this is applied (eg. are offices sticking to 6 x 10 minute signing sessions or are they using 3 x 15-20 minute sessions?)
   o Is there any evidence that this is encouraging more job search activity?

3. How are advisers using the ‘1-3 mandatory activities’ during Stage 3 to help move people towards employment?
   o Are 3 hours being utilised?
   o Do advisers have to resort to the issue of a JSD to get the customer to carry out the mandatory activities?

4. What improvements can be made to the delivery of the initial stage 3 interview?

SECTION TWO: Support for the Newly Unemployed

1. How is the delivery of this support (Day 1 Offer) going?
   [Researcher to refer to any office specific issues raised during the wave1 fieldwork]

2. Are there any organisational issues regarding the delivery of the Jobcentre voluntary Group Sessions?
   o If yes, which ones?

3. What are the organisational issues involved with the delivery of the Jobcentre one-to-one sessions?
4. What improvements can be made to delivery of the SNU / Day 1 Offer?

SECTION THREE: Six Month Offer

1. How is the delivery of the Six Month Offer going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]
   Ask for feedback on:
   - Self-marking vouchers
   - Training
   - Volunteering
   - Self-employment support
   - Additional advisory support (prompt: organisational issues with timetabling the adviser appointments)

2. What improvements can be made to delivery of the six month offer?

SECTION FOUR: Assessment/reflections

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   Why?

2. Do you have any other comments, anything else you would like to add?
JRFND districts - District Manager interview

Site visits wave 2,

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ............../....../................. dd/mth/yr.

Main Research Objectives

1) To gain feedback from staff and customers on the delivery of Stage 2 of the Jobseekers Regime
2) To gain further feedback from staff and customers on the delivery of Stage 3 of the Jobseekers Regime
3) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
4) To gain staff and customer views on the possible impacts of the new regime on customers
5) To assess the implementation and bedding in of JRFND in phase one areas to learn lessons for the implementation of JRFND in phase two areas
Throughout topic guide, refer to issues raised at previous site visit, particularly issues raised in DIM and DM interviews.

0. For the record, what is your role in relation to the Jobcentre Plus services?

1. Have there been any changes in the delivery of the new regime over the past few months? [i.e., since the first round of site visits]
   *Probe separately on:*
   - JRFND
   - SNU
   - 6MO
   - Adviser flexibilities

2. Have you had any ongoing communication from regional or head office about implementation (since wave 1 visit)?
   - How has that been?
   - Could anything be improved?

3. Has there been any further staff training in the district?
   - How has that been?
   - Could anything be improved?

4. It’s now six months into the implementation of JRFND, how well do you feel JRFND fits in with the rest of the business of the district?
   - Has this changed over time? How and why?

5. What differences have SNU and SMO made to the delivery of JRFND?

6. How is the economic situation affecting the delivery of JRFND?
   - Has this changed since wave 1 visit?

7. Have any new measures been put in place to help cope with the economic situation?
   - How are these working?
   *(Need to refer back to what we know from previous interview here)*

8. Have there been any additions or changes to the provision available for advisers to use? *(since last visit)*
   *Probe on:*
   - Stage 3 provision
   - 6MO provision
9. Do you think the provision available is adequate to meet the needs of customers?

_Probe on:_
- Stage 3 provision
- 6MO provision
- How do you ensure that the training offered matches local labour market demand?

10. How confident do you think advisers feel in selecting from this suite of provision for customers?

11. One of the objectives of the new regime is that advisers work more flexibly with customers, how confident do you think advisers feel about doing this?
   - Has this changed over time
   - How is this being managed?
   - What constraints are there to operating more flexibly?

12. How is the sanctioning process going?
   - Is there any difference in the extent of sanctioning since JRFND came in? Evidence for this?
   - Do you have any evidence about the effects of this on customer behaviour?

13. How do you think the process of fast tracking to stage 3 is going?
   - Are there any difficulties?
   - Could anything be improved about the process?

14. Overall, do you think there is any evidence that the new regime is more effective in supporting customers into work?
   - In what ways (e.g. moving into work more quickly)?
   - How is the enhanced regime supporting different types of customers (e.g. long-term unemployed, people with health conditions, lone parents, ex-offenders, BME customers, professionals, etc.)?

_Probe on:_
- JRFND
- SNU
- 6MO
15. To finish with, could you outline what you think is working well in the district and what further improvements you think are needed?

*Probe on:*

- JRFND
- SNU
- 6MO
- Adviser flexibilities
**JRFND Phase One Districts - SNU Group Facilitator Interview**

**Site visits wave 2**

Interview procedures:

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

**Reference number:**

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: …………/……/……………… dd/mth/yr.

**Main Research Objectives**

1) To gain feedback from staff and customers on the delivery of Stage 2 of the Jobseekers Regime
2) To gain further feedback from staff and customers on the delivery of Stage 3 of the Jobseekers Regime
3) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
4) To gain staff and customer views on the possible impacts of the new regime on customers
5) To assess the implementation and bedding in of JRFND in phase one areas to learn lessons for the implementation of JRFND in phase two areas

**Instructions to Interviewer:** re-phrase questions as appropriate if you have previously interviewed respondent (focus on changes since last visit)
TOPIC GUIDE

0. For the record, what is your role in relation to the Jobcentre Plus services?
1. How is the delivery of this support (Day 1 Offer) going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. What do you think about the quality of the service available for a) non-professionals and b) professionals?

3. How are the jobcentre voluntary Group Sessions being delivered?

4. Did you receive training in order to carry out your new role as SNU group facilitator?
   - What do you think about the training that you received?
   - What sorts of skills or qualities are important for this role?
   - How do you use them in carrying out your day-to-day work?
   - Did it cover everything you wanted it to cover? Gaps in knowledge?
     Confidence in working flexibly?
     - Views on further training needed?

5. What is your view on the communication that you received from district, regional or head office? - What sorts of communication did you receive? By what sources/media?
   - was it adequate/useful?
   - What would you have liked to know more about?

6. Can you describe any delivery challenges in implementing SNU?

7. What improvements can be made to delivery/attendance of the SNU group sessions?

8. Has the increase in customer numbers impacted on the delivery of SNU group sessions?

9. How well do you think the sessions work within the framework of the new regime (JRFND)?

9a. Which elements of the new regime do you think are working best, in:
   - moving customers towards work?
   - moving customers into work?
10. What other systems have been put in place to deal with contingencies, eg increase in the number of customers coming through the programme?
   - large caseloads
   - training opportunities

11. How do customers respond to the SNU group sessions?
   - Does this differ for different types of customers?

12. How useful do you think the SNU group sessions are? (probe for different groups)

   Any specific elements that went well
   Are SNU group sessions the right length, and are they conducted at the right point in time?
   How do you evaluate how useful it is for each customer group?
   - Is there anything that could be improved?

13. Do you think that the SNU group sessions influence customers’ job search activity?

   - In what ways?
   - Does this differ for different types of customers?

   Impact of recession?

14. If SNU group sessions have been delayed/deferred, what effects does this have (on staff/customers)?

15. How do you find out about the different types of provision available in the local area to support different customers?
   - do you face any difficulties in this?

**Assessment/reflections**

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   Why?

2. Do you have any other comments, anything else you would like to add?
JRFND Phase Two Districts - Adviser interview

Site visits wave 2

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: …………/……/……………… dd/mth/yr.

Main Research Objectives

1) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
**General Opening**

0. For the record, what is your role in relation to the Jobcentre Plus services?

Have there been any changes in the delivery of the new services (SNU, 6MO) over the past few months? [i.e., since the first round of site visits]

**SECTION ONE: Support for the Newly Unemployed**

1. How is the delivery of this support (Day 1 Offer) going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. How do you decide which services to offer which customers?

3. How are the one-to-one job search sessions being delivered?
   - Do you feel that you and the other staff have the right skills and knowledge to deliver them?

5. How are the provider services going? For a) non-professionals and b) professionals?
   - Have you had any feedback from customers?

6. What improvements can be made to delivery of the SNU / Day 1 Offer?

**SECTION TWO: Six Month Offer**

1. How is the delivery of the Six Month Offer going?
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

   Ask for feedback on:
   - Self-marketing vouchers
   - Training
   - Volunteering
   - Self-employment support
   - Additional advisory support
2. How do you decide which options to offer which customers?

*Probe on:*

Are you promoting each option differently to different customers? Or are all customers hearing about the offers?

3. How is the additional adviser support (caseloading) working out?

Is it offered to everyone?

4. What difference does it appear to make to customers?

5. How are customers making decisions around taking up each of the four options?

4. Which of the measures appear to be the most popular
   - From your point of view/point of view of other staff? Why?
   - Among customers? Why?

5. What improvements can be made to delivery of the six month offer?

**SECTION THREE: Assessment/reflections**

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   And, why?

