

Information, Advice and Guidance Services for Adults – A Quarterly Progress Report August – October 2003



Learning+Skills Council

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Introduction

Progress to Date

1 This section of the report summarises the findings from an analysis of management information received during August – October 2003. The data is presented as percentages of the total management information received relating to individuals seen rather than services provided. The findings are presented under the following sub-headings:

Gender

Age

Long term health problems

Ethnicity

Qualifications

Economic status at present

2 The Learning and Skills Council (LSC) has responsibility in England for the development of coherent Information, Advice and Guidance (IAG) services for adults. The importance placed on IAG services for adults is underlined in the Government's National Skills Strategy (*21st Century Skills: Realising Our Potential*, Cm 5810), which states that "high quality and easily accessible information, advice and guidance has an important role in helping people to understand the opportunities and support available" (4.33) and acknowledges that "a lot more needs to be done to improve the quality, consistency and visibility of provision.... we will work with the LSC and Ufi/**learndirect** to define the range of IAG services which adults should be

entitled to expect, and the standards to which those services should be delivered" (4.37).

3 During the financial year 2003-04, the LSC has invested £34.5 million in the provision of information and advice services for adults through its network of local LSCs. Delivery of IAG services is coordinated on a local basis by designated IAG Partnerships comprising a variety of experienced providers in the public, private and voluntary sectors. The aim of the service is to provide free, independent and impartial advice and information to adults about learning and work opportunities available in local areas and how best to access them. All adults of working age (whether in work, education or not) can access this service.

4 This is the second of a series of quarterly reports focusing on the performance of the IAG programme. This report focuses on delivery during August – October 2003, the first quarter of an academic year contracting cycle. During this period, the LSC contracted with 55 IAG Partnerships to deliver 356,596 information and 117,868 advice sessions on learning and work. During this period, the LSC also facilitated the pilot of Enhanced Services (ES) – in depth support for adults yet to achieve a Level 2 qualification. During this period, IAG Partnerships profiled a potential 4,800 ES.

Achievements for the period 1st August 2003 – 31st October 2003

5 Achievements for this period are as follows:

Table 1 Sessions	Profile	Actual	% of profile
Information	356,596	512,887	143
Advice	117,868	86,157	73
Enhanced Services	4,800	1,604	33

The 86,157 advice sessions delivered relates to a total of 78,785 individuals.

Of the information services provided, the following breakdown is available:

Table 2 Breakdown of the number and type of information sessions	No.
Telephone	80,833
Website searches (not hits)	184,155
E-mail/letter	30,050
Face to face	146,753
Targeted mail shot	48,100
Self-help	16,298
Total	506,189

6 Effective referral mechanisms within IAG Partnerships are essential to ensure the client receives the most beneficial support for their individual circumstances. During the interim period, a total of 19,183 referrals to other local provision were made.

Table 3
Referrals to Providers from Advice sessions

Funding Stream	Aspirational Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total no.
Adult and Community Learning	1,837	1,169	1,237	866	320	200	5,629
Work Based Learning	864	200	671	462	209	92	2,498
Further Education	1,660	1,025	2,379	2,326	634	157	8,181
Higher Education	329	72	120	333	1,278	321	2,453
Total	4,690	2,466	4,407	3,987	2,441	770	18,761

Table 4
Referrals to Providers from 'Enhanced Services'

Funding Stream	Aspirational Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total no.
Adult and Community Learning	25	20	29	20	1	2	97
Work Based Learning	2	10	19	11	3	12	57
Further Education	63	15	52	35	39	2	206
Higher Education	18	6	11	12	9	6	62
Total	108	51	111	78	52	22	422

7 Given that adults yet to achieve a Level 2 qualification are a national priority group, it is concerning that referral figures for this group are so low (38 per cent of all referrals). A further concern is the number of adults being referred to Higher Education provision (HE) whose aspirational qualification attainment level is between Level 0 and 2. This may be a recording issue and IAG Partnerships are asked to review current systems to ensure appropriate referral is being captured.

