PACE Client Experience Survey 2020

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

By IFF Research
December 2020

CONTENTS

1. EXECUTIVE SUMMARY

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

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

Main messages

Work outcomes in the 2020 survey continue the same positive trend as seen in previous years: the proportion of participants who have secured work either before or after their redundancy has remained encouragingly high at 81% (stable since 2018). Of those that had secured work, the majority had found work which required at least the same, or higher, level of skills (73%) and either the same or higher level of responsibility (67%). These proportions have increased compared to 2018. Fewer workers had taken a pay cut in their new role compared to 2018 (43% had done so, compared to 54%).

The improvement in the characteristics of work secured post-redundancy in 2020 may be driven by the younger profile of people taking part in the 2020 survey, compared to 2018, as well as the change in profile of the people supported by PACE since 2018: PACE supported a much higher volume of oil and gas workers in the period leading up to the 2018 survey compared to the same period before the 2020 survey. Older workers, as with those made redundant from the oil and gas industries, were less likely to report that their subsequent jobs required a higher level of skills or responsibility or offered higher pay.

Overall satisfaction with PACE has significantly increased since 2018, with 83% of PACE clients saying they were satisfied (up from 76% in 2018). Again, this increase may be related to the increased proportion of younger survey participants who were more likely to be satisfied with their PACE experience. Reported satisfaction with individual PACE services also continues to be high, with an average of 86% of clients reporting being satisfied across all services (this is stable over time).

Looking to longer term outcomes, around eight in ten (81%) clients followed up in 2020 would recommend PACE to people going through redundancy, which is broadly in line with the 75% of clients followed up in 2018 who would do so – however, encouragingly, the proportion who would be 'very likely' to recommend PACE has increased over time.

Key findings

Profile and characteristics of individuals accessing PACE services

- The profile of respondents in 2020 is broadly similar to that in 2018: the majority were male (64%), older (43% were aged over 50) and identified themselves as White British (91%).[2] However, compared to 2018, there were some changes in the profile of those taking part in the client experience survey:
    - A small increase in the proportion aged under 30 taking part (33%, compared to only 27% in 2018). The proportion of younger respondents is slightly higher than among the overall population of PACE clients in 2020, where 27% were aged 30 or under.
    - A small increase in the proportion of female respondents from 2018 (34% compared to 28% in 2018). This broadly reflects the overall proportion of PACE clients in 2020, of whom 39% were female.

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

2 The remaining 9% identified themselves as White Irish (1%), another white background (3%), of mixed ethnicity (1%) or Asian (1%). 3% preferred not to give their ethnicity.

- There was also an increase in the proportion of respondents in the lower socio-economic grades (53% in the C2DE socio-economic group[3] compared to 39% in 2018).
- Fewer respondents had been made redundant from the oil and gas sector in 2020: only one % of respondents compared to 18% in the 2018 survey. This reflects the profile of the PACE clients made redundant from the oil and gas sector supported between 2018 and 2020 (one % overall).

The extent to which clients access specific PACE services on offer

- The suite of PACE services continues to be widely used by clients. The PACE presentation continues to be the most commonly accessed service (81%), and the majority of customers had also received information about training and funding sources (62%), help with CVs/applications/letters (59%), and benefits information (57%).
- Compared to 2018, the proportion of clients using other PACE services in addition to the PACE presentation increased. In 2020 nearly three-quarters (74%) had accessed the PACE presentation as well as other services, compared to 66% who had done so in 2018. This is important as clients taking up more than just the PACE presentation tend to have a more positive experience overall.

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

- Overall satisfaction of all PACE services continues to be high, with an average of 86% of clients reporting being satisfied across all services. This has remained stable with the 2018 client survey, where 85% of clients were satisfied across all services on average.
- Services continue to be perceived as relevant by over three-quarters of PACE clients (78% felt services were relevant on average, which is consistent over time, with 79% in 2018). The PACE services perceived to be most relevant were: help with CVs/applications/letters (rated as relevant by 88% of clients); support from the Money Advice Service[4] (88%); help with interviews/job search strategies (86%), and the Positive Steps to your Future handbook (85%).
- Overall, respondents were positive about the timeliness of PACE support: three-quarters or more of clients were satisfied with the timeliness of PACE services, feeling that the timing was ‘perfect’ or ‘about right’ for each service. The proportion of clients reporting at least one PACE service was delivered too late has decreased over time from 31% in 2014, 30% in 2016, 25% in 2018, down to 23% in 2020. Only seven % of respondents in 2020 felt that any service was received too early.

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

- The proportion of participants who have secured work post-redundancy remains high at 81% (and consistent with 80% in 2018). Of those clients that had secured work, the majority had found work which required at least the same, or higher, level of skills (73%) and either the same or higher level of responsibility (67%). These proportions have increased compared to 2018. Fewer workers had taken a pay cut in their new role compared to 2018 (43% had done so, compared to 54%).
- Of those that had secured work post-redundancy, the majority (91%) had done so within six months; an increase from 2018 where 82% had found work within six months.
- Longer-term outcomes also continue to be positive for PACE clients. Amongst those clients that were first interviewed in 2018 and followed up again in 2020 (up to four years after redundancy), around nine in ten had secured work (93%, representing a significant increase from 88% in 2018). Younger clients were more likely to have secured full-time, permanent work. This is consistent with findings from previous PACE surveys.

3 ONS definition of socio-economic groups.

4 Now the Money and Pension Service.

- A notable proportion of clients (51%) continue to find post-redundancy work (or self-employment) in a different industry to the role from which they were made redundant; though the proportion finding employment in the same, or broadly similar, industry has risen from 2018 (48% had done so in 2020, compared to 36% in 2018).
- The majority tend to secure jobs with higher levels of skills and responsibility in the longer term, after moving job to another employer (or different self-employment). Unlike in 2018, this improvement is also seen in relation to pay: 43% saw an increase in pay in their current position relative to the job they were made redundant from (vs. 36% in 2018).
- Clients are positive about the impact of PACE on their employment outcomes with just under half of clients surveyed (48%) agreeing that PACE helped them re-transition into work. This is a consistent long-term trend (with 46% in 2018 and 47% in 2016 attributing their move back into employment to PACE).
- For clients who entered education or training post-redundancy, PACE appeared to have less of an impact compared to those who had found work (30% felt PACE had helped them to access their education and training, compared to 48% who felt it had helped them move into work).

Recommendations for ongoing development

- These survey findings indicate that employment outcomes continue to be positive and client perceptions of PACE demonstrate that the intervention is well received. In line with the PACE commitment to continuous improvement, the research identifies some areas for ongoing development.
  - It is important to recognise that there have already been improvements in the perceived timeliness of PACE delivery since 2016. However there remains scope to improve the timeliness of services, given that around a quarter of clients surveyed feel that they received services too late and spontaneous feedback from clients indicates that this is a key area in which they would like to see improvement.
- We have seen that the new PensionWise service has been well received and that other longstanding services are still well received (with some services, such as the Money Advice Service, seeing improvements in their scores this year); however over time we have seen some of the more niche services – such as help with reading, writing or numbers, understanding tax responsibilities and help with starting a business - performing less well. It would be worth reviewing these survey results with delivery partners to see if any changes need to be made to services, as well as monitoring client views over time in future surveys.
- For several years, the PACE surveys have shown high levels of satisfaction with the online and telephone support services but limited use. Whilst face to face support will always be important for some elements of delivery, a drive towards greater use of the telephone and online may become more appropriate as people’s contact preferences change. These options can be delivered more flexibly which might also help to ensure services reach clients in a timely way.
- While the majority of clients had found work which required at least the same, or higher, level of skills and responsibility, there is still a significant minority who have taken a pay cut with the role they have gone into since their redundancy, with few going on to secure a job with a higher level of pay. Over the longer-term, clients who changed jobs from their post-redundancy role were more likely to secure a job with a higher level of pay. Promoting the longer-term support available through PACE or wider Skills Development Scotland (SDS) services would help clients to make the most of potential opportunities and to improve their post-redundancy prospects.
- While PACE has engaged with an increasing number of under-represented groups (such as women, young people and those in lower-socio-economic categories), those engaging with PACE support continue to be predominantly White British men. Efforts should be made to make PACE more inclusive.

2. INTRODUCTION

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

Background to the Research

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

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

2.4 Following the economic downturn in 2008, the Scottish Government established the Ministerial PACE Partnership in 2009. This currently consists of 21 organisations[5] who, together with the Scottish Government, oversee a continuous improvement programme to enhance the operation of PACE.

2.5 An example of this drive for continuous improvement includes the PACE Client Experience Survey which has been commissioned by the Scottish Government and SDS every two years, starting in 2010.[6]

2.6 The surveys collect data on clients' experiences of receiving a range of PACE services and the influence these services have had on their post-redundancy outcomes. Findings from the preceding surveys have largely been positive and demonstrate high satisfaction levels with PACE services (an average of 85% across all services in 2018). Extensive positive impacts were reported in relation to progression into new employment and further learning/development, as well as 'softer' benefits such as improved self-confidence and motivation. Nevertheless, there were some key areas of improvement identified in the 2018 survey, including an increase in perceived timeliness of PACE intervention and, compared to the 2016 survey, relatively fewer clients were in casual employment post-redundancy, with more having found full-time employment.[7]

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

6 PACE Client Experience Survey 2018: https://www.gov.scot/publications/pace-client-experience-survey-2018/
PACE Client Experience Survey 2016: http://www.gov.scot/Resource/0050/00507033.pdf

7 Scottish Government (2018) PACE Client Experience Survey 2018.

Aims and objectives

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

- follow-up interviews with PACE clients who took part in the 2018 survey to ascertain longer-term outcomes; and
- interviews with a "new" group of PACE clients who had received support more recently (since January 2018).

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

- review recommendations from previous research and assess whether it is appropriate to explore any issues in the client questionnaire
- provide an up-to-date picture of the profile and characteristics of PACE clients;
- gauge the extent to which clients have accessed PACE services;
- examine client views about the PACE service (e.g. the relevance, usefulness and timeliness of each service that PACE clients received, as well as their satisfaction levels);
- establish the influence that PACE has had on current and past clients' progression into learning and/or employment, as well as the extent of 'softer' benefits to individuals' lives, such as self-confidence and motivation; and
- make recommendations about the PACE service that will inform its future development.

About this Report

2.9 This report covers the findings of the two 2020 surveys, with the main body of the report first focusing on the survey of new clients (those accessing PACE services since January 2018). The findings from the longitudinal follow-up survey of respondents taking part in the 2018 study are then used to elucidate the long-term influence of PACE on people's post-redundancy lives. The report is organised into the following chapters:

- **Chapter 2** provides key details of the survey methodology as well as the profile of clients for the two 2020 surveys, to provide context for the findings.
- **Chapter 3** covers client views on PACE services, including the perceived relevance of individual services, views on the usefulness of materials provided, and satisfaction with the way in which services are delivered. This chapter also examines the key issue of whether clients feel that PACE services are being made available to them at the right time.
- **Chapter 4** describes the influence of PACE on post-redundancy outcomes, including the movement into employment or training.
- **Chapter 5** uses data from the 2020 longitudinal survey to highlight the influence of PACE over the longer term (for clients using the service between 2016 and 2018 and who took part in the 2018 survey of 'new' clients).
- **Chapter 6** draws together the key messages arising from both strands of the research.

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

2.11 The 2020 research has been designed to measure how client views on PACE have evolved since the first survey in 2010. Therefore, for key performance measures, comparisons are made in the report between the findings from the 2010, 2012, 2014, 2016 and 2018 surveys of new clients.[8]

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

8 The 2010 survey covered individuals whose job had been selected for redundancy and who had received PACE services. Around half of these individuals had left their employment by the time of the survey, but the remainder were still working in the role that had been selected for redundancy. To maximise the breadth and depth of information that could be obtained about the influence of PACE on factors such as job search skills and employment outcomes, the decision was made to restrict subsequent waves of research to those who had left the job which was selected for redundancy. In assessing how satisfaction with PACE and the influence of the service may have changed over time, it is important that comparisons are made between equivalent samples. Therefore, where results for the four surveys are compared in the report, the 2010 findings are based on just those 2010 survey respondents who had left the job which was selected for redundancy by that time. Chapter 2 gives more details of the profile of the clients interviewed at each wave.

3. METHODOLOGY

3.1 The 2020 Client Experience research incorporated two strands:

- A telephone survey of 736 new clients who have accessed PACE services since January 2018; and
- A follow-up survey of 300 individuals who took part in the previous wave of research in March 2018 (after accessing PACE services in the period April 2016 to January 2018).

3.2 Interviews were conducted by IFF Research using Computer Aided Telephone Interviewing (CATI) software. Fieldwork took place in February 2020.

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

New client survey

3.4 The 2020 survey methodology largely maintained continuity with the previous versions. A few changes were made to the questionnaire to reflect changes to PACE services and new questions were added to capture the following:

- Help with Pensions titled 'PensionWise ' was included in both the main and longitudinal surveys across all service-related questions.
- Past questions capturing whether participants had used support to assist them with online applications, satisfaction levels with this service and reasons for being dissatisfied were removed due to being less relevant to the research objectives and ensuring survey length met project guidelines.

3.5 Respondents from the survey came from a database of 5,500 PACE clients who were listed as having received PACE services in the period since January 2018.[9] Contact was attempted with all of these individuals to invite them to take part in a telephone interview. No quotas were applied to control the profile of respondents, as the priority was to conduct a census of the available contacts.

3.6 A screener was applied which excluded from the survey anybody who had not left the job which was selected for redundancy. This was found to be the case in just under four % of the starting sample. Further details on the breakdown of call outcomes can be seen in Table 3.1 on page 8.

3.7 Interviews were completed with a total of 736 PACE clients, representing 60% of cases where contact was made with the named respondent. The survey lasted an average of 20 minutes.

9 These records were randomly selected from a database of 6,500 PACE clients. A selection was made, rather than using all 6,500, based on response rates from the previous surveys which suggested 5,500 records would be sufficient for achieving the desired target of c.700 interviews.

Table 3.1 Sample outcomes – 2020 new client survey

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	(5504)	(5504)	(1219)
Ineligible or unavailable			
Could not recall PACE service	333	6%	n/a
Still in job selected for redundancy	199	4%	n/a
Person not contactable on supplied number(s) during fieldwork period	3,753	68%	n/a
Refusals			
Refused to participate	297	5%	24%
Not available in fieldwork period	156	3%	13%
Respondent had poor grasp of English language	30	1%	2%
Completed			
Completed interview	736	13%	60%

Profile of new PACE clients surveyed

3.8 Table 3.2 on page 9 presents the demographic profile of clients taking part in the 2020 new client survey and draws comparisons to the demographic profiles of new clients in the previous survey in 2018. The 2020 new client respondents accessed PACE services from January 2018 onwards.

3.9 The profile of clients in 2020 is broadly similar to that in 2018: the majority of clients were male, older and identified themselves as White British. However, compared to 2018, there was an increase in the proportion of PACE clients aged under 30 taking part as well as an increase in the proportion of respondents in the lower socio-economic grades. There was also an increase in the proportion of female PACE clients. On the whole gender is unlikely to be driving significant differences in employment outcomes.

3.10 A third of all new clients in the 2020 survey were aged under 40 (33%, compared to only 27% in 2018), while around a fifth (22%) were aged 40 to 49 and over four in ten (43%) were aged 50+.

3.11 There was a greater proportion of female PACE clients in 2020 compared to 2018 (34% compared to 28%), while the proportion of male respondents decreased from 72% to 64%.

3.12 There was a greater proportion of PACE clients from lower socio-economic groups in 2020 compared to 2018: while the proportion of clients in A/B social group dropped by 15% to eight % and those in C1 went from 34% to 31%, the proportion in C2 increased significantly from 18% to 23% as did the proportion in group D/E (from 21% to 30%).

3.13 There was also a relatively large proportion of PACE clients (18%) who had been made redundant from the oil and gas sector in the 2018 survey, whereas very few of those taking part in the 2020 client experience survey had been made redundant from this sector (1%).

3.14 The vast majority of new clients (91%) described themselves as White British; a statistically consistent proportion with 2018 (89%).