2. Do you have any other comments, anything else you would like to add?
JRFND Phase Two Districts - Advisory Support Manager Interview

Site visits wave 2

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../................... dd/mth/yr.

Main Research Objectives

1) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer

Instructions to Interviewer: re-phrase questions as appropriate if you have previously interviewed respondent (focus on changes since last visit)
**General Opening**

0. For the record, what is your role in relation to the Jobcentre Plus services?

Have there been any changes in the delivery of the new services (SNU, 6MO) over the past few months? [i.e., since the first round of site visits]

**SECTION ONE: Support for the Newly Unemployed**

1. How is the delivery of this support (Day 1 Offer) going? 
   [Researcher to refer to any office specific issues raised during the wave1 fieldwork]

2. What do you think about the quality of the service available for a) non-professionals and b) professionals?

3. How are the jobcentre voluntary Group Sessions being delivered?
   - Do staff have the right skills and knowledge to deliver them?

4. How are the jobcentre one-to-one sessions being delivered?
   - Do staff have the right skills and knowledge to deliver them?

5. How are the provider services going? For a) non-professionals and b) professionals?
   - Any feedback from customers?

6. What improvements can be made to delivery of the SNU / Day 1 Offer?

**SECTION TWO: Six Month Offer**

1. How is the delivery of the Six Month Offer going? 
   [Researcher to refer to any office specific issues raised during the wave1 fieldwork]

   Ask for feedback on:
   - Self-marking vouchers
   - Training
   - Volunteering
   - Self-employment support
   - Additional advisory support

2. Are advisers promoting each option differently to different customers? Or are all customers hearing about the offers?

3. Which of the measures appear to be the most popular
   - Among staff? Why?
   - Among customers? Why?

4. What improvements can be made to delivery of the six month offer?
SECTION THREE: Assessment/reflections

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   Why?

2. Do you have any other comments, anything else you would like to add?
JRFND Phase Two Districts - CETL Interview

Site visits wave 2

Interview procedures:

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../............. dd/mth/yr.

Main Research Objectives
To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer

Instructions to Interviewer: re-phrase questions as appropriate if you have previously interviewed respondent (focus on changes since last visit)
**General Opening**

0. For the record, what is your role in relation to the Jobcentre Plus services?
Have there been any changes in the delivery of the new services (SNU, 6MO) over the past few months? [i.e., since the first round of site visits]

**SECTION ONE: Support for the Newly Unemployed**

1. How is the delivery of this support (Day 1 Offer) going?
   
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. Are there any organisational issues regarding the delivery of the Jobcentre voluntary Group Sessions?
   
   o If yes, which ones?

3. What are the organisational issues involved with the delivery of the Jobcentre one-to-one sessions?

4. What improvements can be made to delivery of the SNU / Day 1 Offer?

**SECTION TWO: Six Month Offer**

1. How is the delivery of the Six Month Offer going?
   
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

   Ask for feedback on:
   
   o Self-marking vouchers
   o Training
   o Volunteering
   o Self-employment support
   o Additional advisory support (prompt: organisational issues with timetabling the adviser appointments)

2. What improvements can be made to delivery of the six month offer?

**SECTION FOUR: Assessment/reflections**

1. Among the new initiatives, what services do you think are the most helpful in preparing customers for work?
   
   Why?

2. Do you have any other comments, anything else you would like to add?
JRFND Phase Two Districts - District Manager interview

Site visits wave 2

SNU/6MO only districts

Interview procedures:

☐ Briefly explain the research
☐ Explain confidentiality and anonymity, and how the data will be used
☐ Obtain verbal informed consent from staff member to conduct interview
☐ Obtain verbal informed consent from staff member to record interview.

Reference number:

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........./....../............... dd/mth/yr.

Main Research Objectives

1) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer
Throughout topic guide, refer to issues raised at previous site visit, particularly issues raised in DIM and DM interviews.

0. For the record, what is your role in relation to the Jobcentre Plus services?

1. Have there been any changes in the delivery of the new services (SNU, 6MO) over the past few months? [i.e., since the first round of site visits]

2. Have you had any ongoing communication from regional or head office about implementation (since wave 1 visit)?
   o How has that been?
   o Could anything be improved?

3. Has there been any further staff training in the district?
   o How has that been?
   o Could anything be improved?

4. It’s now six months into the implementation of the new services, how well do you feel that they fit in with the rest of the business of the district?
   Probe on SNU and 6MO separately
   o Has this changed over time? How and why?

6. How is the economic situation affecting the delivery of the new services?
   o Has this changed since wave 1 visit?

7. Have any new measures been put in place to help cope with the economic situation?
   o How are these working?
   (Need to refer back to what we know from previous interview here)

8. Have there been any additions or changes to the provision available for advisers to use? (since last visit)
   Probe on SNU and 6MO separately and refer back to what we know from previous visit

9. Do you think the provision available is adequate to meet the needs of customers?
   Probe on:
   o SNU provision
   o 6MO provision
   o How do you ensure that the training offer in 6MO matches local labour market demand?
10. How confident do you think advisers feel in selecting from the suite of provision for customers?

*Probe on SNU and 6MO separately*

11. One of the changes is that advisers work more intensively with customers after the 26 week review (case-loading), how do you feel this is going?

14. Overall, do you think there is any evidence that the new services are more effective in supporting customers into work?
   - In what ways (eg moving into work more quickly)?
   - How are they supporting different types of customers (e.g. long-term unemployed, people with health conditions, lone parents, ex-offenders, BME customers, professionals, etc.)?

*Probe on:*
   - SNU
   - 6MO

15. To finish with, could you outline what you think is working well in the district and what further improvements you think are needed?

*Probe on:*
   - SNU
   - 6MO
**JRFND Phase Two Districts - SNU Group Facilitator Interview**

**Site visits wave 2**

Interview procedures:

- Briefly explain the research
- Explain confidentiality and anonymity, and how the data will be used
- Obtain verbal informed consent from staff member to conduct interview
- Obtain verbal informed consent from staff member to record interview.

**Reference number:**

(wave+project+district+office+respondent type+ respondent number+researcher initials+date)

Date of interview: ........../....../................. dd/mth/yr.

**Main Research Objectives**

2) To gain further feedback on Jobcentre Plus delivery of Support for the Newly Unemployed and the 6 Month Offer

**Instructions to Interviewer:** re-phrase questions as appropriate if you have previously interviewed respondent (focus on changes since last visit)
TOPIC GUIDE

0. For the record, what is your role in relation to the Jobcentre Plus services?

1. How is the delivery of this support (Day 1 Offer) going?  
   [Researcher to refer to any office specific issues raised during the wave 1 fieldwork]

2. What do you think about the quality of the service available for a) non-professionals and b) professionals?

3. How are the jobcentre voluntary Group Sessions being delivered?

4. Did you receive training in order to carry out your new role as SNU group facilitator?
   
   - What do you think about the training that you received?
   - What sorts of skills or qualities are important for this role?
   - How do you use them in carrying out your day-to-day work?
   - Did it cover everything you wanted it to cover? Gaps in knowledge?
   
   Confidence in working flexibly?
   - Views on further training needed?

5. What is your view on the communication that you received from district, regional or head office? - What sorts of communication did you receive? By what sources/media?
   - was it adequate/useful?
   - What would you have liked to know more about?

6. Can you describe any delivery challenges in implementing SNU?

7. What improvements can be made to delivery/attendance of the SNU group sessions?

8. Has the increase in customer numbers impacted on the delivery of SNU group sessions?

9. Which elements of the Support for Newly Unemployed programme do you think are working best, in:
   - moving customers towards work?
   - moving customers into work?
10. What other systems have been put in place to deal with contingencies, eg increase in the number of customers coming through the programme?
   - large caseloads
   - training opportunities

11. How do customers respond to the SNU group sessions?
   - Does this differ for different types of customers?

12. How useful do you think the SNU group sessions are? (probe for different groups)

   Any specific elements that went well
   Are SNU group sessions the right length, and are they conducted at the right point in time?
   How do you evaluate how useful it is for each customer group?
   - Is there anything that could be improved?

13. Do you think that the SNU group sessions influence customers’ job search activity?

   - In what ways?
   - Does this differ for different types of customers?
   Impact of recession?

14. If SNU group sessions have been delayed/deferred, what effects does this have (on staff/customers)?

15. How do you find out about the different types of provision available in the local area to support different customers?
   - do you face any difficulties in this?

**Assessment/reflections**

1. Among all the new initiatives, what services do you think are the most helpful in preparing customers for work?
   Why?

2. Do you have any other comments, anything else you would like to add?
Appendix C
Survey letter
Dear «CXTITLE» «CXSURNAM»,

Experiences of claiming Jobseeker’s Allowance survey

- I am writing to ask for your help with an important research study which has been commissioned by the Department for Work and Pensions. The aim of this research is to talk to people about their experience of claiming Jobseeker’s Allowance and about whether they think Jobcentre Plus is meeting their needs. We are keen to speak to you, regardless of whether you are now working, claiming benefit, retired or doing something else.

