Evaluation of Jobs Growth Wales:
Early Leavers Report

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Ipsos MORI

Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government.

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Glossary of acronyms

'Telephone Preference Service' (TPS)

Future Jobs Fund (FJF)

Jobs Growth Wales (JGW)

Managing agent (MA)

Management information (MI)

National Minimum Wage (NMW)

National Qualifications Framework (NQF)

Not in Education, Employment or Training (NEET)

Standard Industrial Classification (SIC)

Standard Occupational Classification (SOC)

Welsh European Funding Office (WEFO)

Welsh Government (WG)

Executive Summary

Background and methods

1. As part of the evaluation of Jobs Growth Wales (JGW), conducted by Ipsos MORI, Wavehill and WISERD, Ipsos MORI was commissioned by the Welsh Government (WG) to undertake further research on the circumstances in which and reasons why some young people leave early from their six-month JGW contracts. JGW was launched on 2 April 2012 and aims to create 4,000 jobs a year between April 2012 and March 2016 for unemployed young people aged 16 to 24. It provides participants with a job opportunity for a six month period paid at, or above, the National Minimum Wage (NMW) for a minimum of 25 hours per week up to a maximum of 40 hours per week. The WG reimburses the employer at the NMW, even if the employer chooses to pay the young person a higher wage.

2. This research had four main aims:
   - To assess the characteristics of young people leaving JGW jobs early.
   - To explore who had made the decision that the young person should leave and why.
   - To explore the destinations of early leavers.
   - To understand what further support could be offered to employers and young people to a) prevent young people from leaving jobs early, b) promote the reintegration of early leavers into the programme, or c) help young people to move on to further study, training, or employment (including apprenticeships).

3. A range of methods were used to achieve these aims, including telephone in-depth interviews, telephone surveys and case studies. A detailed description of these methods, including the methodological limitations of the research, is outlined in Chapter 1.

Main findings

4. It is likely that the early leaver rate from JGW is between 10 per cent and 33 per cent, which is similar to the early leaver rates in the Future Jobs Fund (FJF) programme[1]. The wide range can be explained by two different sources of data and two methods of calculating the early leaver rate being used. The true number is likely to lie somewhere in this range. The two data sources are WG official statistics (which only includes data on early leavers from the private sector strand) and the management information (MI) database (which includes all strands but was less up-to-date than the official statistics). One method is to calculate the number of early leavers as a proportion of all those leaving their contracts, which includes those completing their contracts (which tends to overestimate the proportion). The other method is to calculate the number of early leavers as a proportion of all those starting jobs through the programme (this tends to underestimate the proportion). This report refers primarily to the rate which was calculated using both methods and using the data provided by the WG which covers all strands of the programme.

5. Early leavers are similar in profile in many respects to young people who completed their contracts, but they are more likely to live in Convergence areas and less likely to live in North Wales. They are also more likely to be better paid, despite working similar hours to those who completed their contracts. Similar to those who completed their contracts, the most common job roles for early leavers are administrative and secretarial.

6. The majority of early leavers made the decision to leave themselves, and a large proportion of these individuals decided to leave because they secured gainful employment elsewhere. The evidence suggests that these other jobs are either better paid or more closely related to the field in which

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[1] The FJF evaluation reported that 'data obtained from some case study areas indicates that around 32 per cent of those starting a job left it before 26 weeks, although Inclusion's survey of participants in case study areas gives a much lower drop-out rate of 15 per cent.' Source: Tracy Fishwick, Pippa Lane and Laura Gardiner, *Future Jobs Fund: An independent national evaluation* (London: Centre for Economic and Social Inclusion, 2011), accessed online on 30 December 2013 at
<http://www.cesi.org.uk/sites/default/files/publications/CESI_future_jobs_fund_evaluation.pdf
>: 30.

the young person would like to develop their career. These individuals are also those that are the most likely to report that they would have secured employment without the help of the programme.

7. Although the evidence shows that where early leavers are dismissed by employers, this is more often due to poor behaviour (punctuality and attendance) and poor attitudes than their skills levels, there is still a relatively large proportion of employers who reported that the young person they hired was unable to perform the work to the required standard (27 out of 74 employers) and nineteen per cent thought the screening of candidates and matching job roles could be better.

8. Of those early leavers who left for reasons other than getting another job or becoming self-employed, 60 out of 99 survey respondents said they would have stayed in their JGW job if their reasons for leaving had been addressed; however, only 22 out of 72 early leavers sought help from their employer, mentor, or both, before making the decision to leave. Additionally, when asked in an unprompted question what kind of support would have helped them finish their six-month contracts, 44 per cent of all survey respondents said there was nothing their employer or mentor could have done to help them stay in their job. The most common suggestions for what might have helped them stay on were changing the behaviour of other staff or the way other staff treated them (10 per cent), followed by resolving issues related to pay (seven per cent), getting more training (six per cent), being guaranteed a permanent position at the end of the temporary contract, improving communication and making the role more interesting (all two per cent). An even greater proportion of employers (71 per cent) thought that no support would have helped their recruit complete their contract, although a small number mentioned motivational support and increasing pay[2].

9. Satisfaction with their job could be a major factor in the young person's likelihood to stay in their temporary job. Only 42 per cent of early leavers believed they were satisfied with their job, compared to 96 per cent of

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[2] This question was unprompted.

those who completed their contracts. The discussions with early leavers also found that boredom at work caused dissatisfaction, as well as disparate expectations of what the role would entail compared to what it actually involved.

10. Some early leavers indicated they were dismissed by their employer or agreed with their employer to leave for reasons beyond their control, including the company ceasing trading or the company not being able to pay them (five of 41 respondents) and the employer not being able to maintain their post any longer (six out of 41 respondents). However, when some of these were followed up through case studies, employers cited other reasons for the dismissal.

11. Employers had more suggestions as to what the WG could do to ensure more recruits completed their six month contracts[3]. One in five (22 per cent) suggested that additional training for young people prior to entering the workforce might be helpful to prepare them for the expectations and requirements of working life, and 17 per cent said that young people needed to be taught discipline and work ethic. A further 19 per cent thought that the screening of candidates and matching to job roles could be better, and 13 per cent said that the needs of both young people and employers need to be closely monitored.

12. A very high proportion of early leavers (72 per cent) had been in employment at least once since leaving JGW[4], but those who are dismissed by their employer are much less likely to be in work consistently than those who chose to leave (only 14 out of 37 early leavers who were dismissed were working at the time of the survey compared to 29 out of 55 who chose to leave).

13. Although aggregate management information (MI) was available, the management information (MI) at individual level was incomplete for a very high proportion of records on the reasons for leaving and the destination of

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[3] This question was unprompted.
[4] Base: All 121 early leavers surveyed, including those who left early to go to another job and those who left for other reasons.

early leavers at the time this research was conducted. It was found that the 'Reason for leaving' was either missing or unknown for 38 per cent of early leaver records and their immediate destination was missing for four out of ten (42 per cent) of early leavers. This makes it difficult to understand from the MI what the reasons were for the young person leaving and what they have done since leaving JGW.

14. The frequency and depth of the mentoring provided to the young people was quite limited. The qualitative interviews found that instead of having monthly face-to-face meetings with the young person, the catch ups often consists of a phone call, which may not be followed up if the young person does not answer the first time. Therefore some early leavers did not recall having a mentor, particularly if they did not stay long in their position. From the discussions with the mentors it was found that they often had very large caseloads covering a large geographical area and found it difficult to get in contact with the JGW recruits. Likewise, exit interviews which were meant to happen with young people when they left their JGW job, often did not happen, in some cases because mentors were not made aware by the young person or employer that the young person was leaving. The names and telephone numbers of assigned mentors are not collected and recorded as part of the MI information which means that individual mentors cannot be matched to participant records to identify patterns in performance.

Recommendations

15. It is recommended that certain fields related specifically to early leavers be made mandatory in the project MI and be standardised, a process that the WG has begun. Mandatory fields in the routinely collected MI should include 'Reason for leaving' and responses should be selected from a drop-down menu to ensure they are standardised, with guidance provided to managing agents (MAs) about how to select the correct reason.

16. It is recommended that mentors' names and telephone numbers are included in the database, and made mandatory, for each participant

record. Being able to monitor individual mentor's performance in terms of following up with individuals would enable the WG to hold them to account for failing to provide the information. It would also make future evaluations that involve speaking to mentors easier, as evaluators would not need to go through the main MA contact to find out who the mentors were and how to contact them.

17. It is recommended that consideration should be given to how checks on potential employers can be improved to ensure they are financially stable.

18. To improve how well job descriptions reflect the work that a young person will be undertaking on a day-to-day basis, it is recommended that MAs quality assure the job descriptions for content as well as word count.

19. It is recommended that MAs and employers work together to screen candidates effectively to ensure young people have the right attitude towards work and are interested in and have the basic level of skills required for the job.

20. It is recommended that every effort be made to encourage young people and their employers to contact the mentor if the young person will be leaving early, to ensure that an exit interview can take place.

21. It is recommended that the WG examine the role of the mentor and give consideration to expanding it to provide support to the employer and more frequent support to the young person where this is needed, and assess how effectively the current remit and a possible extended one can be fulfilled given how heavy mentors' caseloads are. However, a greater extension of a mentor's role would potentially have cost implications.

22. It is recommended that reintegration efforts should target those dismissed by their employers. In particular where behavioural and attitudinal problems are raised by employers at exit interviews, young people should be referred to appropriate work-readiness provision.

23. It is recommended that those who left the programme voluntarily not be targeted as few are in need of help to gain employment.

1 Background, scope and methodology

Background and context

1.1 Jobs Growth Wales (JGW) aims to address youth unemployment through providing young people aged 16 to 24 with job opportunities that enable them to gain six months of work experience, with the aim that the temporary jobs will become permanent or lead on to other employment once the temporary contract is completed.

1.2 The programme is primarily targeted at work-ready young people who have had difficulty securing work due to a lack of experience. It provides a wage reimbursement to make the recruitment of young people more attractive to employers, encouraging them to take on staff when they may otherwise not have done.

1.3 Initially the programme aimed to *create* 4,000 job opportunities per year over the delivery period April 2012 to March 2015. However, over time the target was revised to 4,000 vacancies *filled*. The programme has since also been extended until March 2016 to create and fill an additional 4,000 jobs.

1.4 Activity is comprised of four distinct strands, which relate to different routes to employment (i.e. private, third sector or self-employment) or targeted at specific groups of young people (i.e. graduates) and are delivered by different organisations. The Welsh Government (WG) has identified a population of young people who have accessed job opportunities in the private, third sector and graduate strands and who have not remained in their JGW jobs for the full six months as planned. The WG would like to understand the reasons for this and assess what support could be provided to maintain young people in their jobs, or if they have exited, to facilitate their reintegration to the programme or their ability to move onto other positive opportunities.

Scope and aims

1.5 This bespoke programme of research has been delivered within the evaluation framework of the broader JGW evaluation which aims to analyse the effectiveness of programme processes, measure the impacts and assess the value for money of JGW, whilst also ensuring the evaluation satisfies the requirements of the Welsh European Funding Office (WEFO).

1.6 The specific aims for this early leavers research were to:

- Assess the characteristics of young people leaving JGW jobs early.
- Explore the circumstances under which early leavers have left JGW positions (e.g. their choice or dismissed by employer).
- Explore the reasons why early leavers have left their JGW positions.
- Explore the reasons why employers have dismissed JGW employees.
- Explore the destinations of early leavers.
- Understand what further support could be offered to employers and young people to a) prevent young people from leaving jobs early, b) promote the reintegration of early leavers into the programme, or c) help young people to move on to further study, training, apprenticeships or employment.

1.7 These aims are explored for early leavers from the private, third sector and graduate strands of the programme. The self-employment strand functions differently and is not within the scope of this research.

1.8 For the purposes of this research, an early leaver has been defined as a young person who left their position at least 14 days earlier than their six month contract (i.e. who left 24 weeks or less after the start of their JGW job opportunity) was supposed to end. This follows the definition used by the WG, and is primarily to take account of individuals who may be 'accidentally' categorised as early leavers as the final day of their contract was on a weekend or bank holiday. It also recognises that employees with temporary positions in the wider labour market will often exit prior to the end of their contract because they have already obtained

permanent or further temporary work to avoid a spell of unemployment. It focuses the research on those participants who are more likely to have left for other reasons (i.e. reasons not related to employment/income security) and are therefore more likely to provide learning points for the programme.

Methods

1.9 The early leavers research adopted a mixed-methods approach, as per the wider programme evaluation, and included qualitative and quantitative elements. It commenced with a small number of exploratory telephone interviews to support the development of questionnaires and case study discussion guides to ensure that the content reflected the topics of most relevance and used appropriate language. These interviews were conducted with four early leavers and four employers of early leavers, which were not matched (i.e. each related to a different JGW position).

1.10 Phases of the early leavers research are outlined in Table 1.1.

Table 1.1: Phases of the early leavers research

Research element	Summary
Analysis of management information & document review	▪ Analysis of anonymised management information (MI) – 641 records of early leavers – collected from the MAs by the WG and GO Wales on a rolling basis as jobs are filled (identified by the WG and through a survey of participants conducted as part of the main evaluation of JGW[5]); ▪ MI analysis primarily served to establish some of the characteristics of early leavers and their employers; ▪ Comparisons drawn with characteristics of those who completed their contracts[6] where possible – 3383 records; ▪ Review of programme documentation and findings from the main evaluation stakeholder consultation to establish processes in place to prevent early exit, support reintegration into the programme or progression to other opportunities;
Exploratory in-depth telephone interviews with	▪ In-depth interviews conducted over the telephone, exploring the circumstances under which early leavers had left JGW positions, the reasons for this and what they had done after they left the

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[5] Through this survey, some young people who were not marked as early leavers in the MI data were identified as early leavers.
[6] Successful applicants who had already completed or were in the last two weeks of their contracts who were not known to be early leavers.

early leavers and employers of early leavers	programme;
	▪ Four interviews conducted with employers and four with early leavers (not matched);
	▪ Sample of 18 employers and 13 early leavers provided by the WG from the JGW database;
	▪ Fieldwork conducted between 29 July and 6 August 2013;
	▪ Quotas were set based on strand and size of organisation for employer, and based on strand, MA and reason for leaving for the early leavers, with a soft quota for mix of ages;
	▪ Interviews were initially to cover all strands except self-employment, but due to the lack of availability of employer contact details for the third sector supported strand, this strand was not included;
	▪ Data used to add depth and understanding to quantitative findings;

| Telephone survey: Young people | ▪ Fifteen minute telephone survey of early leavers covering JGW job, circumstances of leaving, destinations post-JGW; |

▪ Fieldwork conducted between 9 September and 14 October 2013;

▪ A sample of 232 known early leavers provided by WG and GO Wales generated 64 interviews = 28 per cent unadjusted response rate;

▪ A census approach to sampling known early leavers was used, due to the small size of the population: data was de-duplicated and those listed on the 'Telephone Preference Service' (TPS) registry (registry of those who have opted out of telemarketing calls) and with invalid phone numbers were removed[7];

▪ Through interviewing those who had been identified as having completed their contracts (for the main evaluation), 95 early leavers were identified and added to the sample; this generated 57 interviews = 60 per cent unadjusted response rate;

▪ 121 interviews achieved in total = 35 per cent unadjusted response rate;

Total sample	Total interviews	Overall unadjusted response rate (per cent)
343	121	*35*

▪ Comparisons with those who completed their contracts (e.g. job satisfaction) and employers of early leavers survey data (not intentionally matched but early leavers and employers worked in the same organisation in 29 cases) (e.g. reasons for early exit);

▪ Data weighted to known population characteristics by gender, age bands and region prior to analysis to correct for under- or over-represented parts of the target population due to non-response, as shown in the table;

▪ Percentages relating to the early leavers survey have been weighted to the proportions shown in the table below;

	Target population	Survey respondents (unweighted)	Survey respondents (weighted)
Gender			
Male	57.8%	58.7%	57.8%

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[7] As this research was billed as marketing rather than research to enable results to be used by the WG to re-engage participants, participants in this research were screened against the 'Telephone Preference Service' (TPS) list of all individuals who have opted out of telemarketing.

Female	42.2%	41.3%	42.2%
Age			
Under 19	17.1%	22.3%	17.1%
19-21	42.1%	39.7%	42.1%
22+	40.8%	38.0%	40.8%
Region			
North Wales	13.0%	11.6%	13.0%
West Wales	26.3%	11.6%	26.3%
South Wales	60.7%	76.9%	60.7%

- In addition, evidence from the survey of 595 young people that completed the programme from the main evaluation was used in order to make comparisons;

Telephone survey: Employers	
	- Five minute telephone survey of employers of early leavers;

- Five minute telephone survey of employers of early leavers;
- Fieldwork conducted between 18 September and 16 October 2013[8];
- Implemented as 'bolt-on' to main evaluation employer survey with screening question – bolt-on generated 29 interviews = 40 per cent unadjusted response rate (in line with expectations);
- A census approach to sampling additional known employers of early leavers provided by the WG and GO Wales was used, due to the small size of the population: data was de-duplicated and those with invalid phone numbers were removed;
- Additional sample of 351 known employers of early leavers provided by WG generated 130 interviews = 37 per cent unadjusted response rate;
- 159 interviews achieved in total = 38 per cent unadjusted response rate;
- Comparisons with employers of those who completed their contracts (e.g. characteristics, motivations for recruiting through JGW) and early leaver survey data (e.g. reasons for early exit);
- Data weighted to known population characteristics by size bands (based on number of employees), Standard Industrial Classification (SIC) bands and region prior to analysis to correct for non-response;
- Percentages relating to the employers of early leavers survey have been weighted to the proportions shown in the table below;

	Target population	Survey respondents (unweighted)	Survey respondents (weighted)
Size			
0-9	64.1%	56%	64.1%
10+	35.9%	44%	35.9%
SIC			
Services	56.9%	50.9%	56.9%
Production	11.7%	10.7%	11.7%
Unknown	31.4%	38.4%	31.4%
Region			
North Wales	14.3%	17.6%	14.3%

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[8] Fieldwork dates for the stand-alone survey were 27 September 2013 to 7 October 2013.

	West Wales	21.7%	23.9%	21.7%
	South Wales	64.0%	58.5%	64.0%
	▪ In addition, evidence from the survey of 328 employers in the main evaluation was used in order to make comparisons;			
Early leaver case studies	▪ In-depth telephone interviews with matched young person, employer and mentor (from MA); ▪ Provided 360° perspective of job, reasons for early exit and ways this could have been prevented; ▪ Five case studies completed, total of 15 interviews, including one paired depth case study and so we spoke to 16 participants in total; ▪ The sample was drawn from all those who had completed the survey and whose responses fitted the quotas; ▪ Quotas were set based on whose decision it was for the young person to leave early, and the main reason this decision was made to ensure coverage of a range of scenarios; one quota was not achieved due to the small sample available;			

Who initiated leaving	Main reason	Target	Achieved
Themselves	Went onto another job	1	1
	Left for another reason	1	1
Their employer	Company closed or could no longer afford to keep them	1	2
	Poor performance	1	1
	Skills/behaviour reasons	1	0

▪ Data used to add depth and understanding to quantitative findings;

Source: Ipsos MORI

1.11 The early leavers research framework is provided in Annex 1. This outlines the detailed evaluation questions the research sought to address, and identifies which methodological element helped to answer them. It also includes discussion guides used for the exploratory in-depth interviews with young people and employers. The survey questionnaires and discussion guides used for the case studies are also provided in Annexes 2-4.

Methodological limitations

1.12 As the WG database was not ready to use when JGW was launched in April 2012, at the time when it became operational, MAs retroactively filled in records that had been kept on Excel spreadsheets. MAs had not finished uploading the records of all successful applicants, including

early leavers, at the time the samples were provided for this research on 23 July and 19 September 2013. In addition, for those records that had been uploaded, the job end date field was not completed for all participants who had left early or whose contracts had come to an end, making it impossible to identify all early leavers[9].

1.13 These two issues (some records not having been uploaded yet and some missing job end dates) caused a discrepancy between the sample data provided to Ipsos MORI, which suggested there were 546 early leavers from the private sector, third sector and graduate strands from the beginning of the programme up until mid-September 2013, and the aggregate performance data submitted to the WG by the MAs, which suggested that there were 1,018 early leavers from the private sector strand for the same period[10]. It is not possible to reconcile this data, so this report uses the data from the sample provided to Ipsos MORI as it allows for a more detailed exploration of the characteristics of early leavers.

1.14 Incomplete data has a number of implications for the quality of this research. First, the analysis of the MI will not provide an accurate picture of the profile of all early leavers. It is possible that those early leavers who are unreported display characteristics different from those who were reported. For example, they could be linked to MAs that are underperforming, or may have had an especially negative experience of the programme.

1.15 Second, although the WG had requested a census survey of all early leavers, it was not possible to include all of them in the sample as their details (entire records or job end dates) were not available. This also meant that it was not possible to achieve the number of interviews originally envisaged (250). This has limited the potential for sub-group

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[9] Early leavers were identified by calculating whether the job end date was 24 weeks or less from the job start date. Where the job end date was incomplete, the participant was assumed to have completed their contract. The issue of incomplete job end date fields has since been rectified by making the payment system for MAs contingent on their completing this field.
[10] "Jobs Growth Wales, July 2013", *Statistics for Wales*, <http://wales.gov.uk/docs/statistics/2013/130926-jobs-growth-wales-september-2013-en.pdf>.

analysis by strand. It has also meant that differences between sub-groups must be quite large to be statistically significant. Finally, the non-response bias from certain respondent categories is therefore higher, so the data has required more correction through weighting than would have been the case had the sample included records of all early leavers.

1.16 Third, non-response bias in the surveys may not have been corrected in the right way through the process of weighting the data, as the weighting factors were based on the incomplete population profile.

1.17 The other main limitation of this research was that it was not always possible to collect all perspectives as part of the case studies, which were intended to provide a '360°' perspective of five early leavers' situations. Turnover of mentors appears to be high in many MAs, and despite efforts to try to recruit alternative case studies where mentors were available, it was necessary to accept alternatives in four out of the five cases. These included administrators at the MAs who had access to the relevant young person's file, or mentors' supervisors who had had varying degrees of involvement with the young person, from knowing a fair amount to very little about their circumstances. This has hindered the ability to triangulate qualitative findings about the jobs in three cases.

Interpretation of findings

1.18 It should be remembered that final data from the quantitative telephone survey is based on a sample of early leavers, rather than the entire population. Therefore, results are subject to sampling tolerances and not all differences are statistically significant. Where it is stated that one result is significantly different from another result, this has been tested at the 95 per cent level[11]. Differences that are not statistically significant have not been reported. A table of confidence intervals is appended.

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[11] This significance test assesses how accurate the reported value is. A significance test at the 95 per cent confidence level means that, in the instance of this data being collected repeatedly in the same way, in 95 out of 100 times the reported value would fall into the relevant confidence interval (the upper and lower limit of the possible true value).

1.19 We have reported weighted percentages where the base is above 100 young people, and where it is 100 or below we have reported unweighted numbers, unless otherwise stated.

1.20 Where percentages in tables do not add up to 100 per cent, this is due to rounding.

1.21 Where references are made to the findings from the qualitative interviews these are intended to add further insight rather than be statistically representative.

1.22 The names of those who participated in exploratory interviews and case studies have been changed to protect their identities.

2 Characteristics of early leavers, their employers and their mentors

Jobs Growth Wales programme

2.1 JGW is comprised of four 'strands':
- Private sector strand: This is the largest strand and it was originally envisaged that it would deliver 2,500 jobs per year.
- Third sector strand: This strand was initially envisaged to create 1,000 jobs per year, 500 which would be 'supported' (employers given an additional incentive to recruit those who were a little further from the labour market) and 500 which would be 'direct' (the same level of reimbursement as the private sector strand).
- Graduate strand: This strand was intended to create 400 jobs per year for graduates.
- Self-employment strand: This strand was intended to create 100 jobs per year by providing bursaries to young people who wanted to set up their own businesses. This strand is outside the scope of this research.

2.2 MI about early leavers is held in two different databases: the WG holds information about participants in the private and third sector strands, and GO Wales holds information about the graduate strand.

Numbers of early leavers

Overall numbers of early leavers from Jobs Growth Wales

2.3 The combined MI held in the WG's JGW programme database and by GO Wales indicates that there were 546 early leavers[12] from the start of the programme in April 2012 up until mid-September 2013, from the private sector, third sector direct and graduate strands. However, performance data published by the WG on 26 September 2013, based

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[12] Early leavers are defined as young people who started a JGW job and who left more than two weeks before the end of their six-month contract.

on aggregate information provided by the MAs delivering JGW, indicates a higher figure of 1,018 individuals who had left more than two weeks early from jobs in the private sector strand of the programme alone.

2.4 There is no one correct way of calculating the proportion of early leavers from JGW mid-way through the programme. One method would involve calculating the number of early leavers as a proportion of all those leaving the programme (including those completing their contract and those leaving early). This method would tend to overestimate the proportion of early leavers because, by definition, early leavers leave the programme before those completing their contracts who started their jobs at the same time as them. Another method would be to calculate the number of early leavers as a proportion of all those starting jobs through the programme (jobs filled). This method would tend to underestimate the proportion of early leavers because some of those who are still on the programme may eventually leave their jobs early. It is likely therefore that the final proportion of early leavers will lie somewhere between the percentages these two formulas yield.