3.15 The changes in the age, gender and socio-economic profile have been taken into account when comparisons are drawn between new client findings over time, and the report commentary highlights where significant differences occur between these sub-groups. On the whole, it seems that age of the client does have a substantial bearing on post-redundancy outcomes, as the research has previously identified.

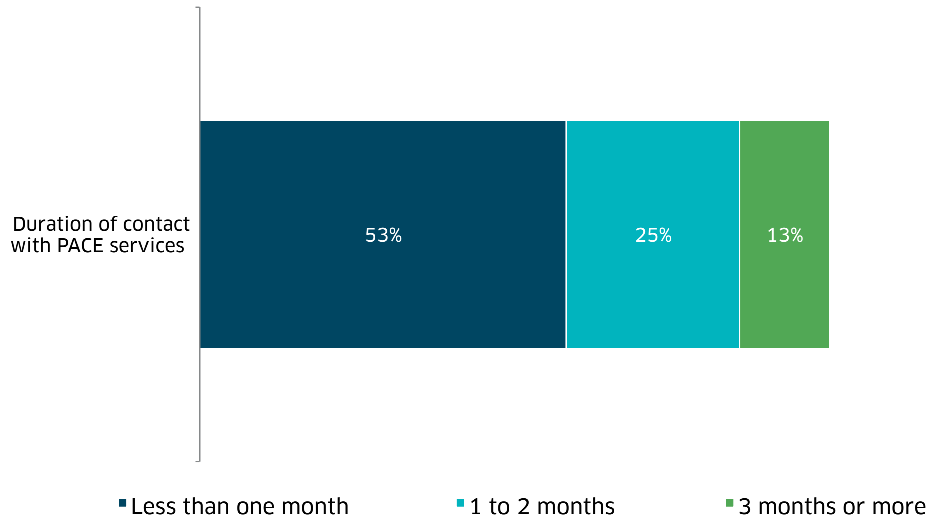
Table 3.2 Demographic profile of respondents for the 2018 and 2020 new client surveys

	All 2018 survey respondents	All 2020 survey respondents
Base	(1,065)	(736)
	%	%
Gender		
Male	72	64
Female	28	34
Prefer not to say/to self-describe	n/a	2
Age		
Under 40	27	33
40 to 49	24	22
50 plus	47	43
Refused	2	2
Ethnicity		
White British	89	91
Not White British	8	6
Prefer not to say	3	3
Socio-economic group		
A/B	15	8
C1	34	31
C2	18	23
D/E	21	30
Unknown/refused	11	8
Has disability		
Yes*	9	7
No	89	91
Refused	3	2
Served in UK Armed Forces		
Yes	Not asked in 2018	5
No		93
Refused		2
Redundant from oil and gas sector		
Yes	18%	1%
No	82%	99%

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

3.16 Figure 3.1 shows the duration of contact clients had with the PACE service. Around half (53%) of clients interacted with PACE services for less than one month, while a quarter used the services for between one and two months, and 13% used it for three months or more.

Figure 3.1 Duration of contact with the PACE initiative



Base: All clients (729)
Note that 9% of clients did not know the dates they first and last used PACE services (and 1% reported that their use of services is ongoing); these have been excluded from the chart, hence figures do not sum to 100%.

Longitudinal survey

3.17 The longitudinal strand of the research followed up with the 640 PACE clients who had taken part in the 'new client' survey in 2018 and had agreed to be contacted for further research. A census approach was attempted leading to a total of 300 interviews completed. This is equivalent to interviews being undertaken with around six in ten (57%) of cases where contact was made with the named respondent. Details of the outcomes for the whole starting sample are shown in Table 3.3.

Table 3.3 **Sample outcomes – 2020 longitudinal survey**

Sample outcome	n	Proportion of starting sample	Proportion of cases where contact made with eligible respondent
Base	(640)	(640)	(526)
	N	%	%
Ineligible or unavailable			
Could not recall PACE service	0	0%	n/a
Person not contactable on supplied number(s) during fieldwork period *11	114	18%	n/a
Refusals			
Refused to participate	147	23%	28%
Not available in fieldwork period	65	11%	13%
Respondent had poor grasp of English language	14	2%	3%
Completed			
Completed interview	300	47%	57%

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

3.18 The questionnaire for the 2020 longitudinal survey matched those used in previous iterations of the survey, collecting information on a range of labour market outcomes including:

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

Profile of PACE longitudinal clients surveyed

3.19 The longitudinal survey followed up individuals who took part in the 2018 survey. Table 3.4 on page 12 shows the profile by key factors for:

- all clients who were successfully followed up in the 2018 longitudinal survey (307 clients);
- all clients who were successfully followed up in the 2020 longitudinal survey (300 clients).

3.20 The profiles of the two samples are broadly similar, the only statistically significant difference being a higher proportion of clients in the C1 socio-economic grade group in the 2020 longitudinal sample (41% compared with 30%).

Table 3.4 Demographic profile of respondents – comparison of 2018 new survey and 2020 longitudinal survey

	All 2018 longitudinal survey respondents	All 2020 longitudinal survey respondents
Base	307	300
	%	%
Gender		
Male	72	73
Female	28	27
Age		
Under 40	25	21
40 to 49	26	27
50 plus	50	50
Refused	-	2
Ethnicity		
White British	90	91
Not White British	9	7
Prefer not to say	1	2
Socio-economic group		
A/B	21	16
C1	30	41
C2	13	18
D/E	31	19
Unknown/refused	5	7
Has disability		
Yes*	7	10
No	92	89
Refused	1	1
Redundant from oil and gas sector		
Yes	14	16
No	86	84

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

4. CLIENT VIEWS ON PACE SERVICES

Chapter summary

This chapter looks at client uptake of PACE services in 2020 and their views of these services in terms of satisfaction, relevance and usefulness. It also investigates the perceived timeliness of the delivery of these services. The key findings of this chapter are outlined below:

- As expected, the introductory PACE presentation and information pack continues to be the most commonly accessed service (used by 81% of clients in 2020). However, compared to 2018, the proportion of clients going on to take up further PACE services (as well as the presentation and information pack) had increased.
- Overall average satisfaction with PACE services continues to be high, with an average of 86% of clients saying that they were satisfied with each service. This has remained stable with 2018 (where 85% were satisfied on average).
- PACE services continue to be relevant to individuals facing redundancy, with an average of 78% of clients feeling each service was relevant in 2020 compared to 79% in 2018. In particular, clients in 2020 felt that the following services were most relevant: help with CVs/applications/letters (88%), the Money Advice Service (88%), help with interviews/job search strategies (86%), and a handbook titled 'Positive Steps to your Future' (85%).
- Overall, three-quarters or more of clients were satisfied with the timeliness of PACE services, feeling that the timing was 'perfect' or 'about right' for each service, with the most positive ratings being given to support received through the Money Advice Service (92% felt it was 'perfect' or 'about right'), help with understanding tax responsibilities (87%) and help to cope with redundancy-related stress (85%). The improvement related to timeliness of service delivery noted in 2018 has been sustained in 2020: 23% in 2020 compared to 25% in 2018 and 30% in 2016. Only seven % of 2020 respondents felt that any service was received too early.
- Four in ten clients were aware of the online (42%) and telephone (38%) PACE services but uptake was low with only 13% and four % making use of these services respectively. In line with previous years, satisfaction was encouragingly high amongst those who had used this support, with around 90% stating that they were satisfied.

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

4.2 The survey of new clients in 2020 measured the relevance and usefulness of each of the PACE services as perceived by those that used them, and the satisfaction clients had with the services delivered to them.

4.3 This chapter presents the outcomes of these key performance indicators and examines the extent to which clients who accessed the different services felt they were being made available at the right time in their redundancy.

Packages of PACE services accessed

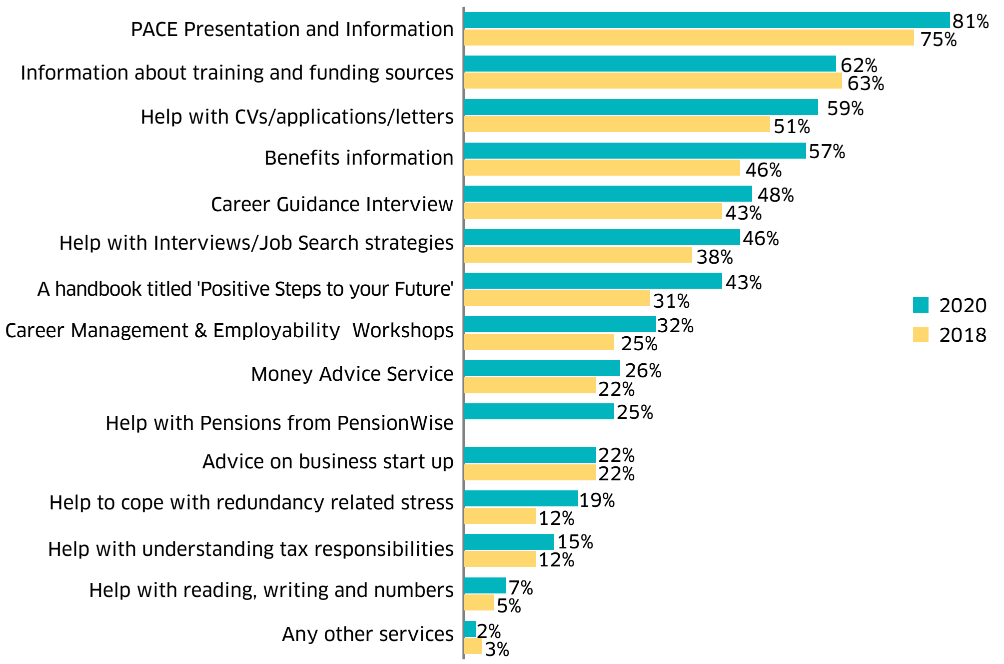
4.4 As in previous years, it was most common for clients to have accessed the PACE presentation and information pack (81% had done so in 2020), followed by information about training and funding sources (62%), help with CVs/applications/letters (59%), and benefits information (57%).

4.5 Notably the proportion of clients going on to take up support services in addition to the PACE presentation and information pack has increased. In 2020, 74% had accessed other services as well as the PACE presentation, compared to 66% who had done so in 2018.

4.6 Use of several individual services had risen significantly as well, potentially reflecting a different approach to promotion of these services. The proportion of clients benefiting from help with CVs/applications/letters increased by eight %age points, use of benefits information increased by 11 %age points, use of help with interview/job search strategies increased by eight %age points and use of the handbook 'Positive Steps to your Future' increased by 12 %age points. Figure 4.1 shows the level of take-up across PACE services in 2020 compared to 2018.

4.7 The proportion of clients who only accessed the PACE presentation remained consistent (seven % in 2020 compared to nine % in 2018).

Figure 4.1 Proportion of clients accessing each PACE service



Base: All clients 2020 – (736), 2018 – (1065)

Satisfaction with PACE services

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

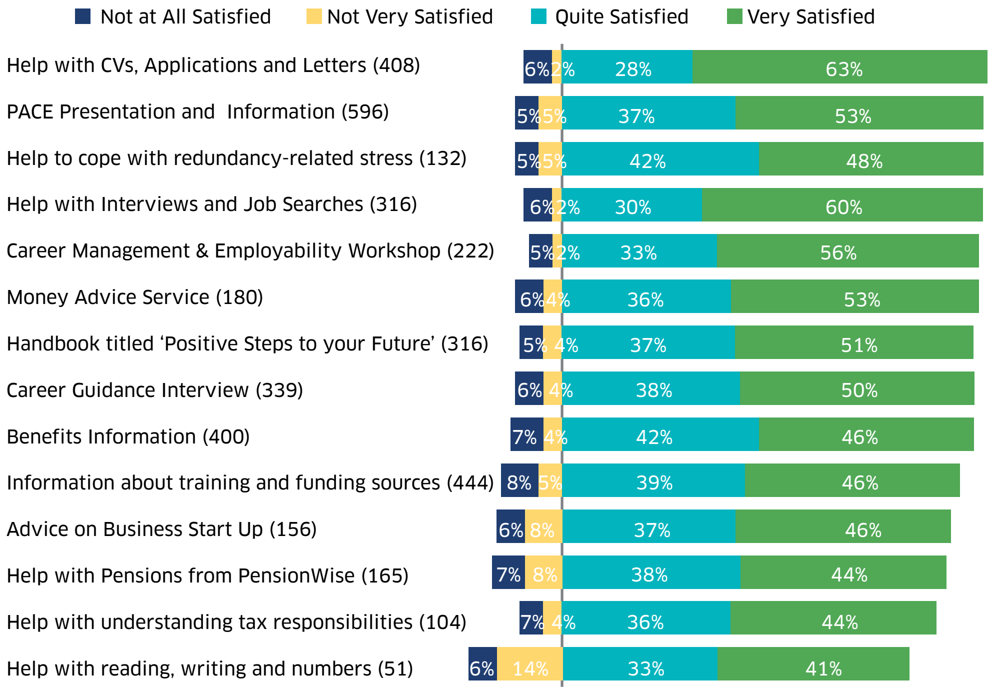
4.9 Clients expressed consistently high level of satisfaction with all services within the suite of PACE support; this is shown in Figure 4.2. The PACE services with the highest overall satisfaction levels in 2020 were: help with CVs, applications and letters (91%), the PACE presentation and information (90%), help to cope with redundancy-related stress (90%) and help with interviews and job searches (90%). These services are diverse in their content and suggest satisfaction across a variety of PACE services. It is also extremely positive that clients are satisfied with the PACE presentation and information pack given that this is likely to be their first point of contact with the PACE suite of resources.

4.10 Clients were most likely to be 'very satisfied' with the more practical forms of employment support, such as help with writing their CVs/applications/letters (63%) and help with interviews or job search strategies (60%).

4.11 Compared to 2018, clients were significantly more satisfied with certain services. Satisfaction with the PACE presentation and information pack had increased by four %age points, the Money Advice Service satisfaction score had risen by eight %age points and help with interviews and job search strategies had increased by six %age points.

4.12 While a comfortable majority were still satisfied overall with the help they had received with reading, writing and numbers, this continued to receive the lowest satisfaction score, at 74% saying they were satisfied. This is in line with the findings from 2018.

Figure 4.2 Satisfaction with delivery of PACE services



Base: All clients using each service – shown in brackets after each service
Note: Summary scores may not always equate to sum of individual scores due to rounding

4.13 Time series tables showing the satisfaction scores with individual services across the survey series is provided in Appendix A.

Perceived relevance of PACE services

4.14 Clients were also asked to rate the relevance of each of the PACE services that they had accessed. Encouragingly, PACE services continue to be very relevant to those who use them: average levels of relevance have remained consistently high since 2018, with 78% feeling that the services they had accessed had been relevant to them in 2020. This is in line with 79% reported in both the 2018 and 2016 surveys.

4.15 Clients found the following PACE services most relevant overall (rating them as either 'very relevant' or 'quite relevant'): help with CVs/applications/letters (88% found this service relevant), the Money Advice Service (88%, a significant increase from 73% in 2018), help with interviews/ job search strategies (86%), and the 'Positive Steps to your Future' handbook (85%). Figure 4.3 shows the proportion of clients rating each service from 'very relevant' to 'not at all relevant'.