- This research will be carried out on our behalf by IFF Research, an independent research agency. IFF will be in contact over the next few weeks to see if you are able to help us with this study. Under the terms of the Data Protection Act, 1998, we are permitted to give your information to other organisations for the use of research and statistics.

- IFF will be conducting a telephone survey with customers in September 2009. Telephone interviews will last around 15 minutes and can take place at a time that is convenient to you.

- Anything you tell the researchers will be held in the strictest confidence. The findings of the study will not identify you, and no personal information will be passed to anyone outside the research team and the Department for Work and Pensions research team. Taking part in the research is entirely voluntary and will not affect any benefits you receive either now or in the future.

- If you do not wish to take part, please let IFF know by calling the freephone number 08000 144 348 and leave your name and quote the reference number at the top of this letter. Please call before Wednesday 2nd September. If you have any questions about the research process, please call a member of the research team at IFF Research on 0207 098 3993.
- Your response will play a key part in our ongoing monitoring of the help and support that jobseekers receive and allow us to make improvements. Therefore, if you are contacted by IFF Research I hope you will take the opportunity to contribute.

- Yours sincerely,

- Matthew Garlick

Department for Work and Pensions
Appendix D
Survey materials
PRIVATE&
CONFIDENTIAL

Jobseekers Regime and Flexible
New Deal Telephone Survey

V9 J4715
September
2009

<table>
<thead>
<tr>
<th>STAGE: SURVEY</th>
<th>PHASE: RECORD</th>
</tr>
</thead>
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<td></td>
<td>PHASE FROM</td>
</tr>
<tr>
<td></td>
<td>SAMPLE</td>
</tr>
<tr>
<td>STAGE 1/COMPARISON</td>
<td>Phase One</td>
</tr>
<tr>
<td>STAGE 2/COMPARISON</td>
<td>Phase Two</td>
</tr>
<tr>
<td>STAGE 3/COMPARISON</td>
<td></td>
</tr>
<tr>
<td>FND/COMPARISON</td>
<td></td>
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</table>

<p>| AGE: RECORD AGE |</p>
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</thead>
<tbody>
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<td>18-24</td>
</tr>
<tr>
<td>25-49</td>
</tr>
<tr>
<td>50+</td>
</tr>
</tbody>
</table>

BACKGROUND AND INTRODUCTION

ASK FOR NAMED RESPONDENT

S1. Good morning/afternoon, my name is _______. I work for IFF RESEARCH, an independent research company currently conducting a project on behalf of the Department for Work and Pensions. We are talking to people who have claimed Jobseeker’s Allowance to find out what they think about the services they have received from Jobcentre Plus. We would like to speak to you regardless of whether you are now working, claiming benefit or doing something else. You may recall receiving a letter about the survey?

If you wish to take part the interview will take around 15 minutes to complete, depending on your answers and will be conducted in accordance with the Market Research Society Code of Conduct.

REASSURANCES TO USE IF NECESSARY

- The interview will take around 15 minutes to complete
- Your name has been randomly selected from Jobcentre Plus records of people who recently claimed Jobseeker’s Allowance
- The survey is intended to find out people’s views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming
- We would like to speak to people who are claiming or have claimed Jobseeker’s Allowance
- We would like to speak to you regardless of whether you are now claiming benefit, working, or doing something else
- Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future
- All responses will be treated with the strictest confidence under the guidelines of the Market Research Society
• Contact at IFF is Charlie Taylor or Catherine Riley on 0207 250 3035
• If necessary contact at DWP is Matthew Garlick on 0114 267 7387, refer to IFF contacts first

<table>
<thead>
<tr>
<th>Continue</th>
<th>1</th>
<th>GO TO A1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Definite appointment</td>
<td>2</td>
<td>MAKE DEFINITE APPOINTMENT/SOFT CALL BACK</td>
</tr>
<tr>
<td>Soft appointment</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Refusal</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Not available in deadline</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Respondent not known at address</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Respondent has died</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Respondent is in prison</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Respondent is living outside the UK</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Respondent unable to participate due to health/disability (please specify)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Respondent cannot complete interview in English (please specify preferred language if possible)</td>
<td>11</td>
<td>GO TO LANGUAGE TEXT</td>
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</table>

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE
## SECTION A: CONFIRMING STATUS WHEN CLAIM STARTED

ASK ALL

### A1. First of all, could you confirm that you started a claim for Jobseeker’s Allowance or had your first New Jobseeker’s Interview for a new claim on or around [DATE MONTH AND YEAR OF CLAIM START DATE]?

ADD IF NECESSARY: For the moment it does not matter whether you are still claiming, how long the claim was for or if you have now stopped, please could you just confirm if you did start a claim for Jobseeker’s Allowance in [MONTH AND YEAR OF CLAIM START DATE]

INTERVIEWER NOTE: Do not have to agree with exact date – around a week either side is fine.

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes – started claim for JSA on or around [MONTH AND YEAR]</td>
<td>1</td>
</tr>
<tr>
<td>Started claim for JSA but not on or around [MONTH AND YEAR]</td>
<td>2</td>
</tr>
<tr>
<td>Started benefit claim or received benefit on or around [MONTH AND YEAR] but not JSA</td>
<td>3</td>
</tr>
<tr>
<td>Never started a benefit claim or received benefits</td>
<td>4</td>
</tr>
<tr>
<td>Tried to start a claim but not eligible or did not receive payment</td>
<td>5</td>
</tr>
</tbody>
</table>

ASK ALL

### A2. Had you ever claimed Jobseeker’s Allowance BEFORE [MONTH AND YEAR OF CLAIM START DATE]?

ADD IF NECESSARY: If you started to set up a claim but did not receive payment please count this as ‘no’

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

IF Claimed BEFORE (A2=1)

### A3. In the last three years how many separate claims for Jobseeker’s Allowance have you had in total, INCLUDING the claim you started on [MONTH AND YEAR OF CLAIM START DATE]?

ADD IF NECESSARY: Every time you stop a claim, even if for a short time, then start again it counts as a new claim but if you set up a claim and did not receive any payment do not count this

ENTER NUMBER 1-20

ALLOW DK
### SECTION B: CURRENT SITUATION/OUTCOME

**ASK ALL**

**B1. Are you currently claiming Jobseeker’s Allowance?**

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>CONTINUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO TO B4</td>
</tr>
</tbody>
</table>

ASK IF STILL CLAIMING (B1=1)

**B2. Can I just check, has there been any period between [MONTH AND YEAR OF CLAIM START DATE] and now when you haven’t claimed Jobseeker’s Allowance?**

<table>
<thead>
<tr>
<th>Yes – one period</th>
<th>1</th>
<th>GO TO B4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes – more than one period</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>No – claimed continually</td>
<td>3</td>
<td>CONTINUE</td>
</tr>
</tbody>
</table>

ASK IF STAGE 1/COMPARISON SURVEY AND (FROM 14th SEPT IF NJI BOOK DATE IN W/C 15TH JUNE (WEEK=1), FROM 21ST SEPT ONWARDS ASK ALL) AND CLAIMED CONTINUOUSLY (B2=3)

**B3. Have you had a 13 Week Interview [IF PHASE 1: or initial Stage 2] interview or group session yet? During this you may have reviewed your Jobseekers Agreement or been asked to consider a wider range of jobs. This would be separate from the first interview you had when you started your claim, and would happen around 3 months into your claim.**

ADD AS NECESSARY: This could be either a face-to-face interview lasting around 20 minutes, or a group session possibly combined with a Back to Work group session or presentation on or around the 13th week of your claim to discuss your progress in finding work.

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>GO TO F2</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO TO F2</td>
</tr>
</tbody>
</table>

DO NOT READ OUT: Don’t know

ASK IF NOT CLAIMING NOW OR HAD BREAK (B1=2 OR B2=1 OR 2)

**B4. When did you end the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?**

NB. TO UPDATE FOR ALL AFTER STAGE 1 WHEN SAMPLING DATES CONFIRMED

PROGRAMMING NOTE: ALLOW SPACE FOR MORE FIELDS TO BE ADDED.