2.5 Using the sample data provided to Ipsos MORI and the additional sample of early leavers identified through the main evaluation survey (95), and employing the first method of calculating the proportion of early leavers, results in a 16 per cent early leaver rate[13]. Employing the second method, the early leaver rate would be 10 per cent[14].

2.6 The WG performance data is more accurate than the sample data provided to Ipsos MORI, but early leaver figures are only available for the private sector strand. Employing this data, and the first method, gives an early leaver rate of 33 per cent from the private sector strand[15]. Employing the second method, the result is 15 per cent[16].

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[13] 641/(3,383+641) = 15.9 per cent.
[14] 641/(5,789-95+641) = 10.1 per cent. (As the 5,789 includes the 95 participants who were subsequently identified as early leavers, and who are included in the figure of 641, they have been subtracted to avoid double counting.)
[15] 1,018/(2,055+1,018) = 33.1 per cent. (2,055 is the number of those completing an opportunity, while 1,018 is the number who left early as at 10 September 2013 according to "Jobs Growth Wales, September 2013", accessed online on 30 December 2013 at

2.7 Comparing the early leaver rate from JGW to a similar programme shows that it is not out of the ordinary. An evaluation of FJF found that between 15 per cent and 32 per cent of those starting a FJF job left it before 26 weeks[17], although this is not directly comparable to the JGW figures presented above which only include those leaving their jobs before 24 weeks.

2.8 The discussion that follows is partly based on the anonymised information about the 641 participants on the JGW database provided by the WG and GO Wales (including the 95 young people who were discovered to be early leavers through the survey conducted for the main evaluation), which should be treated with caution as it is likely to be incomplete. Where the MI did not contain certain variables (e.g. Standard Industrial Classification (SIC) and Standard Occupational Classification (SOC)), data from the surveys of employers of early leavers and early leavers has been used.

When early leavers leave their jobs

2.9 The MI suggests that the likelihood of young people leaving their JGW jobs early decreases the longer the young person stays in their job. Of those for whom the leave date is known (545 individuals), one in five (21 per cent) left in the first four weeks of their jobs, and two in five (42 per cent left) by week eight. Just 11 per cent left between weeks 21 and 24.

<http://wales.gov.uk/docs/statistics/2013/130926-jobs-growth-wales-september-2013-en.pdf>.)

[16] 1,018/6,896 = 14.7 per cent. (6,896 is the number of job opportunities filled as at 10 September 2013 according to "Jobs Growth Wales, September 2013", accessed online on 30 December 2013 at <http://wales.gov.uk/docs/statistics/2013/130926-jobs-growth-wales-september-2013-en.pdf>.)

[17] The FJF evaluation reported that 'data obtained from some case study areas indicates that around 32 per cent of those starting a job left it before 26 weeks, although Inclusion's survey of participants in case study areas gives a much lower drop-out rate of 15 per cent.' Source: Tracy Fishwick, Pippa Lane and Laura Gardiner, *Future Jobs Fund: An independent national evaluation* (London: Centre for Economic and Social Inclusion, 2011), accessed online on 30 December 2013 at <http://www.cesi.org.uk/sites/default/files/publications/CESI_future_jobs_fund_evaluation.pdf>: 30.

Figure 2.1: Number of weeks early leavers stayed in their JGW jobs

Source: Welsh Government and GO Wales databases. Base: All early leavers for whom the job end date is known (545).

Numbers of early leavers by strand

2.10 The MI shows that the vast majority of early leavers come from the private sector strand, which is to be expected as it is the largest strand. It also has a significantly higher proportion of early leavers than the graduate and third sector direct strands. However, it would appear that early leavers from the third sector direct strand have been underreported, although it is difficult to say by how much. Through a survey of successful applicants in the main evaluation, 25 additional early leavers from the third sector direct and 24 from the third sector supported strands were identified (compared to an additional 43 from the private sector strand and three from the graduate strand)[18]. Table 2.1 shows the proportion of early leavers out of the total number of individuals who had left JGW (those who completed their contracts and those who left early) for each strand.

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[18] These individuals responded 'No – left the job earlier than the last two weeks' when asked 'Did you work the full period of the temporary job, or leave the job early?'.

Table 2.1: Proportion of early leavers from each strand

Strand	Early leavers (MI)	Early leavers (MI + those identified through survey)	Total participants leaving JGW	Proportion of early leavers (MI + survey) out of total participants leaving JGW
Private sector	533	576	3156	*18 per cent*
Third sector direct	6	31	342	*9 per cent*
Third sector supported	0	24	408	*6 per cent*
Graduate	7	10	118	*8 per cent*

Source: Welsh Government and GO Wales databases and data from outcomes of recruitment for successful applicants survey.

Proportions of early leavers by managing agent

2.11 There is a great deal of variation in the proportion of young people leaving early from each MA. Based on the MI provided to 19 September 2013, and the additional data from the early leavers identified through the survey of successful participants for the main evaluation, the number of early leavers as a proportion of total jobs that young people have completed, arranged by each MA, has been calculated. Some MAs have not completed entries in the database for all their participants and some have not completed the job end date field for all entries, therefore the figures should be treated with caution. The results show that:

- six MAs have not reported any early leavers;
- six have early leaver rates of less than 10 per cent;
- twelve have early leaver rates between 10 and 20 per cent;
- two have early leaver rates between 21 and 30 per cent;
- three have early leaver rates of more than 31 per cent.[19]

Numbers of JGW recruits hired by employers with early leavers

2.12 Employers of early leavers tended to have hired more young people through JGW than employers who did not have any early leavers. According to survey data, the majority of employers of early leavers had hired between one and three employees through the programme, with 16 per cent hiring one employee, 23 per cent hiring two, and 22 per cent hiring three employees. The average number of JGW employees hired

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[19] These rates were calculated using the method that identified early leavers through the MI and survey as a proportion of the total participants leaving JGW.

by employers of early leavers was 3.3. Smaller employers of early leavers (with zero to nine employees) hired on average 2.8 JGW recruits, while larger employers (10 or more) hired on average 4.3.

2.13 Most employers of early leavers in the survey reported between one and three early leavers, and the maximum number of early leavers was six. Three in 10 (30 per cent) reported that all the young people they had hired had left early (including where they had only hired one JGW recruit).

2.14 In contrast, a significantly greater proportion of employers in the survey who did not have any early leavers (66 per cent) hired just one young person through JGW, and the average number of young people hired by employers who did not have any early leavers was 1.7.

2.15 According to the MI data, early leavers are significantly more likely to be employed in smaller businesses; for example, 60 per cent are employed in small businesses (zero to nine employees), compared to 52 per cent of those who completed their contracts, and three per cent are employed in large businesses (250 and more) compared to six per cent of those who completed their contracts.

Characteristics of Early Leavers

Demographic characteristics

2.16 Early leavers are similar to those who completed their contracts in terms of their age, gender, ethnicity and disability profile, as shown in Table 2.2. We look at the working pattern of young people's parents between the ages of eight and fifteen because evidence shows this influences the likelihood of the young person to be in work later in life[20].The working pattern of early leavers with mothers and fathers who worked full-time

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[20] Wouter Zysen, Institute for Social and Economic Research, University of Essex (2013) *Where you go depends on where you come from: the influence of father's employment status on young adult's labour market experiences* (https://www.iser.essex.ac.uk/publications/working-papers/iser/2013-24.pdf)

while their child was between the ages of eight and fifteen was similar in proportion to those who completed their contracts.

Table 2.2: Demographic characteristics that are similar between early leavers and those who completed their contracts

Characteristic	Per cent early leavers	Per cent those who completed their contracts
Age (MI data)		
Under 19 years	18	19
19-21 years	41	40
22+ years	42	41
Gender (MI data)		
Male	58	59
Female	42	41
Ethnicity (MI data)		
White	97	98
Black and Minority Ethnic	3	2
Disability (MI data)		
Yes	1	1
No	99	99
Status of parents when aged 8-15 (survey data)		
Mother spent most of the time working full-time	57	54
Father spent most of the time working full-time	89	85

Source: Welsh Government and GO Wales MI data and survey results for successful applicants and early leavers:
Base for early leavers: MI 641 and survey 121;
Base for those who completed their contracts: MI 3383; survey 595;
Base for all who lived with mother/step mother/ foster mother between 8-15 years old: 317;
and all who lived with father/ step father/ foster father between 8-15 years old:242).

2.17 The MI data shows that significantly fewer early leavers than participants who completed their contracts live in North Wales, as shown in Figure 2.2. However, this may be due to the fact that the MA for the third sector strand, which provides proportionately more jobs in the North than in other regions (28 per cent as opposed to 15 per cent in the South and 19 per cent in the West), had filled in the fewest job end dates on the WG database, and therefore the WG was able to identify fewer early leavers from this strand than from other strands.

Figure 2.2: Comparison of regions where early leavers and those who completed their contracts live
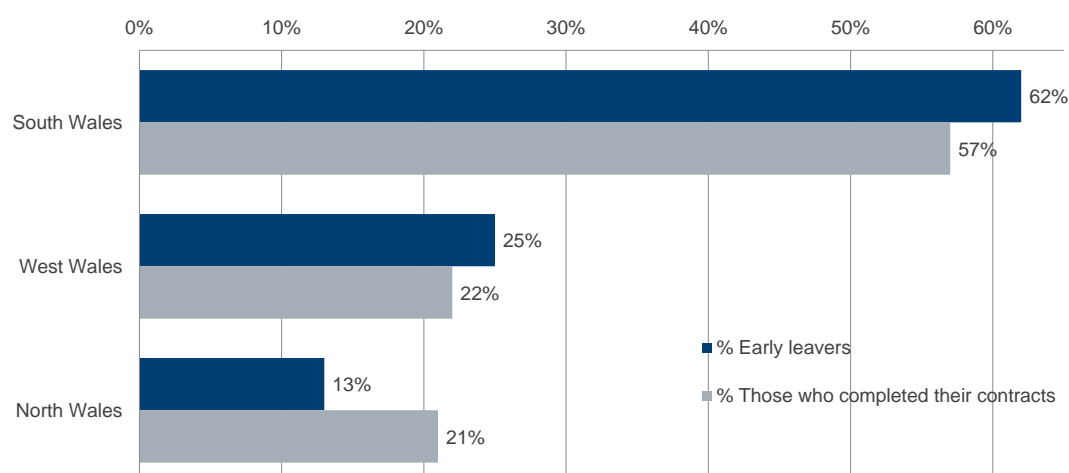
Source: Welsh Government and GO Wales MI data. Base for early leavers: 641. Base for those who completed their contracts: 3,383.

2.18 The MI data shows that a significantly greater proportion of early leavers live in Convergence areas (74 per cent) compared to participants who completed their contracts (68 per cent). This cannot be explained by the proportion of third sector jobs in Convergence versus Competitiveness areas, which is the same at around 19 per cent.

Educational background and previous employment status

2.19 Early leavers have a similar profile to those who completed their contracts, according to MI data, in terms of highest educational level achieved and employment status prior to joining JGW. The proportion of early leavers with qualifications at or above Level 2 is 70 per cent compared to 73 per cent of those who completed their contracts, a difference which is not statistically significant[21]. Prior to joining the programme, the majority of early leavers (89 per cent) and those who completed their contracts (88 per cent) were unemployed up to one year (Not in Education, Employment or Training (NEET)), while seven per cent of early leavers were long-term unemployed (over one year), compared to six per cent of those who completed their contracts.

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[21] National Qualifications Framework (NQF). Below Level 1 means GCSEs. Levels 1 and 2 are vocational qualifications. Level 3 refers to A-Levels or equivalent, while Levels 4 and above refer to university-level qualifications.

Characteristics of Early Leavers' jobs

2.20 According to the survey, both early leavers and those who completed their contracts or are still doing them are most likely to report being employed in administrative and secretarial occupations, but early leavers are significantly more likely to report working in sales and customer service[22]. According to the survey of early leavers, most early leavers were employed in administrative and secretarial occupations (26 per cent) or elementary occupations such as labouring, working in a bar or cleaning (24 per cent). A smaller proportion worked in sales and customer service (20 per cent) and caring, leisure and other service occupations (13 per cent).

2.21 There are some small differences when these responses are compared to those of employers[23]. Elementary (25 per cent) and administrative and secretarial occupations (24 per cent) remain the most common, but employers say fewer were employed in sales and customer service (12 per cent) and around the same proportion were employed in the caring, leisure and other service occupations (12 per cent). Another difference is the higher proportion of employers saying the young people they hired worked in associate professional and technical occupations (11 per cent of employers versus four per cent of young people).

2.22 The most common occupation for those who completed their contracts was administrative and secretarial occupations, accounting for 30 per cent of positions. A smaller proportion of those who completed their contracts worked in elementary occupations (19 per cent), followed by caring, leisure and other service occupations (16 per cent), sales and customer service (11 per cent) and associate and technical occupations (nine per cent).

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[22] Other differences reported here are not statistically significant.
[23] A small number of respondents (29) in the early leavers and employers of early leavers surveys were from the same business/organisation, but employers were asked to think about the most recent young person to leave early which may or may not have been the young person interviewed in the early leavers survey. The other employers surveyed were all from businesses or organisations not represented in the early leavers survey.

2.23 Early leavers in the survey appear to be better paid than those who completed their contracts or are still doing them. Employers recruiting through JGW can pay young people at or above the National Minimum Wage (NMW), but are only reimbursed by the WG at the NMW. Early leavers reported that their pay ranged from £3.68 per hour (the NMW for 16-17 year olds in 2012) to £25.94 per hour, with £6.19 per hour (the NMW for those aged 21+ in 2012) being the most common level of pay (30 per cent of early leavers who reported a wage)[24]. A further eight per cent said they earned £4.98, the NMW for those aged 18-20 in 2012. A total of 35 per cent of young people were earning £10 per hour or more in their JGW jobs. Those who completed their contracts reported hourly pay between £2 per hour and £12 per hour. One quarter (25 per cent) reported earning £6.19 per hour, while 10 per cent said they earned £4.98 per hour. Less than one per cent earned £10 per hour or more in their JGW jobs.

2.24 Early leavers work similar hours to those who completed their contracts or are still doing them, with the majority (58 per cent) of early leavers reporting in the survey to work between 36 and 40 hours per week, compared to 59 per cent of those who completed their contracts or are still doing them.

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[24] Although Ipsos MORI has many measures in place to ensure the accuracy of its data, including, in this case, a soft check in the survey if the young person reported earning less than the NMW, it cannot be guaranteed that responses reflect actual earnings. One early leaver reported earning £3.13/hour, but for the purposes of this analysis it has been assumed that this was a mistake and that the individual was earning the minimum wage for their age bracket (£4.98/hour in 2012).

Figure 2.3: Size of employers of early leavers and those who completed their contracts
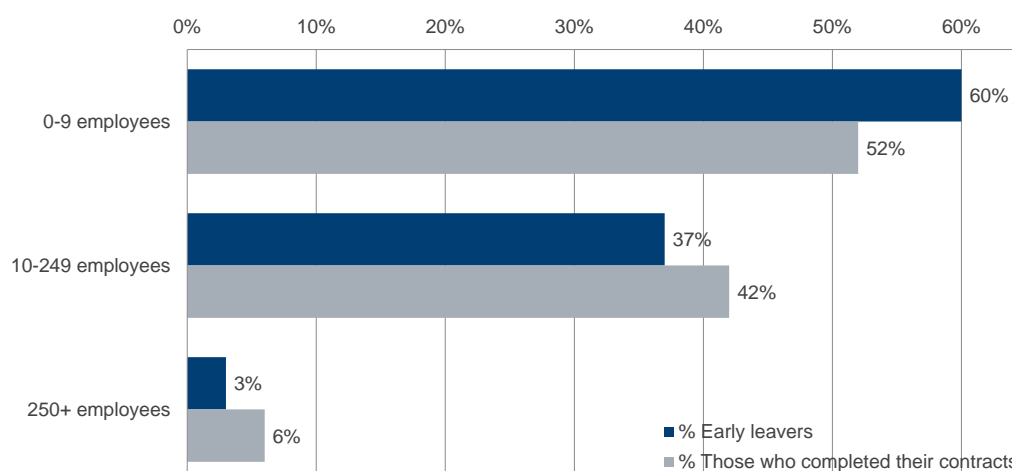
Source: Welsh Government and GO Wales databases. Early leavers base: 641. Base for those who completed their contracts: 3380.

2.25 According to the survey of early leavers, the most common sector for early leavers to be employed in is 'Wholesale and retail trade; repair of motor vehicles and motor cycles', in which 17 early leavers for whom the industry is known work. This was followed by 'Professional, scientific and technical activities' (11 early leavers) and 'Water supply, sewerage, waste management and remediation activities' (eight early leavers).

2.26 The findings from the survey of employers of early leavers show a slightly different picture. 'Wholesale and retail trade; repair of motor vehicles and motor cycles' again accounts for the largest proportion of jobs (21 employers), but this is followed by 'Manufacturing' with 15 employers and 'Administrative and support service activities' with 12 employers. Figure 2.4 shows the difference in how employers of early leavers and early leavers responded to this question.

2.27 In contrast, according to the survey of those who completed their contracts or are still doing them, 23 per cent work in 'Human health and social work activities', 13 per cent in 'Wholesale and retail trade; repair of motor vehicles and motor cycles' and 11 per cent in 'Manufacturing'.

Figure 2.4: Comparison of Standard Industrial Classification (SIC) reported by employers and young people

Employers of early leavers question: *What does the firm or organisation you work for mainly make or do?*

Early leaver question: *What did the firm or organisation mainly make or do?*
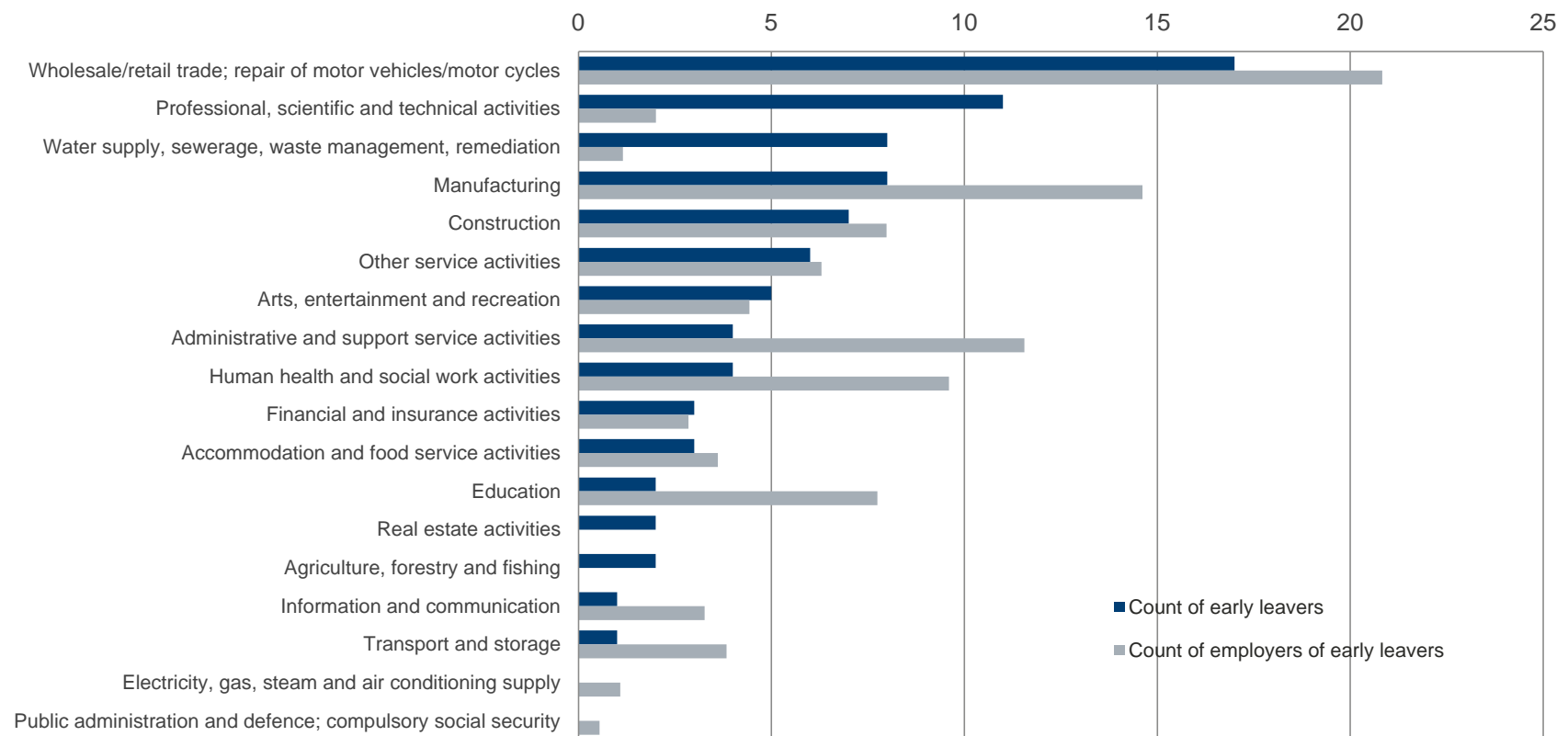
Source: Ipsos MORI survey of Early Leavers. Base: 84. Fieldwork: 9 September and 14 October 2013;
Ipsos MORI survey of employers of early leavers. Base: 101. Fieldwork: 23 September and 18 October 2013.

Motivations for recruiting through JGW

2.28 The top reasons given by employers of early leavers for recruiting through JGW were having insufficient capacity to cope with their workload (36 per cent), wanting to help young people gain work experience (33 per cent), and the attractiveness of the financial assistance with wages (31 per cent). There were significant differences in their responses to the survey compared to employers of those who completed their job or are still in their job, who were much less likely to cite capacity issues (17 per cent) but more likely to report that they wanted assistance with recruiting entry level staff (14 per cent compared to four per cent of early leaver employers).

Summary

2.29 There is no single way of calculating the early leaver rate from JGW. Using the data provided to Ipsos MORI (rather than the WG performance data which only relates to young people in the private strand), which covers all employment strands of the programme, the method that is likely to overestimate the early leaver rate gives a result of 16 per cent while the method that underestimates it indicates a rate of 10 per cent. The strand with the greatest proportion of early leavers is the private sector strand.

2.30 Early leavers are similar to those who completed their contracts on a number of characteristics; significant differences include that early leavers are less likely to be living in North Wales[25] and more likely to be living in Convergence areas[26]. Like those who completed their contracts, early leavers are most likely to be employed in administrative and secretarial occupations, and are generally better paid than those who completed their contracts while working similar hours.

2.31 Employers of early leavers tended to have taken on a greater average number of recruits through the programme than employers of young people who completed their contracts. Most employers of early leavers were smaller organisations (under ten employees). Employers of early leavers tended to

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[25] 13 per cent of early leavers live in North Wales compared to 21 per cent of those who completed their contracts.
[26] 74 per cent of early leavers live in convergence areas compared to 68 per cent of those who completed their contracts.

have taken on recruits because they had insufficient capacity to cope with their workload.

3   Reasons young people leave early

How early leavers left their Jobs Growth Wales jobs

3.1   When early leavers were asked who had made the decision to leave the JGW job early, 66 per cent of young people said they had made the decision to leave themselves, while 27 per cent said they were asked to leave by their employers. A further three per cent said that they decided together with their employer that it would be best for them to leave. Four per cent said that they had left because the organisation they were working for closed or went bankrupt[27].

Figure 3.1: How early leavers left their JGW jobs

Which of the following best describes how you left your temporary job at [INSERT COMPANY NAME]?
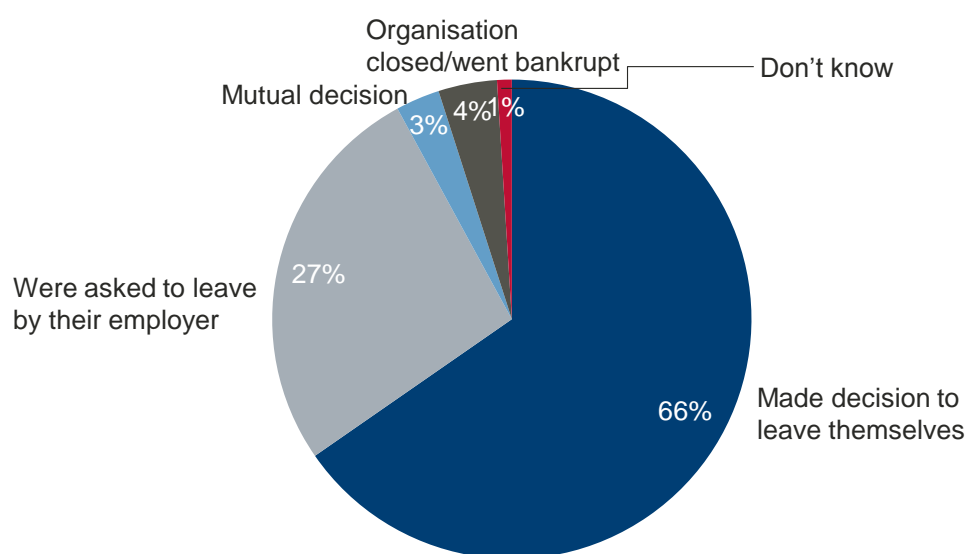
Source: Ipsos MORI survey of Early Leavers. Base: All Early Leavers (121). Fieldwork: 9 September – 14 October 2013.