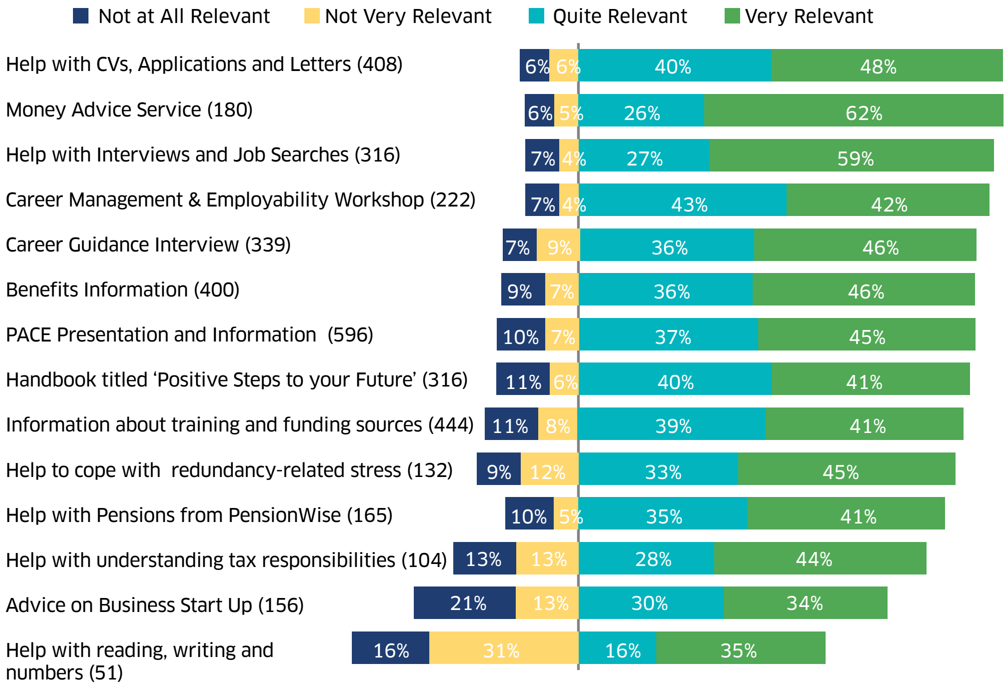
4.16 Services providing practical advice for finding new employment were the most likely to be perceived as highly relevant, in line with the 2018 findings. For example, the services most likely to be reported as 'very relevant' were help with CVs, applications and cover letters (62% found this 'very relevant', up by nine %age points from 2018), help with interviews and job strategies (59%, up by 12 %age points from 2018) and the career management and employability workshops (46%, consistent with 2018).

4.17 Clients were least likely to think of help with reading, writing and numbers as relevant (only 51% felt it was 'very' or 'quite' relevant); this is a substantial decrease of 19 %age points from 70% in 2018. Indeed, almost a half (47%) felt that this support was either 'not at all' or 'not very' relevant to them.

4.18 As in 2018, relatively low proportions felt that advice on starting up a business (64%; the same as in 2018) was relevant to them, while around a third (35%) of clients who had accessed this support considered it either 'not at all' or 'not very' relevant.

4.19 Notably, the proportion finding help with understanding tax responsibilities relevant had significantly decreased from 86% in 2018 to 72% this year, while a quarter (26%) of respondents felt this support was either 'not at all' or 'not very' relevant.

Figure 4.3 Perceived relevance of PACE services



Base: All clients using each service – shown in brackets after each service
Note: Summary scores may not always equate to sum of individual scores due to rounding

4.20 Clients were more likely to rate employment-related services as relevant if they had secured work following redundancy, compared with clients who had not secured work. In line with the findings in 2018, this was most apparent with the following services:

- Around two-thirds (63%) of clients who had secured employment rated help with CVs, applications or letters as 'very relevant', compared to 56% of clients who had not secured work.
- Three in five (62%) of clients who had secured employment rated help with interviews or job search strategies as 'very relevant', compared to 48% of clients who had not secured work.
- Almost half (48%) of the clients who secured employment rated the career planning workshop as 'very relevant', compared to 34% of clients who were not in work or education.

4.21 The link between employment outcome and the perceived relevance of services may explain the lower levels of perceived relevance of services such as advice on business start up (i.e. if someone received this advice but did not ultimately go on to start up their own business then they may consider the advice to have not been relevant).

4.22 Time series tables are provided in Appendix A.

Perceived usefulness of materials

4.23 Clients were asked to give their views on the usefulness of the materials they received from each of the PACE services. These are summarised in Figure 4.4, which shows that, overall, the majority of PACE clients found the materials they received to be useful, with the average level of 'usefulness' (combining 'very useful' and 'quite useful' across all services) at 79%. This is consistent with 2018.

4.24 In 2020, the materials that respondents found most useful were consistent with the services that clients found most relevant. The top three included material relating to help with writing CVs, applications and letters (89% found these useful), closely followed by the materials for help with interviews or job search strategies (87%) and materials provided through the Money Advice Service (86%). In 2018, the most useful service was the 'Positive Steps for your Future' handbook (85% in 2018, 84% in 2020).

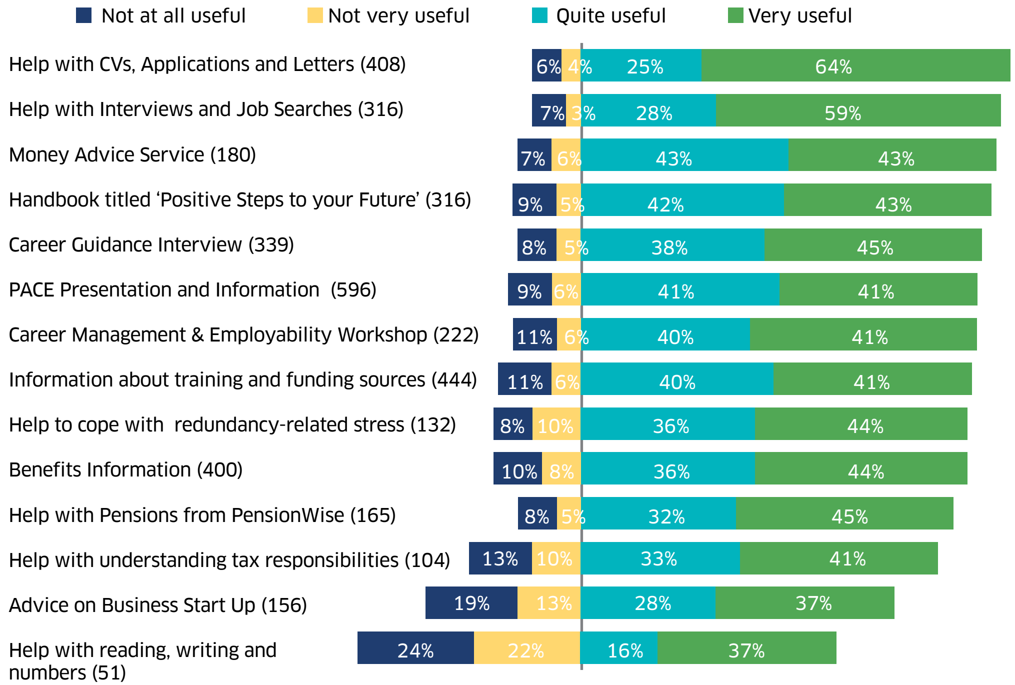
4.25 The remaining services were all rated highly (between 70 and 85 %), with the exception of help with reading, writing and numbers (53%) and advice on business start up (65%).

4.26 As with the findings in relation to relevance of services, the more practical materials with links to finding work were perceived as the most useful. Clients who had secured work after redundancy were more likely than those who had not to rate these materials as useful. For example:

- Materials to help with CVs/applications/letters: 65% of clients who secured employment rated this as 'very useful', compared to 59% of clients who had not secured employment
- Materials to help with interviews/job search strategies: 60% of clients who secured employment rated this as 'very useful', compared to 52% of clients who had not secured employment
- Materials provided through career-planning workshops: 49% of clients who secured employment rated this as 'very useful', compared to 45% of clients who had not secured employment

4.27 While a slim majority of clients (53%) found the materials provided to help with reading, writing and numbers useful, a significant minority felt that they had not been useful (46%).

Figure 4.4 Usefulness of materials provided through PACE services



Base: All clients using each service – shown in brackets after each service
Note: Summary scores may not always equate to sum of individual scores due to rounding

Client views on the timing of PACE services

4.28 A further indicator of the usefulness and relevance of PACE services is whether clients felt that they could access them at an appropriate time in their redundancy. Respondents were asked whether they felt support was offered too early, too late, at around the right time, or at the perfect time for them. Table 4.1 details clients' views on the timing of delivery for each service received.

4.29 As in 2018, most clients reported that services were delivered at the time they needed them. As shown in Table 4.1, three-quarters or more of clients felt that the timing of services offered was 'perfect' or 'about right' for each of the services.

Table 4.1 Client views on the timing of PACE services

	View on timing of service offer						
	Base		Timing perfect	Timing about right	Too early	Too late	Don't know/ prefer not to say
PACE Presentation and Guide	(591)	%	27	49	4	19	1
Career Guidance Interview	(337)	%	28	52	3	15	2
Career management and employability workshops	(222)	%	31	51	4	13	1
Information about training and funding sources	(441)	%	29	51	3	16	1
Benefits Information	(400)	%	31	51	3	13	2
Money Advice Service	(179)	%	39	53	1	7	0
Help with CVs, applications and letters	(407)	%	35	48	2	14	1
Help with interviews and job search strategies	(315)	%	35	46	3	15	1
Advice on Business Start up	(156)	%	31	48	6	12	3
Help with reading writing and numbers	(51)	%	31	53	2	12	2
Help to cope with redundancy-related stress	(131)	%	34	51	2	12	1
Help with understanding tax responsibilities	(104)	%	39	48	2	8	3
Handbook titled 'Positive Steps to your Future'	(316)	%	29	51	3	16	1
Help with Pensions from PensionWise	(165)	%	29	48	1	10	4

Base: All who have accessed each PACE service (as shown for each row).

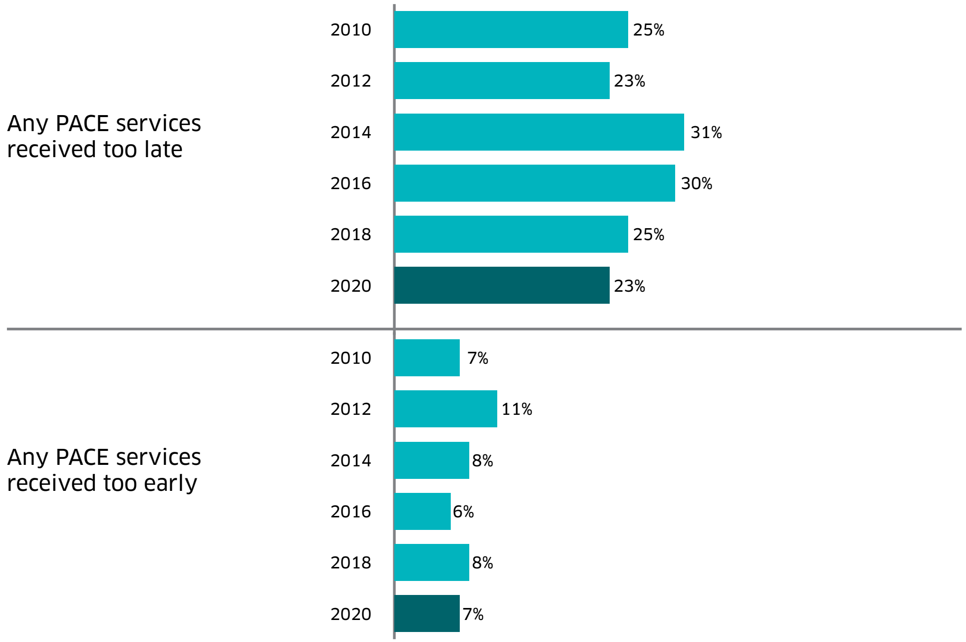
Note: Data is shown as row %ages.

4.30 Clients felt that the support received through the Money Advice Service was particularly well timed (92% felt it was 'perfect' or 'about right'), help with understanding tax responsibilities (87%), help to cope with redundancy-related stress (85%), help with reading writing and numbers (84%), and help with CVs, applications and letters (83%). These are encouraging results given that these services are among the most time-critical when facing redundancy, as they involved financial implications, emotions and returning to work. The services considered to be well timed in 2018 were the same as in 2020, highlighting a consistency in service.

4.31 Where respondents were not completely happy with timing, this was because services were delivered too late rather than too early. Clients were least likely to feel that the delivery of the introductory PACE presentation and guide was timely (76% felt the timing was perfect or about right). However, the perceived timeliness of this service is similar to that for 2018 (75%) and has improved since 2016 (where 69% felt it was either perfect or about right).

4.32 Overall, Figure 4.5 shows a comparison of where clients reported the timing as being anything other than right, across all six waves of the PACE Client Experience Surveys. The proportion of clients reporting at least one PACE service was delivered too late has decreased significantly from 31% in 2014 and 30% in 2016, to 25% in 2018 and 23% in 2020. On the other hand, a smaller number of clients (seven %) reported at least one PACE service was received too early; which is in line with all previous years except 2012 when the figure was a little higher at 11%.

Figure 4.5 Proportion of clients feeling that any PACE services were delivered too early or too late, over time



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

Use of online PACE support and the PACE contact centre helpline

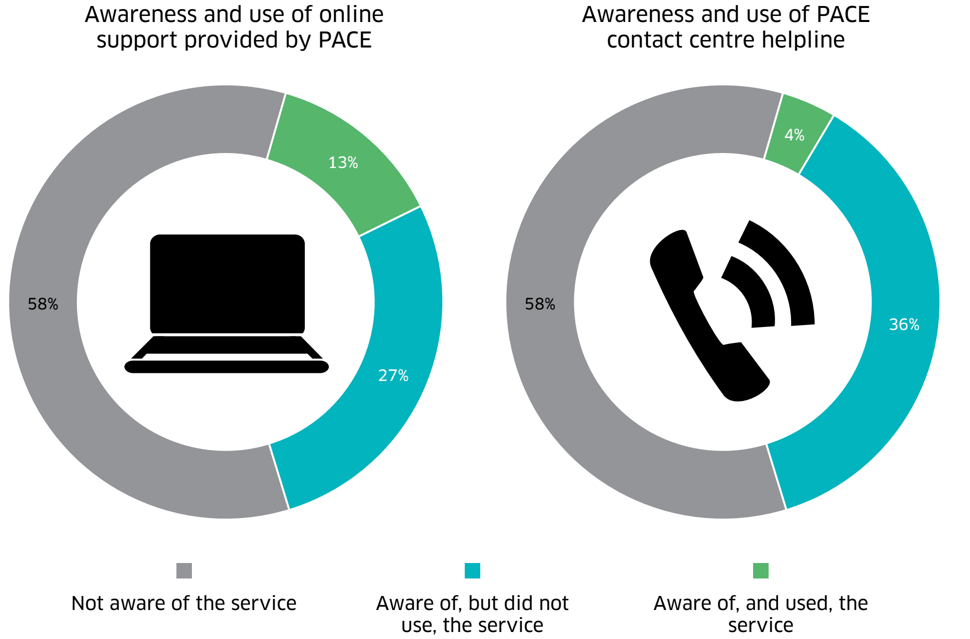
4.33 Use and awareness of online PACE support continues to be relatively low. As illustrated in Figure 4.6, just 13% of all clients surveyed had used any online support provided by PACE. Around a quarter (27%) were aware of online support services offered but had not used them, and the remaining 60% were not aware of any online support offered or don't know (58% 'not aware'/two % don't know).

4.34 Where clients had used online services, their views were very positive. In line with findings from 2018 and 2016, nearly all (93%) of those who had used online services said that they were satisfied with the service they received.

4.35 Clients were also asked about their awareness of the PACE contact centre helpline. Levels of awareness of the helpline were very similar to online services, with two in five (36%) of respondents aware of this service, and only very few clients (four %) who had used it; similar to the 2018 and 2016 findings.

4.36 Levels of satisfaction with the helpline were encouragingly high among those few that had made use of this service (90% 'very' or 'quite satisfied').