8 During 2002/2003, IAG Partnerships were tasked with delivering services to ensure access is given to clients from particular target groups, based on the client need analysis for the local LSC area. It was expected that services were targeted in the main at those people considered to be most disadvantaged including:

Table 5 National Priority Groups	Advice		'Enhanced Services'	
	Male	Female	Male	Female
Total number of people given Advice or 'Enhanced Services' who fit the priority group profiles	19,079	23,490	310	321
Of the people identified above, enter the priority group/s below, which is representative of the client. (You may record in more than one category)	Male	Female	Male	Female
People aiming to improve their skill levels to NVQ 2 or NVQ 3 standard or equivalent	9,902	11,880	264	261
People aiming to enter or who will be leaving Higher Education	3,797	5,311	0	0
People with basic skills literacy, numeracy or English for Speakers of Other Languages needs	5,480	5,751	63	88

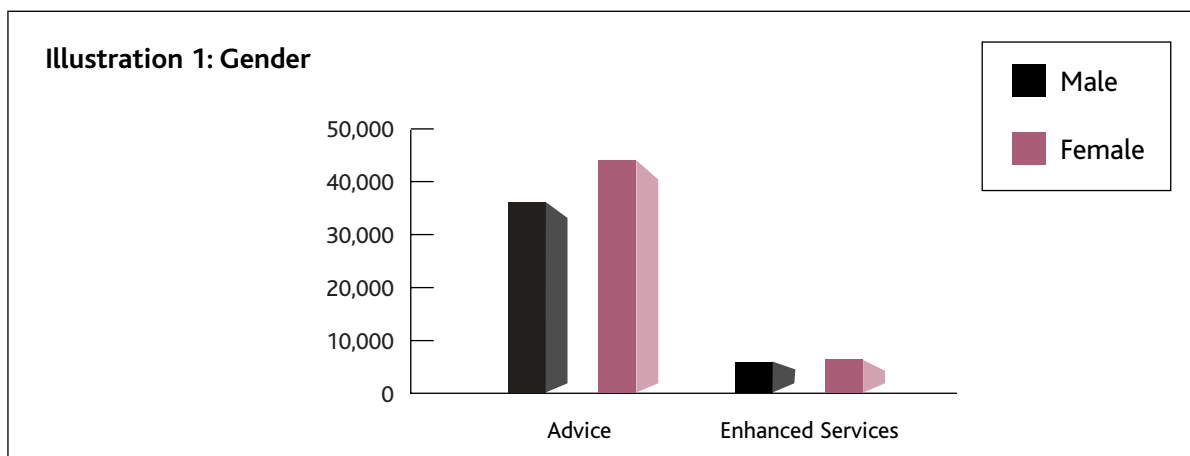
Client characteristics

9 This sub-section provides an overview of the personal characteristics of the adults receiving advice services.

Gender

10 The gender composition of adults accessing advice services was as follows.

Table 6 No. of clients receiving either advice or 'Enhanced Services'	Advice		'Enhanced Services'	
	Male	Female	Male	Female
	36,197	41,283	671	686