3.2   Employers were slightly more likely to say that they had asked the young person to leave (36 per cent compared to 27 per cent of young people). More than half of employers (54 per cent) reported that the young person made the decision to leave themselves and a further 10 per cent that the decision was taken mutually. Given all employers participating in the survey were still trading, these findings are not too dissimilar to the responses among the early leavers.

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[27] These last two response categories were unprompted.

3.3 The data from organisations where both the young person and the employer took part in the relevant survey was examined to analyse the extent to which responses matched. There were 16 cases, and of these, employers and young people agreed in 10 of them[28].

Satisfaction with job quality

3.4 Job satisfaction appears to be a factor in some young people's decision to leave their jobs early. More early leavers were dissatisfied with their temporary jobs (48 per cent) than were satisfied (42 per cent). In stark contrast, 96 per cent of those who completed their contracts were satisfied with their experience of JGW. Comparisons must be treated with caution since the questions are worded differently[29], but it is clear that those who completed their contracts had a better overall experience than early leavers. There were no statistically significant differences in levels of satisfaction between early leavers who left of their own accord and those who were dismissed by their employers.

3.5 Analysis of the qualitative findings shows that young people were often dissatisfied with their jobs because they felt bored at work, most often because they did not have enough to do, although in at least one case the individual found the tasks the job involved boring. Some participants linked not having enough to do to an insufficient amount of training; they felt that their employers could have filled some of the time they spent waiting to perform their day-to-day job duties with some useful training. For example, a receptionist for a lettings agency would have liked to have undertaken computer training in her spare time, and a server at a café would have liked to have had more training on how to cook certain dishes at quiet times when there were not many customers to be served.

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[28] Although there were 29 cases where young people and employers from the same organisation took part, there were only 16 where only one young person had been recruited through JGW. As we asked employers about the last young person to leave early, we can only be sure they are speaking about the same position in 16 of those cases.
[29] Early leavers were asked "Overall, how satisfied or dissatisfied were you with the temporary job?" Those who completed their contracts were asked "How satisfied or dissatisfied are you with your experience of Jobs Growth Wales overall?" The response options for the two questions were the same.

3.6   It is possible that some young people were also dissatisfied with the quality of their jobs because they were expecting to undertake different types of duties. A small proportion of young people (five per cent) reported that their jobs were different from what they expected.

Box 3.1: Case study 1– participants' expectations for JGW jobs

> Cassandra lives in North Wales and studied A-levels focusing on textile design. She is most interested in design and marketing, and would like to work with designing websites or something similar.
>
> Cassandra applied for a JGW job as a support worker for children. She started the job just before a school holiday, but when the children came back she was told she would not be working with the children, but would instead have an administrative role – which was distinctly different from the job description that she remembers applying for and which she was unhappy about. Towards the end of her contract, she was also told she would not be kept on after the six months as they could not afford to keep her on. She therefore started applying for other jobs and got one, so she left her JGW job early.

Benefits expected from jobs

3.7   Young people may be leaving early at least in part because they do not feel they are obtaining the benefits they expected to realise from the job. The biggest benefit that young people expected to obtain from their job was work experience (35 per cent of respondents), improve their job-related skills (24 per cent), and to get a permanent post with their JGW employer (21 per cent). Nine per cent thought they would not gain anything from a JGW job[30].

3.8   At the time of leaving the temporary job, around one in five felt they had in fact gained work experience (21 per cent) and that they had improved their job-related skills (18 per cent). Nearly two in five (38 per cent) felt that they had not gained anything from their JGW job[31].

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[30] This question was unprompted.
[31] This question was unprompted.

Figure 3.2: Expected and experienced benefits from Jobs Growth Wales jobs (top five expected benefits only)

What sorts of benefits did you expect to get from working in your temporary job at [INSERT COMPANY NAME] when you first started?

And what benefits did you actually experience in your temporary job?
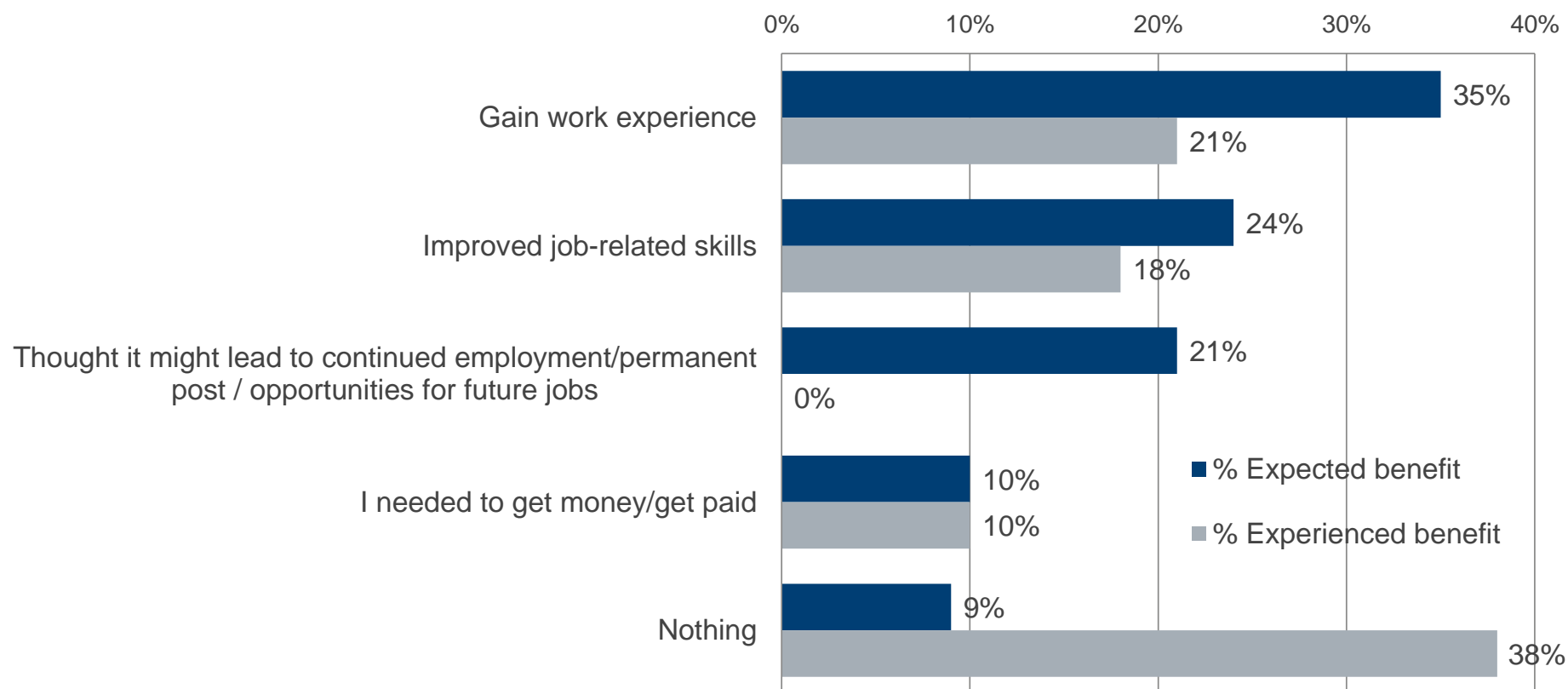
Source: Ipsos MORI survey of early leavers. Base: All early leavers (121). Fieldwork: 9 September – 14 October 2013.

3.9   The qualitative research revealed a variety of motivations for early leavers to obtain a job through JGW. Some of those who referred to particular benefits they were hoping to obtain from JGW mentioned gaining work experience, and some also thought they could gain experience in the field they wanted to work in over the long term or work in a field in which they could acquire some of the skills they would need to get into their desired field. In two cases, opportunities arose in a field that was closer to what the participants wanted to do over the long term, so they left their JGW jobs to take the new position.

Box 3.2: Case study 2– participants' motivations for entering a JGW job

Jimmy has an NVQ Level 2 certificate in engineering. Jimmy got a job through JGW that involved receiving samples of plastic pigments, mixing them together and testing the colour. The job was not something that he wanted to do in the long term, but he took it because it would give him some experience and it was in a similar field to what he wanted to do later on.

However, Jimmy was not sufficiently challenged in his role and found the work relatively boring. At times he had to wait for samples to come in and he also had to do some menial tasks such as cleaning. Ultimately, Jimmy left his JGW job early to take a job in tool-making, a field that is more similar to what he would like to do over the long term.

Box 3.3: Case study 3- participants' motivations for entering a JGW job

Tom does not have any qualifications, but he does have nine years of work experience. Before getting his first JGW job in a bakery, Tom worked making concrete flooring for eight years.

Tom left his JGW job at the bakery early because he found another job, also through JGW. He has been in the new job, which is in the mental health field, for six months, and has learned that he will be kept on for a further 12 months as an apprentice through another WG scheme, mainly working in customer service. This is not exactly what he wants to do in the long term, but the work is in general more rewarding than the bakery and is in the field in which he wants to work in the future. Tom plans to work for a year and then do an adult education scheme to become a psychiatrist or something similar.

Reasons young people leave early voluntarily

3.10 The young people who decided to leave voluntarily cited a range of main reasons for this, as shown in Figure 3.3[32]. The most common, cited by 23 early leavers[33] who left of their own accord or decided to leave together with their employer, was that they got a job with another employer. A further six felt they did not receive enough support from their line managers, while five each said it was temporary/not guaranteed to last longer than six months and the work environment was unpleasant. Four claimed that the job was different to what they expected.

---

[32] This question was unprompted.
[33] Numbers rather than percentages are reported here due to the small base size (<100)

Figure 3.3 Reasons young people leave early voluntarily

What was the main reason for you leaving your temporary job early?
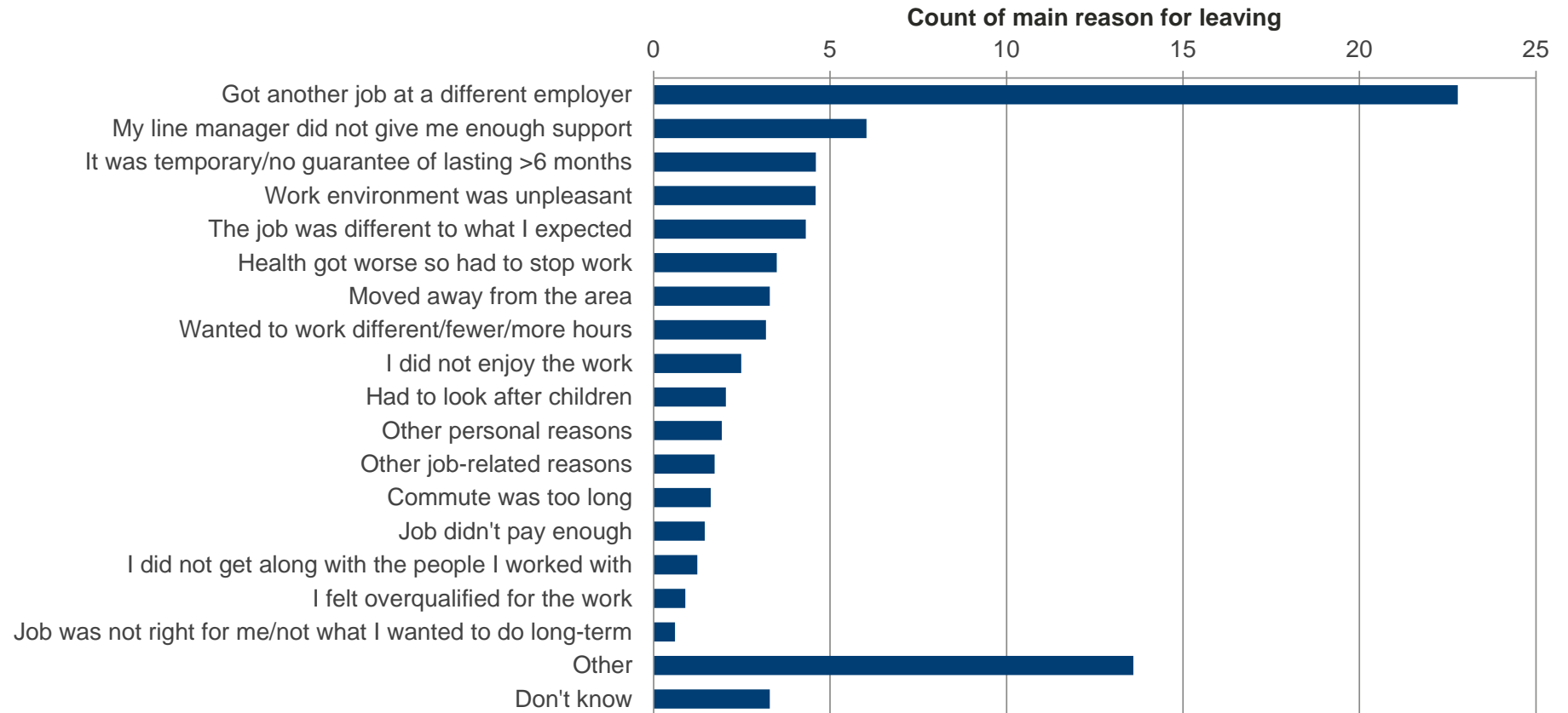
Count of main reason for leaving

Reason	
Got another job at a different employer	~23
My line manager did not give me enough support	~6
It was temporary/no guarantee of lasting >6 months	~4.5
Work environment was unpleasant	~4.5
The job was different to what I expected	~4.5
Health got worse so had to stop work	~3.5
Moved away from the area	~3.5
Wanted to work different/fewer/more hours	~3.5
I did not enjoy the work	~2.5
Had to look after children	~2
Other personal reasons	~2
Other job-related reasons	~1.8
Commute was too long	~1.7
Job didn't pay enough	~1.5
I did not get along with the people I worked with	~1.3
I felt overqualified for the work	~1
Job was not right for me/not what I wanted to do long-term	~0.7
Other	~14
Don't know	~3.5

Box 3.4: Case study 4- Participants' reasons for leaving JGW job

Rhoswen is 19 years old and would like to pursue a career in marketing. Through JGW, Rhoswen got a job working as a server in a café. The job mostly appealed to her because it was close to where she lived, and she felt that her previous experience in bar work prepared her for the role. Her main responsibilities were serving food and drinks, clearing tables, cleaning and managing the till.

Rhoswen found the work really enjoyable, said the café had a "really good atmosphere", and made friends with everyone who worked there. The best parts about the job for her were that it was a steady job, she was gaining experience, and she was building on her skills, in particular in customer service. She felt the work improved her confidence, especially in talking to people, and that she also improved her cleaning and presentation skills.

Unfortunately, Rhoswen has a long-term health condition and her symptoms worsened quite suddenly while she was working at the café. She felt that because of her health condition it was no longer safe for her to be performing tasks such as carrying hot drinks. She took a week of holiday, and then her doctor signed her off work, so she stopped working at the café about three months into her contract.

3.11 In the MI the reasons for leaving was blank for 38 per cent of early leavers and showed 'Other' for a further 32 per cent of early leavers, meaning we cannot make any meaningful analysis on the 'Other' category. For those where a reason is given though, one of the main reasons corroborates with the survey data with 38 per cent becoming employed by a different employer, 39 per cent dropped out due to 'other' personal reasons. It should also be noted that the list in the MI data is less comprehensive to the survey list.

3.12 When employers were asked about reasons young people left voluntarily (including by mutual agreement), the reasons cited were markedly different, with employers more likely to cite job related reasons and also more likely to

cite personal reasons[34]. Whilst a similar proportion said that the young person got a job with another employer (31 per cent), the top reasons reported by employers were that the job was not right for the young person or not what they wanted to do in the long term (38 per cent), 24 per cent who said that they moved away from the area and 22 per cent who said there were other personal reasons involved. One in five (20 per cent) said the young person did not enjoy the work, significantly higher than the seven per cent of young people who gave this as one of their reasons for leaving.

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[34] This question was unprompted.

Figure 3.4: Reasons employers say young people left voluntarily

And what were <u>their</u> reasons for making that decision to leave before the end of their six-month contract?
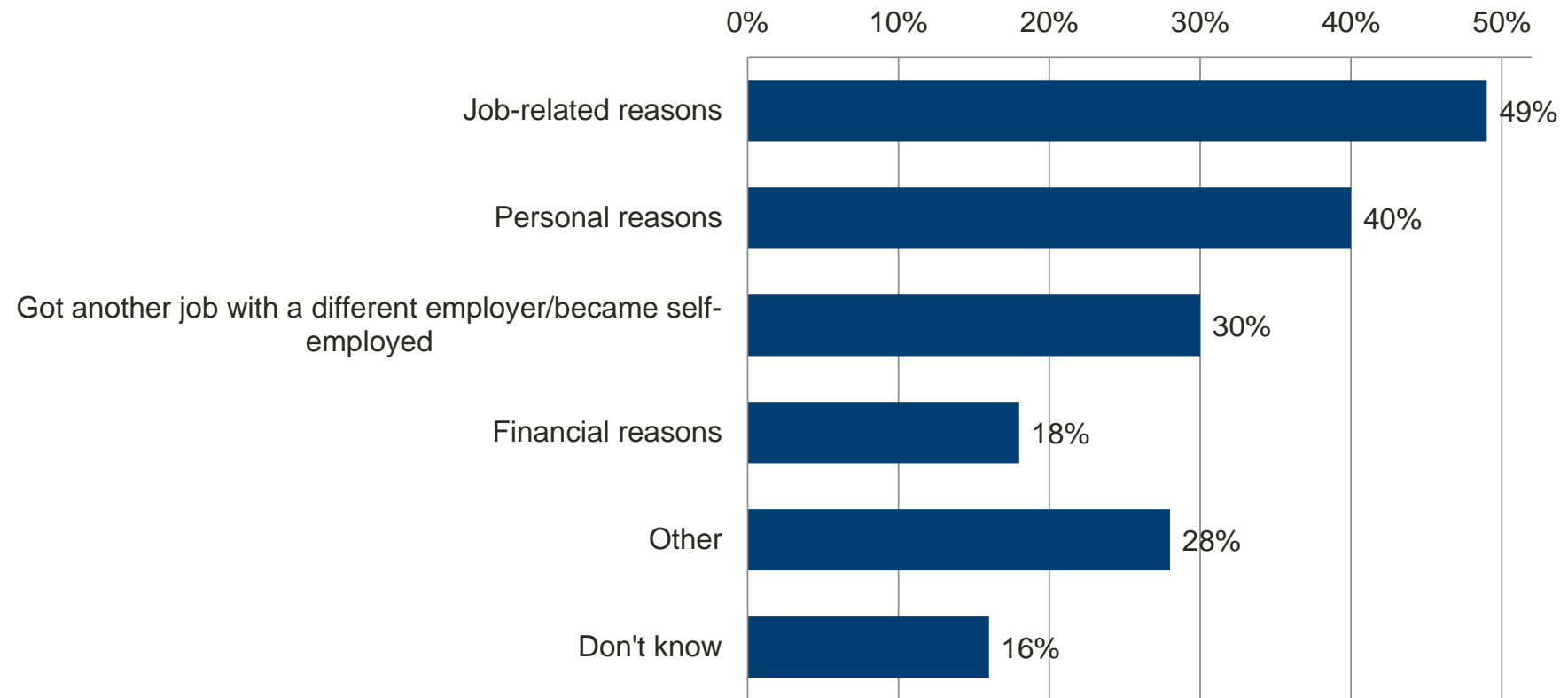
Source: Ipsos MORI survey of employers of early leavers. Base: Employers of early leavers who chose to leave themselves or made a mutual decision with their employer to leave (102). Fieldwork: 23 September and 18 October 2013.

Did Early Leavers seek help or support?

3.13 Twenty two out of 72 early leavers who made the decision to leave themselves said they sought help or support from their employer, mentor, or both before making that decision.

Box 3.5: Case study 5- Mentors' experience of supporting young people

One of the mentors interviewed as part of a case study for this research mentioned that he may have been able to help a young woman who was dismissed, she believes, due to taking a week off work due to illness. However, he thinks that a lot of young people do not feel comfortable discussing their employer and work situation with their mentor, perhaps because of the limited time mentors can spend with each young person due to their heavy caseloads.

3.14 Employers of young people who left voluntarily were asked whether the young person had brought any issues to their attention before they made the decision to leave, with 42 out of 82 employers reporting that they did, and 39 that they did not.

3.15 One in five of all surveyed early leavers (22 per cent) said their employers offered them support to help them stay in their temporary jobs, while 76 per cent said they did not. The most common types of support were changing the young person's role in some way (five out of 22 young people) and offering permanent employment (six young people). A further five were offered more flexible hours. Other support offered by employers included paying a higher salary and changing who the young person worked with[35]. Eight of those who were offered support from their employers found it helpful, while 11 did not find it helpful and three responded that they did not know.

3.16 Of those employers with whom the young people had raised issues prior to leaving, 28 out of 42 had offered some form of support[36]. Most typically, this support took the form of increased line manager support (n=seven), followed by

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[35] This question was unprompted.
[36] Numbers rather than percentages are reported here due to the small base size (<50).

those who offered more flexible hours, provided more training opportunities, or verbal support (five respondents each)[37]. A further four helped the young person explore alternative transport options. In contrast to the young people's responses, none of the employers reported offering a higher salary to encourage young people to stay on. Of the 28 employers who offered support, 20 reported that the recruit had accepted the offer.

3.17 Of the 20 employers who said their offer of support was taken up, almost equal numbers felt it did not make very much/any difference (ten employers) as felt it did make a difference (nine employers) (one employer said they did not know).

3.18 Fourteen per cent of young people who made the decision to leave themselves, were dismissed by their employer or left as a result of a mutual decision (n=14), were offered support by their mentor to stay in their JGW job. Seven of those were given advice about their situation by their mentor, and mentors spoke to the employer on the young person's behalf in five of these cases. The qualitative research with mentors revealed that quite often the young person explicitly requested that the mentor not speak to the employer, but rather to keep the information they were disclosing confidential. Nine found this support from their mentors helpful, while two did not find it helpful.

What support would have helped early leavers stay in their JGW jobs?

3.19 Thirty-four early leavers who left for reasons other than getting another job or becoming self-employed said they would definitely have completed the full six month contract if their reasons for leaving had been addressed. A further 26 are fairly or very likely to have stayed. Twelve definitely would not have stayed and 11 are fairly or very unlikely to have stayed. Although the base sizes are very small, there is a general pattern of those who left because they did not feel adequately supported by their line managers, the work environment was unpleasant and the job was temporary being more likely to say they would have stayed on than those who left for other reasons.

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[37] This question was unprompted.

Figure 3.5: Likelihood of staying in JGW job if reasons for leaving addressed
Had your reasons for leaving been addressed, how likely or unlikely would you have been to complete the full six month contract?
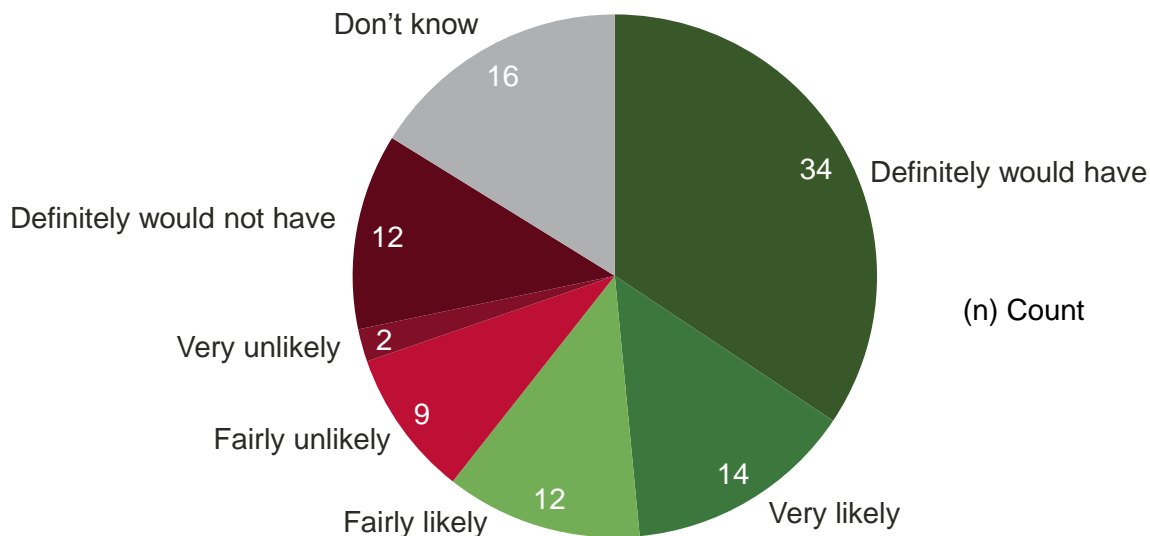
Source: Ipsos MORI survey of early leavers. Base: All early leavers who left for reasons other than because they got a job with a different employer (99). Fieldwork: 9 September – 14 October 2013.