Figure 4.6 Awareness and use of online PACE services and the contact centre helpline



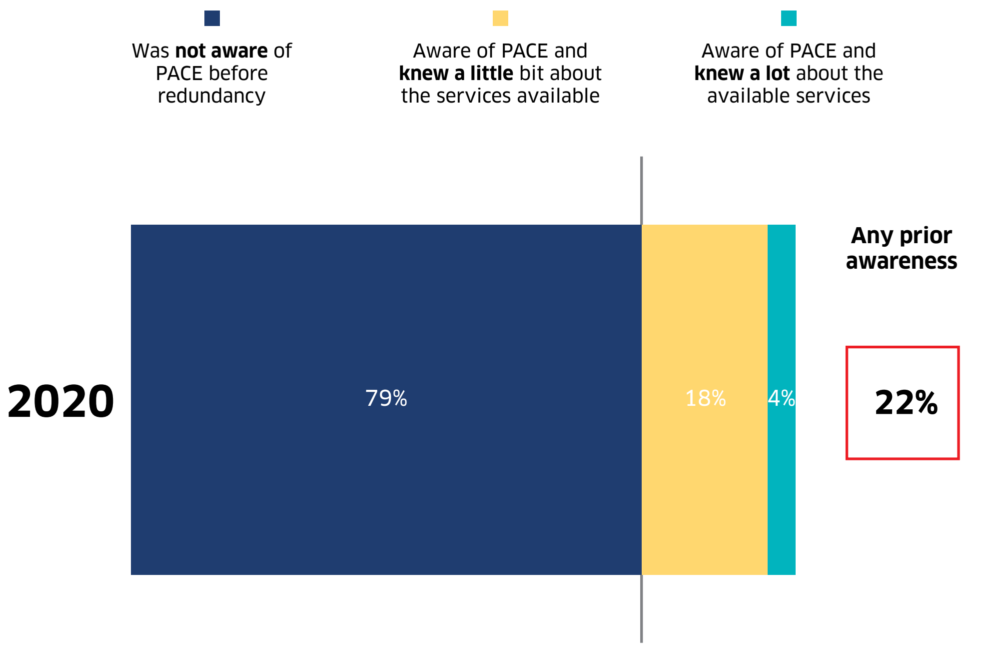
Base: All clients (736)
Excluding DKs

4.37 For both the online services and the contact centre helpline, awareness and usage levels were relatively low, yet among those that use them satisfaction levels are high. It is possible, therefore, that greater promotion of these services to raise awareness and use of these services may further enhance clients' overall experiences of PACE.

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

4.38 Just over a fifth (22%) of PACE clients were aware of PACE before receiving redundancy support, four % of clients reported knowing about PACE and knowing a lot about their services. One in five (18%) of clients had heard of PACE but did not know in detail about the services available. The level of prior awareness of PACE has decreased by six % since 2018 when over a quarter (27%) were aware of PACE.

Figure 4.7 Prior awareness and knowledge of PACE



Base: All clients: 2020 – (736)

4.39 Older clients were significantly more likely to be aware of PACE but not know much about the services available (20% of those aged over 50 compared with 12% of those aged between 40 to 49).

4.40 PACE appears to be the main form of support that clients received after being made redundant (80% of PACE clients did not work for companies that used any other form of support). Only a sixth (14%) of PACE clients worked for employers who used other redundancy support services; this is a reduction from the proportion in 2018, where 20% had used other services from their employer beside PACE.

5. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE

Chapter summary

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

- The proportion of participants who have secured work at any point since their redundancy has remained stable since the increase in 2018: eight in ten had done so (81% compared to 80% in 2018, and 71% in 2016).
- Results varied by age and social grade: employment outcomes were significantly most positive for clients aged under 40 (90% had gone back into employment either before or after being made redundant), while those in socio-economic Grade D/E were less likely to have secured work either before or after being made redundant (68%).
- Of those that had secured work, the majority had found work which required at least the same, or higher, level of skills (72%) and either the same or higher level of responsibility (66%). More than half (56%) had found work with at least the same level of pay. These proportions have increased compared to 2018.
- Around half of clients surveyed (47%) agreed that PACE helped them transition back into work, which is consistent with previous survey waves (46% in 2018 and 47% in 2016).
- PACE continues to positively impact clients in a range of different ways including practical job search skills as well as their confidence and motivations. Around half agreed that PACE had increased their ability to write CV/job applications (54%), receptiveness to seeking alternative employment (51%) and confidence in applying for jobs (49%).
- In line with these positive findings, overall satisfaction amongst PACE clients was high at 82%, significantly increasing from 2018. This increase may be in part influenced by the greater proportion of younger respondents as they were more likely to have better job outcomes compared to older clients.

5.1 This chapter looks at the current employment situation of PACE clients and what influence they felt accessing the PACE service has had on their employment outcomes. They were also asked about the wider benefits they gained from PACE and their overall satisfaction with the experience. These clients received PACE services from January 2018 to January 2020 and were asked about their work status in the new client survey in January and February 2020.

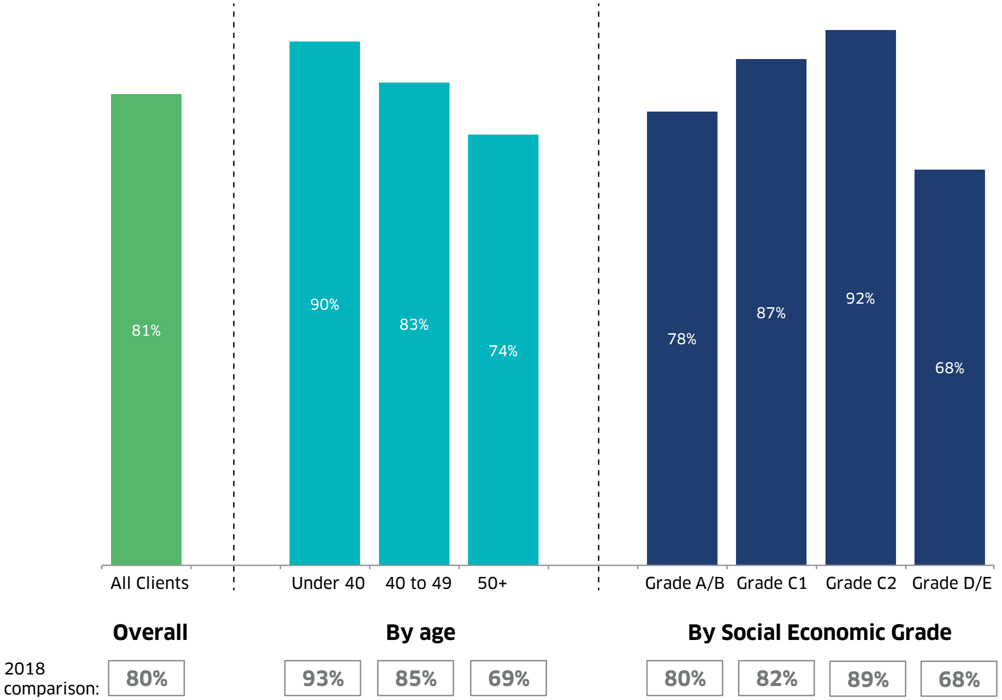
Post-redundancy work outcomes

5.2 Overall outcomes from PACE continue to be very positive: four-fifths of clients (81%) had entered employment before or after their redundancy, (consistent with 2018 result of 80%, but significantly higher than the 71% recorded in 2016).

5.3 Results varied by age: employment outcomes were significantly most positive for clients aged under 40 (90% had gone back into employment either before or after being made redundant, reducing to 74% for those aged 50+ years).

5.4 Those in socio-economic Grade D/E were less likely to have secured work either before or after being made redundant (68% compared to 92% of Grade C2 and 87% of Grade C1). Figure 5.1 shows the proportion of PACE clients who secured work either before or after leaving their role selected for redundancy, by age and social economic grade.

Figure 5.1 Proportion of clients securing work split by age and social economic grade



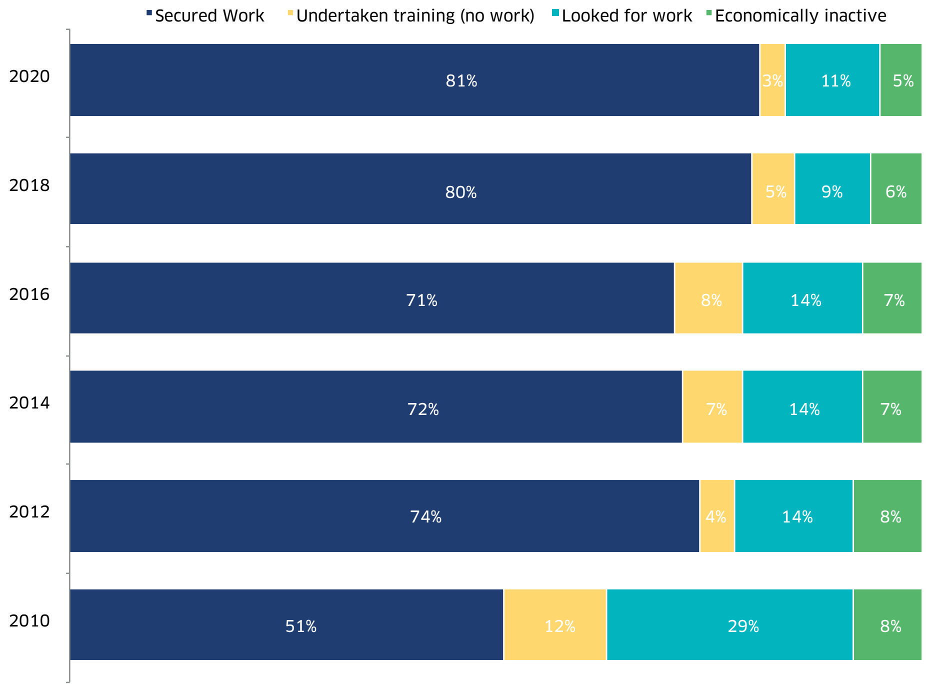
Base: All clients (736)

5.5 Of those that had secured work post-redundancy, the majority (91%) had done so within six months (73% within three months and 18% in three to six months); this is a significantly higher proportion than 2018 where 82% had found work within six months.

5.6 Figure 5.2 outlines the post-redundancy outcomes of clients across the six waves of the research. The figure presents the proportion of clients who have secured work at some point following redundancy, the proportion that have not secured work since their redundancy but have undertaken training, as well as those that have not secured work but are currently looking for work. The remaining clients were not seeking work at the time of interview and are here classified as 'economically inactive'.[10]

5.7 Overall, the proportion who have secured work at some point since being made redundant has remained consistent with 2018, as have the proportions in education or training, looking for work and those who are economically inactive.

Figure 5.2 Post-redundancy work outcomes for PACE clients – comparisons of 2010-2020 new client surveys



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

5.8 Clients also reported on the type of work they had found post-redundancy. Of those in employment, the majority (83%) were working full-time and 16% were working part-time. This is in line with 2018 results, where 81% had found full-time employment and 18% were in part-time employment.

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

5.9 Those aged over 50 were less likely to find full-time employment (75% compared to 87% of those aged under 40).

5.10 Compared to 2018, a greater proportion of those in employment were in permanent positions (this had increased from 73% in 2018 to 78% in 2020). Twelve % were in contracted positions (six % contracted for greater than or equal to 12 months, and six % for less than 12 months), and nine % were in casual positions with no fixed terms of employment.

Characteristics of post-redundancy employment

5.11 Figure 5.3 looks at the job characteristics of clients' post-redundancy roles.

5.12 In terms of the level of skills required in their post-redundancy role, the majority of clients (72%) had secured work with *at least* the same level of skill requirements, including a third (32%) that had secured work requiring a higher level of skills. This represents an increase from the 2018 figure for higher level skills (25%).

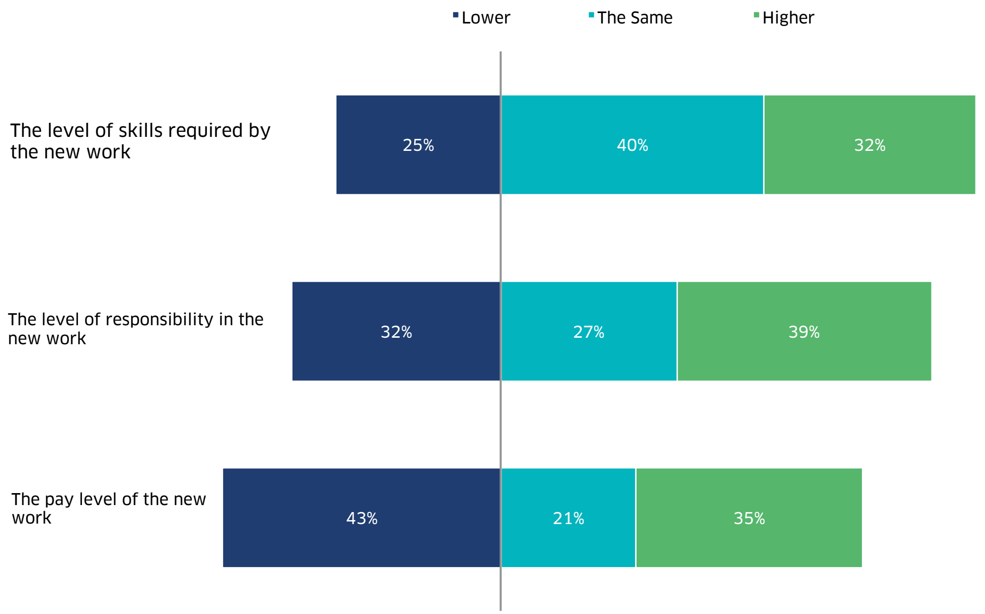
5.13 Two-thirds (66%) of clients indicated that the level of responsibility in their subsequent job was at least the same as required by the role they were made redundant from. Nearly two-fifths (39%) had secured work with a higher level of responsibility which, again, is an improvement from 32% in 2018.

5.14 In terms of pay, whilst 43% had taken a pay cut in order to get back into employment, more than half (56%) had found work with at least the same level of pay. Over a third (35%) had found work with a higher level of pay, an increase from 2018, when only just over a quarter (27%) had found a role with a higher level of pay.

5.15 Employment outcomes varied by age: younger respondents were significantly more likely to have secured work requiring a higher level of skills (44% for those aged under 40, compared to 17% for those aged over 50), responsibility (54% for those under 40, compared to 23% for those aged over 50), or with a higher level of pay (53% for those under 40 compared to 18% among clients aged over 50s).

5.16 There were also notable differences by gender this year, with males being significantly more likely than females to secure jobs with higher levels of skills (37% of males compared to 24% of females), responsibility (44% of males compared to 31% of females) and pay (39% of males compared to 30% of females).

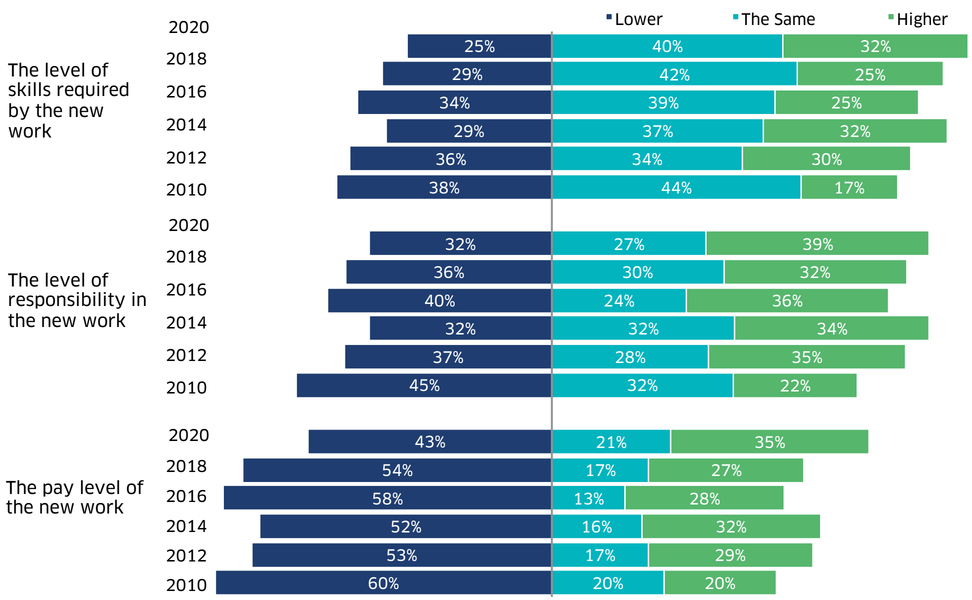
Figure 5.3 Change in level of skill level, responsibility and pay in post-redundancy role



Base: All who secured work either pre-redundancy or after made redundant (567)

5.17 Figure 5.4 highlights how 2020 findings compare with the previous waves of the research. As detailed above, findings for the current survey are generally more positive – this is being driven in part by the younger age profile of the sample. It may also relate to the reduced number of clients who worked in the oil and gas industry in the 2020 survey (this group tend to find it harder to secure work with comparable terms and conditions post-redundancy).