<table>
<thead>
<tr>
<th>[IF STAGE 1: June 2009]</th>
<th>1</th>
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</thead>
<tbody>
<tr>
<td>[IF STAGE 1 OR 3: July 2009]</td>
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</tr>
<tr>
<td>[IF STAGE 1 OR 3: August 2009]</td>
<td>3</td>
</tr>
<tr>
<td>[IF STAGE 1 OR 3: September 2009]</td>
<td>4</td>
</tr>
<tr>
<td>[IF STAGE 2 OR 3 OR FND: October 2009]</td>
<td>5</td>
</tr>
<tr>
<td>[IF STAGE 2 OR 3 OR FND: November 2009]</td>
<td>6</td>
</tr>
<tr>
<td>[IF STAGE 2 OR 3 OR FND: December 2009]</td>
<td>7</td>
</tr>
</tbody>
</table>
IF STAGE 2 OR 3 OR FND: January 2010  |  8  
IF STAGE 3 OR FND: February 2010  |  9  
IF FND: March 2010  |  10  
IF FND: April 2010  |  11  
IF FND: May 2010  |  12  
IF FND: June 2010  |  13  
IF FND: July 2010  |  14  
IF FND: August 2010  |  15  
IF FND: September 2010  |  16  
IF FND: October 2010  |  17  
Don’t know/ can’t remember (DO NOT READ OUT)  |  18  
Refused (DO NOT READ OUT)  |  19  

ASK IF NOT CLAIMING NOW OR HAD BREAK AND ABLE TO GIVE MONTH ENDED ((B1=2 OR B2=1 OR 2) AND B4 NOT DK/REF)

B4A And what was the date in [MONTH AND YEAR FROM B4] when you ended the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

RECORD NUMBER (ALLOW 1-31)

ALLOW DK AND REFUSED

IF B4A IS DK OR REFUSED

B4B Could you tell me which week in [MONTH AND YEAR FROM B4] you ended the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY. CODE ONE ONLY.

First week  |  1  
Second week  |  2  
Third week  |  3  
Fourth week  |  4  
Fifth week  |  5  
Don’t know/ can’t remember (DO NOT READ OUT)  |  6  
Refused (DO NOT READ OUT)  |  7  

CATI DUMMY VARIABLE
FOR TEXT SUBS (ALL SINGLE CODE)

| Claiming currently – continuous claim | 1 | B1=1 AND B2=3 |
| Claiming currently – break in claim | 2 | B1=1 AND B2=1-2 |
| Not currently claiming | 3 | B1=2 |

IF NOT CURRENTLY CLAIMING (B1=2)
B5. Could you tell me whether you are currently . . . ?

READ OUT

B5H ONLY - INTERVIEWER NOTE:
Code Yes for Income Support, Incapacity Benefit or Employment and Support Allowance.
Code No for Tax Credits or Pension/Pension Credits only.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) self employed</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>b) working full time for an employer in a paid role - 30 hours or more per week</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>c) working part time for an employer in a paid role – less than 30 hours per week</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>d) retired and/or claiming a pension/pension credit</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>e) in full time training or education – 16 hours or more per week</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>f) in part time training or education – less than 16 hours per week</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>g) in the process of setting up a new claim for JSA</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>h) receiving, or in process of claiming for another benefit for people who are not working</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>i) working for an employer in a voluntary, unpaid role or internship</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

B5X Which of these would you consider your main job?

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL B5A-C=1

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>etc</td>
<td>2</td>
</tr>
</tbody>
</table>

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

READ OUT: Throughout the rest of the survey please think just about this main job or role when answering questions.

IF NOT CURRENTLY CLAIMING JSA [B1=2]

B6. Are you currently looking for [IF WORKING (B5A-C=1): other] paid work?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

IF NOT DOING ANY OF ABOVE [B5A-I ALL=2]
B7. **Why are you not claiming?**

*DO NOT READ OUT – CODE AS APPROPRIATE. PROBE FULLY.*

**INTERVIEWER NOTE:** IF RESPONDENT GIVES ANSWER AVAILABLE AT B5, RETURN AND CODE IT THERE.

<table>
<thead>
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<th>Reason</th>
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</thead>
<tbody>
<tr>
<td>Partner’s status changed</td>
<td>1</td>
</tr>
<tr>
<td>Became ill/went to hospital</td>
<td>2</td>
</tr>
<tr>
<td>Decided not to claim</td>
<td>3</td>
</tr>
<tr>
<td>Did not like JCP service</td>
<td>4</td>
</tr>
<tr>
<td>Began living with partner</td>
<td>5</td>
</tr>
<tr>
<td>Told no longer eligible/ benefit stopped</td>
<td>6</td>
</tr>
<tr>
<td>Went to prison</td>
<td>7</td>
</tr>
<tr>
<td>Partner started claiming on respondent’s behalf</td>
<td>8</td>
</tr>
<tr>
<td>Moved house</td>
<td>9</td>
</tr>
<tr>
<td>Went overseas</td>
<td>10</td>
</tr>
<tr>
<td>Full time carer</td>
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</tr>
<tr>
<td>Other (PLEASE SPECIFY)</td>
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</tr>
<tr>
<td>Don’t know</td>
<td>13</td>
</tr>
</tbody>
</table>

ASK IF SETTING UP OR CLAIMING ANOTHER BENEFIT (B5H=1)

B8. **Which benefit are you receiving or in the process of claiming for now?**

*DO NOT READ OUT – MULTI CODE*

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<th>Code</th>
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<tbody>
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<td>Income Support</td>
<td>1</td>
</tr>
<tr>
<td>Incapacity Benefit/Employment and Support Allowance</td>
<td>2</td>
</tr>
<tr>
<td>Carer’s Allowance</td>
<td>3</td>
</tr>
<tr>
<td>Other (PLEASE SPECIFY)</td>
<td>4</td>
</tr>
<tr>
<td>(DO NOT READ OUT) Don’t know</td>
<td>x</td>
</tr>
</tbody>
</table>
SECTION C: ESTABLISHING IF ANY WORK OUTCOME

IF NOT CURRENTLY IN PAID WORK OR HAD A BREAK BUT NOW CLAIMING AGAIN ((B5A=2 AND B5B=2 AND B5C=2) OR (B2=1 OR 2))

C1. AT ANY POINT SINCE ending your JSA claim on/in[END DATE] have you been . . .

READ OUT

CATI INSTRUCTION: Do not show current activities (if B5E=1 do not show C1E etc).

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a) self employed</td>
<td>Yes</td>
</tr>
<tr>
<td>b) working full time for an employer in a paid role – 30 hours or more per week</td>
<td>1</td>
</tr>
<tr>
<td>c) working part time for an employer in a paid role – less than 30 hours per week</td>
<td>1</td>
</tr>
<tr>
<td>d) THERE IS NO CODE D</td>
<td>1</td>
</tr>
<tr>
<td>e) in full time training or education – 16 hours or more per week</td>
<td>1</td>
</tr>
<tr>
<td>f) in part time training or education – less than 16 hours per week</td>
<td>1</td>
</tr>
<tr>
<td>g) THERE IS NO CODE G</td>
<td>1</td>
</tr>
<tr>
<td>h) THERE IS NO CODE H</td>
<td>1</td>
</tr>
<tr>
<td>i) working for an employer in a voluntary, unpaid role or internship</td>
<td>1</td>
</tr>
</tbody>
</table>

IF WORKED AT SOME POINT AFTER CLAIM (ANY OF C1A-C OR I=1)
C2. **Have you had one** [IF HAD EMPLOYER (C1B OR C=1): job [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): or] [IF SELF EMPLOYED (C1A=1): period of self employment] since [END DATE] or more than one?

IF C1A=1 SHOW: INTERVIEWER NOTE: For self employed count different projects/contracts as ONE period unless doing a new role/set up a new business.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>1</td>
</tr>
<tr>
<td>More than one (please specify number)</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CATI DUMMY VARIABLE</th>
<th>FOR TEXT SUBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working now</td>
<td>1</td>
</tr>
<tr>
<td>Worked after ending claim but not now - one job</td>
<td>2</td>
</tr>
<tr>
<td>Worked since ending claim but not now – more than one job</td>
<td>3</td>
</tr>
<tr>
<td>Unpaid role</td>
<td>4</td>
</tr>
<tr>
<td>WORKING/WORKED</td>
<td>5</td>
</tr>
<tr>
<td>MAIN/MOST RECENT ACTIVITY: Self employed</td>
<td>6</td>
</tr>
<tr>
<td>MAIN/MOST RECENT ACTIVITY: Working for an employer</td>
<td>7</td>
</tr>
</tbody>
</table>
SECTION D: EMPLOYMENT DETAILS

CATI INSTRUCTION FOR CURRENT WORKERS THROUGH SECTIONS D AND E:
IF CURRENTLY DO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1) ONLY FOLLOW ROUTING AND TEXT SUBS FOR MAIN TYPE AS RECORDED AT B5X

IF WORKED OR WORKING (B5A-C=1 OR C1A-C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)) READ OUT:

D1. I'd now like to ask a few questions about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1): main] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): job [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): or] [IF SELF EMPLOYED (B5A=1 OR C1A=1): self employment] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): unpaid role] you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): are currently doing] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C OR I=1) OR (C1A-C=2 AND C1I=1): did [IF >1 JOB (C2=2): most recently].

IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED SINCE CLAIM ENDED BUT NOT CURRENTLY (C1A=1 AND (B=1 OR C=1):

D1X Which of these did you finish most recently?
PROMPT IF NECESSARY. CODE ONE ONLY.

<table>
<thead>
<tr>
<th>SHOW ALL C1A-C=1</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>etc</td>
<td>2</td>
</tr>
</tbody>
</table>

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C4A-C=1)

READ OUT: Throughout the rest of the survey please think just about this most recent job or role when answering questions.

CATI INSTRUCTION FOR THOSE WHO WORKED SINCE ENDING CLAIM BUT NOT NOW THROUGH SECTIONS D AND E:
IF HAVE HAD MORE THAN ONE TYPE OF WORK SINCE CLAIM ENDED (MORE THAN ONE OF C1A-C=1) FOLLOW ROUTING AND TEXT SUBS FOR MOST RECENT TYPE AS RECORDED AT D1X

ASK IF HAVE OR HAD PAID WORK FOR AN EMPLOYER (B5B OR C=1 OR C1B OR C=1)

D2A Did you gain this employment via an agency?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
</tbody>
</table>

(DO NOT READ OUT) Don’t know

ASK IF GAINED EMPLOYMENT VIA AGENCY (D2A=1)
**D2B**  And were you then paid by the agency or by the company that you were placed with?

<table>
<thead>
<tr>
<th>Paid by agency</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid by employer</td>
<td>2</td>
</tr>
<tr>
<td>(DO NOT READ OUT) Don’t know</td>
<td>3</td>
</tr>
</tbody>
</table>
IF WORKING/WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D2. What [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND (B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1 OR (C1A-C=2 AND (C1I=1)): was] the name of your [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND (C1I=1): most recent] employer [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): in this unpaid role]?

INTERVIEWER NOTE: If give name of employment agency ask for place of work instead. If working for a company take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

IF WORKING/WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D3. And [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND (B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND (C1I=1): was] this job [TEXT SUB IF EMPLOYER NOT DK: at [EMPLOYER FROM D2] ]...

READ OUT – SINGLE CODE

| On a permanent or open-ended contract | 1 |
| On a fixed-term contract lasting 12 months or longer | 2 |
| On a fixed-term contract lasting less than 12 months | 3 |
| On a temporary or casual basis | 4 |
| On some other basis (PLEASE SPECIFY) | 5 |
| (DO NOT READ OUT) Don’t know | X |
| (DO NOT READ OUT) Refused | X |

IF WORKING/WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D4. Is [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: “your employer”] a ....?

CODE ONE ONLY

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

| Charity/voluntary organisation | 1 |
| Government funded organisation (including schools, hospitals, armed forces etc.) | 2 |
| Neither (i.e. private sector) | 3 |
| (DO NOT READ OUT) Don’t know | X |
IF WORKING/WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

D5. What [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): does] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): did] [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: “your employer” mainly do?

PROBE AS NECESSARY:

What is the main product or service of your employer?
What exactly does your employer make or do at this establishment?
What material or machinery does that involve using?

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

[IF SELF EMPLOYED (B5A=1 OR C1A=1]): What [IF WORKING NOW (B5A =1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A =1): was] the main activity of your business?

PROBE AS NECESSARY:

What is/was the main product or service?
What exactly do/did you make or do?
What material or machinery does/did that involve using?

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

IF WORKING/WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D6. And what [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): was] your job title and your main duties or responsibilities?

PROBE FOR FULL DETAILS.

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN. TO BE CODED TO 4 DIGIT SOC. ALLOW REF.

IF WORKING/WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

D7. And still thinking about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): unpaid role] [IF WORKING/WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C
=1)) job] you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): are currently doing] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): did] [IF >1 JOB (C2=2): most recently] after ending the JSA claim on/in [END DATE] how many hours on average [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): do] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): did] you work per week?

**ALLOW DK AND REF**

**CATI CHECK – IF OVER 50 HOURS PER WEEK**

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): were] working [HOURS GIVEN] hours on **AVERAGE** per week?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>CONTINUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO BACK AND AMEND HOURS</td>
</tr>
</tbody>
</table>

ASK IF DK OR REF HOURS (D7=DK OR REF)

D8. Would you say that you **typically** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): work] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): worked] …

**READ OUT – SINGLE CODE**

| Less than 16 hours per week | 1 |
| At least 16 hours but fewer than 30 hours per week | 2 |
| 30 hours or more per week | 3 |
| Don’t know/ Can’t remember (DO NOT READ OUT) | X |
| Refused (DO NOT READ OUT) | X |

IF WORKING/WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

D8A And whilst you [IF WORKING NOW (B5A OR B OR C=1): have been] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] working in this[IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main role] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): most recent role] have you received … …?

**READ OUT. CODE ALL MENTIONED.**

| Working tax credits including Return to Work, In Work, or Child Tax Credits which are paid weekly | 1 |
| Job Grant - a tax free lump sum when you start a new job | 2 |
| None of the above | 3 |
Don’t know (DO NOT READ OUT) 4
Unwilling to answer (DO NOT READ OUT) x

IF WORKING/WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

D9. We would like to ask you how much you [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] paid in your [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1): main role] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): most recent role after ending the JSA claim on/in [END DATE]].

Would it be easiest to tell us how much you [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] paid before tax...

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – SINGLE CODE

<table>
<thead>
<tr>
<th>Per year (annual salary)</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per month</td>
<td>2</td>
</tr>
<tr>
<td>Per week</td>
<td>3</td>
</tr>
<tr>
<td>Per hour</td>
<td>4</td>
</tr>
<tr>
<td>Other (please type in)</td>
<td>5</td>
</tr>
<tr>
<td>Unwilling to answer</td>
<td>x</td>
</tr>
</tbody>
</table>

ASK IF WANT TO ANSWER PER YEAR (D9=1)

D10. What [IF WORKING NOW (B5A OR B OR C=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): was] your salary per year before tax to the nearest £1000?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax [IF WORKING NOW (B5A OR B OR C=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): was] £[AMOUNT AT D10]?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>CONTINUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO BACK AND AMEND PAY</td>
</tr>
</tbody>
</table>

ASK IF WANT TO ANSWER PER MONTH (D9=2)

D11. What [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] you paid per month before tax and any other deductions to the nearest £100?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000
Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] paid £[AMOUNT AT D11] per MONTH, before tax and any other deductions?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>CONTINUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO BACK AND AMEND PAY</td>
</tr>
</tbody>
</table>

ASK IF WANT TO ANSWER PER WEEK (D9=3)

D12. What [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] you paid per week before tax and any other deductions to the nearest £20?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] paid £[AMOUNT AT D12] per WEEK, before tax and any other deductions?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>CONTINUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO BACK AND AMEND PAY</td>
</tr>
</tbody>
</table>

ASK IF WANT TO ANSWER PER HOUR (D9=4)

D13. What [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] you paid per hour before tax and any other deductions to the nearest 50 pence?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] paid [AMOUNT AT D13] per HOUR, before tax and any other deductions?

INTERVIEWER NOTE: Please use decimal point so 7.50 = £7.50, 10.00 = £10
<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
<th>CONTINUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
<td>GO BACK AND AMEND PAY</td>
</tr>
</tbody>
</table>

ASK IF WANT TO ANSWER OTHER (D9=5)

D14. **What** [IF WORKING NOW (B5A OR B OR C=1): are] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): were] you paid per [AS ENTERED AT D9 OTHER] before tax and any other deductions to the nearest 50 pence?

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50
**SECTION E – VIEWS ON SUITABILITY OF OUTCOME**

IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=2)

E1. **How many full months and weeks** [IF HAD EMPLOYER (C1B OR C =1) OR (C1A-C=2 AND C1I=1) : did you work in this] [IF SELF EMPLOYED (C1A=1): did this] [IF >1 JOB (C2=2): most recent] [IF SELF EMPLOYED (C1A=1): period of self employment or freelancing last] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): unpaid role] for after ending the JSA claim on/in [END DATE]??

Interviewer note: e.g. if worked there for six weeks should be coded as one month in first box and two weeks in second box.

<table>
<thead>
<tr>
<th>ENTER FULL MONTHS, ALLOW NUMBER 0-6</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ENTER FULL WEEKS, ALLOW NUMBER 0-4</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALLOW DK AND REF</td>
</tr>
</tbody>
</table>

IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1)

E2. **Why did you** [IF HAD EMPLOYER (C1B OR C =1)” leave this job [IF SELF EMPLOYED (C1A=1): “end your period of self employment or freelancing”] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): leave this [IF >1 JOB: most recent] unpaid role]?