3.20 However, when asked what support from their employer, mentor or someone else would have helped them stay in their job, 44 per cent said nothing and 21 per cent said they did not know[38]. Similar proportions of those who had suggestions for what might have helped them stay on and those, who did not say they would be likely to or definitely stay on, would have stayed in their JGW job if their reasons for leaving had been addressed (60 out of 99 early leavers would have been at least fairly likely to stay).

3.21 The most common suggestion for what might have helped them stay on was changing the behaviour of other staff or the way other staff treated them (10 per cent), followed by resolving issues related to pay (seven per cent), getting more training (six per cent), being sure of being made permanent (two per cent), improving communication (two per cent), and making the role more interesting (two per cent).

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[38] This question was unprompted.

Figure 3.6: Support that would have helped early leavers finish their JGW contracts

What kind of support from your employer, mentor, or someone else, would have helped you to finish your six month Jobs Growth Wales contract?
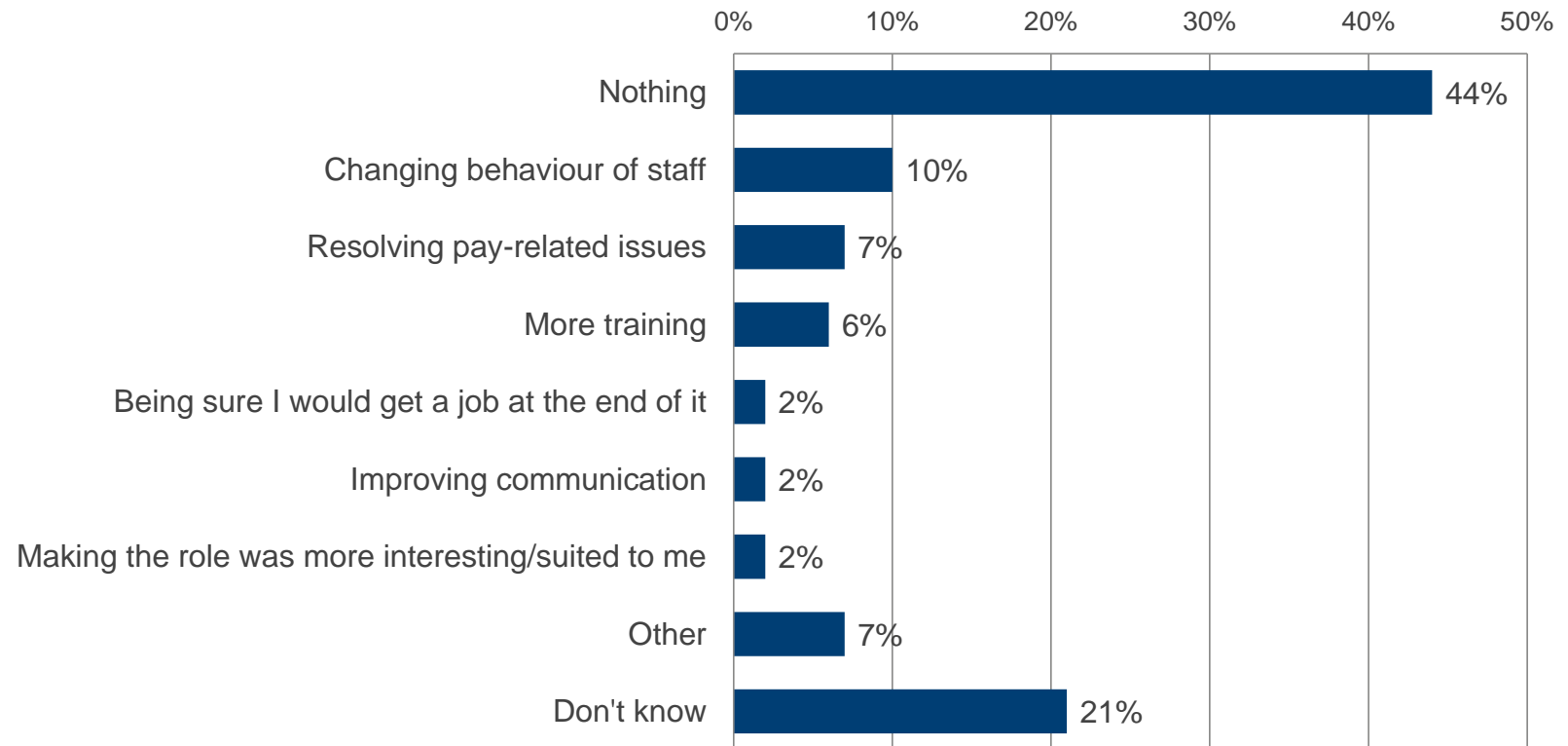
Source: Ipsos MORI survey of early leavers. Base: All early leavers (121). Fieldwork: 9 September – 14 October 2013.

3.22 Findings from the qualitative research reflect the diversity of young people's situations. Young people who left to go to another job generally made that choice because they found a more attractive position, either because of the pay or because of the type of work, and they felt that there was nothing their JGW employers could have done to make them stay. A young person who left because of health problems did not think any support would have helped her. Two of the young people dismissed because the company could no longer afford to keep them on were unsure what could have been done to help them, although one thought that if their mentor had been more involved, they might have been able to speak to their employer on their behalf.

3.23 When employers were asked what support would help the recruit to stay in their job, the majority (71 per cent) said that no support would have helped and four per cent said they did not know[39]. A few made suggestions, which included motivational support (six per cent), increasing their pay (four per cent), making the work more or less challenging, increasing their line manager support (three per cent respectively) or extending the length of their contract (two per cent).

3.24 Employers were also asked what they thought the WG could do to ensure more recruits completed their six month contracts[40]. A high proportion of those who answered this question (40 per cent) said that they did not think there was anything the WG could do. One in five (22 per cent) suggested that additional training for young people prior to entering the workforce might be helpful to prepare them for the expectations and requirements of working life, and 17 per cent said that young people needed to be taught discipline and work ethic. In terms of possible changes to JGW:

- Nineteen per cent of employers thought that the screening of candidates and matching to job roles could be better.
- Thirteen per cent said that the needs of both young people and employers need to be closely monitored.
- Ten per cent said training schemes need to be better monitored and more external support provided.

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[39] This question was unprompted.
[40] This question was unprompted.

- Ten per cent thought young people should have the opportunity to work towards qualifications during their JGW jobs.
- Five per cent felt that mentors were a necessary part of the programme as they provided guidance and support.
- Five per cent would like the bureaucracy associated with the programme, for both young people and employers, to be reduced.

Reasons why young people are dismissed by employers

3.25 The majority of employers of early leavers (76 per cent) had recruited young people aged 16 to 24 previously, which may have informed their expectations of the recruits they hired through JGW. Survey responses suggest that employers did have reasonable expectations of the young people they hired. When employers were asked about their expectations of the young person at the beginning of the hiring process[41], the most common responses were 'a good work ethic/willingness to learn' (43 per cent) and 'enthusiasm/passion' (24 per cent). Employers were also interested in stability, with 13 per cent stating they hoped to find someone who would stay long-term. Employers also mentioned characteristics they expected the young people to have, such as good people skills/friendliness/able to work in a team (11 per cent), reliability/honesty (nine per cent), punctuality (seven per cent) and common sense (seven per cent). While one in seven employers mentioned 'job-related skills and qualifications' (14 per cent), fewer mentioned 'good education/qualifications/knowledge' (six per cent) and 'reasonable IT skills/familiar with Microsoft, etc.' (six per cent).

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[41] This question was unprompted.

Figure 3.7: Employers' expectations of JGW recruits

At the beginning of the/each hiring process, what were your expectations of the young person/people?

A good work ethic/willingness to learn — 43%
24%
Job-related skills and qualifications — 14%
13%
Good people skills/friendliness/able to work in a team — 11%
9%
Punctuality — 7%
7%
Good education/qualifications/knowledge — 6%
6%
Good communication skills — 5%
5%
Hardworking — 3%
3%
Confidence — 3%
3%
Basic literacy/numeracy skills — 3%
3%
Pleasant disposition/polite — 2%
2%
Low expectations due to prior poor experience — 1%
4%
Don't know — 1%

Source: Ipsos MORI survey of employers of early leavers. Base: All employers completing bolt-on survey (128). Fieldwork: 23 September and 18 October 2013.

3.26 The majority of employers did not find that their expectations were met; 40 per cent strongly disagreed that the recruit was meeting their expectations and a further 17 per cent tended to disagree. On the other hand, 39 per cent either tended to, or strongly agreed (21 per cent and 18 per cent respectively). Employers were more likely to report that the recruit had poor attendance (46 per cent) or required too much supervision (44 per cent) than that they lacked the necessary skills to perform the role (31 per cent).

Figure 3.8: Employers' experiences of working with early leavers

Thinking about the [last recruit to leave/recruit who left] before the end of their six month contract, to what extent do you agree or disagree with the following statements?
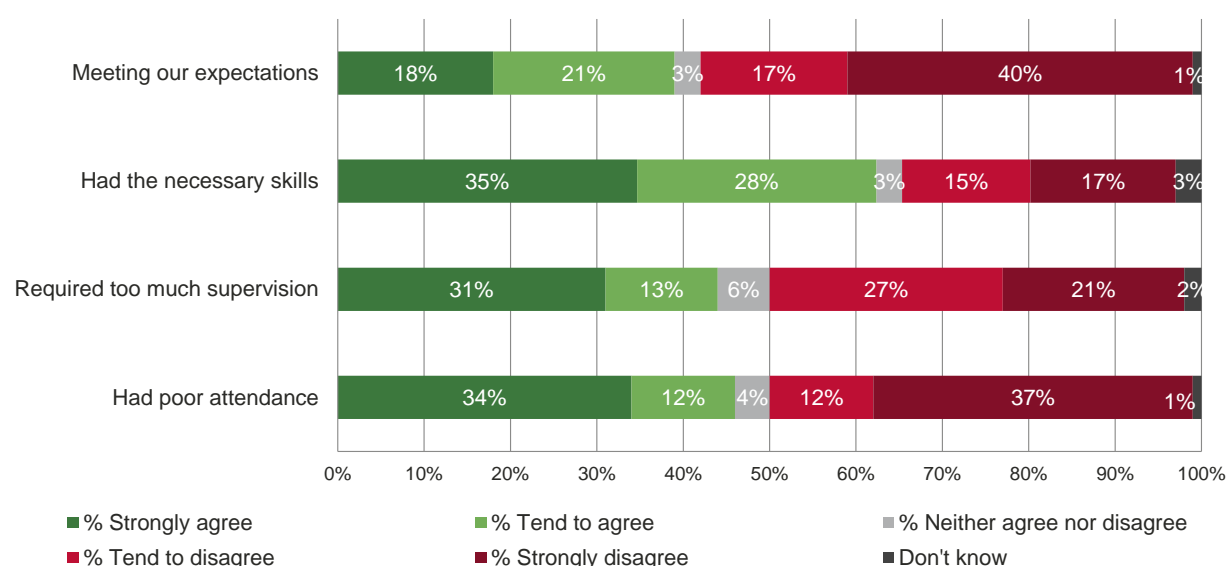
Source: Ipsos MORI survey of employers of early leavers. Base: All employers (159). Fieldwork: 23 September and 18 October 2013.

3.27 Where young people were dismissed, or the decision to terminate employment was mutual, employers were asked about their reasons[42]. The most commonly cited reasons were poor attendance/punctuality (39 out of 71 employers), a poor attitude towards work (33 employers) and an inability to perform the work to the required standard (26 employers). These were followed by 12 who reported the young person's performance needed monitoring too often and 11 who said that the young person did not get on with others in the workplace. A further 11 said that the young person failed to improve their performance over time.

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[42] This question was unprompted.

Figure 3.9: Employers' reasons for dismissing young people hired through JGW before the end of their six months contracts

And what were your reasons for dismissing the temporary employee you recruited through JGW?

Count of reason for dismissing

Reason	Count
Poor attendance/punctuality	39
Poor attitude towards work	33
Inability to perform the work to the required standard	26
Performance needed monitoring too often	12
Did not get on with the team/line manager/boss	11
Failed to improve performance over time	11
Needed too much training	2
Unable to work the hours required for the job	2
Had fundamental skills gaps	1
Other	9
Don't know	1
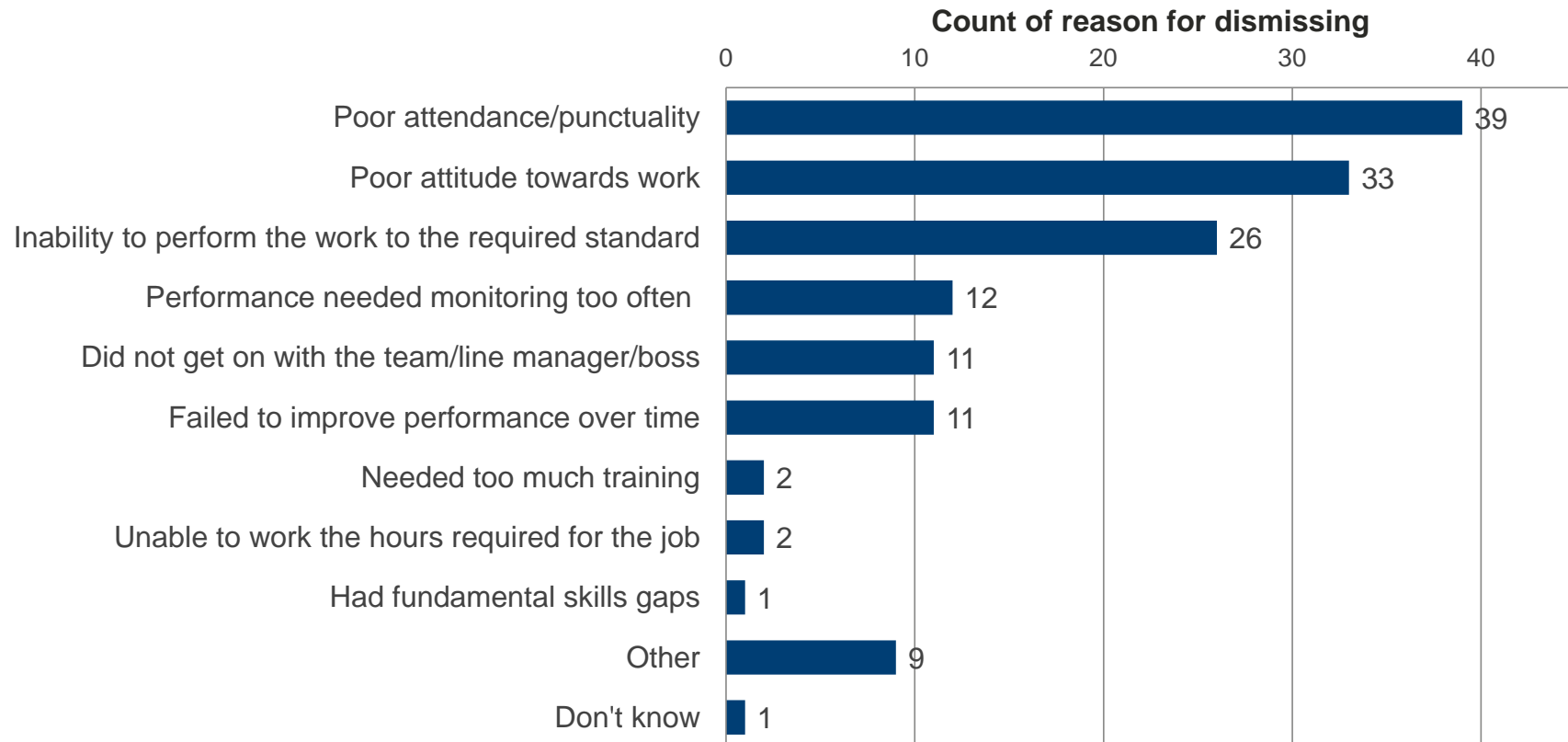
Source: Ipsos MORI survey of employers of early leavers. Base: All employers who dismissed their employees or decided together with their employees that they should leave (71). Fieldwork: 23 September and 18 October 2013.

3.28 Young people were also asked the reasons why their employer wanted them to leave before they finished their contract, and their responses differed a great deal to those given by employers[43]. Six out of 41 said their employer could no longer afford to maintain their post, and another six said their poor performance was to blame. A further five cited company-related issues such as the company ceasing trading or not being able to pay them. Smaller numbers cited poor attendance (three respondents), punctuality (one respondent), or that their poor work ethic (two respondents) was a reason their employer wanted them to leave. Small numbers said the reason was their skills were not good enough, other skills-related reasons and they failed to get along with colleagues (two respondents each).

3.29 Of nine qualitative interviews with early leavers, three stated that they had been dismissed because the company could not afford to keep them on.

Box 3.6: Case study 6- Participants' experience of being dismissed from JGW job

Karen was given one week's notice when the letting agency she was working for through JGW decided to downsize. She was asked to leave because of their policy of 'last in, first out'. Another young person, David, who obtained a partially-subsidised job through the graduate strand of JGW, discovered he had been dismissed when he found a letter on his keyboard one morning when he came into work. The company told him they were involved in a court case to do with a customer complaint, and they could no longer afford to maintain his post.

This discrepancy in the understanding of why young people were dismissed on the part of the young person compared to what employers stated was reflected in the matched case studies undertaken for this research. Two of the five case

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[43] The pre-coded lists of responses for the two surveys were different, so comparisons are drawn between the responses that are the most similar. This question was unprompted.

studies involved young people who had been dismissed by their employers, and in both cases the young person had a different understanding of the reasons for this than their employer.

Box 3.7: Case study 7- Participant's, mentor's and employer's viewpoints

Katie started her job at a recruitment firm in June 2013. New to the industry, Katie had a lot to learn and, fortunately, the firm offered six to nine weeks of training for new recruits. The training was intense and Katie did not always feel supported in her learning. However, she found the work itself enjoyable. Kate enjoyed her work responsibilities, liked speaking on the phone to clients and sifting through CVs, as this was suited to her personality. She spoke highly of her colleagues and her team manager, and felt she had a good working relationship with the manager.

Unfortunately, only weeks into her job, Katie developed a short-term health problem that left her unable to work. She was advised by a doctor to take a few days of leave to recuperate. Katie felt uneasy that she would miss so many days of her training, but she was reassured by the manager that her absence would not be an issue. Katie recalls missing five days of training during her illness.

When she returned to work, Katie was dismissed - only four weeks into her role. She was told that her illness had made her unsuitable for this type of work. Katie recalls being shocked and tearful, and felt that her dismissal had been abrupt; however, her manager did not have the same opinion. Her manager recalled that Katie had been offered reduced hours and a lot of mentoring, but also mentioned that the company did not have the capacity to offer any substantial support to junior employees. Katie's manager remembers giving multiple warnings to Katie, and raising concerns numerous times with her mentor, Sam, but felt he was too overstretched to offer adequate assistance on the matter. He had dealings with over 90 companies through the programme and was a mentor to over 100 learners. Sam recalled only being contacted once about Katie's absence, before being sent her official dismissal letter.

He is confident that he could have helped Katie's situation, but feels that a lot of new learners do not feel comfortable discussing their employer and work situation with mentors.

3.30 The majority of employers (66 out of 70) said that they had brought the reasons for dismissal to the young person's attention prior to asking them to leave. The majority had also brought the issues to the attention of the young person's mentor (51 employers out of 70).

Box 3.8: Case study 8- Employers bringing issues to young people's attention

Graham got a job working in accounts at a relatively large company. He was responsible for the finances of one of the programmes the company ran. He also acted as a Personal Assistant to the manager. Occasionally he would have to get in touch with people participating in the programmes. He had never done a similar job in the past but he enjoyed it very much and would be interested in doing a similar role in the future.

Graham was doing fine with his tasks at the beginning of his contract, but then his workload increased. He could not handle the increased workload, and had to hurry to finish things, which meant that he made mistakes in the work that he sent out. He was taken aside by his line manager and other colleagues who tried to help him and offer him extra one-on-one training to show him how to do the work better. Graham was warned that if he did not improve, he would be dismissed. When Graham failed to improve over the next month, his employer dismissed him.

Graham believes that he should have been more proactive in asking for help when he became overwhelmed by his workload, instead of simply trying to keep going. He was disappointed with his performance and with being dismissed but he "knew it was coming" because he had been warned by his employer.

Summary and lessons learned

3.31 Most early leavers (66 per cent) chose to leave their positions voluntarily, and of these the most common reason for leaving was to go to a job with another employer (23 out of 77).

3.32 Dissatisfaction with the job opportunity appears to be a factor in some young people's decision to leave their jobs early; just 42 per cent of early leavers reported being satisfied with their temporary jobs, compared to 96 per cent of those who completed their contracts.[44] Being bored at work was a source of dissatisfaction, and some young people felt they could have been provided with more training when they did not have much to do. Some young people also thought their role would be different, and thus were dissatisfied with the types of tasks and duties they were asked to perform.

3.33 The benefits young people expected to obtain from their JGW jobs did not always materialise. Young people applied for JGW jobs hoping to obtain work experience (35 per cent of respondents), improve their job-related skills (24 per cent), and get a permanent post with their JGW employer (21 per cent). However, only one in five early leavers (21 per cent) thought they gained work experience and 38 per cent felt they had gained nothing at all.

3.34 Just 22 out of 72 sought help from their employer, mentor, or both, before making the decision to leave. Young people may not have felt they knew their mentor well enough to feel comfortable discussing issues with them. In some cases young people did not feel their employers would be able to do anything to resolve the issue (particularly where the young person did not enjoy the work they had been hired to do, or where they found a job doing something they thought they would like better).

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[44] Questions were worded slightly differently so this comparison should be treated with caution. Early leavers were asked "Overall, how satisfied or dissatisfied were you with the temporary job?" Those who completed their contracts were asked "How satisfied or dissatisfied are you with your experience of Jobs Growth Wales overall?" The response options for the two questions were the same.

3.35 Employers expected young people to be enthusiastic and have a good work ethic/be willing to learn, but 40 per cent felt their expectations were not being met. The most common reasons for employers dismissing young people were poor attendance/punctuality (39 of 71 employers), poor attitude towards work (33 employers) and an inability to perform the work to the required standard (26 employers). The majority of employers (66 out of 70) said that they had brought these issues to the young person's attention prior to asking them to leave, and many had also brought the issues to the attention of the young person's mentor (51 out of 70).

4   Destinations of early leavers

Where are early leavers now?

4.1   At the time of the survey, of the 23 young people who left to take up jobs with other employers, 17 were still in those jobs[45]. Eleven of them had taken similar roles to the JGW job, though some of these were in different sectors. Seven were earning more than in their JGW jobs, while seven were earning the same or less[46].

4.2   Of those who had left their first job after JGW and those who left their JGW jobs for other reasons, at the time of the survey 49 per cent were working (of which 36 per cent were working 30 hours per week or more), 16 per cent were in education and 33 per cent were unemployed. Using the WG's 'positivity measure', which measures how many young people exiting JGW are not NEET, of all early leavers surveyed, 69 per cent had positive outcomes.

Figure 4.1: Destinations of early leavers who left for reasons other than because they got a job with a different employer

What is your current employment status? Are you…
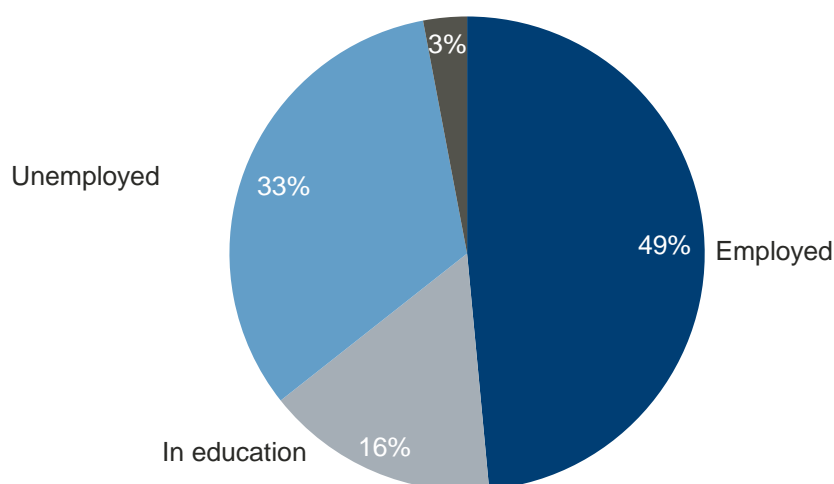
Source: Ipsos MORI survey of early leavers. Base: All early leavers who left for reasons other than because they got a job with a different employer or who left to get a job with another employer but are not still working there (104). Fieldwork: 9 September – 14 October 2013.

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[45] Unweighted numbers rather than percentages are reported here due to the small base size (<30).
[46] Data on earnings is unavailable for one or both jobs in three cases.