Figure 5.4 Change in level of skill, responsibility and pay in post-redundancy role, over time



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

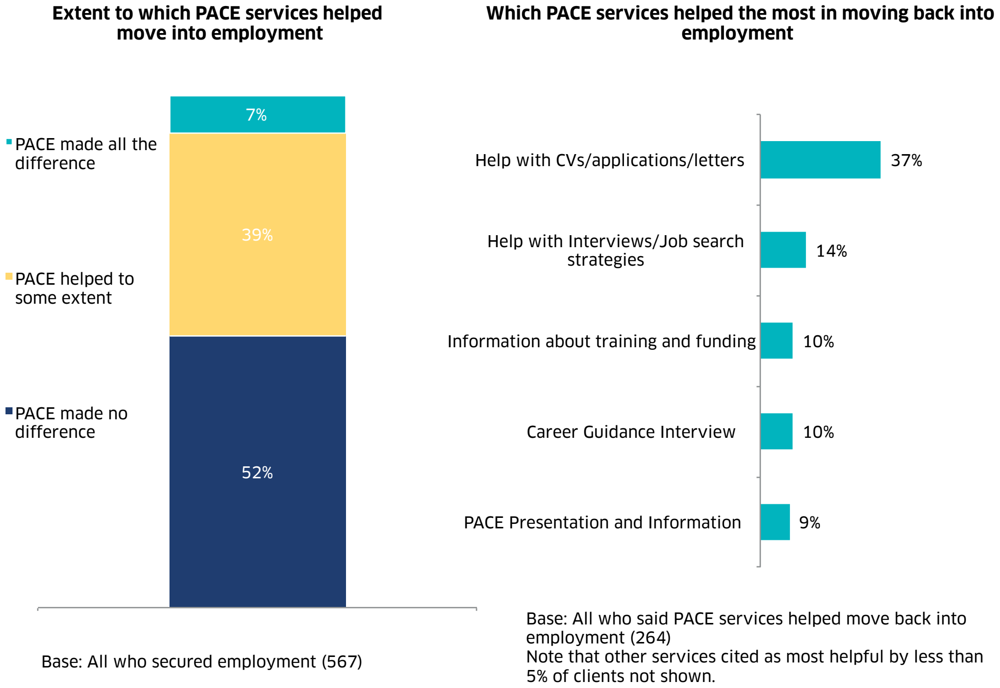
The influence of PACE services on the move back to work

5.18 Clients who had entered employment were asked what influence, if any, PACE services had on this transition. The perceived influence of PACE services on securing work is shown in Figure 5.5. Almost half (46%) of those who have entered employment believed PACE services had some influence, including seven % reporting that PACE had made all the difference. These results are broadly in line with the 2018 and 2016 findings (46% and 47% respectively).

5.19 Those who said PACE services contributed, at least in part, to them returning to employment were subsequently asked which services helped the most with this. As in previous years the five key services remained consistent, though of these some services had seen significant reductions in influence: help with CVs/applications/letters (37%), help with interviews/job search strategies (14%), information about training and funding (ten %, a significant decrease from 17% in 2018), career guidance interview (ten %), and PACE presentation and interview (nine %, a decrease from 16% in 2018).

5.20 The PACE services accessed also influenced the extent to which clients perceived PACE services to have helped them back into employment. Clients who only received the PACE presentation and information pack were significantly less likely to feel PACE had helped them in getting back into work (six % felt it had done so, either to some extent or that it had made all the difference) – compared to those who had accessed other services in addition to the PACE presentation (51%), or those who received other services but not the presentation (43%). This suggests that the presentation plays an important introductory role but should be complemented with other services if possible.

Figure 5.5 Extent to which PACE services were perceived to have helped in the process of finding work – 2020 new client survey

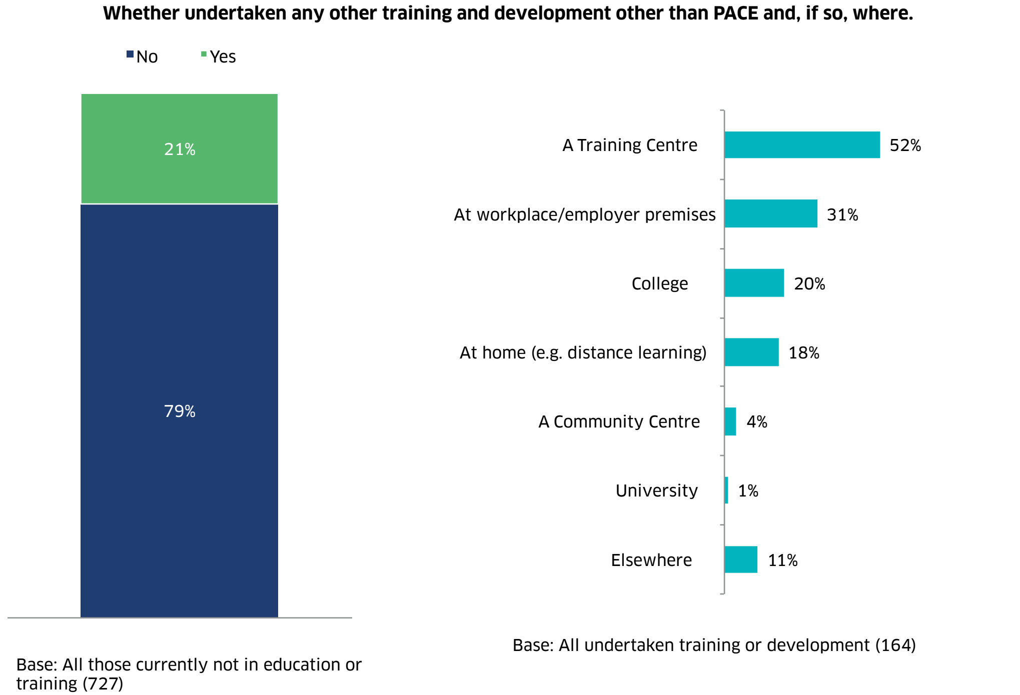


Engagement with learning, training and development post-redundancy

5.21 Clients were asked about whether they had taken up any training and development since leaving their last position (independent of whether they were working or not). Responses are summarised in Figure 5.6. A fifth (21%) of clients had undertaken training and development, a small but significant fall in comparison to 2018 (27%), but in line with the 2016 figure of 23%.

5.22 Younger clients were more likely to have undertaken training. Just 17% of clients aged over 50 had undertaken training, 25% of those aged under 40 and 26% of those aged 40 to 49 had done so. This pattern was also seen in relation to qualification level, where those with higher existing qualifications were more likely to undertake training. Over a quarter (28%) of those with a qualification above degree level had done some post-PACE training, compared to 9% of those with a qualification between Scottish Standard/O grades.

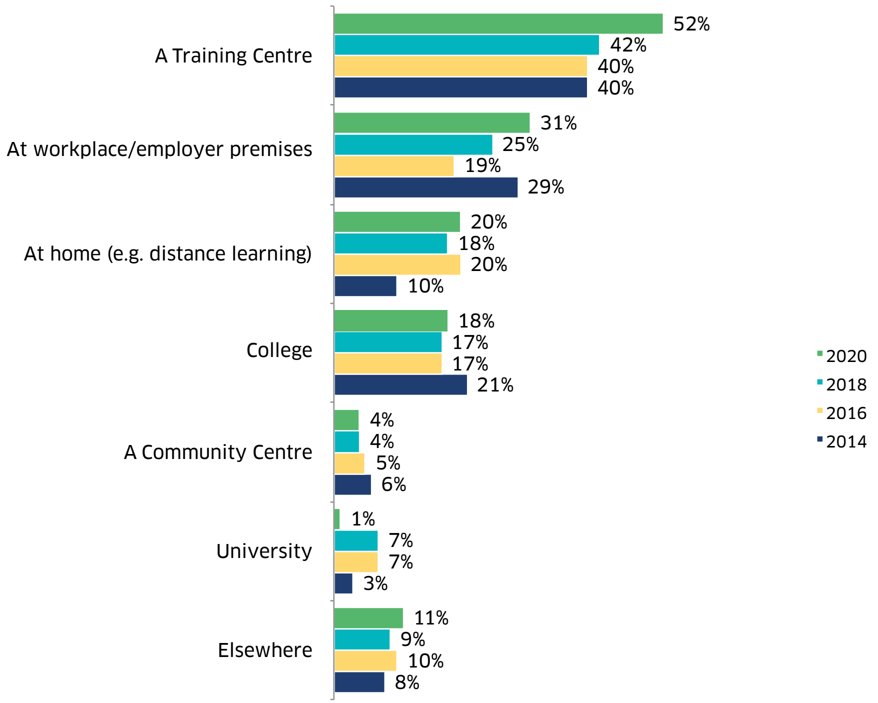
Figure 5.6 Proportion of clients who have undertaken any other training or development other than through PACE



5.23 Clients who had undertaken training or development were asked where this had taken place (see also Figure 5.7). Clients most commonly completed further training at a training centre (49%) or at a workplace/employer premises (31%). Only one % had gone onto further training at a university; this is significantly lower than 2018 and 2016 (seven % at both iterations).

5.24 PACE had some influence on clients' decisions to enter training, with 26% of those who had undertaken training and development other than PACE saying that PACE services had at least some influence on them moving into training or education, and seven % saying it made all the difference. These findings are in line with those from 2018.

Figure 5.7 Proportion of clients who have undertaken any other training or development other than through PACE, over time



Base: All undertaken training or development: 2020 – (164), 2018 – (309), 2016 – (243), 2014 – (224)

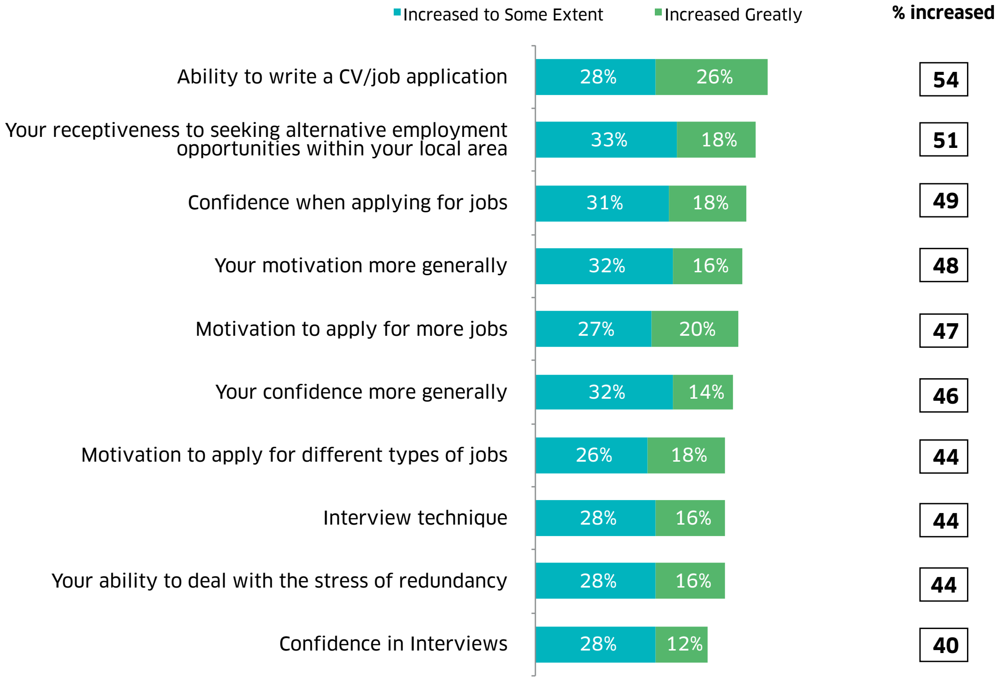
The influence of PACE on client motivation and confidence

5.25 Clients were asked to rate the influence of PACE on their skills, motivation and confidence when looking for work. Their responses are outlined in Figure 5.8, and results are uniformly more positive than those recorded in 2018.

5.26 The PACE support services most likely to influence clients' motivation and confidence were: ability to write a CV/ job application (54%, increased from 45% in 2018); their receptiveness to seeking alternative employment opportunities within the local area (51%, up from 47% in 2018); their confidence when applying for jobs (49% increased from 39%); their motivation to apply for more jobs (47%; increased from 2018 at 39%); and their motivation more generally (48% increased from 40% in 2018).

5.27 The aspect least likely to be influenced by PACE support services was clients' confidence in interviews (40% reported that this had increased greatly or to some extent), though the figure was still eight %age points higher than that of 32% reported in 2018.

Figure 5.8 Improvements associated with PACE – 2020 new client survey



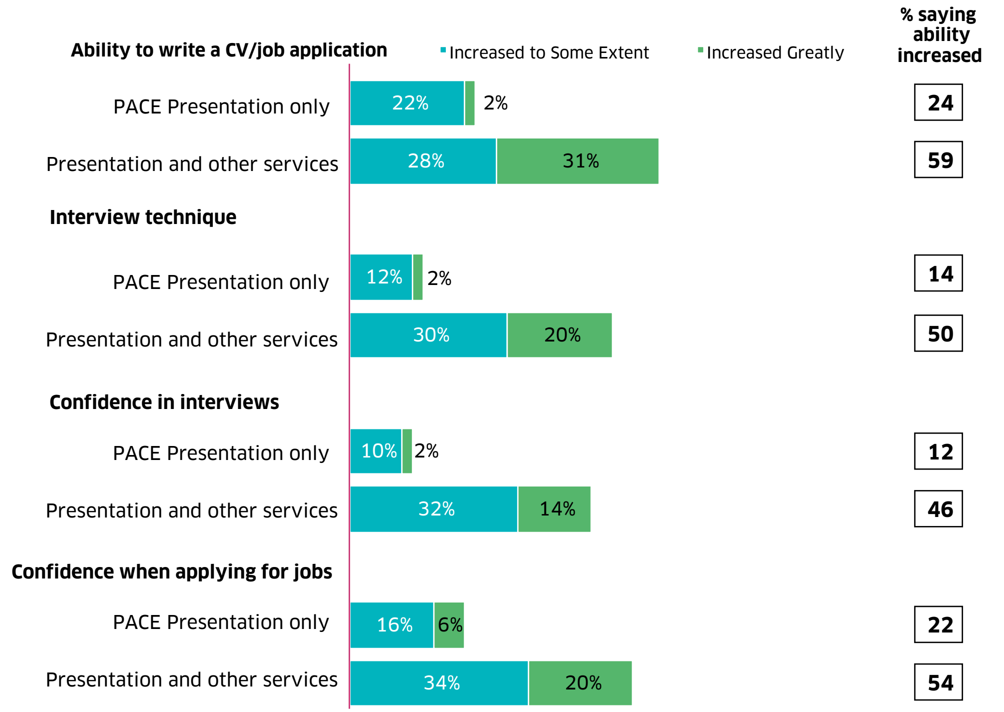
Base: All who received PACE services (729)

5.28 Across a range of services, younger clients were more likely to report greater shifts in confidence and motivation compared to older clients. In line with previous findings, it was evident that accessing services beyond the PACE presentation and guide meant clients were more likely to feel that the service had improved their skills.

5.29 Figure 5.9 compares the proportions who said that PACE led to an improvement across a number of key job search outcomes between those that only received the basic presentation and guide and those who accessed at *least one* additional service. Differences are marked.

5.30 While a quarter (25%) of those who had attended the initial PACE presentation only felt their ability to write a CV or job application had increased, over half (59%) of respondents who had received other additional services saw an improvement in this area. Similarly, while 14% of those receiving the PACE presentation only reported an improvement in their interview technique, half (50%) of those who had accessed more PACE services were able to identify an increase. The same trends can be seen when looking at confidence in interviews and confidence when applying for jobs.