**DO NOT READ OUT – MULTI CODE**

| Contract ended/ temporary work | 1 |
| Sacked/ dismissed              | 2 |
| Made redundant                 | 3 |
| Went into training/ education  | 4 |
| Wasn’t earning enough          | 5 |
| No promotion prospects          | 6 |
| Child care commitments         | 7 |
| Health reasons                 | 8 |
| The company closed             | 9 |
| Job was not suitable in some other way (please specify) | 10 |
| Other (PLEASE SPECIFY)         | 11 |
| Refused (DO NOT READ OUT)      | x |
Appendices – Survey materials

IF WORKING/WORKED (FULL TIME, PART TIME, SELF EMPLOYED) \((B5A\ OR\ B\ OR\ C=1)\ OR\ (C1A\ OR\ B\ OR\ C=1))\ OR\ IN\ UNPAID\ ROLE\ (C1A-C=2\\ AND\ (B5I=1\ OR\ C1I=2))

E3. To what extent do you agree that your [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: most recent)] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): job] [IF SELF EMPLOYED (B5A=1 OR C1A=1): work] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1)): unpaid role] [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): was] a good match for your experience, skills and interests?

READ OUT AND CODE ONE ONLY

| Agree strongly | 1 |
| Agree slightly | 2 |
| Neither agree nor disagree | 3 |
| Disagree slightly | 4 |
| Disagree strongly | 5 |
| Don’t know (DO NOT READ OUT) | 6 |

IF DISAGREE WORK WAS GOOD MATCH (E3=4 OR 5)

E3A Are any of the following reasons why you decided to take this [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: most recent)] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): job] [IF SELF EMPLOYED (B5A=1 OR C1A=1): work] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1)): unpaid role]?

READ OUT AND CODE ALL THAT APPLY

| There were few jobs available that matched your experience, skills or interest | 1 |
| You wanted to move into work as soon as possible | 2 |
| You felt under strong pressure from Jobcentre Plus to take THIS job | 3 |
| You hope it will lead to a job that better matches your experience, skills and interest | 4 |
| [NOT IF VOLUNTARY: You needed the money] | 5 |
| DO NOT READ OUT: None of the above (please specify) | 6 |
DO NOT READ OUT: Don’t know 7

IF WORKING FOR EMPLOYER OR IN UNPAID ROLE NOW (B5 B OR C=1)
OR (C1A-C=2 AND B5I=1)

E4. Do you think that ...

<table>
<thead>
<tr>
<th>the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: <strong>main</strong>) [IF EMPLOYED (B5B OR C=1): <strong>job</strong> [IF UNPAID (C1A-C=2 AND B5I=1): <strong>unpaid role</strong>] that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities</th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
</tbody>
</table>

[TEXT SUB IF EMPLOYER NOT DK; EMPLOYER FROM D2] TEXT SUB IF D2=DK: “your employer“ will offer you training that would help you get a promotion or more responsibilities

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
</tbody>
</table>
SECTION F: OVERALL VIEWS ON JCP SUPPORT

<table>
<thead>
<tr>
<th>CATI DUMMY VARIABLE: FOR “DATE ENTERED STAGE” TEXT SUBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAGE 1/COMPARISON</td>
</tr>
<tr>
<td>STAGE 2/COMPARISON</td>
</tr>
<tr>
<td>STAGE 3/COMPARISON</td>
</tr>
<tr>
<td>END SURVEYS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CATI DUMMY VARIABLE: FOR “END DATE” TEXT SUBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>END DATE FROM B4A/B4 (e.g. “20th July 2009”). IF B4=DK/REF: “the date you ended this particular claim that you had started in [START DATE]”. IF B4A=DK/REF BUT B4B NOT DK/REF COMBINE B4 AND B4B (E.G. “the second week of July 2009”). IF B4A AND B=DK/REF ONLY SHOW MONTH FROM B4 “July 2009”</td>
</tr>
</tbody>
</table>

READ OUT

I'd now like to ask a few questions about your general views on the service that you have received from Jobcentre Plus.

We just want to talk about your most recent experiences, so please could you just answer about your experiences between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today/IF CLAIM FINISHED (B1=2 OR B2=1-2): [END DATE] and not any other experiences.

IF STAGE 4 AND PHASE ONE

F1. So just thinking about the period from [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): today/IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], do you recall being referred, by the Jobcentre, to a specialist recruitment agency around the start of that period?

This would have been [PROVIDER NAME] [OR IF IN CONTRACT AREAS WITH TWO PROVIDERS: or SECOND PROVIDER NAME].

NEED TO OBTAIN A LIST OF CONTRACT HOLDERS

PROGRAMMING NOTE: ALLOW 40

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>DO NOT READ OUT: Don’t Know</td>
<td>X</td>
</tr>
</tbody>
</table>

ASK ALL

F2. To what extent do you agree that between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today/IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE],...

FOR SECOND CODE ONLY: INTERVIEWER NOTE: If felt under pressure use agree

ROTATE CODES
<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Slightly agree</th>
<th>Neither agree nor disagree</th>
<th>Slightly disagree</th>
<th>Strongly disagree</th>
<th>(DO NOT READ OUT) DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support was offered that matched your personal needs and circumstances</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>X</td>
</tr>
<tr>
<td>You felt under pressure to take part in activities that were not suited to your needs and circumstances</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>X</td>
</tr>
</tbody>
</table>
F3. **THERE IS NO F3**

ASK ALL

F4. **As a RESULT of support delivered or arranged BY [IF F1=1: CONTRACT HOLDER; OTHERS: JOBCENTRE PLUS] over this period do you feel that…..?**

ROTATE. CODE ONE CODE FOR EACH FACTOR

<table>
<thead>
<tr>
<th></th>
<th>Increased greatly</th>
<th>Increased to some extent</th>
<th>Did not increase at all/no change</th>
<th>DO NOT READ OUT: Decrease</th>
<th>DO NOT READ OUT: DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your confidence</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Your motivation to find work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Your awareness of the types of work that you could do</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Your awareness of the range of ways you can look for job vacancies</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Your job application, CV writing and interview skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

ASK ALL

F5. **Overall, how satisfied are you with the support you received from [IF F1=1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today] IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]?**

READ OUT

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>1</td>
</tr>
<tr>
<td>Fairly satisfied</td>
<td>2</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>3</td>
</tr>
<tr>
<td>Fairly dissatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>5</td>
</tr>
<tr>
<td>Don't know (DO NOT READ OUT)</td>
<td>X</td>
</tr>
</tbody>
</table>

ASK IF HAD CLAIMED BEFORE THIS CLAIM (A2=1)
F6. **Was the support you received from [IF F1/1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today/IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] better or worse than support you received when you claimed Jobseeker’s Allowance previously?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much better</td>
<td>1</td>
</tr>
<tr>
<td>A bit better</td>
<td>2</td>
</tr>
<tr>
<td>No different</td>
<td>3</td>
</tr>
<tr>
<td>A bit worse</td>
<td>4</td>
</tr>
<tr>
<td>Much worse</td>
<td>5</td>
</tr>
<tr>
<td>Don’t know (DO NOT READ OUT)</td>
<td>X</td>
</tr>
</tbody>
</table>
SECTION G: EXPERIENCES OF CLAIMING: STAGES 1 AND 2/COMPARISON

ASK IF STAGE 1 OR STAGE 2 SURVEY

I'd now like to ask a few questions about some of the specific things that may have happened as part of the process of claiming Jobseeker’s Allowance.

Again, throughout this next section we are only interested in the claim you had between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today/IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], and not any other experiences.

IF STAGE 1 OR STAGE 2 SURVEY:

G1. During that time did the Jobcentre offer you .......?

INTERVIEWER NOTE: Only if offered from [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): today/IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]

ASK FOR EACH CODED ‘YES’ AT G1

G2. And how useful did you find this?