4.3   Those who were asked to leave by their employers were the most likely to be unemployed and least likely to be in work at the time of the survey. Nineteen out of 37 young people that were dismissed were unemployed, compared with 16 out of the 55 young people who decided to leave themselves. This could indicate that those dismissed have struggled to find work since leaving JGW.

4.4   Seven in ten early leavers had had jobs since their JGW role, including those who were working at the time of the survey (72 per cent). Of these, the majority (65 out of 93) did not think their JGW job had made any difference to them obtaining their subsequent or current job[47]. However, although this indicates high levels of deadweight, that is, individuals who would have found work without the help of the programme, it should also be noted that this is self-reported and it is expected that early leavers might be more negative about the programme due to a more negative experience.

4.5   Moreover, when asked how much better or worse their employment prospects would have been if they had finished their JGW contract, more than half (57 per cent) of all early leavers thought they would be the same as now.

4.6   Two in five early leavers (42 per cent) had claimed state benefits since leaving JGW or were claiming them at the time of the survey. Of those who had claimed benefits, 25 out of 52 had done so for less than three months, 15 had claimed for three to five months, while 12 had claimed for six to 12 months[48].

4.7   Of those who were not working at the time of the survey (including those in education) (54 respondents), 20 had had paid work since leaving their JGW positions, 24 had not but were still looking, and 10 had not and had stopped searching for a job.

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[47] Please note that if they had had a job after JGW and were currently working in a different job, for this figure their response to the question that referred to the job they got first after Jobs Growth Wales, and not their current job, was used. If they had had more than one job after JGW, the first job they got after their JGW job was used.
[48] None had left their JGW job longer than 12 months before the survey was administered.

4.8 The WG also collects data from the MAs on the immediate, three month and twelve month destinations of all the young people who have participated in the JGW programme. Very little data existed for the three month destination at the point this report was written (this was only known in 24 per cent of cases), and the number of early leavers leaving their JGW job more than twelve months ago is very small. Therefore this analysis focuses on the immediate destinations of early leavers.

4.9 It should be noted that the immediate destinations of 38 per cent of the early leavers either could not be determined by the MAs or had not been entered into the WG database, which means this analysis is based on only 62 per cent of known early leavers. One reason why the MAs may have been unable to determine the destinations is because the young people were busy in further employment. This analysis should therefore be treated with caution as it may underestimate the number of young people in employment immediately after leaving JGW.

4.10 Moreover, the proportion of entries where the destination is unknown is far greater for early leavers in the third sector supported strand compared with those in the private sector strand (96 per cent versus 40 per cent) which indicates that the MAs in the private sector strand have either been more successful in following up with the young people or more diligent in entering destinations into the database. This means that the analysis that follows reveals little about the third sector supported strand.

4.11 Immediately after leaving their JGW job, 14 per cent of 610[49] early leavers were employed by a different employer and two per cent by the same employer, according to the information inputted by the managing agents. A further two per cent were in education, training or other government programmes. The fact that these young people were able to immediately enter these employment or

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[49] Analysis could only be done on 610 early leavers because 31 early leavers from the private and third sector strands were excluded. Extra information on destinations which was provided at a later point could not be matched to 31 cases from the WG database.

education opportunities once they had left their JGW jobs is positive. However, 39 per cent were recorded as being unemployed and either already on or returning to benefits, a similar proportion to the 32 per cent in the survey who responded that they were currently unemployed.

Figure 4.2: Early leavers' immediate destinations from MI
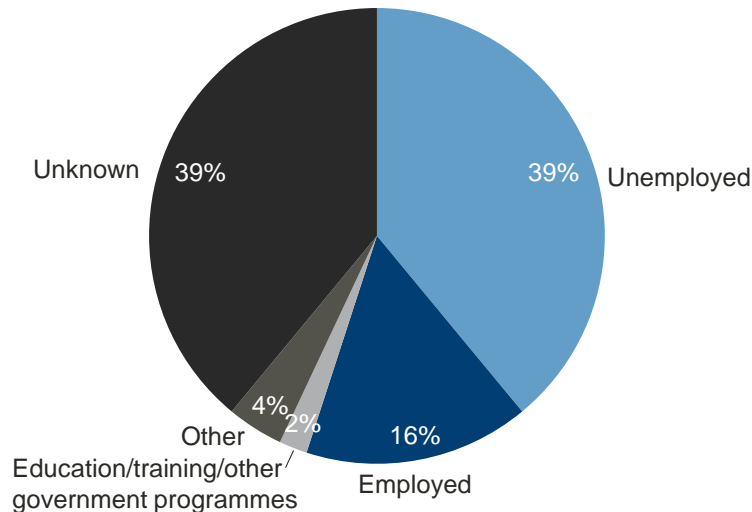
Source: Welsh Government and GO Wales databases. Base: 610.

4.12 The analysis of the management information also revealed that males were significantly more likely to be unemployed immediately after leaving their JGW job than females (43 per cent versus 33 per cent).

Summary and lessons learned

4.13 The survey data found that 69 per cent of early leavers had a 'positive' outcome, which is calculated based on how many are not classified as 'not in employment, education or training' (NEET). Most early leavers who had left their JGW job to take another were still in the same job (17 out of 23), whilst out of those who left for other reasons, 49 per cent were now working in another job. The MI data, however, cannot be used as a comparator as there was very little individual level data available at the time of the analysis, particularly for anything longer than immediate destination.

4.14 Early leavers were fairly negative about the impact their JGW job has had on their future career prospects. The majority of early leavers () reported that their temporary job did not make a difference to them obtaining a job and more than half of all surveyed early leavers (57 per cent) thought that their employment prospects would have been the same had they finished their contract.

4.15 In total two in five (42 per cent) had claimed state benefits since leaving their JGW job, although 25 out of the 52 who had only did so for less than three months. Although not working at the time of the survey, a further 20 out of 54 early leavers had done paid work since leaving their JGW role, 24 had not but were still looking and 10 had stopped looking.

5 Process effectiveness

Processes in place to prevent job breakdown

5.1 The WG has quality assurance processes in place to verify the quality of the jobs that are advertised through JGW. These checks include verifying that the company is listed with Companies House[50] and that there has been no bad press about the company. The WG also maintains a list of employers who have not kept on young people hired through JGW, as a means of trying to ensure that employers who historically have not made their young people permanent are not able to recruit again through the programme. The findings from this research, which show that a proportion of jobs end early because the company can no longer afford to keep the young person on, suggest that there may not always be evidence that companies are in financial difficulty, the checks may not always be carried out, or checks may not be sufficiently thorough to prevent companies in financial difficulties from recruiting through JGW.

5.2 Monthly mentoring by a mentor from the MA (external to the employer) throughout the duration of their temporary job is also intended to support young people to stay in work for the full six months. The Business Case for JGW states that: "The package of support within the project will … provide a consistent and continuous source of mentoring support throughout the six months."[51] Contracts with MAs state that they "must contact the participant on a monthly basis via a phone call/ or face to face meeting [and] record the date of the phone call/ meeting and note a brief description of the conversation."[52] Discussions with the mentors as part of the case studies for both this research and the main evaluation suggest that mentors' caseloads are often very heavy

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[50] Under the Companies Act (2006), all companies must register with Companies House. Companies must provide their proposed name, type of company (e.g. limited), intended address, and articles of association. Verifying that a company is listed is thus equivalent to verifying that it exists and has complied with this basic legal requirement.
[51] Nick McNeill and Ella Davidoff, *Jobs Growth Wales Business Plan: Regional Competitiveness and Employment 80701*: 28.
[52] *Jobs Growth Wales/GO Wales Graduate Strand*: 28.

(100 or more young people per mentor). One MA described having tried to arrange face-to-face meetings with each young person every month, but this had to be reduced to phone calls, except for their first job day on the job, month four, and the exit interview, due to the very low ratio of mentors to young people. It seems that mentors do try to get in touch with each young person once a month. However, this often consists of a phone call, and if the young person does not answer the first time, the mentor may not try to call them again. This means they may not speak to the young person until the following month, or until the young person contacts them. Some early leavers who left after two or three months, therefore, recall meeting their mentor only once on their first day of employment.

5.3   It should also be mentioned that mentors are not named on the MI database next to each young person and the research found that the mentor often changed several times over the course of the young person's JGW job. This could lead to a loss of accountability if mentors can only be identified via the managing agent and not by the WG in the database. Some of the mentors interviewed for this evaluation[53] also say they encourage the young people to get in touch with them about anything related to their job that is worrying them, but say young people seldom do, perhaps because they do not feel comfortable talking to them. Indeed, one mentor argued that the concept of 'mentoring' was not appropriate given the limited contact they had with the young people: *"You would need to be more involved with the young people in order to call yourself a mentor. What we do is more facilitating the placement and making sure the employer and young person are content. It's not about 'babysitting' the young person; in the end, they are starting a job."*

Processes in place to encourage productive destinations

5.4   Mentors are supposed to have exit interviews with young people whenever they leave JGW and are not being kept on by their employer. These exit interviews

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[53] Only four interviews were conducted with mentors as part of the evaluation.

are designed to find out the destination of the young person on leaving JGW, but could also be an opportunity to signpost young people to further skills and training provision, or to discuss educational opportunities, where appropriate. Evidence from the qualitative research with early leavers suggests that they do not often have exit interviews, for a number of reasons.

5.5   When an employer is intending to dismiss a young person, the employer is supposed to let the mentor know, but this does not always happen. This leads to circumstances where the mentor does not know that a young person has stopped working in their JGW job until he or she phones as part of the monthly mentoring, which might be up to four weeks after the young person has left their job.

5.6   Similarly, when young people choose to leave, they do not always communicate this to their employer with much notice, and rarely notify their mentor. Just 13 out of the 72 early leavers who left voluntarily sought help or support from their employer before making the decision to leave, five sought help from their mentor, and four sought help from both.

5.7   The lack of communication between the young person and their mentor may go some way to explain why the MI data is so sparse for the young person's reason for leaving and their following destinations. Thirty eight per cent of records were missing or unknown on a young person's reasons for early withdrawal and on their immediate destination records at the time this research was conducted. For the three month destinations, 76 per cent were unknown.

Summary and lessons learned

5.8   The WG has a number of checks in place to ensure that the employers are offering sustainable jobs, at least for the duration of the temporary job. However, a number of young people found their job ending early due to the companies not being able to keep these people on. It is recommended the

checks on employers should be reviewed to ensure greater stability in the JGW jobs.

5.9   Monthly mentoring appears to be too light for the young people and too case-heavy for the mentors to be able to provide sufficient support. Therefore monthly face-to-face catch ups and exit interviews do not appear to be taking place as regularly as they should be. This might prove vital in offering the young person support whilst in their JGW job and further advice for when they leave.

5.10 Further to this, communication between the mentor and the young person, as well as the mentor and the employer, needs to be stronger so that the mentor can facilitate and mediate if problems with the young person and the employer do arise. More accountability could be made by identifying named mentors on the database next to each young person.

5.11 The MI data is not detailed enough to provide a clear picture of what happened to make the young person withdraw from JGW early and what they have been doing since.

6 Conclusions and recommendations

6.1 These conclusions and recommendations, which are based on the key findings of this research, are provided for the consideration of the WG and other stakeholders involved in the delivery of JGW to improve the implementation of the programme.

6.2 There have been some issues with the completeness of MI held by the WG, including data related to early leavers, which makes evaluating this aspect of the programme more difficult and costly as surveys have to be used to collect a greater amount of information than would otherwise be necessary.

Recommendation 1:

- It is recommended that certain fields related specifically to early leavers be made mandatory in the WG database and be standardised, a process that the WG has begun. Mandatory fields in the routinely collected MI should include 'Reason for leaving' (this was missing or unknown in 38 per cent of early leaver records), and responses should be selected from a drop-down menu to ensure they are standardised, with guidance provided to MAs about how to select the correct reason.

Recommendation 2

- It is also recommended that mentors' names and telephone numbers are included in the database, and made mandatory, for each participant record. Being able to monitor individual mentor's performance in terms of following up with individuals would enable the WG to hold them to account for failing to provide the information. It would also make future evaluations that involve speaking to mentors easier, as evaluators would not need to go through the main MA contact to find out who the mentors were and how to contact them.

6.3 There are a small proportion of companies whose jobs have been approved which have then told the young person they cannot afford to keep them on for

the duration of their temporary job or have gone bankrupt. This suggests these checks may need to be more thorough to ensure employers are financially stable.

Recommendation 3

- It is recommended that consideration be given to how checks on potential employers for the JGW programme can be improved to ensure they are financially stable.

6.4   A small proportion of young people reported that their jobs were different from what they expected, and this may be partially due to the accuracy of the job description posted at the time the vacancy was advertised.

Recommendation 4

- To improve how well job descriptions reflect the work that a young person will be undertaking on a day-to-day basis, it is recommended that MAs quality assure the job descriptions for content as well as word count.

6.5   One-fifth of employers believe that better screening of candidates and better matching of skills to jobs would help to ensure JGW employees complete their six-month contracts.

Recommendation 5

- It is recommended that MAs and employers work together to ensure that employers screen candidates effectively and ensure young people have the right attitude towards work and are interested in and have the basic level of skills required for the job.

6.6   Mentors are often not notified that a young person is leaving their job early. This creates a gap between them finishing the programme and the mentor having an opportunity to signpost them to appropriate provision. In some cases, the mentor is then no longer able to contact the young person, so no exit interview

occurs. This means that early leavers are usually not having exit interviews so opportunities to signpost are missed.

Recommendation 6

- It is recommended that every effort be made to encourage young people and their employers to contact the mentor if the young person will be leaving early, to ensure that an exit interview can take place.

6.7   Where a mentor is aware that a young person or employer is unhappy, more frequent monitoring (weekly or every two weeks) could take place so that the mentor can be more aware of the circumstances of that job and can intervene where appropriate to try to prevent job opportunities from breaking down. This would also ensure that they were aware much earlier if the young person left, ensuring exit interviews take place more quickly (and therefore have a higher likelihood of occurring).

Recommendation 7

- It is recommended that all early leavers and their employers have separate exit interviews with the mentor, and that where the circumstances of the young person leaving or the dismissal are suspicious (i.e. the young person and employer have different explanations for this), or where several young people have left early citing complaints about the employer, that employer be put on a list of organisations who will no longer be allowed to recruit through JGW.

6.8   This evaluation has not produced concrete evidence regarding the extent to which regular contact with a mentor is associated with contract completion, although anecdotal evidence provided by a WG stakeholder suggests that monthly mentoring decreases the number of complaints from young people, and 13 per cent of employers thought that monitoring the needs of both young

people and employers more closely might decrease the likelihood of young people leaving their jobs early[54].

Recommendation 8

- It is recommended that the WG examine the role of the mentor and give consideration to expanding it to provide support to the employer and more frequent support to the young person where this is needed, and assess how effectively the current remit and a possible extended one can be fulfilled given how heavy mentors' caseloads are.

6.9 Reintegration efforts should target those dismissed by their employers, half (19 out of 37) of whom are currently unemployed. These young people will need some preparation to return to work, in terms of addressing behavioural challenges (e.g. attendance and punctuality) and attitudes to work (e.g. poor work ethic), and may also need more frequent mentoring to ensure they perform well in the workplace.

Recommendation 9

- It is recommended that reintegration efforts should target those dismissed by their employers. In particular where behavioural and attitudinal problems are raised by employers at exit interviews, young people should be referred to appropriate work-readiness provision.

6.10 There is probably only scope to reintegrate 23 per cent of young people (28 individuals) who left voluntarily or decided together with their employer to leave early[55]. However, of those 28 young people, only 10 are looking for

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[54] This was an unprompted answer. Had it been prompted the number of people answering this is likely to have been higher.

[55] These include those who left because: their line manager did not give them enough support, the job was different to what they expected, the job was not right for them/not what they wanted to do in the longer term, they did not get on with the people they worked with, they did not enjoy the work, the work environment was unpleasant, other job-related reasons, they wanted to work different/fewer/more hours, they had to look after their children, the commute was too long, or they felt overqualified for the work.

work/unemployed. Five are working part-time, 11 are working full-time and two are in full-time education.

Recommendation 10

- It is recommended that those who left the programme voluntarily not be targeted as few are in need of help to gain employment.

Wider policy considerations

6.11 Education and skills provision could align better with employment training. Employers expressed that young people coming into the workplace were sometimes not work-ready, and could have benefited from more preparation prior to entering the workforce.

Annex 1 – Statistical reliability

As samples, rather than the entire population of early leavers and their employers, were interviewed, we cannot be certain that the results are exactly those we would have obtained if all early leavers or their employers had been interviewed (the 'true' values). The percentage results are subject to sampling tolerances (also known as confidence intervals) which vary with the size of the sample and the percentage figure concerned. The confidence with which this prediction can be made is usually chosen to be 95 per cent - that is, the chances are 95 in 100 that the 'true' value will fall within a specified range.

For example, Table 1 illustrates that for a question where 50 per cent of early leavers in a sample of 121 (from a total population of 641) respond with a particular answer, the chances are 95 in 100 that this result would not vary more than 8.1 percentage points, plus or minus, from the result that would have been obtained from all early leavers. However, the confidence interval calculations assume that a perfect random sample has been achieved.

Table 1: Reliability of early leavers sample at 95 per cent

% Selecting survey response	+/- Confidence interval
10%/90%	4.9
20%/80%	6.5
30%/70%	7.4
40%/60%	7.9
50%/50%	8.1

Table 2 illustrates that for a question where 50 per cent of employers of early leavers in a sample of 159 (from a total population of 351) respond with a particular answer, the chances are 95 in 100 that this result would not vary more than 5.8 percentage points, plus or minus, from the result that would have been obtained from all employers of early leavers. However, again, the confidence interval calculations assume that a perfect random sample has been achieved.

Table 2: Reliability of employers of early leavers sample at 95 per cent

% Selecting survey response	+/- Confidence interval
10%/90%	3.5
20%/80%	4.6
30%/70%	5.3
40%/60%	5.7
50%/50%	5.8

When results are compared between separate groups within a sample or between two different samples, different results may be obtained. To test if the difference is a real one - i.e. if it is 'statistically significant' - we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume the '95 per cent confidence interval', the differences between the results of two separate groups must be greater than the values given in Table 2.

The figures in the table below have not been adjusted in light of that fact that the survey covered a meaningful proportion of the young people and employers involved, and in practice the table below will overstate the margins of error involved. However, as the required adjustments vary depending on the size and number of observations taken from the sub-groups concerned, more general results based on the assumption of an infinite population have been presented below (and could be viewed as the notional maximum difference that might be considered statistically significant).

Table 3: Comparing sub-groups at 95 per cent

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	$\pm$	$\pm$	$\pm$
50 and 50	11.1	18.1	19.8
50 and 100	10.3	15.7	17.1

Annex 2 – Evaluation framework

Evaluation framework

Legend

Helps answer the evaluation question…
4   To a small extent
44   To a medium extent
444   To a great extent

Evaluation research objectives	Detailed evaluation questions	Analysis of management information / documentation review	Telephone survey (young people)	Telephone survey (employers)	Matched case studies
A. To assess the characteristics of young people leaving Jobs Growth Wales jobs early	1. What is the profile of the early leaver population by strand, age, gender, ethnicity, disability, SEG, SOC, level of pay, location/geography?	44	444		
B. To explore the circumstances under which early leavers have left Jobs Growth Wales positions (e.g. their choice or dismissed by employer)	1. What proportion of early leavers were dismissed by their employers and what proportion chose to leave early?	4	444	444	
C. To explore the reasons why early leavers have chosen to leave their Jobs Growth Wales positions, where this is the case	1. What were the main reasons the young person left their job early?	44	444	4	444
	2. How satisfied was the young person with the quality of the job opportunity?		44	4	444
	3. Did they bring any of these issues to the attention of their employer or mentor?		444	444	444
	4. What kind of support, if any, did the employer or mentor provide?		44	44	444
	5. What kind of support is supposed to be	444			

	provided, according to Jobs Growth Wales documentation?				
	6. Were all parties aware of the support that should have been provided? Why/why not?		444	444	444
D. To explore the reasons why employers have dismissed Jobs Growth Wales employees, where this is the case	1. What were the employer's expectations of the young person at the beginning of their period of employment?			44	444
	2. Were these expectations met?			44	444
	3. How did the employer attempt to manage issues?		44	44	444
	4. Did the employer raise any issues with the young person's mentor? And if yes, what did the mentor/agent do to manage the situation and prevent, if possible, the early drop-out?			44	444
E. For those young people who are not in education, employment or training, to understand what further support could be offered to employers and young people to a) prevent young people from leaving jobs early, b) promote the reintegration of early leavers into the programme, or c) help young people to move on to further study, apprenticeships or employment	1. What are the destinations of early leavers (e.g. other jobs, unemployment, education)?	4	444		
	2. What kind of support would have helped the young person to stay in their job, find alternative employment or enter education or training?		44	44	444
	3. Does the young person think re-joining the programme would be beneficial to their career prospects?		444		444
	4. Would the young person like to re-join the programme, if the issue preventing them from working had been resolved?		444		444
	5. How could the Welsh Government help resolve the problem?		44	44	444

Annex 2 – Research tools

We have included here the discussion guides that we will use in the exploratory interviews at the start of the evaluation. As the findings from those interviews will feed into the development of the questionnaires, and the quantitative findings will inform the development of the discussion guides for the matched case studies, these other research tools are not included as part of this framework but will be developed with you during the course of the evaluation.

Early leavers discussion guide

Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below.

Objectives of the early leavers interviews

The objectives of these interviews are to explore the circumstances under which early leavers have left Jobs Growth Wales positions (e.g. their choice or dismissed by an employer), the reasons why they left before the full six months and what they have done next. These discussions will also allow us to understand what further support could be offered to employers and young people to prevent young people from leaving jobs early and promote the reintegration of early leavers into the programme where this is beneficial. The interview will take roughly 30 minutes.

1. Can you tell me a bit about yourself?
   - Where you live, family, studies, interests hobbies, career objectives, etc.

2. Can you tell me about your Jobs Growth Wales position?
   - What did the organisation do? What was the size of the organisation?
   - What was your job/main tasks?
   - How long did you stay in the role? [Get start and end dates if possible.]
   - Where was the site you worked? How was the commute? What hours did you work? What did you get paid?
   - How well did you settle into the job? What did you like / dislike about the job/company?
   - Did you have a line manager? [IF YES] What were they like? Did they talk through what you would be doing at the start of/during the job? Did you receive feedback from your line manager during the job?
   - Did you have a mentor or a buddy at the workplace? What support did they give you?
   - What were your work colleagues like? Were you aware if any of your colleagues had also been hired through Jobs Growth Wales?

- What did you want to get out of the job? What skills did you want to develop?
- What were the opportunities for progression and development? What did you learn and what skills did you develop?
- What were your expectations about the job being made permanent? What were your expectations about you salary if you were made permanent? Would this have covered your cost of living?
- How much/what type of training/on-the-job learning did you receive?

3. Why are you no longer working in your Jobs Growth Wales job?
   - PROBE: dismissed by employer or left of own accord
   - [IF LEFT OF OWN ACCORD] What were the main reasons why you left your Jobs Growth Wales position early? PROBE:
     → External circumstances: health problems, family member with care needs, childcare problems
     → Job-related problems: did not enjoy work, did not feel was learning enough, did not think there were sufficient opportunities for progression, salary was too low, wanted to work more/less/different hours, commute was too difficult/expensive/long
     → Did you think your job would be made permanent?
   - [IF THEY HAD ISSUES IN JGW JOB] Did you bring any of these issues to the attention of your employer? What kind of support, if any, did the employer provide?
     → [IF THEY HAD A LINE MANAGER] Did you bring up any of these issues with your line manager? What kind of support, if any, did the line manager provide?
     → Did you receive any type of mentoring support from the managing agent? If yes, what kind of support, if any, did the mentor provide? (Monthly email, phone call, f2f meetings?) What did the mentor do, if anything, to help you resolve the issues you were having?
     → Was there any formal way to bring up issues with the job during the placement, and did you feel that it was easy to do?
   - [IF DISMISSED] Were the reasons for your dismissal explained to you? What were they?
     → [IF RELEVANT] Had you been given any warnings? Was any support put in place to help you improve?

4. What did you do after the JGW position? What are you doing now?
   - [IF WORKING] Did they leave their JGW position to take this job or did they find this later? If they left JGW to take a new job – why?
     → PROBE: What is your job/main tasks? How long have you been in your job? Do you enjoy it more than your JGW job? Is it more interesting? Are there more opportunities for learning, training and progression? Do you work different/more flexible hours than in your JGW job? Is your pay higher or lower? Is it closer to home/easier to get to?
   - [IF HAD MORE THAN ONE JOB] How long did you stay in the job you were doing before your current job?
   - [IF NOT WORKING] Would they have liked to stay in the JGW position or taken a different JGW job?

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- [IF IN EDUCATION/TRAINING] What made you decide to take a course/training? What is your course/training about/in?

5. Would you have wanted to stay in your JGW job?
   - What kind of support or changes in the job, pay, or working conditions would have helped you to stay in your job? Did you express this to your employer/line manager/mentor? Was this offered to you?
   - Would you want to go back to your JGW job? Or would you want to get another JGW job? What kind of support would help you to do this?