Figure 5.9 Improvements associated with PACE in job search skills and motivation – 2020 new client survey



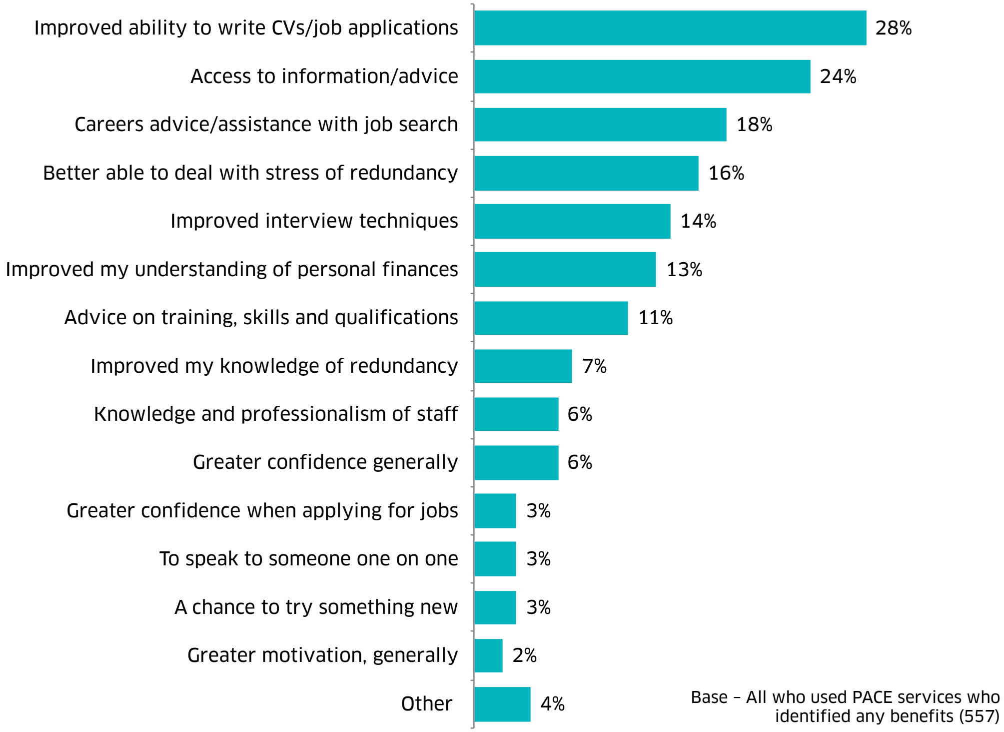
Base: Clients receiving PACE Presentation and no other services (50); Clients receiving PACE Presentation and other services (546)

Note: Summary scores may not always equate to sum of individual scores due to rounding

Perceived benefits of PACE

5.31 Clients were asked to give their opinion on what had been the main benefits of accessing the PACE service in an unprompted question. Responses are summarised in Figure 5.10.

Figure 5.10 Spontaneous views on the benefits of PACE services – 2020 new client survey



5.32 Clients were also asked to comment whether they felt there were any gaps in PACE provision or any services which could be improved upon. While 21% felt that there had been nothing missing, others noted a range of elements they felt could be improved. More personalised one-to-one help (eight %), more information or support materials, more follow-up help, or help that arrived earlier in the redundancy process (all six %), were the most commonly referenced areas that could be improved.

Satisfaction with the overall experience of PACE

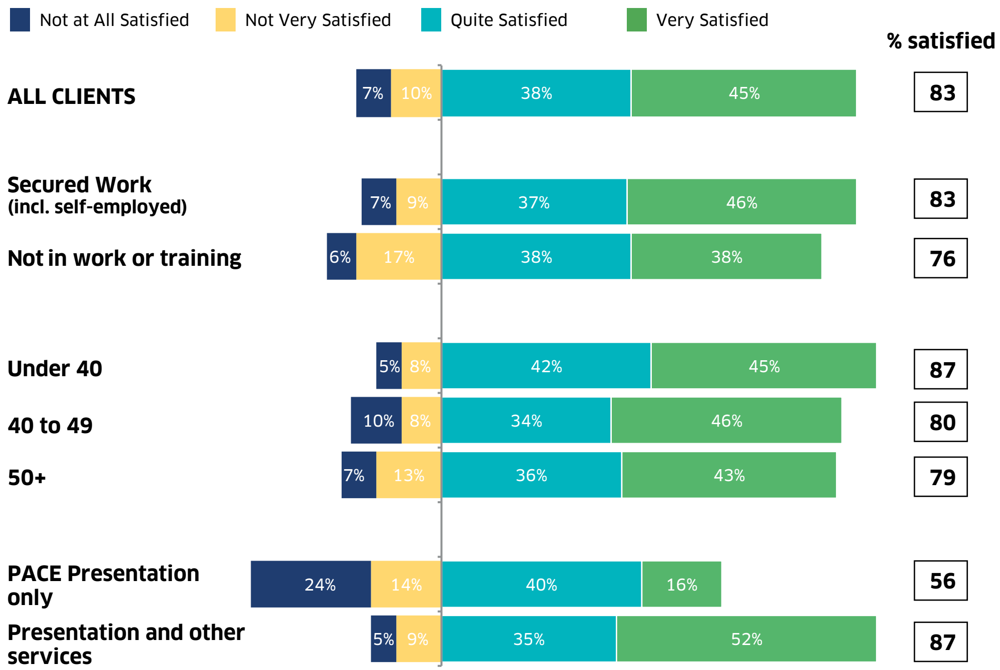
5.33 As shown in Figure 5.11, overall satisfaction with PACE is high; 83% of clients reported that they were satisfied with their overall experience of PACE. This figure is an increase from previous surveys (76% in 2018 and 75% in both 2016 and 2015).

5.34 The 2020 overall satisfaction score is more in line with the average satisfaction with PACE services that is reported in Chapter 4 (86%). It is likely that when reporting overall satisfaction that clients are considering the subsequent job they achieved (if any). It may be that a client was not satisfied with the overall PACE experience if it did not lead to a job at the end of it, but could still be satisfied with the delivery of the individual PACE services.

5.35 This is supported by the finding that those clients who had secured work post-redundancy were more likely to express overall satisfaction compared to those who had not found work (83% vs. 76%). We also see that older clients (who are less likely to have found work) were less likely to be satisfied with the PACE service overall, with one-fifth saying they were dissatisfied compared to 12% of those aged under 40. This finding by age also helps to explain why overall satisfaction has increased for 2020 which featured a larger number of younger clients.

5.36 In line with previous findings, those who only received the PACE presentation were less likely to be satisfied with the service (24% were not at all satisfied compared to only five % of those who had received the presentation and other services), and far less likely to be very satisfied compared with those who received additional services (16% of those who only received the PACE presentation were very satisfied compared to 52% of those who had received other services as well as the presentation).

Figure 5.11 Overall satisfaction with PACE services – 2020 new client survey



Base: All clients (736)

Note: Summary scores may not always equate to sum of individual scores due to rounding

5.37 Overall, nearly three-quarters (72%) of clients felt that the support they had received through PACE had met or exceeded their expectations: a quarter (24%) felt it had exceeded their expectations of redundancy services, while half (48%) felt their expectations had been matched. Older clients were more likely to feel PACE did not meet their expectations of a redundancy support service (24% of clients aged 50+, compared to 13% of clients under 40). Again, job outcomes appear to have a strong influence on the extent to which expectations were met as those who had re-entered employment were more likely to say the experience either exceeded or matched their expectations (75%) compared to those who had not (62%).

5.38 Nearly nine in ten (87%) clients said that they were likely to recommend PACE services to others (higher than the 2018 figure of 80%) and this rises to 92% among those aged under 40 years. Those who only received the PACE presentation were significantly less likely to recommend PACE compared to those who accessed a wider range of services, again reiterating the positive implications of the findings this year showing an increase in clients making use of a greater number of services.

6. POST-REDUNDANCY OUTCOMES AND THE INFLUENCE OF PACE – LONGITUDINAL STUDY

Chapter summary

The findings in this chapter are based on clients who accessed PACE services in the period of April 2016 to January 2018 and who took part in the 2018 Client Experience Survey. This chapter explores the longer-term outcomes of this cohort. The key findings from this chapter are reported below:

- Compared to the 2018 longitudinal survey, significantly more PACE clients had secured post-redundancy work (an increase from 88% in 2018 to 93% in 2020). Younger clients were more likely than older clients to have secured full-time, permanent work.
- There continued to be a trend of clients finding work in a different industry from that which they were made redundant – half (51%) had done so - though fewer clients are moving industry in 2020 compared to 2018: this year, 48% had found work in the same or in a broadly similar industry, a 12 %age point increase from 2018.
- One-third of clients (32%) were still working for the same employer in the initial job secured post-redundancy, eight % had changed roles within the same organisation and five % had continued their self-employment.
- For clients who had moved position or role post-redundancy this had led to a better position in terms of skills required, responsibility and pay.
- Half of clients (48%) who secured work post-redundancy reported that PACE had helped them move back into employment. This is a small increase from 2018 (41%) but in line with results from the 2016 longitudinal study.

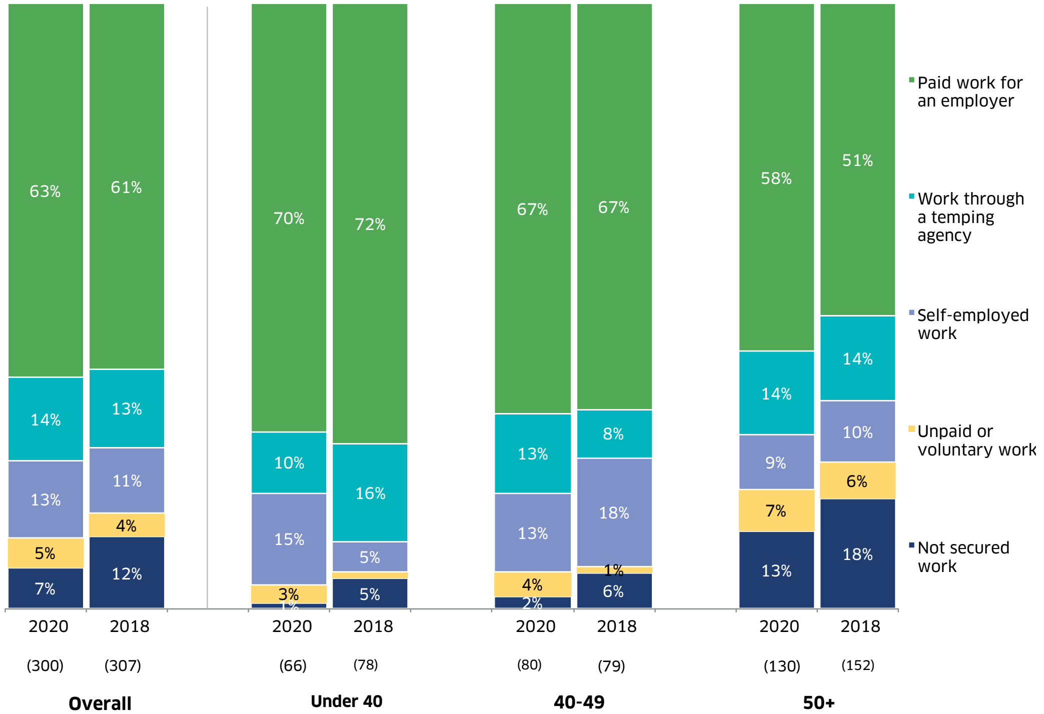
6.1 This chapter presents findings from the longitudinal survey of clients previously interviewed for the 2018 New Clients study. The 2020 longitudinal survey followed up on 300 clients who had accessed PACE services in the period from April 2016 to January 2018. This chapter examines the longer-term labour market outcomes of recipients of PACE services and the influence of PACE on individuals' careers and engagement with education, as well as on their confidence and motivation more broadly.

Moving back into work post-redundancy

6.2 The longitudinal survey asked individuals about whether they had secured any new work either before or after being made redundant. Around nine in ten (93%) respondents had secured any post-redundancy work, representing a small but significant increase from 88% in 2018.

6.3 In terms of the type of work secured, Figure 6.1 shows that around six in ten (63%) of clients had managed to secure paid work with an employer, while around one in ten (14%) had secured work through a temping agency, 13% pursued self-employment and six % took on voluntary work, in line with the 2018 figures.

Figure 6.1 Proportion of clients engaging with different types of work as their first step back into work – comparison of 2020 and 2018 longitudinal surveys



6.4 There were key differences in the type of work secured depending on age. As shown in Figure 6.1, clients under 40 were more likely to have secured some form of work following their redundancy compared with those aged 50+. Only one % of clients aged under 40 had not secured any work, compared to 13% of clients aged over 50.

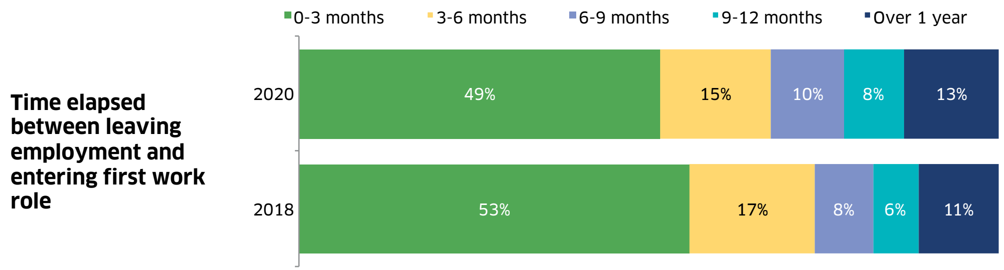
Length of time spent out of work post-redundancy

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

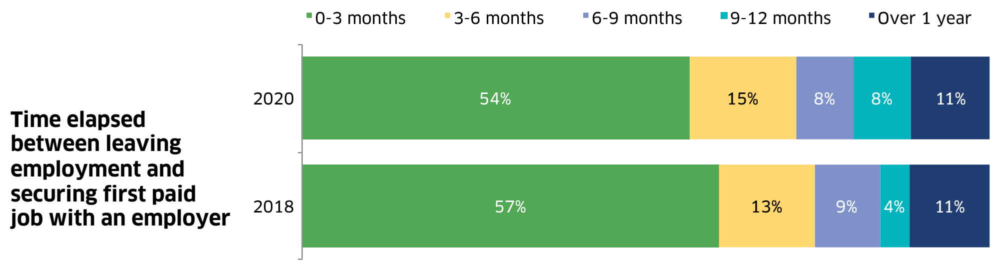
6.6 The time between leaving employment and securing work is displayed in Figure 6.2. The top set of horizontal bars visualises the time elapsed between clients leaving their role and entering any type of work (i.e. including self-employment, temping or voluntary work). The bottom set of horizontal bars shows the same analysis but this time filtered on those clients who managed to secure paid work with an employer.

6.7 Similarly to 2018, half of clients (49%) secured work through an employer within the first three months of being made redundant, 15% secured work between three and six months, ten % between six and nine months, eight % between nine months to one year. For just over one in ten cases (13%), it took over one year to secure work.

Figure 6.2 Time elapsed between leaving employment and securing work (first set of horizontal bars) and securing first paid work with an employer (second set of horizontal bars) – comparison of 2018 and 2020 longitudinal surveys



Base: All longitudinal survey clients who had secured work (including self-employment, temping and voluntary work) employer since leaving role selected for redundancy: 2020 – (278) 2018 – (270)



Base: All longitudinal survey clients who had secured paid work with an employer since leaving role selected for redundancy : 2020 – (188), 2018 – (186)
Note: 'don't know' responses are not shown.

6.8 Turning to consider the time elapsed before moving into paid work with an employer, the picture is broadly similar. Around half (54%) had secured paid work through an employer in the first three months, it took 15% of clients between three and six months, eight % between six to nine months, eight % between nine months to one year and 11% of clients over a year.

6.9 Time elapsed between finding any work and paid employment remained consistent with results from the 2018 Longitudinal study (the small decrease seen is not statistically significant).

6.10 Younger clients were more likely to find paid employment within the first three months after being made redundant (70% had done so within this timescale, compared to only 47% of those aged 50+) reflecting their greater job prospects in the labour market.

Details of the first work role secured post-redundancy

6.11 Consistent with previous iterations of the PACE survey, the majority (82%) of clients had gained full-time employment in their first role post-redundancy (consistent with 82% in 2018 and 79% in 2016). As seen in previous years, females were again more likely to have taken paid employment on a part-time basis compared to their male counterparts (42% compared to nine %).