READ OUT AND CODE ONE ONLY

<table>
<thead>
<tr>
<th></th>
<th>G1</th>
<th>G2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>STAGE 1 ONLY: A New Jobseeker Interview - A face-to-face meeting with an adviser lasting up to 40 minutes when you first started the claim</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>STAGE 2 OR (STAGE 1 AND B3=1) ONLY: A 13 week Interview or group session during which you were asked to consider a wider range of jobs or your Jobseekers Agreement was reviewed? ADD AS NECESSARY: This could be either a face-to-face interview lasting around 20 minutes or a group session possibly combined with a Back to Work presentation or group session on or around the 13th week of your claim to discuss your progress in finding work. This would not be the first interview you had during your claim. Access to advice or support on places to look for job vacancies, such as using the Job Points, the internet or recruitment agencies</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>G1</td>
<td>Yes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------------</td>
<td>----</td>
<td>-----</td>
</tr>
<tr>
<td>Access to advice or support on improving writing, maths or English language skills</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>STAGE 1 ONLY: Access to advice or support specifically aimed at professionals or executives</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>ADD AS NECESSARY: This may have involved a seminar, group session or extra one-to-one meeting and is likely to have been in the first few weeks of your claim</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>[IF NO TO PREVIOUS CODE: A session or short course on CVs, job applications or interview skills]</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>PHASE ONE ONLY: A group meeting or presentation led by Jobcentre Plus staff called a ‘Back to Work Session’ two or three months into your claim to explain the rules when claiming JSA and discuss how to go about finding and applying for work</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>(STAGE 2 OR (STAGE 1 AND B3=1)) AND PHASE ONE ONLY: One or two longer interviews with a Jobcentre adviser – not including the 13 Week Interview – aimed at identifying any additional support you might need</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>PHASE 2 ONLY: Access to a New Deal programme</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Any other type of training sessions, seminars or courses that we haven’t already covered [PLEASE SPECIFY SUBJECT, LENGTH AND LEVEL OF COURSE]</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>A work trial arranged by the Jobcentre</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>A referral to a careers adviser arranged by the Jobcentre ADD AS NECESSARY: This will have been with a nextstep adviser who may have been based in the Jobcentre or elsewhere, and may have involved a computer based questionnaire called the Skills Diagnostic</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>
### G1 and G2 - Survey Materials

<table>
<thead>
<tr>
<th>G1</th>
<th>G2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Money to help cover the costs associated with looking for or taking work

ADD AS NECESSARY: **This might have involved money for travel costs, clothes, childcare or tools you needed to take a particular role.**

| 1 | 2 | X | 1 | 2 | 3 | 4 | X |

Advice on what benefits or credits you might be entitled to once in work

| 1 | 2 | X | 1 | 2 | 3 | 4 | X |

STAGE 2 OR (STAGE 1 AND B3=1) ONLY: A move to weekly signing

| 1 | 2 | X | 1 | 2 | 3 | 4 | X |

STAGE 2 OR (STAGE 1 AND B3=1) ONLY: Your fortnightly signing sessions became longer

| 1 | 2 | X | 1 | 2 | 3 | 4 | X |

Any sort of advice or support from the Jobcentre during this time that we have not mentioned? [PLEASE SPECIFY]

| 1 | 2 | X | 1 | 2 | 3 | 4 | X |

ASK IF MORE THAN ONE ACTIVITY USEFUL (VERY OR QUITE) AT G2 (G2=1 OR 2)

G3. You said that you found [INSERT NUMBER OF ACTIVITIES FOUND USEFUL] things useful. Which of these would you say was the **most useful** to you in terms of [IF IN PAID WORK OR HAVE HAD PAID WORK SINCE ENDING CLAIM: finding work/ALL OTHERS: moving you closer to finding paid work]

**SHOW EACH OF THE ACTIVITIES FOUND TO BE USEFUL AT G2 – USING THE VERBATIM SPECIFY TEXT FOR OTHER TRAINING AND OTHER ADVICE/SUPPORT CODES**

| 1 |

DO NOT READ OUT: No one thing the most useful/all equally useful

| 2 |

DO NOT READ OUT: None of the them useful in terms of finding work

| 3 |

DO NOT READ OUT: Don’t Know

| X |
SECTION H AND I NOT INCLUDED IN STAGE 1 SURVEY

SECTION J: DEMOGRAPHICS

READ OUT

J1. That’s all I need to know about your experiences of claiming Jobseeker’s Allowance. The next few questions are about yourself and are for classification purposes only.

J2. In terms of housing do you ...,?

READ OUT UNTIL CODE YES. CODE ONE ONLY.

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own your property, and are in the process of paying back a mortgage or loan</td>
<td>1</td>
</tr>
<tr>
<td>Own your property outright, no mortgage owed</td>
<td>2</td>
</tr>
<tr>
<td>• Live rent free in a relative’s/friend’s property</td>
<td>3</td>
</tr>
<tr>
<td>Rent</td>
<td>4</td>
</tr>
<tr>
<td>Have your rent fully covered by Housing Benefit</td>
<td>5</td>
</tr>
<tr>
<td>Pay part rent and part mortgage/shared ownership</td>
<td>6</td>
</tr>
<tr>
<td>Squat</td>
<td>7</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8</td>
</tr>
<tr>
<td>DO NOT READ OUT: Refused</td>
<td>X</td>
</tr>
</tbody>
</table>

IF RENT (J2=4 OR 5)

J3. And who is your landlord . . . ?

ADD IF NECESSARY: If property is let through an agent, please answer about the owner not the agent.

INTERVIEWER NOTE: If the respondent does not know who the landlord is, use code 6 (other private individual), not DK.

PROMPT IF NECESSARY.

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>The local authority/council</td>
<td>1</td>
</tr>
<tr>
<td>• A housing association, charitable trust or Local Housing Company</td>
<td>2</td>
</tr>
<tr>
<td>The employer (organisation/company) of a household member</td>
<td>3</td>
</tr>
<tr>
<td>The employer (individual person) of a household member</td>
<td>4</td>
</tr>
<tr>
<td>Relative/friend of a household member</td>
<td>5</td>
</tr>
<tr>
<td>Another individual/private landlord</td>
<td>6</td>
</tr>
<tr>
<td>Another organisation</td>
<td>7</td>
</tr>
</tbody>
</table>
### Other (please specify)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>DO NOT READ OUT: Don’t know</td>
<td>9</td>
</tr>
<tr>
<td>DO NOT READ OUT: Refused</td>
<td>x</td>
</tr>
</tbody>
</table>

#### ASK ALL

J4. **When you started your claim for Jobseeker’s Allowance on [MONTH AND YEAR OF CLAIM START DATE] did you have any qualifications from school, college, university, work, government schemes or anywhere else?**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>Refused</td>
<td>3</td>
</tr>
</tbody>
</table>

**CONTINUE**

**SKIP NEXT**

**IF HAD A QUALIFICATION (J4=1)**
### J5. Qualifications

Qualifications are often classified by their level. Did you have any qualifications at the following levels on [MONTH AND YEAR OF CLAIM START DATE]?

PROMPT AS NECESSARY

<table>
<thead>
<tr>
<th>Level Description</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>A) <strong>LEVEL 2</strong> which includes 5 GCSEs Grades A-C, 5 GCEs O Level, 5 CSE Grade 1,</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2, 1 A Level, 3 or fewer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AS Levels</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF YES OR DON’T KNOW TO A ASK B IF NO ASK E</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF YES OR DK TO A</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>B) <strong>LEVEL 5</strong> which covers Doctorates, Masters, Postgraduate Diplomas and Postgraduate Certificates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF NO OR DON’T KNOW TO B ASK C</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>C) <strong>LEVEL 4</strong> which is an Undergraduate or First degree, Foundation Degree, PGCE,</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>HND, HNC, NVQ Level 4, Dip Ed, Cert Ed, other undergraduate diplomas or certificates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>or other professional qualifications at an undergraduate level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF NO OR DON’T KNOW TO C ASK D</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>D) <strong>LEVEL 3</strong> which includes 2 or more A levels, 4 or more AS levels, GNVQ or BTEC</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>National and NVQ Level 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF A=NO OR (A=DK AND (D=NO OR D=DK))</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>E) <strong>LEVEL 1</strong> qualifications, for example GCSE Grades D-G, CSE Grade 2 or under,</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>GNVQ/GSVQ Foundation, BTEC First, NVQ Level 1 or less than 5 GCSE Grades A-C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF NO OR DON’T KNOW AT E ASK F</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>F) <strong>Entry level qualification</strong>, for example City &amp; Guilds certificate or BTEC</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>certificate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IF NO OR DON’T KNOW AT F ASK G</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>G) Some other qualifications (IF YES SAY: please specify type, grade and level of</td>
<td>1</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>the highest qualification you have)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ASK ALL**

### J6. Date of Birth

**RECORD DD/MM/YYYY**

**ALLOW 01/01/1940 – 01/01/1994**

**ALLOW REFUSED**

IF AGE IS REFUSED (J6=REFUSED)
**J7.** Which of the following age bands do you fall into?

*READ OUT*

<table>
<thead>
<tr>
<th>Age Band</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-19 years</td>
<td>1</td>
</tr>
<tr>
<td>20-24 years</td>
<td>2</td>
</tr>
<tr>
<td>25-29 years</td>
<td>3</td>
</tr>
<tr>
<td>30-34 years</td>
<td>4</td>
</tr>
<tr>
<td>35-39 years</td>
<td>5</td>
</tr>
<tr>
<td>40-44 years</td>
<td>6</td>
</tr>
<tr>
<td>45-49 years</td>
<td>7</td>
</tr>
<tr>
<td>50-54 years</td>
<td>8</td>
</tr>
<tr>
<td>55-59 years</td>
<td>9</td>
</tr>
<tr>
<td>60+ years</td>
<td>10</td>
</tr>
<tr>
<td>Refused (DO NOT READ OUT)</td>
<td>x</td>
</tr>
</tbody>
</table>
ASK ALL

J8. Which of the following best describes your ethnic background?
PROMPT AS NECESSARY
.SINGLE CODE.