6. We may want to contact you again in the next six months asking you to answer a short survey about your experiences with Jobs Growth Wales. Would you be happy for us to do this?

Employers discussion guide

Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below.

Objectives of the employer interviews

The objectives of these interviews are to explore the circumstances under which early leavers have left Jobs Growth Wales positions (e.g. their choice or dismissed by an employer) and to explore the reason why employers might have dismissed Jobs Growth Wales employees. Furthermore, these discussions will also allow us to understand what further support could be offered to employers and young people to prevent them from leaving jobs early and promote the reintegration of early leavers into the programme where this is beneficial. The interview will take roughly 30 minutes.

1. Can you tell me a bit about your organisation and your role in it?
   - CHECK THAT THEY WERE YOUNG PERSON'S LINE MANAGER
   - What do you do day-to-day? Why did your organisation hire someone through JGW? How many young people did your organisation hire in total through the programme?
   - What was your role in relation to the young person? PROBE: constant supervision, support with tasks, feedback on performance, etc.

2. What were your expectations of the young person at the beginning of their period of employment? Were these expectations met? Why/why not? What do you think their expectations of the job were?

3. Did someone talk through with the young person what they would be doing at the start of/during the job? PROBE WHO THIS WAS Respondent/HR/mentor or buddy

4. Did the young person have a mentor while working at your workplace? What kind of support, if any, did the mentor provide?

5. Did the young person have a mentor outside of your workplace as part of the Jobs Growth Wales programme? Are you aware of what support they provided to the young person?

6. How was the young person performing at work? Did they arrive on time? Did they take their job seriously/work hard? Did they need much supervision? Did they get on with their colleagues?

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7. Did they receive training? [IF YES] What kind of training? [IF NO] Was any planned?

8. Did the young person leave their job of their own accord or were they dismissed?
   - [IF LEFT OF OWN ACCORD] What were the main reasons why they left their Jobs Growth Wales position early, if you know? PROBE:
     → External circumstances: health problems, family member with care needs, childcare problems
     → Job-related problems: did not enjoy work, did not feel was learning enough, did not think there were sufficient opportunities for progression, salary was too low, wanted to work more/less/different hours, commute was too difficult/expensive/long
     → Did the young person bring any of these issues to your attention or the attention anyone else at your workplace? [IF NO] How did you become aware of them?
     → How, if at all, did you or someone else in the organisation attempt to address the issues raised by the young person?
     → Had you already made a decision about whether or not the young person would be made permanent? Had this been communicated to them?
   - [IF DISMISSED BY EMPLOYER] Was the young person given any prior warnings before being dismissed? How did you try to help them address the issues that you had with them? Did you raise any issues with the young person's mentor?

9. What kind of support or changes in the job, pay, or working conditions do you think would have helped the young person to stay in their job? How could the Welsh Government or the managing agents involved in delivering Jobs Growth Wales have helped resolve the problem?

10. We may want to contact you again in the next 18 months as part of the Jobs Growth Wales evaluation that we are carrying out. Would you be happy for us to do this?

Annex 3 – Early leavers questionnaire

Introduction and confidentiality

Ask for named respondent.

Good morning, afternoon, evening. My name is …… from Ipsos MORI, the survey organisation, and we are carrying out a survey for the Welsh Government about Jobs Growth Wales.

We're interested in hearing about your views and experiences of the job you had through Jobs Growth Wales and what you've been doing since you moved on from that job.

Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work.

The interview will take about 15 minutes.

S1. Our records show that you obtained a job at [INSERT ORGANISATION NAME] **through Jobs Growth Wales and that you left before finishing your 6-month contract. Can I confirm that these details are correct?**
DO NOT READ OUT
If incorrect company name, please make a note of the correct company. If the person did not obtain a job through Jobs Growth Wales, please thank and close. If person is still doing job or completed their full 6 month contract through Jobs Growth Wales, please also thank and close.

Yes- details are correct	1
Yes, but with a different company (please enter company name)	2
Did not obtain a job through Jobs Growth Wales	THANK AND CLOSE
Still doing 6-month contract with same company	ROUTE TO E9
Completed 6-month contract with company	ROUTE TO E9

ASK ALL
S2. When did you start your temporary job at [INSERT COMPANY NAME]**?**
IF DON'T KNOW ENTER 999

ASK ALL
S3. When did you leave your temporary job at [INSERT COMPANY NAME]**?**
IF DON'T KNOW ENTER 999

INSERT VARIABLE FOR TIME IN JOB BY CALCULATING S3-S2

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SOFT CHECK IF SPENT >=24 WEEKS/ >= 6 months IN JOB
YES   1
NO   2

IF CODE 1 THANK AND CLOSE

IF 999 AT S2 OR S3
S4. Approximately, how long were you at your temporary job at [INSERT COMPANY NAME]?
WRITE IN AND CODE WHETHER WEEKS OR MONTHS
IF CODE 25-26 WEEKS, GO TO E9

ASK IF CODE MONTHS AT S4 AND RESPONSE = 6
S5. Did you leave within the last two weeks of your contract, or before then?
DO NOT READ OUT. SINGLE CODE ONLY

Within last two weeks	1- ROUTE TO E9
Before then	2
Don't know	3

ASK ALL
S6. Did you leave your 6-month Jobs Growth Wales contract early because your job was made permanent by your employer?
SINGLE CODE. DO NOT READ OUT.

Yes	1- ROUTE TO E9 – specific wording
No	2
Don't know	3

ASK ALL
S7. Are you happy to conduct the interview in English, or would you prefer to do so in Welsh? SINGLE CODE. DO NOT READ OUT.

English – continue	1
Welsh – book appointment	2

ASK ALL
S8. What was your age last birthday?
DO NOT READ OUT. SINGLE CODE

16	1
17	2
18	3
19	4

20	5
21	6
22	7
23	8
24	9
25 or over	10

Section A: Before Jobs Growth Wales

READ OUT: **We'd like to start by talking about what you were doing before you started your temporary job at** [INSERT COMPANY NAME] **which you acquired through Jobs Growth Wales.**

ASK ALL
A1. How did you first hear about Jobs Growth Wales?
DO NOT READ OUT. SINGLE CODE.

Jobcentre Plus:	
From a Jobcentre Plus advisor	1
From the Jobcentre Plus website	2
Careers Wales:	
From a Careers Wales advisor	3
From the Careers Wales website	4
GO Wales:	
From a GO Wales advisor	5
From the GO Wales website	6
Welsh Government:	
Through the Welsh Government	7
Through another Welsh Government programme (e.g. Traineeships / Steps to Employment etc)	8
Employer:	
From an employer	9
From an employer's website	10
Other:	
From a Communities First mentor	11
From the internet (general mention)	12
From a friend / parent	13
From a school careers advisor	14
Other advertising / leaflet	15
Other (specify)	16
Don't know	17

A3. Approximately how much time had you spent in READ OUT a) to e)
IF NOT 999 AT A2**, by the time of your <u>first application</u> for a Jobs Growth Wales vacancy?**
  a) **Full-time paid work/Apprenticeship (30 hours per week or more)**
  b) **Part-time paid work/Apprenticeship (less than 30 hours per week)**
  c) **Unpaid or paid work placements/internships**
  d) **Unpaid volunteer roles**
ENTER 999 IF DON'T KNOW/CAN'T REMEMBER
INTERVIEWER NOTE: PLEASE ENCOURAGE RESPONDENTS TO ESTIMATE, AND RECORD IF IT IS AN ESTIMATE.

ENTER NUMBER OF WEEKS, MONTHS OR YEARS DEPENDING ON PREFERENCE OF RESPONDENT

Section B: Your Jobs Growth Wales Job

READ OUT: **We would now like to ask you a few questions about your temporary job at** [INSERT COMPANY] **which you acquired through Jobs Growth Wales and left early.**

ASK ALL
B1. What did you do in your temporary job at [INSERT COMPANY]?
DO NOT READ OUT. SINGLE CODE ONLY
INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS.

Elementary occupations (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
Process, plant and machine operatives (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
Sales and customer service occupations (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
Caring, Leisure and Other Service Occupations (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
Skilled trades occupations (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
Administrative and secretarial occupations (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants,	6

database assistants)	
Associate professional and technical occupations (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
Professional occupations (eg. doctors, nurses, midwifes, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
Managers, Directors and senior officials (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
Other: Specify	10

ASK ALL
B2. What did the firm or organisation mainly make or do?
PROBE FULLY TO CODE TO LEVEL 1 SIC.

_____

ASK ALL
B3. Can you tell me what your usual pay was BEFORE any deductions for tax or national insurance? Please do not include bonuses, tips or overtime.

DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.

INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.
PROBE FOR ESTIMATE IF NECESSARY.
IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.
SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK   LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH   LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES

4. Amount per YEAR   LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

B4. And how many hours did you work on average per week?
DO NOT READ OUT. WRITE IN.
IF DK, CODE TO BANDS:

Less than 16 hours	1
16 to 20 hours	2
21 to 25 hours	3
26 to 30 hours	4
31 to 35 hours	5
36 to 40 hours	6
More than 40 hours	7

ASK ALL
B5. Overall, how satisfied or dissatisfied were you with the temporary job? Were you...
READ OUT. SINGLE CODE. REVERSE SCALE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know (DO NOT READ OUT)	6

ASK ALL
B6. What sorts of benefits did you expect to get from working in your temporary job at [INSERT COMPANY NAME] **when you first started?**
DO NOT READ OUT. MULTI CODE
INTERVIEWER: IF RESPONDENT SAYS SKILLS PROMPT FULLY ON:
"WHAT TYPES OF SKILLS DID YOU EXPECT TO IMPROVE?"

Personal benefits	
General increase in confidence	1
Improved personal/social skills	2
Opportunities for future jobs	3
I needed to get money/ get paid	4
Job-specific skills	
Improved job-related skills	5
Gain qualifications (e.g. First Aid, Basic Accounting)	6
Get a better understanding of the types of jobs I am interested in	7
Thought it might lead to continued employment/permanent post at organisation	8
General skills	
I would be able to compete better for the jobs that are	9

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available	
Better job search / job application skills	10
Increased confidence in interviews	11
Improved communication skills	12
Improved problem-solving skills	13
Improved teamwork skills	14
Improved IT skills	15
Gain work experience	16
Other (specify)	17
Nothing – didn't expect to gain anything from Job Growth Wales job	18
Don't know	19

ASK ALL

B7. And what benefits did you actually experience in your temporary job?

DO NOT READ OUT. MULTICODE.

INTERVIEWER: IF RESPONDENT SAYS SKILLS PROMPT FULLY ON:

"WHAT TYPES OF SKILLS DID YOU ACTUALLY IMPROVE?"

Personal benefits	
General increase in confidence	1
Improved personal/social skills	2
Opportunities for future jobs	3
I gained money/ was paid	4
Job-specific skills	
Improved job-related skills	5
Gained qualifications (e.g. First Aid, Basic Accounting)	6
Got a better understanding of the types of jobs I am interested in	7
Led to continued employment/permanent post at organisation	8
General skills	
I was able to compete better for the jobs that are available	9
Better job search / job application skills	10
Increased confidence in interviews	11
Improved communication skills	12
Improved problem-solving skills	13
Improved teamwork skills	14
Improved IT skills	15
Gained work experience	16
Other (specify)	17
Nothing – didn't gain anything from Job Growth Wales job	18
Don't know	19

Section C: Circumstances of leaving Jobs Growth Wales Job

Now we'd like to ask you some questions about leaving your Jobs Growth Wales job.

ASK ALL
C1. Which of the following best describes how you left your temporary job at [INSERT COMPANY NAME]**?**
READ OUT. SINGLE CODE.

I made the decision to leave myself	1
My employer asked me to leave	2
My mentor at <MANAGING AGENT> **explained to me that I was not eligible for the Jobs Growth Wales programme**	3
DO NOT READ OUT: My employer and I decided together that it would be best for me to leave	4
Other (please specify)	5
Don't know	6

ASK ALL WHO CODE 1 OR 4 AT C1
C2. For what reasons did you decide to leave [INSERT COMPANY NAME] **before you finished your 6 month Jobs Growth Wales contract?**
DO NOT READ OUT. MULTI CODE.

Personal circumstances	
Health got worse so had to stop work	1
Had to look after children	2
Had to provide care to family member or friend	3
Became pregnant	4
I moved away from the area	5
The commute was too long	6
Transport options were not viable with my shift patterns	7
Other personal reasons	8
Financial reasons	
Childcare was too expensive	9
Job didn't pay enough	10
Transport to and from work was too expensive	11
Other financial reasons	12
Job related reasons	
It was temporary/no guarantee of it lasting more than 6 months	13
The job was different to what I expected	14
Wanted to work different/fewer/more hours	15
Got another job at a different employer	16
Became self employed	17
Employer wanted me to work fewer hours so I resigned	18

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Employer wanted me to work more hours so I resigned	19
I did not enjoy the work	20
The work was dangerous	21
The work environment was unpleasant	22
I did not get along with the people I worked with	23
My line manager did not give me enough support	24
The work was too stressful	25
The job was not right for me/was not what I wanted to do in the longer term / I wanted to do something different	26
No/few opportunities for training	27
I did not get any/enough feedback on my performance	28
I felt overqualified for the work	29
Other job related reasons	30
Other (please specify)	31
Don't know	32

ASK ALL WHO CODE MORE THAN 1 ANSWER AND NOT CODE 32 AT C2
C3. What was the main reason for you leaving your temporary job early?
DO NOT READ OUT. SINGLE CODE ONLY.
AUTOCODE THOSE WHO ANSWER 1 OPTION AT C2 AS MAIN REASON
IN C3

Personal circumstances	
Health got worse so had to stop work	1
Had to look after children	2
Had to provide care to family member or friend	3
Became pregnant	4
I moved away from the area	5
The commute was too long	6
Transport options were not viable with my shift patterns	7
Other personal reasons	8
Financial reasons	
Childcare was too expensive	9
Job didn't pay enough	10
Transport to and from work was too expensive	11
Other financial reasons	12
Job related reasons	
It was temporary/no guarantee of it lasting more than 6 months	13
The job was different to what I expected	14
Wanted to work different/fewer/more hours	15
Got another job at a different employer	16
Became self employed	17

Employer wanted me to work fewer hours so I resigned	18
Employer wanted me to work more hours so I resigned	19
I did not enjoy the work	20
The work was dangerous	21
The work environment was unpleasant	22
I did not get along with the people I worked with	23
My line manager did not give me enough support	24
The work was too stressful	25
The job was not right for me/was not what I wanted to do in the longer term / I wanted to do something different	26
No/few opportunities for training	27
I did not get any/enough feedback on my performance	28
I felt overqualified for the work	29
Other job related reasons	30
Other (please specify)	31
Don't know	32

ASK IF CODE 17 AT C2
C4. Were you aware that financial support (e.g. a bursary) and advice was available through Jobs Growth Wales to start your own business at any point?
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT C4
C5. Did you pursue or decide to apply for a Jobs Growth Wales bursary?
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT C5
C6. And were you successful in your application for a Jobs Growth Wales bursary?
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Still waiting to hear	3
Don't know/ Not applicable	4

ASK ALL WHO CODE 2 OR 4 AT C1
C7. For what reasons did your employer want you to leave before you finished your 6 months Jobs Growth Wales contract?
DO NOT READ OUT. MULTI CODE.

Skills/performance related	
Poor performance	1
Failure to improve over time	2
Failure to improve given additional training	3
Required too much supervision	4
Could not complete tasks required of the role	5
Required too much training for the role	6
Skills weren't good enough	7
Other skills related reasons	8
Behaviour related	
Poor attendance	9
Poor punctuality	10
Poor work ethic	11
Failure to get along with colleagues	12
Criminal activity e.g. fraud, data security, stealing	13
Broke a contractual clause	14
Other behaviour related reasons	15
Other reasons	
I was unable to work the hours required for the job	16
My employer could no longer afford to maintain my post	17
Other (please specify)	18
Don't know	19

ASK ALL WHO CODE MORE THAN ONE ANSWER AND NOT CODE 19 AT C7 AND CODE 2 OR 4 AT C1
C8. What was the main reason for your employer wanting you to leave before you finished your 6 months Jobs Growth Wales contract?
DO NOT READ OUT. SINGLE CODE.
AUTOCODE THOSE WHO ANSWER 1 OPTION AT C7 AS MAIN REASON IN C8

Skills/performance related	
Poor performance	1
Failure to improve over time	2
Failure to improve given additional training	3
Required too much supervision	4
Could not complete tasks required of the role	5
Required too much training for the role	6
Skills weren't good enough	7
Other skills related reasons	8
Behaviour related	

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Poor attendance	9
Poor punctuality	10
Poor work ethic	11
Failure to get along with colleagues	12
Criminal activity e.g. fraud, data security, stealing	13
Broke a contractual clause	14
Other behaviour related reasons	15
Other reasons	
I was unable to work the hours required for the job	16
My employer could no longer afford to maintain my post	17
Other (please specify)	18
Don't know	19

ASK IF C1=1, 2 OR 4
C9. Did your employer offer you any support to help you to stay in your temporary job?
DO NOT READ OUT. SINGLE CODE

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT C9
C10. In what ways did your employer offer you support?
DO NOT READ OUT. MULTI CODE.

Offered more flexible hours	1
Offered a higher salary	2
Provided you with healthcare options	3
Provided you with childcare options	4
Helped you with transport options	5
Changed your role in any way	6
Changed who you worked with	7
Changed role to accommodate health related needs	8
Changed role to make you more comfortable	9
Changed role in any other way	10
Other (please specify)	11
Don't know	12

ASK IF CODE 1 AT C9
C11. To what extent was this support helpful or not in helping you stay in your 6 month Jobs Growth Wales job?
READ OUT. SINGLE CODE. REVERSE SCALE.

Very helpful	1
Fairly helpful	2
Not very helpful	3
Not at all helpful	4

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Don't know (DO NOT READ OUT)	5

ASK IF C1=1, 2 OR 4
C12. Did your mentor at <INSERT MANAGING AGENT NAME> **offer you any support to help you to stay in your 6 month Jobs Growth Wales job?**
DO NOT READ OUT. SINGLE CODE

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT C12
C13. In what ways did your mentor at <INSERT MANAGING AGENT NAME> **offer you support?**
DO NOT READ OUT. MULTI CODE.

Talked to your employer on your behalf	1
Gave you advice about your situation	2
Explored alternative transport routes	3
Explored childcare options	4
Other (please specify)	5
Don't know	6
None of the above	7

ASK IF CODE 1 AT C12
C14. To what extent was this support helpful or not in helping you stay in your 6 month Jobs Growth Wales job?
READ OUT. SINGLE CODE. REVERSE SCALE.

Very helpful	1
Fairly helpful	2
Not very helpful	3
Not at all helpful	4
Don't know (DO NOT READ OUT)	5

ASK IF CODE 1 AT C1
C15. Did you seek help or support from your employer, mentor or both before deciding to end the contract early?
DO NOT READ OUT. SINGLE CODE ONLY.

Yes – from employer	1
Yes – from mentor	2
Yes – from both	3
No, I did not seek support from my employer or mentor	4
Don't know/can't remember	5

ASK ALL EXCEPT C1=3

C16. What kind of support from your employer, mentor, or someone else, would have helped you to finish your 6-month Jobs Growth Wales contract?
OPEN END.

ASK ALL EXCEPT C3 = 16 OR 17 OR C1=3
C18. Had your reasons for leaving been addressed, how likely, or unlikely would you have been to complete the full 6 month contract?
READ OUT. SINGLE CODE. REVERSE SCALE.

Definitely would have	1
Very likely	2
Fairly likely	3
Fairly unlikely	4
Very unlikely	5
Definitely would not have	6
Don't know (DO NOT READ OUT)	7

Section D: Post Jobs Growth Wales

We'd now like to ask you about what you've been doing since you left your temporary job at [INSERT COMPANY]**.**

ASK IF CODE 16 AT C2
D1. You mentioned that one of the reasons you left your temporary job was because you got another job at a different employer. Are you still working in that job?
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT D1
D2. Is this work...?
READ OUT. SINGLE CODE.

Part time (less than 16 hours per week)	1
Part time (16-29 hours per week)	2
Full-time (30 or more hours per week)	3
Don't know (DO NOT READ OUT)	4

ASK ALL EXCEPT D1=1
D3. What is your current employment status? Are you...
READ OUT. SINGLE/MULTICODE AS PER INSTRUCTIONS

Looking for work / unemployed- SINGLE CODE	1
In part-time education- MULTICODE WITH 4/5/6	2
In full-time education- MULTICODE WITH 4/5/6	3
Working part time (less than 16 hours per week)- MULTICODE WITH 2/3	4
Working part time (16-29 hours per week)- MULTICODE WITH 2/3	5
Working full-time (30 hours per week or more)- MULTICODE WITH 2/3	6
Other (specify): (DO NOT READ OUT) – MULTICODE WITH 2/3/4/5/6	7
Refused (DO NOT READ OUT)- SINGLE CODE	8

ASK IF CODE 4, 5 OR 6 AT D3 OR CODE 1 AT D1
D3b. Do you currently have more than one job?
DO NOT READ OUT. SINGLE CODE ONLY.
Yes   1
No   2

ASK IF CODE 1 AT D3b

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D3c. How many jobs do you currently have?
WRITE IN. HARD CHECK: LESS THAN 2 NOT ALLOWED. SOFT CHECK IF
>3: **Can I please check that you currently have** [answer to D3c] **jobs?**

ASK IF CODE 1, 2, 3 OR 7 AT D3
D4. Have you had any paid work since leaving your temporary job at
<INSERT EMPLOYER>**?**
READ OUT. SINGLE CODE ONLY.
INTERVIEWER: IF RESPONDENT SAYS NO CHECK IF THEY ARE STILL
LOOKING OR HAVE STOPPED LOOKING FOR WORK.

Yes	1
No- but I am still looking for work	2
No- and I have stopped looking for work	3
Don't know/Not sure (DO NOT READ OUT)	4

ASK IF CODE 4/5/6 AT D3 OR CODE 16 OR 17 AT C2 OR CODE 1 AT D4
**D5. In total, since you left your temporary job, for how many months
have you been in employment?**
WRITE IN NUMBER. CODE 0 FOR NONE. ENTER 0.25 FOR 1 WEEK, 0.5
FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS.

ASK IF CODE 4/5/6 AT D3 OR CODE 16 OR 17 AT C2 OR CODE 1 AT D4
D6. How many jobs have you had since you left your temporary job at
<INSERT EMPLOYER> [IF CODE 4/5/6 AT D3: **including your current job**]
[IF D3b=1: **including your current jobs**]**?**
WRITE IN

IF (D6=1 AND D3=4/5/6), GO TO D16
IF CODE 1 OR >1 AT D6 AND CODES 1-3 OR 7 AT D3, GO TO D7-D15
BUT DO NOT ASK D16-22
IF (D6= >1 AND D4=4/5/6), GO TO D7-D15 AND ALSO ASK D16-22
IF D1=1 GO TO D17

ASK IF (D3=1/2/3/7 AND D6=1 OR >1) OR (D4=4/5/6 AND D6>1). REPEAT
SEQUENCE D7 –15 FOR EACH JOB EXCEPT MOST RECENT. IF D6 >3,
PLEASE ASK LOOP FOR FIRST THREE JOBS HELD AFTER LEAVING
JOBS GROWTH WALES JOB ONLY.
IF CODE 1 AT D3B LOOP D16-D22; NUMBER OF LOOPS= ANSWER TO
D3C. MAX 3 LOOPS.

IF D6>1 READ OUT: **The next few questions are about the jobs you held
after leaving your temporary job at** <INSERT EMPLOYER>**.**

D7. When did the [IF CODE >1 AT D6 **first, second,** etc.] **job begin?**
ENTER MONTH AND YEAR

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INTERVIEWER: E.G. 07/2011

D8. When did the [IF CODE >1 AT D6 **first, second,** etc.] **job end?**
ENTER MONTH AND YEAR OR ENTER 999 IF STILL WORKING IN MOST
RECENT JOB AND GO TO D15
INTERVIEWER: E.G. 07/2011

D9. Was this [IF CODE >1 AT D6 **first, second,** etc.] **job also a Jobs Growth Wales job?**
DO NOT READ OUT. SINGLE CODE ONLY.

Yes	1
No	2
Don't know	3

D10. Thinking about the [IF CODE >1 AT D6 **first, second**, etc.] **job, what did you do in that job?**
DO NOT READ OUT. SINGLE CODE ONLY.

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF
OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE,
WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN
"OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE
ABBREVIATIONS.
PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED
ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP
THE GREATEST PROPORTION OF THEIR TIME

Elementary occupations (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
Process, plant and machine operatives (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
Sales and customer service occupations (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
Caring, Leisure and Other Service Occupations (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
Skilled trades occupations (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
Administrative and secretarial occupations (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit	6

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controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	
Associate professional and technical occupations (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
Professional occupations (eg. doctors, nurses, midwifes, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
Managers, Directors and senior officials (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
Other: Specify	10

D11. Still thinking about the [IF CODE >1 AT D6 **first, second**, etc.] **job, what did the firm or organisation you worked for mainly make or do?**
PROBE FULLY TO CODE TO SIC LEVEL 1.