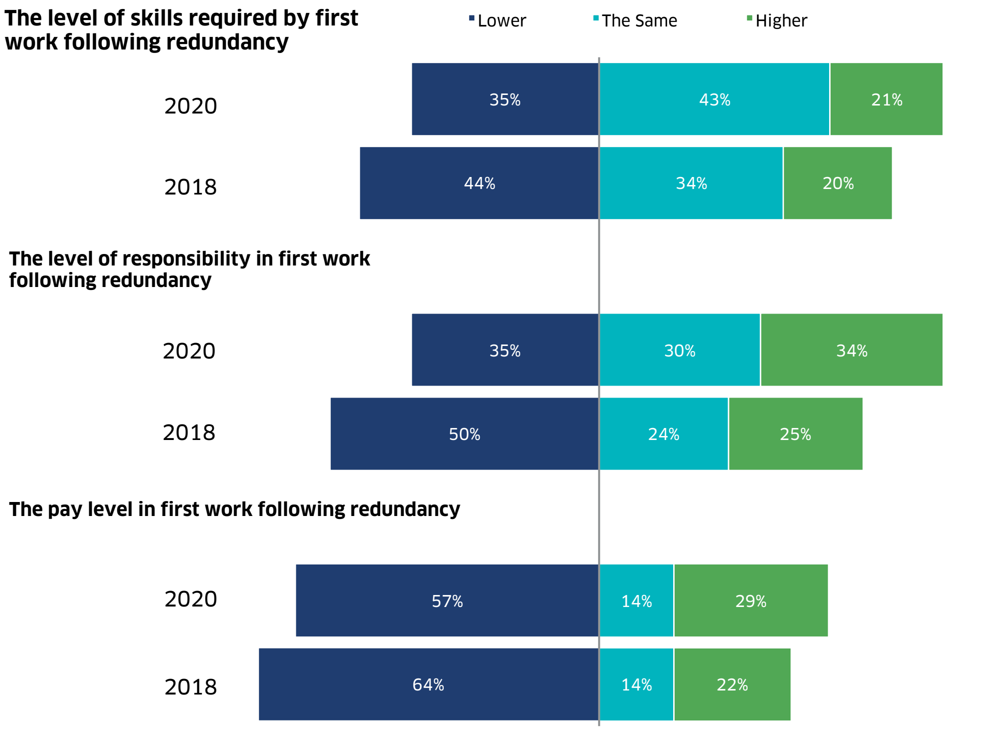
6.12 Compared to 2018, a greater proportion – almost half – had found work in the same industry (22%) or a broadly similar industry (26%): this is a 12-%age point increase from 2018, though is in line with the findings from 2016. Nevertheless, this year's findings confirm that a significant proportion of clients (51%) continue to find post-redundancy work (or self-employment) in a different industry to the role from which they were made redundant.

6.13 In terms of the characteristics of the employment first secured following redundancy, Figure 6.3 details clients' assessments on the level of skills required by the first role secured following redundancy (relative to the job they were made redundant from), the level of responsibility and the level of pay. Around two-thirds of clients had found an initial job post-redundancy that required a higher or similar level of skills and responsibility (64% for both), while 43% found an initial position paying higher or the same salary.

6.14 Clients aged over 50 were less likely than their younger counterparts to report that their new role was better in terms of skills, responsibility or pay compared to the one they were made redundant from: 12% of those aged 50+ had secured a job requiring a higher level of skills compared to 30% of those aged under 40; 27% of 50+ year olds had found a job with higher levels of responsibility compared to 45% of those aged under 40; and only 20% of 50+ year olds had found a higher paid job compared to 48% of those aged under 40.

6.15 As Figure 6.3 shows, the proportion of clients who, post-redundancy, had secured a role with the same or higher level of skills, responsibility or pay was higher in 2020 than for the 2018 longitudinal cohort.

Figure 6.3 Change in level of skill requirement, responsibility and pay in first work post-redundancy as compared to role that was selected for redundancy – comparison of 2020 and 2018 longitudinal surveys



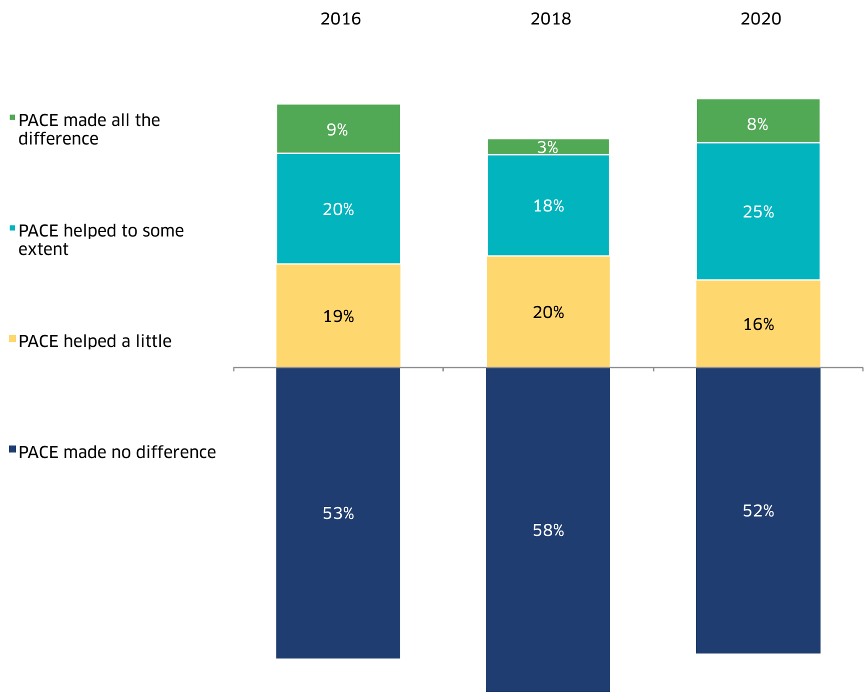
Base: All longitudinal survey clients who had secured a paid job or self-employment since leaving role selected for redundancy: 2020 –(263), 2018 – (254)

Don't know responses not shown

The influence of PACE services on the move back into work

6.16 Half of clients (48%) who secured work post-redundancy reported that PACE had helped them move back into employment. This is a small increase from 2018 (41%) but in line with results from the 2016 longitudinal study.

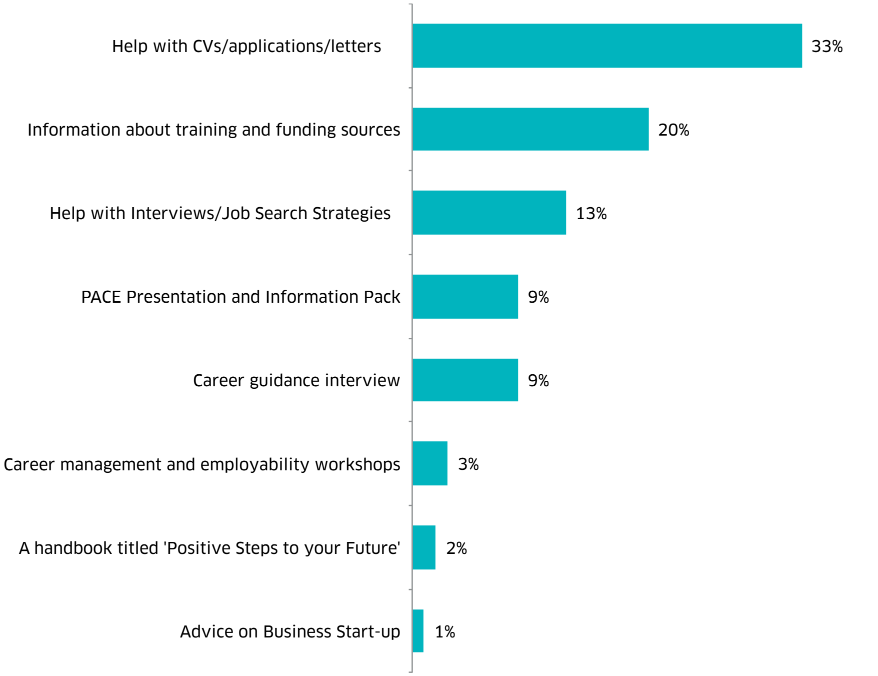
Figure 6.4 The perceived helpfulness of PACE on the move back into employment – comparison of 2016, 2018 and 2020 longitudinal surveys



Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy: 2020 – (244), 2018 – (237), 2016 – (234)

6.17 Clients who felt that PACE had helped at least a little in returning to employment were asked to report which aspect of the service they believed had helped them the most. As shown in Figure 6.5, clients most commonly said that the assistance they had received with writing CVs and/or job applications had been most beneficial (33% said this), followed by information about funding and training sources (20%) and help with interview and job search strategies (13%). These rankings are consistent with the findings from previous longitudinal surveys.

Figure 6.5 The PACE service considered to be the most helpful in assisting the move back into employment



Base: All longitudinal survey clients who had secured a paid job with an employer since leaving role selected for redundancy and felt that PACE had helped them to do this: 2020 (117)

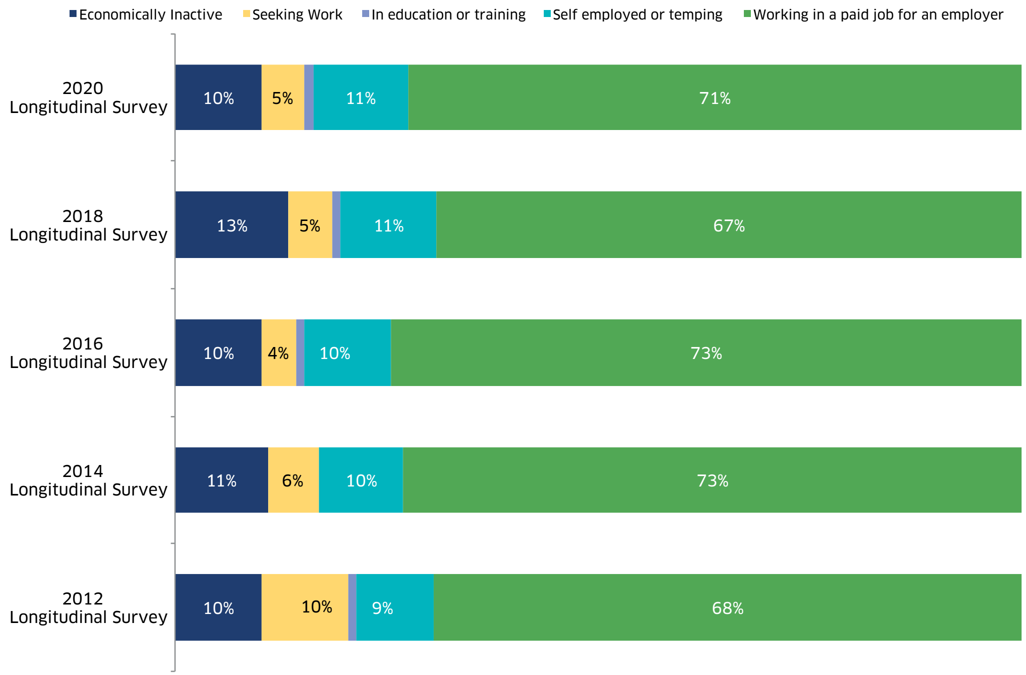
Current employment status

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

6.19 At the time of the survey, 59% reported that they were working full-time for an employer, while 12% were working part-time ; consistent with 2018. A more detailed breakdown of these figures is provided in Appendix B.

6.20 Figure 6.6 combines work outcomes into more general categories. This shows that 71% of clients interviewed were working in a paid job for an employer, 11% were self-employed or temping, five % were actively seeking work and 10% were ‘economically inactive’ (i.e. retired or not working due to a long-term health condition or disability). These proportions are consistent with previous years.

Figure 6.6 Summary of main activity at point of survey – comparison of 2020, 2018, 2016, 2014 and 2012 longitudinal surveys



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

The incidence of sustained employment

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

6.22 One-third of clients (32%) were still working in the same organisation and role that they had secured initially post-redundancy, while eight % had changed roles but were still working for the same employer. Of the 19 clients interviewed who were solely in self-employment following redundancy, most (16) were still working for themselves at the time of the longitudinal survey.

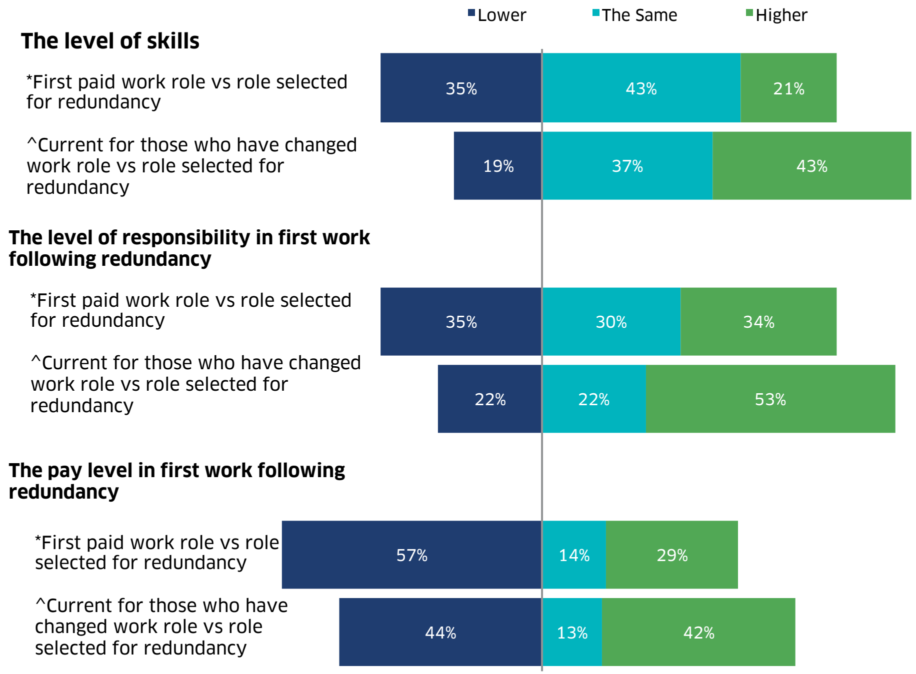
6.23 Turning to consider the type of employment that clients had secured at the time of the longitudinal survey, Figure 6.7 shows the characteristics of the job roles of clients interviewed for the 2020 longitudinal survey. It shows the difference in the level of skills, level of responsibility and pay between:

- The first paid job role that clients secured following redundancy with the role they were made redundant from; and
- Their current role at the time of the longitudinal survey and the role they were made redundant from, among those who had moved to a different role.

6.24 As seen in previous years, this shows that whilst the first job secured following redundancy may be associated with a lower level of skills and/or responsibility, these aspects tend to improve in the longer term, after moving to another employer.

6.25 However, unlike in 2018, this improvement is also seen in relation to pay: 42% saw an increase in pay in their current position relative to the job they were made redundant from. This may be in part have been driven by the presence of clients who had been made redundant from the oil and gas sector in the 2018 survey, 12 of 19 of whom were in jobs with a lower level of pay at the time of taking the 2018 longitudinal survey.

Figure 6.7 Change in level of skill requirement, responsibility and pay between i) the position selected for redundancy and first work role; and ii) the position selected for redundancy and the current role



Base: * All longitudinal survey clients whose first role post-redundancy was paid work: 2020 – (263)
Base ^ All longitudinal survey clients currently in a different paid work role from their initial role: 2020 – (104)

Engagement with learning, training and development post-redundancy

6.26 Only two clients interviewed for the 2020 longitudinal survey were in full-time or part-time education at the time of the survey. However, over a third of clients (39%) had undertaken some form of education or training since being made redundant. This is a slight (but not significant) increase on the 2018 longitudinal study where one in three (33%) had completed training at some point since being made redundant.

6.27 Clients who took greater than six months to secure employment were also more likely to undertake study (49%, compared to 37% for under six months), either reflecting a need to reskill or that they were training instead of searching for work in the initial period post redundancy.