<table>
<thead>
<tr>
<th>WHITE British</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHITE Irish</td>
<td>2</td>
</tr>
<tr>
<td>WHITE Other background (SPECIFY)</td>
<td>3</td>
</tr>
<tr>
<td>MIXED White and Black Caribbean</td>
<td>4</td>
</tr>
<tr>
<td>MIXED White and Black African</td>
<td>5</td>
</tr>
<tr>
<td>MIXED White and Asian</td>
<td>6</td>
</tr>
<tr>
<td>MIXED Other mixed background (SPECIFY)</td>
<td>7</td>
</tr>
<tr>
<td>BLACK OR BLACK BRITISH Caribbean</td>
<td>8</td>
</tr>
<tr>
<td>BLACK OR BLACK BRITISH African</td>
<td>9</td>
</tr>
<tr>
<td>BLACK OR BLACK BRITISH Other background (PLEASE SPECIFY)</td>
<td>10</td>
</tr>
<tr>
<td>ASIAN OR ASIAN BRITISH Indian</td>
<td>11</td>
</tr>
<tr>
<td>ASIAN OR ASIAN BRITISH Pakistani</td>
<td>12</td>
</tr>
<tr>
<td>ASIAN OR ASIAN BRITISH Bangladeshl</td>
<td>13</td>
</tr>
<tr>
<td>ASIAN OR ASIAN BRITISH Other background (PLEASE SPECIFY)</td>
<td>14</td>
</tr>
<tr>
<td>CHINESE</td>
<td>15</td>
</tr>
<tr>
<td>OTHER ETHNIC BACKGROUND (PLEASE SPECIFY)</td>
<td>16</td>
</tr>
<tr>
<td>DO NOT READ OUT: Don’t know/Refused</td>
<td>17</td>
</tr>
</tbody>
</table>

ASK ALL

J9. Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?

<table>
<thead>
<tr>
<th>Yes</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td>DO NOT READ OUT: Refused</td>
<td>X</td>
</tr>
</tbody>
</table>
IF HEALTH PROBLEM (J9=1)

J10. Could you tell me what your MAIN illness, health condition or disability is?

PROMPT AS NECESSARY. CODE ONE ONLY.

<table>
<thead>
<tr>
<th>MENTAL HEALTH</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>1</td>
</tr>
<tr>
<td>Stress or anxiety</td>
<td>2</td>
</tr>
<tr>
<td>Problems due to alcohol or drug addiction</td>
<td>3</td>
</tr>
<tr>
<td>Fatigue or problems with concentration or memory</td>
<td>4</td>
</tr>
<tr>
<td>Any other mental health condition (please specify)</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LEARNING DIFFICULTIES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning difficulties including dyslexia</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MUSCULO-SKELETAL/PHYSICAL INJURY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Problems with your arms or hands</td>
<td>7</td>
</tr>
<tr>
<td>Problems with your legs or feet</td>
<td>8</td>
</tr>
<tr>
<td>Problems with your neck or back</td>
<td>9</td>
</tr>
<tr>
<td>Pain or discomfort</td>
<td>10</td>
</tr>
<tr>
<td>Any other musculo-skeletal problem or physical injuries (please specify)</td>
<td>11</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SENSORY IMPAIRMENT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty with seeing</td>
<td>12</td>
</tr>
<tr>
<td>Difficulty with hearing</td>
<td>13</td>
</tr>
<tr>
<td>Dizziness or balance problems</td>
<td>14</td>
</tr>
<tr>
<td>Any other sensory impairment problem (please specify)</td>
<td>15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHRONIC/SYSTEMIC/PROGRESSIVE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Problems with your bowels, stomach, liver, kidneys or digestion including Crohn’s disease</td>
<td>16</td>
</tr>
<tr>
<td>Chest or breathing problems including asthma</td>
<td>17</td>
</tr>
<tr>
<td>Heart or blood pressure problems including angina</td>
<td>18</td>
</tr>
<tr>
<td>Skin conditions or allergies</td>
<td>19</td>
</tr>
<tr>
<td>Cancer or other progressive illness not covered above</td>
<td>20</td>
</tr>
<tr>
<td>Any other chronic/systemic illness (please specify)</td>
<td>21</td>
</tr>
<tr>
<td>OTHER CONDITION OR DISABILITY</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>Speech problems</td>
<td>22</td>
</tr>
<tr>
<td>Obesity</td>
<td>23</td>
</tr>
<tr>
<td>Aspergers syndrome</td>
<td>24</td>
</tr>
<tr>
<td>Any other health condition or disability issue (please specify)</td>
<td>25</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>X</td>
</tr>
</tbody>
</table>
ASK ALL

J11. Are you currently living with a spouse or a partner who receives Jobseeker’s Allowance or another benefit for people who are not working...?

INTERVIEWER NOTE: Code as Yes if partner receives Income Support, Incapacity Benefit or Employment and Support Allowance. Code No if partner receives Tax Credits or Pension/Pension Credits only.

PROMPT IF NECESSARY

| Yes – partner claims out of work benefit | 1 |
| No – has no partner or they do not claim an out of work benefit | 2 |
| Unsure (please specify benefit claimed) | 3 |
| DO NOT READ OUT: Refused | X |

ASK ALL

J12. Are you the parent or guardian of any children under the age of 16?

| Yes | 1 |
| No | 2 |
| DO NOT READ OUT: Refused | X |

IF HAVE CHILDREN (J12=1)

J13. Are you the parent or guardian of any children under the age of 5?

| Yes | 1 |
| No | 2 |
| DO NOT READ OUT: Refused | X |

IF HAVE CHILDREN (J12=1)

J14. And are you currently a single parent living with children aged under 16?

| Yes | 1 |
| No | 2 |
| DO NOT READ OUT: Refused | X |

IF HAVE CHILDREN (J12=1)

J15. Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?

| Yes | 1 |
| No | 2 |
| DO NOT READ OUT: Refused | X |

ASK ALL

J16. People have different barriers or situations which can sometimes make it difficult to find work, to help us analyse the data could you tell me if any of the following four apply to you . . .?
READ OUT. CODE ALL THAT APPLY

<table>
<thead>
<tr>
<th>Have you have recently left care</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Have you recently left prison, are on probation or are on a community sentence</td>
<td>2</td>
</tr>
<tr>
<td>Are you are in contact with secondary mental health services ADD IF NECESSARY: This is normally community-based treatment, for example through a day hospital, inpatient clinic, home visits, help lines, crisis centres, voluntary drop-in centres or day-care centres</td>
<td>3</td>
</tr>
<tr>
<td>Do you have moderate to severe learning disabilities</td>
<td>4</td>
</tr>
<tr>
<td>Or do none of the above apply</td>
<td>5</td>
</tr>
<tr>
<td>DO NOT READ OUT: Refused</td>
<td>X</td>
</tr>
</tbody>
</table>

ASK ALL

J17. INTERVIEWER RECORD GENDER

<table>
<thead>
<tr>
<th>Male</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>2</td>
</tr>
</tbody>
</table>

ASK ALL

J18. We would like to contact you again in about a year to find out how things are going. Would this be ok?

ADD IF NECESSARY: If IFF contact you the interview would only take around 10-15 minutes and be by phone again.

| Yes | 1 |
| No  | 2 |

ASK ALL

J18A Our research partners, PSI may like to contact you to speak to you in more detail. Would this be ok?

ADD IF NECESSARY: PSI are the Policy Studies Institute at the University of Westminster who are working with IFF on this study.

| Yes | 1 |
| No  | 2 |

IF AGREE TO RE-CONTACT (J18=1 OR J18A=1)

J19. We currently have [TEL NUMBER FROM SAMPLE] as your telephone number. Is there another, alternative number that [IF J18=1: we [IF J18A=1: or PSI] could try to reach you on in a year’s time?

INTERVIEWER NOTE: If you called a number not on the original sample please record it here.

| Yes [SPECIFY ONLY ALLOW NUMERIC] | 1 |
| No                               | 2 |
IF AGREE TO RE-CONTACT (J18=1 OR J18A=1)

J20. **Could I also take the telephone number of a relative or friend in case**
    **IF J18=1 : we [IF J18A=1: or: PSI] find it difficult to contact you?**

<table>
<thead>
<tr>
<th>Full Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship to you – they are your...</td>
<td></td>
</tr>
<tr>
<td>Contact telephone number – only allow numeric</td>
<td></td>
</tr>
<tr>
<td>Refused</td>
<td>x</td>
</tr>
</tbody>
</table>

ASK ALL

J21. **Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP, Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used.**

| Yes  | 1 |
| No   | 2 |

THANK RESPONDENT AND CLOSE INTERVIEW

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Interviewer signature: Date:

Finish time: Interview Length mins