_____

D12. Still thinking about the [IF CODE >1 AT D6 **first, second,** etc.] **job, how many hours did you work on average per week?**
DO NOT READ OUT. WRITE IN.
IF DK:

Less than 16 hours	1
16 to 20 hours	2
21 to 25 hours	3
26 to 30 hours	4
31 to 35 hours	5
36 to 40 hours	6
More than 40 hours	7

D13. Still thinking about the [IF CODE >1 AT D6 **first, second,** etc.] **job, can you tell me what your usual pay was BEFORE any deductions for tax or national insurance? Please do not include bonuses, tips or overtime.**
DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.
INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.

PROBE FOR ESTIMATE IF NECESSARY.
IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.

SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE
CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour   LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH   LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES
4. Amount per YEAR LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

D14. DP CALCULATE PAY DIFFERENCE BASED ON B3-D13

D15. How much, if at all, did the temporary job at <INSERT EMPLOYER> **help you to obtain the** [IF CODE >1 AT D6 **first, second,** etc.] **job?**
READ OUT. SINGLE CODE. REVERSE SCALE.

Helped a lot	1
Helped a little	2
Did not make any difference	3
Don't know	4

ASK IF (D6=1 AND D3=4/5/6) OR (D6= >1 AND D4=4/5/6)
IF CODE 1 AT D3B, FIRST LOOP: **Please think about one of your current jobs**
IF CODE 1 AT D3B SECOND LOOP: **Please think about another of your current jobs**
D16. When did your current job start?
ENTER MONTH AND YEAR E.G. 07/2011

D17. What do you do in your job?
INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS.

PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

Elementary occupations (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
Process, plant and machine operatives (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
Sales and customer service occupations (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
Caring, Leisure and Other Service Occupations (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
Skilled trades occupations (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
Administrative and secretarial occupations (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
Associate professional and technical occupations (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
Professional occupations (eg. doctors, nurses, midwifes, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
Managers, Directors and senior officials (ie. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does NOT include supervisors)	9
Other: Specify	10

D18. What does the firm or organisation you currently work for mainly make or do? PROBE FULLY TO CODE TO SIC LEVEL 1.

_____

D19. How many hours do you work on average per week in this job?

DO NOT READ OUT. WRITE IN.
 IF DK:

Less than 16 hours	1
16 to 20 hours	2
21 to 25 hours	3
26 to 30 hours	4
31 to 35 hours	5
36 to 40 hours	6
More than 40 hours	7

D20. Can you tell me what your usual pay is BEFORE any deductions for tax or national insurance in this job? Please do not include bonuses, tips or overtime.
DO NOT READ OUT. ENTER EXACT AMOUNT AND CODE FREQUENCY (HOURLY, WEEKLY, MONTHLY OR YEARLY). SINGLE CODE.
INTERVIEWER: RESPONDENTS MAY SAY IT IS 'MINIMUM WAGE'. IF THEY ARE AGED 16-17 THIS IS £3.68/HOUR. IF THEY ARE AGED 18-20 THIS IS £4.98/HOUR. IF THEY ARE AGED 21+ THIS IS £6.19/HOUR

ALLOW REF AND DK. NULL NOT ALLOWED.
PROBE FOR ESTIMATE IF NECESSARY.
IF INCOME VARIES, GIVE A RECENT EXAMPLE OF AN AMOUNT.

SOFT RANGE CHECK (CHECK IF OUTSIDE THESE RANGES): PLEASE CHECK WITH RESPONDENT THAT THIS FIGURE IS CORRECT.

1. Amount per hour   LESS THAN £3.68 FOR AGE 16-17, £4.98 FOR AGE 18-20, £6.19 FOR AGE 21-24; MORE THAN £20 FOR ALL AGES
2. Amount per WEEK LESS THAN £58.88 FOR AGE 16-17, £79.68 FOR AGE 18-20, £99.04 FOR AGE 21-24; MORE THAN £700 FOR ALL AGES
3. Amount per MONTH   LESS THAN £255 FOR AGE 16-17, £345 FOR AGE 18-20, £429 FOR AGE 21-24; MORE THAN £3,000 FOR ALL AGES
4. Amount per YEAR   LESS THAN £3,061 FOR AGE 16-17, £4,143 FOR AGE 18-20, £5,150 FOR AGE 21-24; MORE THAN £36,400 FOR ALL AGES

D21. DP CALCULATE PAY DIFFERENCE BASED ON B3-D13

D22. How much, if at all, did the temporary job at <INSERT EMPLOYER> **help you to obtain this job?**
READ OUT. SINGLE CODE. REVERSE SCALE.

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Helped a lot	1
Helped a little	2
Did not make any difference	3
Don't know (DO NOT READ OUT)	4

ASK ALL
D23. If you had finished your temporary job at <INSERT EMPLOYER>**, do you think your career prospects would have been...**
READ OUT. SINGLE CODE. REVERSE SCALE

A lot better than now	1
Slightly better than now	2
The same as now	3
Slightly worse than now	4
A lot worse than now	5
Don't know (DO NOT READ OUT)	6

ASK ALL
D24. Are you claiming or have you claimed any state benefits since you left your temporary job at <INSERT EMPLOYER>**?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Refused (DO NOT READ OUT)	3

ASK ALL CODING 1 AT D24
D25. In total, for how many months have you claimed out-of-work benefits since you left your temporary job at <INSERT EMPLOYER>**?**
ENTER NUMBER OF MONTHS. ENTER 0.25 FOR 1 WEEK, 0.5 FOR 2 WEEKS, 0.75 FOR 3 WEEKS AND 1 FOR FOUR WEEKS. ENTER 999 IF NOT APPLICABLE.

ASK ALL WHO CODE 1 AT D24
D26. Which of the following out-of-work benefits are you claiming or have you claimed?
READ OUT. MULTICODE.

Child Benefit	1
Income Support	2
Tax Credits	3
Employment Support Allowance (ESA)	4
Jobseeker's Allowance (JSA)	5
Universal Credit	6
Other State Benefits	7
Don't know (DO NOT READ OUT)	8
Refused (DO NOT READ OUT)	9

ASK IF (CODE 2/3/4 AT D4)

D27. IF D4=2: **In your opinion, what challenges are you experiencing in finding work? Please tell me all.**

IF D4=1:

In your opinion, what challenges have you experienced in finding work? Please tell me all.

IF D4=3:

In your opinion, what challenges did you experience in looking for work?

DO NOT READ OUT. MULTICODE OK.

Employers are not recruiting new staff	1
There are not enough jobs near where I live	2
There is too much competition for the jobs available	3
I do not have enough experience	4
I do not have the right qualifications	5
I do not have the right skills	6
It is too expensive to travel to work	7
I do not know how to write a good CV and covering letter	8
I cannot find jobs I am interested in	9
I do not feel confident in interviews	10
I cannot find jobs that pay enough to make working worthwhile	11
Other (specify)	12
Don't know	13

SECTION E: CLOSE

READ OUT: **Finally, we would just like to finish with a few questions about you, and about your family.**

ASK ALL
E1. To what extent do you agree or disagree with the following statements?
READ OUT. SINGLE CODE. RANDOMISE ORDER OF STATEMENTS. REVERSE SCALE.

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a)	**It is important to me to earn my own money, rather than rely on benefits or other people**	1	2	3	4	5	6
B)	**I am a happier, more fulfilled person when I am in paid work**	1	2	3	4	5	6

ASK ALL
E2. Who lived in your home when you were a child between the ages of around 8 and 15?
DO NOT READ OUT. MULTICODE OK

My mother	1
My stepmother	2
My foster mother	3
My father	4
My stepfather	5
My foster father	6
My brother/s	7
My sisters/s	8
Somebody else (write in ONLY if respondent specifies)	9

ASK FOR EACH CODED MOTHER/STEPMOTHER/FOSTER MOTHER/FATHER/ STEPFATHER/ FOSTER FATHER (CODE 1 TO 6) AT E2
E3. Which of the following best describes what your [INSERT RESPONSE FROM Q59 **mother/stepmother/foster mother/ father/ stepfather/ foster father] did at this time?** READ OUT. READ OUT. SINGLE CODE ONLY. REVERSE CODES 1 TO 5.

Was unemployed most of the	1

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time	
Spent most of the time working full-time	2
Spent most of the time working part-time	3
Spent about as much time working as not working	4
Looked after the house/family	5
Something else (specify)	6
Don't know (DO NOT READ OUT)	7
Refused (DO NOT READ OUT)	8

ASK ALL
E4. Code gender of participant. DO NOT ASK
DO NOT READ OUT. SINGLE CODE

Female	1
Male	2

E5. Please tell me which, if any, was the highest educational or professional qualification you had obtained at the time of your first Jobs Growth Wales application. Was it ...?
READ OUT. SINGLE CODE ONLY.

GCSEs / O-levels / CSEs	1
Vocational qualifications (=NVQ1+2)	2
A-Levels or equivalent (=NVQ3)	3
Bachelor Degree or equivalent (=NVQ4, 5 + 6)	4
Masters / PhD or equivalent (=NVQ7+8)	5
Other (specify)	6
No formal qualifications	7

ASK ALL
E6. To which ethnic group do you consider you belong?
DO NOT READ OUT. SINGLE CODE.

White:	British	1
	Irish	2
	Any other white background	3
Mixed:	White and Black Caribbean	4
	White and Black African	5
	Any other mixed background	6
Asian	Asian or Asian British	7

	Indian	8
	Bangladeshi	9
	Pakistani	10
	Any other Asian background	11
Black	Black or Black British	12
	Caribbean	13
	African	14
	Any other black background	15
Chinese	Chinese or other Ethnic group: Chinese	16
	Any other ethnic group (WRITE IN)	17
	Refused	18

ASK ALL

E7. Do you consider yourself to be disabled, have a long-term medical condition or have dyslexia?
DO NOT READ OUT. MULTI CODE BUT CODE 4 AND 5 ARE EXCLUSIVE

Yes- disabled	1
Yes- long-term medical condition	2
Yes- dyslexia	3
No	4
Don't know	5
Refused	6

ASK ALL

E8. Our records show that you live in <INSERT UNITARY AUTHORITY FROM SAMPLE>**. Is this correct?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

INTERVIEWER: If not correct, please select the correct one from the list:

Blaenau Gwent	1
Bridgend	2
Caerphilly	3
Cardiff	4
Carmarthenshire	5
Ceredigion	6
Conwy	7

Denbighshire	8
Flintshire	9
Gwynedd	10
Isle of Anglesey	11
Merthyr Tydfil	12
Monmouthshire	13
Neath Port Talbot	14
Newport	15
Pembrokeshire	16
Powys	17
Rhondda Cynon Taff	18
Swansea	19
Torfaen	20
Vale of Glamorgan	21
Wrexham	22
Living outside of Wales	23

ASK ALL

E9. Thank you for taking part in this survey. Your views are feeding into a body of work that is very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales. Ipsos MORI will be carrying out follow-up surveys and interviews over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you again in the future about how you have got on. Would you be willing for Ipsos MORI to re-contact you for further follow survey(s) and interviews as part of this project in the next 2 years?

IF S6=1

Thank you for your time. For this survey, Ipsos MORI are interested in why people left their temporary job early, for reasons other than being made permanent. However, Ipsos MORI will be carrying out follow up survey(s) and interviews over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you in the future. Would you be willing for Ipsos MORI to re-contact you for follow up survey and interview purposes as part of this project in the next 2 years?

IF S1=4/5

Thank you for your time. For this survey, Ipsos MORI are interested in why people left their temporary job early. However, Ipsos MORI will be carrying out follow up survey(s) and interviews over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you in the future. Would you be willing for Ipsos

MORI to re-contact you for follow up survey and interview purposes as part of this project in the next 2 years?
DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

ASK ALL

E10. The Welsh Government, or a contractor on their behalf, may wish to follow up with you to discuss what support might enable you to re-join Jobs Growth Wales or what other skills, training or employment provision might be helpful to you. Would you be happy for us to provide your name, contact phone number, together with the details of your responses to them for this purpose?
DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

ASK ALL IN SAMPLE TYPE 4

E11. Finally, Ipsos MORI would like to be able to link the results of the survey with the monitoring information collected by the Welsh Government and its contractors as part of the Jobs Growth Wales programme. Would you be willing to allow Ipsos MORI to carry out this data linking?

DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing for Ipsos MORI to carry out data linking	1
No – would not be willing	2

THANK AND CLOSE

Annex 4 – Employers of early leavers questionnaire

Job Growth Wales Survey of Employers – Early Leavers Bolt-on

ASK ALL BOLT-ON (IF Q19>0)

INTRODUCTION

You mentioned earlier that [answer to Q19 of employer's survey] **of the temporary workers you recruited through Jobs Growth Wales left before the end of their 6-month contract.**

Would you mind if we asked you a few questions about [Q19=1 **this**; Q19>1 **these**] **workers? It should only take around 3-4 minutes to complete this part of the survey.**

Interviewer note: if they are unable to take part now, please make an appointment for recall.

Thank you

ASK ALL STAND-ALONE

INTRODUCTION

Ask for named respondent

Good morning / afternoon / evening. My name is …… from Ipsos MORI, the research organisation, and we are conducting a survey on behalf of the Welsh Government about Jobs Growth Wales.

ASK ALL STAND-ALONE
S1. **Could I please confirm that your organisation hired a young person through Jobs Growth Wales and that you were the young person's line manager?**

IF NOT, REQUEST TO SPEAK TO THE YOUNG PERSON'S LINE MANAGER. REPEAT INTRO IF REQUIRED.

Your views are important as they help the Welsh Government to understand the effectiveness of Jobs Growth Wales in supporting Welsh organisations and businesses and helping young people into work.

It should take around 6 minutes to complete this survey

I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for research purposes only. It will not be possible to identify any particular individual or organisation in the results.

ASK ALL STAND-ALONE
S2. **Can I confirm that a young person you hired through Jobs Growth Wales left before the end of their 6-month contract?**

Yes – continue	1
No – thank and close	2
Don't know – Interviewer please ask to speak to someone else in the organisation who worked with the individual or line-managed them, and continue with the following questions.	3

ASK ALL STAND-ALONE
S3. **Are you happy to conduct the interview in English, or would you prefer to do so in Welsh?**
SINGLE CODE

| English – continue | 1 |
| Welsh – book appointment | 2 |

ASK ALL STAND-ALONE

SECTION A: BACKGROUND TO ENGAGEMENT WITH JOBS GROWTH WALES

READ OUT: **These first questions focus on the circumstances of your business or organisation at the time you first recruited through Jobs Growth Wales.**

A1. Why did your business or organisation decide to recruit through Jobs Growth Wales? PROBE FULLY: **Why else?** DO NOT READ OUT. MULTICODE OK.
INTERVIEWER NOTE: PLEASE PROBE ON WHY THEY USED JOBS GROWTH WALES SPECIFICALLY TO RECRUIT (NOT WHY THEY DECIDED TO RECRUIT GENERALLY AS THEY COULD HAVE RECRUITED THROUGH OTHER AVENUES).

We had insufficient staff capacity to cope with our workload	1
Temporary recruits would help free up time to pursue other projects	2
We could not afford to recruit and train inexperienced staff through normal recruitment mechanisms	3
We wanted to avoid the costs of recruiting new staff	4
We wanted assistance with recruiting entry level staff	5
We wanted to help young people gain work experience	6
The financial assistance with wages was attractive	7
Wanted to take on temporary staff	8
Other: (specify)	9
Don't know/ can't remember	10

A2. How many young people has your business or organisation recruited through the Jobs Growth Wales programme to date?
ENTER NUMBER OF RECRUITS.
SOFT CHECK IF MORE THAN 10

ASK IF A2=1
SOFT CHECK: **Just to confirm, you only recruited one young person, and they left before the end of their 6-month contract?**
A3. At the beginning of [if A2=1 **the**] [if A2>1 **each**] **hiring process, what were your expectations of the** [if A2=1 **young person**] [if A2>1 **young people**]? WRITE IN

_____

A4. **And at the beginning of** [if A2=1 **the**] [if A2>1 **each**] **hiring process, what did you expect would happen at the end of the six-month temporary** [if A2=1 **job**] [if A2>1 **jobs**]?

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This is what you expected to happen, rather than what did happen. READ OUT. SINGLE CODE IF A2=1; MULTICODE IF A2>1. RANDOMISE 1 TO 4

All or some temporary posts would become permanent	1
Recruits would move onto other roles within my business or organisation	2
We would offer recruits Apprenticeships INTERVIEWER NOTE: MAKE SURE THEY UNDERSTAND AN APPRENTICESHIP IS A NATIONALLY RECOGNISED TRAINING PROGRAMME COMBINING REAL WORK WITH LEARNING AND TRAINING	3
Recruits would stop working at my organisation	4
Don't know/hadn't thought about it (DO NOT READ OUT)	5

ASK IF A2>1
A5. **How many of the temporary employees you recruited through Jobs Growth Wales left before the end of their 6-month contract?**
ENTER NUMBER. SINGLE CODE ONLY.

SECTION B: Early Leavers

READ OUT:
[IF STAND-ALONE AND A5>1] **I now want you to think about the** <u>last</u> **recruit to leave before the end of their 6-month contract.**
[IF BOLT-ON AND Q19>1] **I'm now going to ask you some questions about the employee who left before the end of their contract.**
[IF BOLT-ON AND Q19>1] [ANSWER TO Q19] **employees left before the end of their 6 month contracts. I now want you to think about the last recruit to leave early.**

ASK ALL
B0. For how long did that employee stay in the placement?
_____(WRITE IN AND CODE WHETHER WEEKS OR MONTHS)_

ASK ALL
B1. Thinking about the [IF BOLT-ON AND Q19>1; OR IF STAND-ALONE AND A5>1 **last recruit to leave**] [if bolt-on AND Q19=1; or if stand-alone AND A5=1 **recruit who left**] **before the end of their 6-month contract, to what extent do you agree or disagree with the following statements?**
RANDOMISE STATEMENTS
    a) **The recruit was meeting our expectations..**
    b) **The recruit had the skills necessary to perform their role effectively.**
    c) **The recruit required too much supervision.**
    d) **The recruit had poor attendance.**

READ OUT. SINGLE CODE ONLY. REVERSE.

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
No opinion/Don't know – DO NOT READ OUT	6
Not applicable – DO NOT READ OUT	7

ASK ALL
B2. **Still thinking about that recruit**, **was their leaving...?**
READ OUT 1 TO 2. SINGLE CODE

Their decision	1
Your organisation's decision	2
A mutual decision – DO NOT READ OUT	3
Other (please specify) – DO NOT READ OUT	4
Don't know – DO NOT READ OUT	5

ASK IF CODE 1 OR 3 AT B2
B3. And what were <u>their</u> **reasons for making that decision to leave before the end of their 6-month contract?**
DO NOT READ OUT. MULTICODE. PROBE FULLY: **What other reasons did they have?**
DO NOT READ OUT.

Personal circumstances	
Health got worse so had to stop work	**1**
Had to look after children	**2**

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Had to provide care to family member or friend	**3**
Became pregnant	**4**
I moved away from the area	**5**
The commute was too long	**6**
Transport options were not viable with my shift patterns	**7**
Other personal reasons	**8**
Financial reasons	
Childcare was too expensive	**9**
Job didn't pay enough	**10**
Transport to and from work was too expensive	**11**
Other financial reasons	**12**
Job related reasons	
It was temporary/no guarantee of it lasting more than 6 months	**13**
The job was different to what I expected	**14**
Wanted to work different/fewer/more hours	**15**
Got another job at a different employer	**16**
Became self employed	**17**
Employer wanted me to work fewer hours so I resigned	**18**
Employer wanted me to work more hours so I resigned	**19**
I did not enjoy the work	**20**
The work was dangerous	**21**
The work environment was unpleasant	**22**
I did not get along with the people I worked with	**23**
My line manager did not give me enough support	**24**
The work was too stressful	**25**
The job was not right for me/was not what I wanted to do in the longer term / I wanted to do something different	**26**
No/few opportunities for training	**27**
I did not get any/enough feedback on my performance	**28**
I felt overqualified for the work	**29**
Other job related reasons	**30**
Other (please specify)	**31**
Don't know	**32**

ASK IF CODE 2 OR 3 AT B2
B4. And what were your reasons for dismissing the temporary employee you recruited through Jobs Growth Wales? PROBE FULLY. **What other reasons did you have?** DO NOT READ OUT. MULTICODE.

They needed too much training	1
They did not get on well with the team/their line manager/boss	2
They were under qualified for the work	3
They had poor attendance / punctuality	4
Their performance needed monitoring too often	5
They did not perform the work well / to a high enough standard	6
They failed to improve their performance over time	7
They had fundamental skills gaps such as basic literacy and numeracy that hindered their ability to perform the role	8
They were unable to work the hours required for the job	9
They had a poor attitude towards work	10
Other (please specify)	11
Don't know	12
Refused	13

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ASK ALL CODES <u>EXCEPT CODE 16 AND 17</u> AT B3
B5. Did the recruit bring [IF SC AT B3 **that issue**] [IF MC AT B3 **those issues**] **to your attention before they made the decision to leave?**
DO NOT READ OUT. SINGLE CODE

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT B5
B6. And what kind of support, if any, did you offer to the recruit? PROBE FULLY: **What other support did you offer?**DO NOT READ OUT. MULTICODE 1-13

Offered the recruit more flexible hours	1
Offered the recruit a higher salary	2
Provided the recruit with healthcare options	3
Provided the recruit with non-financial childcare options	4
Explored financial support that was available to them (e.g. childcare benefits)	5
Provided childcare on or close to work premises	6
Explored alternative transportation modes to / from work	7
Changed their role in any way	8
Changed who they worked with	9
Provided more opportunities for training	10
Increased support from their line manager	11
Provided temporary accommodation closer to the workplace	12
Other (please specify)	13
Did not provide support	14
Don't know	15
Refused	16

ASK IF CODE 1-13 AT B6
B7. Did the recruit accept the support offered? SINGLE CODE

Yes	1
No	2
Don't know	3

ASK IF CODE 1 AT B7
B8. To what extent did your support make a difference to the circumstances of the recruit?
READ OUT. REVERSE SCALE. SINGLE CODE.

Made a great deal of difference	1
Made a fair amount of difference	2
Did not make very much difference	3
Did not make any difference at all	4
Don't know (DO NOT READ OUT)	5

ASK IF CODES 1-11 AT B4
B9. Did you bring [IF SC AT B4 **that issue**] [IF MC AT B4 **those issues**] **to the young person's attention at any point prior to asking them to leave?**
SINGLE CODE

Yes	1
No	2
Don't know	3

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ASK IF CODES 1-11 AT B4
B10. Did you bring [IF SC AT B4 **that issue**] [IF MC AT B4 **those issues**] **to the attention of the young person's mentor before you made a decision to ask them to leave?**
INTERVIEWER NOTE: THE MENTOR IS SOMEONE FROM OUTSIDE YOUR ORGANISATION WHO THAT RECRUIT HAD MONTHLY MEETINGS WITH
SINGLE CODE

Yes	1
No	2
Don't know	3

B11. What kind of support, if any, do you think would have helped the recruit stay in their job? PROBE FULLY: **What other support would have helped?**DO NOT READ OUT. MULTICODE

Extending the length of their contract	1
Provided more opportunities for training	2
Made changes to their work hours	3
Increased their pay	4
Increased support from their line manager	5
Explored alternative transportation routes	6
Explored financial support that was available to them (e.g. childcare benefits)	7
Made changes to the type of work they did (e.g. less dangerous environment)	8
Provided more performance-based feedback	9
Work more enjoyable / more varied	10
More / less challenging work	11
Other (please specify)	12
Don't know	13
Refused	14

ASK ALL
B12. And what do you think the Welsh Government could do to ensure more recruits complete their 6-month contracts? PROBE FULLY: **What else could they do?**
WRITE IN

_____

ASK ALL
B13. Prior to hiring through Jobs Growth Wales, had you employed any young people aged 16-24?
DO NOT READ OUT. SINGLE CODE

Yes	1
No	2
Don't know	3

SECTION C: CLOSE

STAND ALONE ONLY - READ OUT: **I would like to finish the interview with some questions about your business or organisation.**

ASK ALL STAND-ALONE
C1. What does the firm or organisation you work for mainly make or do?
 PROBE FULLY TO CODE TO SIC ONE DIGIT LEVEL.
_____
ASK ALL STAND-ALONE AND BOLT_ON
C2. Thinking about the [IF STAND-ALONE AND A5>1 **last recruit to leave]** [IF STAND-ALONE AND A5=1 **recruit who left]** before the end of their 6-month contract, what did they do in that job?
 DO NOT READ OUT. SINGLE CODE ONLY.