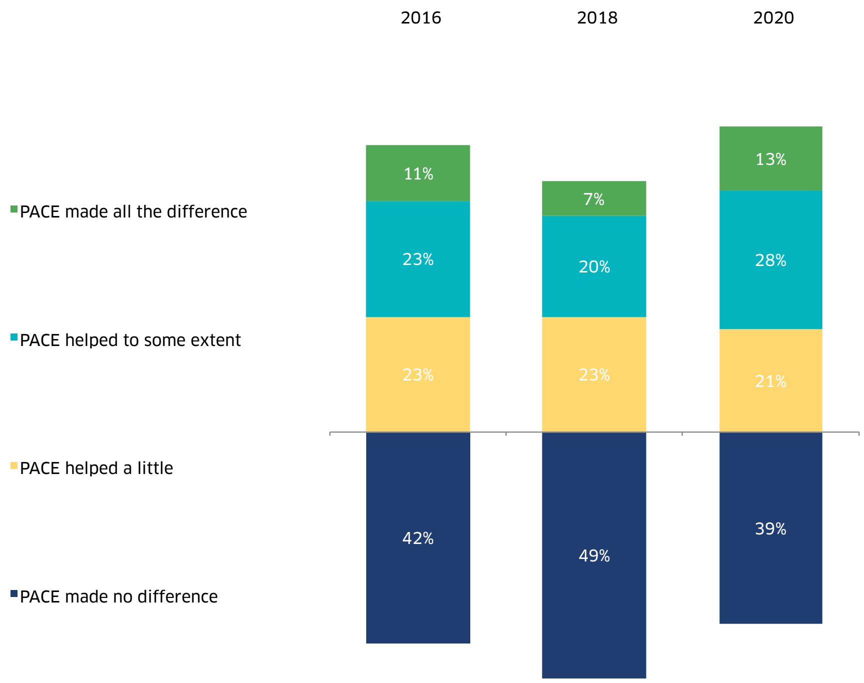
6.28 Of those who had undertaken education or training at any point since redundancy, the majority (67%) had taken part-time training. Over half (57%) had taken a longer course lasting for a week or more.

6.29 In terms of the influence of PACE services, the proportion reporting that PACE helped them move into this education/training was consistent with 2018: three in ten clients (30% in 2020, compared to 31% in 2018) of those who had undertaken some form of education, training or development since their redundancy credited PACE with helping them to do so.

The influence of PACE on client motivation and confidence

6.30 All clients taking part in the longitudinal survey were asked to consider the extent PACE had helped them in their life and career post redundancy. As Figure 6.8 shows, over six in ten clients (62%) reported that PACE assisted them in both life and career, significantly increasing from 2018 (50%) but consistent with results from 2016 (57%).

Figure 6.8 The perceived helpfulness of PACE in life and career post-redundancy – comparison of 2020, 2018 and 2016 longitudinal surveys



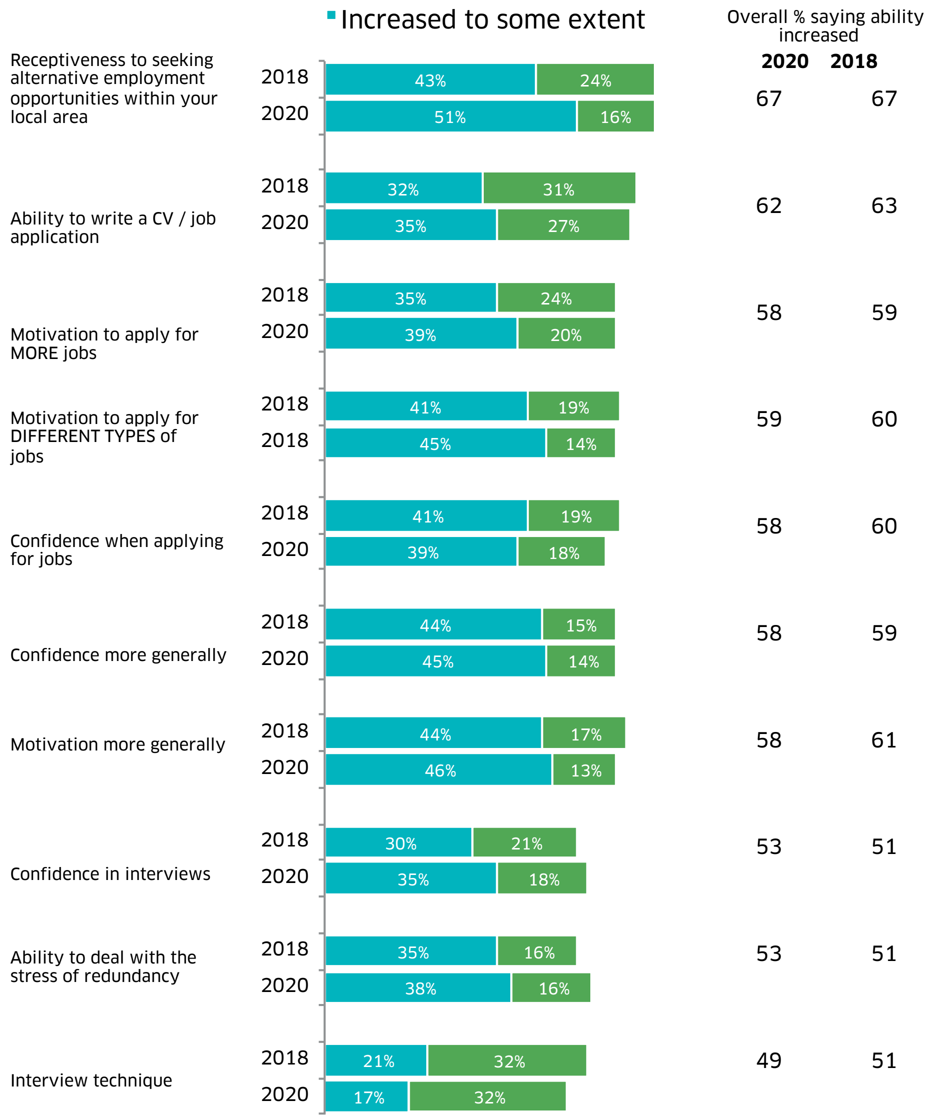
Base: All longitudinal survey clients : 2020 – (300), 2018 – (307), 2016 – (285)

6.31 When asked which aspects of PACE have been most helpful in their life and career post-redundancy, clients most commonly cited the help they had received towards writing CVs and job applications (23%), followed by information about training and funding sources (17%), the PACE presentation and information pack (14%) and help with interviews/job search strategies (13%). These are consistent with 2018's findings.

6.32 To further explore how PACE services have helped clients in their post-redundancy life, clients were asked to rate the extent to which PACE had helped them in aspects of their post-redundancy life. As shown in Figure 6.9, two-thirds (67%) felt that PACE had increased their receptiveness to seeking alternative employment opportunities in their local area, followed by their ability to write a CV or job application (62%), and their motivation to apply for different types of jobs (59%). This is consistent with 2018.

6.33 Encouragingly, the trend noted in 2018 around perceptions of PACE becoming less helpful over time has been reversed to an extent in 2020: as Figure 6.9 shows, there were no significant reductions in the score clients gave between 2018 and 2020.

Figure 6.9 The influence of PACE on skills, confidence and motivation – comparison of 2020 and 2018 longitudinal surveys



Note: Summary scores may not always equate to sum of individual scores due to rounding

Base: All longitudinal survey clients who feel that PACE has helped them in their life and career post redundancy: 2018 – (150), 2016 – (164)

Satisfaction with PACE services

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

6.35 Encouragingly, eight in ten (81%) would recommend PACE to people going through redundancy (53% would be ‘very likely’ to recommend PACE to others and 28% ‘quite likely’). A fifth (19%) would be unlikely to recommend PACE to others. These proportions are broadly in line with the 75% of clients who completed a follow up interview in 2018 and would recommend PACE to others – however, the proportion who would be ‘very likely’ to recommend PACE has significantly increased over time.

6.36 Overall, one-third (36%) of clients felt that PACE had exceeded their expectations of a redundancy service, while a further one in two (50%) reported that it had matched their expectations.

7. CONCLUSIONS

7.1 Findings this year continue a number of the trends seen in previous years: client experiences of PACE remain very positive overall. PACE continues to support a large majority of clients back into work after their redundancy, often to a similar or better role.

Service delivery

7.2 The proportion who felt that they received the services too late after being made redundant has remained low, in line with 2018, after a significant improvement from 2016. There is still an opportunity for further improvement in relation to the timely delivery of services however, given the sizeable minority (around a quarter in 2020, in line with 2018) who still feel they have received assistance too late to be useful. The timeliness of services was also picked up in clients' spontaneous comments about how their experience of PACE could be improved. Notably, a similar proportion to that in 2018 (almost one in five) still feel the introductory PACE presentation and pack came too late. Given the importance of this service in acting as a gateway for directing clients to other PACE services, efforts to improve the timeliness of this service should be ongoing.

7.3 While the PACE presentation continues to be the most commonly used PACE service, the proportion of clients reporting use of other PACE services in addition to the pack has risen compared to previous years. This is positive as take up of services following the initial presentation leads to a more positive client experience overall. Those who had made use of services in addition to the PACE presentation were more likely to feel that PACE had helped them back into work, indicating that it is important to ensure that clients go on to access various forms of redundancy support (in addition to the introductory PACE pack) should they need to.

7.4 PACE clients continue to be satisfied with the services they have received through PACE, with a large majority finding each service relevant and timely. Services which provide more practical support, such as help with interviews or job search, career management workshops, or help with writing CVs, continue to be most popular, with clients giving these consistently high satisfaction ratings over time. In particular, help with writing CVs remained the most influential service in helping clients get back into work. A number of clients also spontaneously noted that they considered this particular service to be the main benefit of PACE. It is important, therefore, that the PACE suite of support continues to include an emphasis on developing practical skills to support clients back into work.

7.5 PACE is committed to continuous improvement in its offer to clients. We have seen that the new PensionWise service has been well received and that other longstanding services are still well received (with some services, such as the Money Advice Service, seeing improvements in their scores this year); however over time we have seen some services performing less well. These are quite niche (such as help with starting up a new business, understanding tax responsibilities, or help with reading and writing) but it would be worth reviewing these survey results with delivery partners to see if any changes need to be made to services, as well as monitoring client views over time in future surveys.

7.6 As seen in previous years, awareness and usage of wider PACE support, including the online support and helpline, continues to be relatively low. However, clients who have accessed this support have consistently given positive feedback, suggesting that these services would be well received and may benefit from greater promotion. Given the positive experiences of people using PACE services online and over the phone, there may also be scope to review the default delivery approach for some elements of the offer, and to explore other modes of delivery in addition to, or in replacement of face-to-face (where appropriate).

Employment outcomes

7.7 A large majority of clients have positive employment outcomes after taking up support from PACE services: eight in ten have gone on to secure work either before or after being made redundant, in line with 2018. Employment outcomes were most positive among younger clients, with these respondents being more likely to secure a job requiring a higher level of skills and responsibility, and with higher pay, compared to older respondents. This confirms previous findings which have shown that younger workers tend to have more positive prospects for labour market re-entry, compared to older workers.

7.8 Encouragingly, even though older workers have poorer employment outcomes, they are still equally as likely to recommend the PACE service to others facing redundancy. It is important to acknowledge that workers of different ages will have different experiences when going through a redundancy, so PACE should continue to consider age-specific barriers when supporting older workers in moving back into labour market

7.9 Longer-term outcomes continue to be positive overall and the proportion in work two years later has risen since 2018. Over the longer-term, clients who changed jobs from their post-redundancy role were more likely to secure a job with a higher level of pay. Promoting the longer-term support available through PACE or wider Skills Development Scotland services may therefore help clients to make the most of potential opportunities and to improve their post-redundancy prospects.

7.10 The trend noted in 2018 around perceptions of PACE being less helpful has been reversed to an extent in 2020: six in ten clients who were followed up in 2020 reported that PACE assisted them in both life and career, an increase from 2018 but consistent with results from 2016.

Key recommendations

- There remains scope to improve the timeliness of services, as a minority continue to feel they receive support later than desired.
- Review client feedback on service delivery with partners to see if any changes need to be made to services, as well as monitoring client views over time in future surveys.
- Consider greater use of telephone and online delivery modes, given positive client feedback on this type of PACE support; these modes are also more flexible which might also help to ensure services reach clients in a timely way.
- Promote longer-term support available through PACE or wider Skills Development Scotland services, as this may help to improve clients' post-redundancy prospects.
- Continue to explore how PACE support can reach individuals from under-represented groups.

APPENDIX A: SUPPLEMENTARY TIME SERIES DATA – SERVICE SATISFACTION AND RELEVANCE

This appendix contains time series data tables covering 2010 to 2020 for key questions covered in Chapter 4: satisfaction with individual PACE services and the relevance of service materials.

Data shows minimal variation and few significant changes across five research waves and therefore has been removed from the main body of this report.

Tables A1.1-1.3 Time Series for Services Satisfaction (2010-2020)

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

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

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

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

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

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

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

	Base	Not at all satisfied (%)	Not very satisfied (%)	Quite satisfied (%)	Very satisfied (%)	SUMMARY: satisfied, either 'fairly' or 'very' (%)
Help with reading, writing and numbers						
2020	51	14	6	33	41	**74**
2018	52	10	8	37	42	**79**
2016	58	7	2	41	40	**81**
Help coping with redundancy-related stress						
2020	132	5	5	42	48	**90**
2018	124	5	6	36	52	**88**
2016	138	3	10	34	48	**82**
Help understanding tax responsibilities						
2020	104	8	7	38	44	**82**
2018	132	6	4	42	48	**89**
2016	132	4	6	42	48	**89**
Career management and employability workshops						
2020	222	2	5	33	56	**89**
2018	267	3	7	41	48	**88**
2016	242	6	9	38	47	**85**
Handbook titled 'Positive Steps to your Future'						
2020	316	4	5	37	51	**88**
2018	326	4	7	41	47	**88**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

Figures A2.1-2.3 Time Series for Relevance of Materials (2010-2020)

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

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

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

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

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

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

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

	Base	Not at all satisfied (%)	Not very satisfied (%)	Quite satisfied (%)	Very satisfied (%)	SUMMARY: satisfied, either 'fairly' or 'very' (%)
Help with reading, writing and numbers						
2020	51	31	16	16	35	**51**
2018	52	21	10	33	37	**69**
2016	58	22	7	36	29	**66**
Help coping with redundancy-related stress						
2020	132	12	9	33	45	**78**
2018	124	6	14	44	37	**81**
2016	138	9	14	38	36	**74**
Help understanding tax responsibilities						
2020	104	13	13	28	44	**72**
2018	132	5	8	45	41	**86**
2016	132	5	9	42	42	**84**
Career management and employability workshops						
2020	222	9	7	36	46	**82**
2018	267	5	11	39	45	**84**
2016	242	7	16	35	40	**76**
Handbook titled 'Positive Steps to your Future'						
2020	316	4	7	43	42	**85**
2018	326	4	9	45	40	**85**

Base sizes refer to all clients using each service
Note: summary scores may not always equate to sum of individuals scores due to rounding

APPENDIX B: SUPPLEMENTARY INFORMATION ON LONGITUDINAL RESPONDENTS

Table B1: Demographic profile of respondents – comparison of 2018 new survey and 2020 longitudinal survey

	All 2018 new client survey respondents	All 2020 Longitudinal survey respondents
Base	(1065)	(300)
	%	%
Gender		
Male	72	73
Female	28	27
Age		
Under 40	27	21
40 to 49	24	27
50+	47	50
Refused	2	2
Ethnicity		
White British	89	91
Not White British	8	7
Prefer not to say	3	2
Socio-economic group		
A/B	15	16
C1	34	41
C2	18	18
D/E	21	19
Unknown/refused	11	7
Has disability		
Yes*	9	10
No	89	89
Refused	3	1

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

Table B2: Main activity of longitudinal clients at point of survey – comparison of 2018 and 2020 longitudinal surveys

	2018 Longitudinal Survey	2020 Longitudinal Survey
Base: All longitudinal survey clients	(307)	(300)
	%	%
Working full-time for an employer	56	59
Working part-time for an employer	11	12
Self-employed	8	9
Working through a temping agency	4	2
In full-time education or training	1	1
Working in an unpaid or voluntary role	1	1
Unemployed but actively seeking work	5	5
Retired	8	5
Not working because of ill-health or disability	3	1
Being a full-time carer or looking after the family	1	2
Taking time out of work to consider options	1	1
Other	1	-

Scottish Government
Riaghaltas na h-Alba
gov.scot

This publication is available at **www.gov.scot**

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

ISBN: 978-1-80004-176-9 (web only)

Published by The Scottish Government, November 2020

Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS775426 (11/20)