INTERVIEWER: REFER TO EXAMPLES IN BRACKETS BELOW OF OCCUPATIONS FOR EACH OF THESE CATEGORIES. IF UNSURE, WRITE IN THEIR JOB TITLE AND A DESCRIPTION OF WHAT THEY DO IN "OTHER SPECIFY". PLEASE WRITE IN FULLY AND DO NOT USE ABBREVIATIONS.
PLEASE NOTE THAT RESPONDENTS SHOULD BE CLASSIFIED ACCORDING TO THE RECRUIT'S PRIMARY ROLE, I.E. THE ONE THAT TOOK UP THE GREATEST PROPORTION OF THEIR TIME

Elementary occupations (eg. labourers, packers, goods handling and storage staff, security guards, cleaners, bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers)	1
Process, plant and machine operatives (eg. plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers)	2
Sales and customer service occupations (eg. sales assistants and retail cashiers, telesales, call centre agents, customer care occupations)	3
Caring, Leisure and Other Service Occupations (eg. care assistants, travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers, ambulance staff, dental/veterinary nurses, caretakers)	4
Skilled trades occupations (eg. electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers)	5
Administrative and secretarial occupations (eg. secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks, market research interviewers, pension and insurance clerks, office assistants, database assistants)	6
Associate professional and technical occupations (eg. science and engineering technicians, lab technicians, IT technicians, accounting technicians, sales reps, estate agents, fitness instructors, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers)	7
Professional occupations (eg. doctors, nurses, midwifes, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]	8
Managers, Directors and senior officials (eg. occupations where main tasks consist of direction and co-ordination of organisations and businesses. Does	9

NOT include supervisors)	
Other: Specify	10

ASK ALL

C3. Thank you for taking part in this survey. Your views are feeding into a body of research that is very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in supporting Welsh organisations and businesses and helping young people into work. Ipsos MORI will be carrying out follow-up research over the next 2 years as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you again in the future about how you have got on. Would you be willing for Ipsos MORI to re-contact you for further research as part of this project in the next 2 years?
DO NOT READ OUT. SINGLE CODE ONLY

Yes – would be willing	1
No – would not be willing	2

ASK BOLT-ON ONLY

C4. Finally, we would like to be able to link the results of the survey with other datasets to further understand the characteristics of organisations who have filled vacancies under the Jobs Growth Wales programme. Would you be willing to allow the Welsh Government and/or Ipsos MORI to carry out this data linking?

DO NOT READ OUT. MULTICODE OK CODES 1 AND 2

Yes – would be willing for the Welsh Government to carry out data linking	1
Yes – would be willing for Ipsos MORI to carry out data linking	2
No – would not be willing	3

THANK AND CLOSE

Annex 5 – Case study discussion guides

Discussion guide for use with Early Leavers – Case Study

Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

Objectives of early leaver interviews

These interviews will be conducted as part of matched case studies involving interviews with the employer of the early leaver and their mentor from the managing agent.

The objectives of these interviews are to provide a detailed understanding of each participant's personal journey through the scheme and to explore the circumstances under which early leavers have left Jobs Growth Wales positions (e.g. their choice or dismissed by an employer), the reasons why they left before the full six months and what they have done next. These discussions will also allow us to understand what further support could be offered to employers and young people to prevent young people from leaving jobs early and promote the reintegration of early leavers into the programme where this is beneficial. The interview will take roughly 30 minutes.

Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	• Orientate the interviewee and outline the 'rules' of the interview • Warms up interviewee and provides context for subsequent analysis	5 mins
2. Jobs Growth Wales job	• Explore why young people chose to participate in the programme • Explore the job they had and what they liked / disliked about it	10-12 mins

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| 3. After JGW | • Examine how far the programme has resulted in any soft outcomes for young people
• Explore what the person has done after JGW and their reflections looking back at the experience | 10 mins |
| 4. Last remarks, thanks and close | • Capture any final thoughts, ensure closure for interview participant | 2-3 mins |

Detailed guide

1. Introduction and context	5 mins
<u>Introduction</u> Thank participant for taking part Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government The Welsh Government have commissioned Ipsos MORI to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. As part of this we wish to speak to you, as someone who applied for a job through the Jobs Growth Wales programme via the Careers Wales website, but then left this job early. Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work and how they can make the programme better in the future. The interview will take about 30 minutes. I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for the purpose of this evaluation only. It will not be possible to identify any particular individual in the results. Your participation would be absolutely voluntarily and you can withdraw your consent to participate at any time.	• Orientates the interviewee, gets them prepared to take part in the interview • Outlines the 'rules' of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines) • Warms up interviewee and provides context for subsequent analysis • Guides line of questioning in relation to role of interviewee

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Are you happy to proceed on this basis with the interview?

Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid

Get permission to digitally record – transcribe for analysis, no detailed attribution

S1. Our records show that you applied for a job at [INSERT ORGANISATION NAME] through Jobs Growth Wales in [INSERT MONTH AND YEAR WHEN APPLIED]. Can I confirm that these details are correct?

S2. Can I also confirm that you left this job more than two weeks before the end of the 6 month contract?

If incorrect dates or organisation, please make a note of the correct details. If the person did not obtain a job through Jobs Growth Wales or worked for more than 24 weeks or completed their contract, please thank and close.

<u>Background and context</u>

1.1 Can you tell me a little bit about yourself?
→ What were you doing up until getting the Job Growth Wales job? What kind of work experience did you have at the time?
→ Are you working now? What do you do?

1.2 What were your circumstances at the time of your application for the JGW job you left early?
→ What was your educational background? What age did you leave full time education? What kind of qualifications did you have?
→ What were your experiences at the time in terms of looking for work? What type of work were you looking for? What barriers were you facing?
→ How optimistic were about your ability to find work at the time?

2. Jobs Growth Wales job	10-12 mins
2.1 What motivated you to apply for a job through the Jobs Growth Wales programme?	• Examine how young people were engaged to participate in the programme.
→ What was attractive about the jobs advertised through Jobs Growth Wales? How did you think Jobs Growth Wales could help you?	• Explore the reasons why they left the programme early.
→ Were you looking for other jobs at the same time? IF YES What type of jobs? Did you turn any down?	
→ What was attractive about the particular Jobs Growth Wales job you took [if applied for multiple vacancies]? Was it the job you wanted most?	
2.2 Tell me about the Jobs Growth Wales job you took...	
→ What kind of work were you doing? What kind of tasks and responsibilities did you have?	
→ Did the job relate to the kind of job you would like to do in the future?	
→ Had you done this type of work before? Were you comfortable with what you were being asked to do?	
→ Did you feel like you were being stretched/ challenged? Did you ever feel bored or as though you did not have enough work?	
→ What types of training did you receive? What did you learn? How did this training help you work more effectively?	
→ What challenges did you face in the workplace? How did you work with your employer/line manager or mentor to resolve these challenges?	
→ How did your employer/line manager review your progress? Did you have a personal development plan, or similar?	
→ What benefits did you expect to get from your job?	
→ Did the job live up to your expectations? Did it give you useful work experience? Why do you say that?	
→ Do you think you would you have found similar work without Jobs Growth Wales? What	

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difference did Jobs Growth Wales make?

2.3 Why did you leave your Jobs Growth Wales job before the end of the six months?

MODERATOR: *Please explore the reasons for dropping out in depth, esp. whether dismissed by employer of left by own accord.*

<u>If left by own accord</u>

2.4 What was the main reason you left your JGW position?

→ Did you leave because of external problems, such as a change in your personal circumstances, or were the problems related to the job?
→ Do you think your job would have become permanent if you had stayed on?
→ [IF THEY HAD ISSUES IN JGW JOB] Did you bring any of these issues to the attention of your employer?
→ Who did you discuss the issues with- was it your line manager, someone from HR, someone more senior?
→ What kind of support, if any, did this person provide?

→ Did you receive any type of mentoring support from the managing agent? If yes, what kind of support, if any, did the mentor provide? (Monthly email, phone call, f2f meetings?) What did the mentor do, if anything, to help you resolve the issues you were having?
→ Was there any formal way to bring up issues with the job during the placement, and did you feel that it was easy to do?

<u>If dismissed</u>

2.5 Were the reasons for your dismissal explained to you? What were they?
→ [IF RELEVANT] Had you been given any warnings? Was any support put in place to help you improve?

2.6 How could your experience have been improved?

→ Do you believe having a Jobs Growth Wales job, even for a period shorter than six months, has had an impact on your employment prospects? Positive or negative? Why or why not?	

3. After JGW	**10 mins**
3.1 What did you do after the JGW position? What are you doing now? → [IF WORKING] Is this also a Jobs Growth Wales job? Did you leave your JGW position to take this job or did you find this later? [If left JGW to take a new job] – why? → PROBE: What is your job/main tasks? How long have you been in your job? Do you enjoy it more than your [previous] JGW job? Is it more interesting? Are there more opportunities for learning, training and progression? Do you work different/more flexible hours than in your [previous] JGW job? Is your pay higher or lower? Is it closer to home/easier to get to? → [IF HAD MORE THAN ONE JOB] How long did you stay in the job you were doing before your current job? Why did you leave the job you took immediately after the JGW job? → [IF NOT WORKING] Would you have liked to stay in the JGW position or taken a different JGW job? → [IF IN EDUCATION/TRAINING] What made you decide to take a course/training? What is your course/training about/in? Did you always know you were going to leave your job to undertake this learning/ training? **3.2 Would you have wanted to stay in your JGW job?** → What kind of support or changes in the job, pay, or working conditions would have helped you to stay in your job? Did you express this to your employer/line manager/mentor? Was this offered to you? → Would you want to go back to your JGW job? Or would you want to get another JGW job? What kind of support would help you to do	• Examine how far the programme has resulted in any soft outcomes for young people • Explore what the person has done after JGW and their reflections looking back at the experience

this?

→ Would you recommend Jobs Growth Wales to someone in a similar position to yourself?

3.3 What benefits do you think you got from your Jobs Growth Wales job?

→ How has the job improved your confidence?
→ How has the job helped you decide what you would like to do in the future?
→ What new skills/experiences do you think you have acquired?
→ Did you undertake any specific training/ courses that you would like to use in future?
→ What difference do you think it has made to your employment prospects?

3.4 Were there any negatives associated with your JGW job?
→ Did the job offer enough chances for you to get new experience?
→ Was there enough training provided?
→ Did you receive enough support/ input from your employer?
→ Were there any issues associated with the temporary nature of the job involved?
→ How could the overall experience have been improved?

3.5 What do you think would have happened if you hadn't taken part in JGW?

→ Would you have found a job sooner/at the same time/later than you got your JGW job?
→ Do you think this would have been a better or worse job than your JGW job?
→ Why do you say this?

3.6 Has the JGW program had any other impacts on your life?

PROBE on positive and negative impacts e.g. motivation, personal relationships, use of spare time, overall wellbeing.

4. Last remarks, thanks and close	**2-3mins**

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4.1 Is there anything you were expecting me to ask you about today that we haven't covered? **4.2 Is there anything else you would like to tell me about your experience of Job Growth Wales?**	• Allows interviewee to make any final comments they would like to • Ensures closure for interviewee

Discussion guide for use with Employers of Early Leavers – Case Study

Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

Objectives of employers of early leavers interviews

These interviews will be conducted as part of matched case studies involving interviews with the early leaver and their mentor from the managing agent.

The objectives of these interviews are to explore the circumstances under which early leavers have left Jobs Growth Wales positions (e.g. their choice or dismissed by an employer) and to explore the reason why employers might have dismissed Jobs Growth Wales employees. Furthermore, these discussions will also allow us to understand what further support could be offered to employers and young people to prevent them from leaving jobs early and promote the reintegration of early leavers into the programme where this is beneficial. The interview will take roughly 30 minutes.

Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	• Orientate the interviewee and outline the 'rules' of the interview • Warms up interviewee and provides context for subsequent analysis	7-8 mins
2. Jobs Growth Wales job	• Explore the young person's job and circumstances in the workplace	7-8 mins
3. Leaving early	• Examine whether the young person left of their own accord or whether they were dismissed by their employer • Explore the reasons why they left the programme early	8-10 mins

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	● Explore what kind of support might have been in place and what would have made the young person stay in the job	
4. Last remarks, thanks and close	● Capture any final thoughts, ensure closure for interview participant	3-4 mins

Detailed guide

1. Introduction and context	7-8 mins

<u>Introduction</u>
 	
Thank participant for taking part
 	
Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government
 	
    The Welsh Government have commissioned Ipsos MORI to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. As part of this we wish to speak to you, as someone who employed a young person through the Jobs Growth Wales, who then left this job early.
 	
    Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work and how they can make the programme better in the future, for both young people and employers.
 	
    The interview will take about 30 minutes.
 	
    I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for the purpose of this evaluation only. It will not be possible to identify any particular individual in the results. Your participation would be absolutely voluntarily and you can withdraw your consent to participate at any time.
 	
    Are you happy to proceed on this basis with the interview?
 	
Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid
 	
Get permission to digitally record – transcribe for analysis, no detailed attribution
	• Orientates the interviewee, gets them prepared to take part in the interview
	• Outlines the 'rules' of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines)
	• Warms up interviewee and provides context for subsequent analysis
	• Guides line of questioning in relation to role of interviewee

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S1. Our records show that you employed a young person as [INSERT JOB TITLE] through Jobs Growth Wales in [INSERT MONTH AND YEAR WHEN APPLIED]. Can I confirm that these details are correct?

S2. Can I also confirm that this employee left this job more than two weeks before the end of their contract?

If incorrect dates or job title, please make a note of the correct details. If the person did not obtain a job through Jobs Growth Wales or did not leave early, please thank and close.

<u>Roles and responsibilities</u>

1.3 Can you tell me a bit about your organisation and your role in it?

CHECK THAT THEY WERE YOUNG PERSON'S LINE MANAGER

→ What type of business is it? How many people does it employ? What do you do day-to-day?
→ Why did your organisation hire someone through JGW? How many young people did your organisation hire in total through the programme?
→ IF MORE THAN ONE YOUNG PERSON ASK IF ANY OTHER RECRUITS LEFT MORE THAN TWO WEEKS BEFORE END OF CONTRACT

→ What was your role in relation to the young person who left early? PROBE: nature/ amount of supervision, support with tasks, feedback on performance, etc.
→ Did you perform this role in relation to other JGW young people, or any other apprentices/ trainees within your organisation?
→ How did you/ your organisation help them adjust into the role? E.g. shadowing of you/ colleagues?
→ Were you involved in the recruitment process at all? If so, how?

1.4 What was the young person's role in the organisation? → What sort of tasks were they expected to perform? **1.5 What were your expectations of the young person at the beginning of their period of employment?** → Were these expectations met? Why/why not? → If you were supervising more than one JGW young person, did the others meet your expectations? → If not, were there any issues/ problems which were common to most/ all of the JGW intake? → Thinking again about [INSERT NAME OF YP] specifically, what do you think their expectations of the job were? **1.4 Thinking again about the beginning of their period of employment, at that time, what did you expect to happen at the end of their six month contract?** → PROBE: keep permanently in same role, keep permanently in different role, offer new temporary contract, offer apprenticeship, not keep on	
2. Jobs Growth Wales job	**7-8 mins**
2.1 Did someone talk with the young person about their role and the expectations of them at the start of the job? PROBE WHO THIS WAS: Respondent/HR/mentor or buddy **2.2 Did the young person have any particular qualifications for the tasks they were required to do? Did they express a particular interest in this type of work?** **2.3 Did the young person have a personal development plan/ action plan, or similar?**	• Explore the young person's job and circumstances in the workplace

What was the process for reviewing their progress and how was this decided?	
2.4 Did you identify a colleague to act as a mentor for the young person at your workplace? What kind of support, if any, did the mentor provide?	
2.5 Did the young person have a mentor outside of your workplace as part of the Jobs Growth Wales programme? → Are you aware of what support they provided to the young person? → Do you feel the amount of support they provided was appropriate? → Do you feel there were any other types of support that could have helped the young person which were not offered?	
2.6 How was the young person performing at work? Did they arrive on time? Did they take their job seriously/work hard? Did they need much supervision? Did they get on with their colleagues?	
2.7 Did they receive any training? → [IF YES] What kind of training? Was this formal or informal? Generic (e.g. as per a standard induction procedure) or tailored to the young person/ their role? → [IF NO] Was any planned?	
3. Leaving early	**8-10 mins**
3.1 Did the young person leave their job of their own accord or were they dismissed? IF LEFT OF OWN ACCORD → What were the main reasons why they left their Jobs Growth Wales position early, if you know? PROBE: → External circumstances: health problems, family member with care needs, childcare problems. → Job-related problems: e.g. did not enjoy work,	• Examine whether the young person left of their own accord or whether they were dismissed by their employer • Explore the reasons why they left the programme early • Explore what kind of support might have been in place and what would

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	have made the young person stay in the job
did not feel was learning enough, lack of training opportunities, did not feel there would be a permanent position at the end, salary was too low, wanted to work more/less/different hours, commute was too difficult/expensive/long. → Did the young person bring any of these issues to your attention or the attention anyone else at your workplace? [IF NO] How did you become aware of them? → How, if at all, did you or someone else in the organisation attempt to address the issues raised by the young person? → Did the young person's JGW mentor provide any support to address the issues? → Had you already made a decision about whether or not the young person would be made permanent? Had this been communicated to them prior to their leaving? IF DISMISSED BY EMPLOYER → Why was the young person dismissed? PROBE: could not afford to keep on, poor attitude, poor performance, poor punctuality/attendance → Was the young person given any prior warnings before being dismissed? → [If relevant] How did you try to help them address the issues that you had with them? → Did you raise any issues with the young person's JGW mentor? → If your organisation recruited more than one young person through JGW, did you experience any similar issues with the other employees you took on? Were any of the others dismissed? **3.2 What kind of support or changes in the job, pay, or working conditions do you think would have helped the young person to stay in their job?** → How could the Welsh Government or the managing agents involved in delivering Jobs Growth Wales have helped prevent the problem?	

→ PROBE: Do you feel the amount of support your organisation received during the JGW recruitment process (if any) was sufficient? Could the process have been approached differently in order to recruit more suitable candidates? → How could the Welsh Government or the managing agents involved in delivering Jobs Growth Wales have helped resolve the problem? **3.3 What kind of an impact did the young person make on your organisation?** → PROBE: positive/negative/no impact? → POSITIVE: Impact on workplace dynamic, contribution to efficiency/effectiveness/profitability, new ideas, use of social media → NEGATIVE: required too much supervision, work had to be re-done, other issues? **3.4 Having taken on a Jobs Growth Wales employee, would you recruit through Jobs Growth Wales again?** → Have you already done so? → Would you say you are now more or less likely to recruit young people? → People with not much work experience?	
4. Last remarks, thanks and close	**3-4 mins**
4.1 Is there anything you were expecting me to ask you about today that we haven't covered? **4.2 Is there anything else you would like to tell me about your experience of Job Growth Wales?**	• Allows interviewee to make any final comments they would like to • Ensures closure for interviewee

Discussion guide for use with Mentors of Early Leavers – Case Study

Introductory notes for Welsh Government

This discussion guide is a tool for the interviewing team, and outlines key questions designed to highlight the information required from the interview. All interviews will be conducted by senior members of the Ipsos MORI research team.

Qualitative interviews are designed to maximise the value of the information gathered by enabling a free-flowing discussion between the interviewer and the interviewee. The interview will be fluid and in any particular interview we will not necessarily cover all the questions, nor cover them in the order outlined below. Timings are indicative of the weight to be placed on each section but will not be followed exactly.

Objectives of early leaver mentor interviews

These interviews will be conducted as part of matched case studies involving interviews with the employer of the early leaver and the early leaver.

The objective of the early leaver mentor interviews is to explore mentors' perspectives of the reasons jobs broke down and what could have been done to prevent this. Specific objectives are to understand:
- the frequency and medium of contact with the young person and their employer;
- the support provided to the young person and their employer;
- approaches to resolving problems that arose, if relevant;
- what else could have been done to prevent the young person leaving early (if desirable).

Overview of interview structure

Section	Aims	Timing
1. Introduction and roles and responsibilities	• Orientate the interviewee and outline the 'rules' of the interview • Warms up interviewee and provides context for subsequent analysis	5 mins
2. Job and fit with young person	• Understand role of young person and fit with their interests/career ambitions	5 mins
3. The mentoring process	• Understand mentor's way of working with young person and employer	8 mins

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4. Circumstances of leaving early	• Explore why the young person left early and what could have been done to prevent this, if desirable	8 mins
5. Post Jobs Growth Wales	• Explore support provided by mentors to early leavers moving on from JGW jobs • Explore destinations of early leavers	2 mins
6. Last remarks, thanks and close	• Capture any final thoughts, ensure closure for interview participant	2 mins

Detailed guide

1. Introduction and roles & responsibilities	5 mins
Introduction Thank participant for taking part Introduce self, explain that Ipsos MORI is carrying out an evaluation of Jobs Growth Wales on behalf of the Welsh Government The Welsh Government have commissioned Ipsos MORI to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. As part of this we wish to speak to you, as someone who applied for a job through the Jobs Growth Wales programme via the Careers Wales website, but then left this job early. Your views are very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work and how they can make the programme better in the future. The interview will take about 30 minutes. I would like to assure you that, in accordance with the Market Research Society's code of conduct, all the information we collect will be kept in the strictest confidence and used for the purpose of this evaluation only. It will not be possible to identify any particular individual in the	• Orientates the interviewee, gets them prepared to take part in the interview • Outlines the 'rules' of the interview (including those we are required to tell them about under MRS and Data Protection Act guidelines) • Warms up interviewee and provides context for subsequent analysis

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results. Your participation would be absolutely voluntarily and you can withdraw your consent to participate at any time. Are you happy to proceed on this basis with the interview? Role of Ipsos MORI – independent research organisation; gather all opinions; all opinions valid Get permission to digitally record – transcribe for analysis, no detailed attribution (unless request it) Role and responsibilities **1.1 How do you see your role as a mentor within the Jobs Growth Wales programme?** → What sorts of responsibilities do you have as a mentor? → How many young people do you mentor? → How long have you been a mentor?	
2. Job and fit with young person	**5 mins**
2.1 Were you involved with setting up the job either with the employer or with the young person? → Did you have any discussions with the young person before they started the job about what would be expected of them and what they can expect from the temporary 6 month job? **2.2 Can you tell me about the job that [young person] was working in?** → What did the business/organisation mainly make or do? → How large/small was the business/organisation? → What was the young person's role? **2.3 How was this similar to or different from the original job description, if at all?** **2.4 What are [young person's] main interests and career ambitions?** → How well did the role fit with those?	• Understand role of young person and fit with their interests/career ambitions
3. The mentoring process	**8 mins**
3.1 Can you describe how the mentoring process	• Understand mentor's way

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worked with [young person]?
 	
→ How often were you in contact with [young person]?
→ And was this face-to-face, over the phone, or through another way? Where did you normally meet? Who else was present?
→ What sorts of things did you discuss?
→ Did you have contact with the young person's line manager? If so, how frequently and what sorts of things did you discuss?
→ IF MENTOR OTHER YOUNG PEOPLE Was this level/type of contact similar to others you mentor?
 	
3.2 Did you experience any challenges when mentoring [young person]?
 	
→ PROBE:
   ○ Related to young person: attitude, attendance at meetings?
   ○ Related to work: workload, geographical spread of young people mentoring, [in case of subcontractor] support from main contractor?
 	
3.2 Do you think [young person] enjoyed their job? What makes you say that?
 	
→ What did [young person] particularly like?
→ What did he/she dislike about the job?
→ What kind of benefits did [young person] expect to get from the job? (e.g. skills learned, personal benefits)
 	
3.3 Did [young person] raise any issues with you regarding their job or anything related to their job?
 	
→ If so, which issues?
→ Did the young person feel they were obtaining the benefits they expected?
→ How did you attempt to address any issues, if at all?
 	
3.4 Did [young person] ask for any other kind of support from you?
→ What kind of support?
→ Were you able to help [young person] with
	of working with young person and employer

that?	
3.5 Was the employer happy with [young person's] performance? What makes you say that?	
3.6 Did the employer raise any issues with you regarding [young person] or their performance in their role? → If so, which issues? → How did you attempt to address these, if at all?	
4. Circumstances of leaving early	**8 mins**
4.1 When did [young person] stop working in their Jobs Growth Wales job? How many weeks did they complete? **4.2 Ultimately, was it [young person] or their employer who decided they should leave early?** [If young person decided] **4.3 Did [young person] tell you that they were planning to leave the job early?** → If yes, what were their reasons? Have you experienced this with other JGW young people you mentor? → If no, why do you think they did not? [If told] **4.4 How, if at all, did you try to support [young person] to stay in their role?** [If employer decided] **4.5 Why did the employer ask [young person] to leave early?** → PROBE: performance issues, could not afford to keep on the young person, other problems? → Have you experienced this with other JGW young people you mentor? **4.6 Did the employer speak to you about this in advance of making a final decision?** → How, if at all, did you try to support the employer to keep the young person on?	
5. Post Jobs Growth Wales job	**2 mins**

5.1 Did you provide any support to [young person] once they had decided to leave their Jobs Growth Wales job? $\rightarrow$ What kind of support? **5.2 Have you followed up with [young person] since they left their Jobs Growth Wales job?** $\rightarrow$ What are they currently doing?	• Explore support provided by mentors to early leavers moving on from JGW jobs • Explore destinations of early leavers
6. Last remarks, thanks and close	**2 mins**
6.1 Do you have any final comments on how the Jobs Growth Wales programme is working or how the mentoring process could be improved? **6.2 Is there anything else we should be aware of while conducting this evaluation?**	• Allows interviewee to make any final comments they would like to • Ensures closure for interviewee