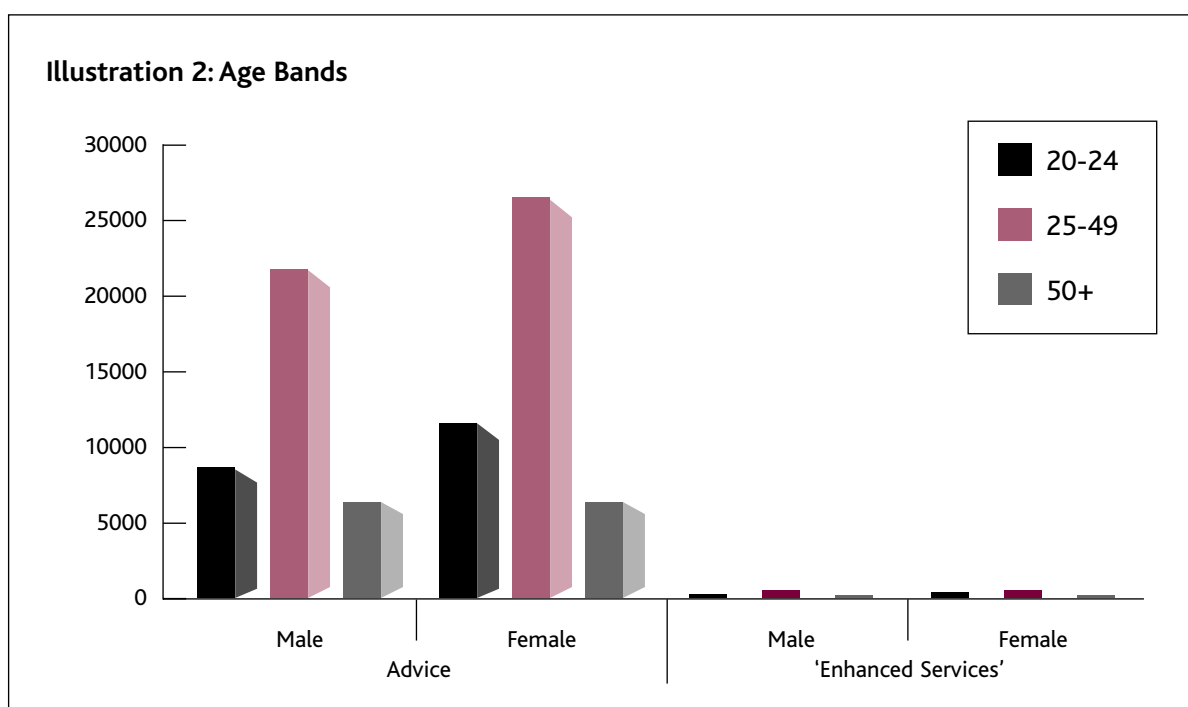


11 The 2001 Census found that of the 49,138,831 people in England, 48.6 per cent were male and 51.4 per cent were female. The client cohort for this quarter therefore accords reasonably well with the national picture as 46.8 per cent of the sample were male and 53.2 per cent were female.

Age

12 The age profile of the clients seen is shown in the table below.

Table 7 Age No. of clients receiving either advice or 'Enhanced Services' by Ages	Advice		'Enhanced Services'	
	Male	Female	Male	Female
20 – 24	9,983	10,259	199	153
25 – 49	20,924	25,767	378	443
50+	5,145	5,154	91	70
Totals	36,052	41,180	668	666



13 Twenty seven per cent of male clients seen were in the youngest age band, 58 per cent were aged 25-49, and the remaining 15 per cent were over 50. For women, the breakdown is 25 per cent aged 20-24, 63 per cent aged 24-49, and 12 per cent aged 50+. The client cohort contains higher proportions of people under the age of 50 compared with the population of England as a whole. This is not surprising, however, given the targeting of information and advice services on people who are of working age, including those engaged in learning or employment.

Long term health problems

14 2001 Census data reveals that 17.96 per cent of the total population of England have a limiting long term illness. This compares with 10 per cent of the people accessing advice and ES.

Table 8 Long term health problems	Advice		'Enhanced Services'	
	Male	Female	Male	Female
People with a disability	4,258	3,537	195	168
People without a disability	31,710	37,545	459	499
Totals	35,968	41,082	654	667

15 Analysis of the client cohort indicates that 9 per cent of female advice clients declare a disability, as do 12 per cent of male clients. For ESs, declarations are 25 per cent female and 30 per cent male, no doubt reflecting targeting of services at hard to reach groups.

Ethnicity

16 A detailed breakdown of the ethnic origin of adults accessing advice and

enhanced services is shown in the table below.

Table 9 Ethnicity	Advice		'Enhanced services'	
	Male	Female	Male	Female
Asian or Asian British – Bangladeshi	419	313	11	11
Asian or Asian British – Indian	1,181	1,585	17	12
Asian or Asian British – Pakistani	1,102	1,130	14	7
Asian or Asian British – Other	541	479	8	7
Black or Black British – African	1,640	1,631	24	44
Black or Black British – Caribbean	809	1,069	25	30
Black or Black British – Other	373	489	4	4
Chinese	200	281	0	4
Mixed – White and Asian	99	140	1	5
Mixed – White and Black African	165	166	1	4
Mixed – White and Black Caribbean	224	263	6	6
Mixed – Other	588	643	1	2
White – British	24,945	28,207	473	451
White – Irish	347	423	2	3
White – Other	1,550	2,175	21	30
Other	1,225	1,193	33	27
Prefer not to say	857	1,198	25	22
Totals	36,265	41,385	666	669

17 A broad comparison of the main ethnic groupings in the client cohort and the population in England is shown in the table

below. This shows that the sample includes relatively high proportions of non-white users of advice and enhanced services.

Table 10 Ethnicity Adults seen and population or England Compared	% Adults seen	% England population*
Asian	8.6	4.6
Black	7.7	2.3
Mixed	209	1.3
White	74	90.9
Other	3	0.9
Not Stated	2	-
* Census 2001, ONS (Total Population England)		

Qualifications

18 The qualification levels of adults seen during the August – October period are shown in the table below. Definitions and

typology employed in the survey with regard to the stated levels are set out in the Annex to this report.

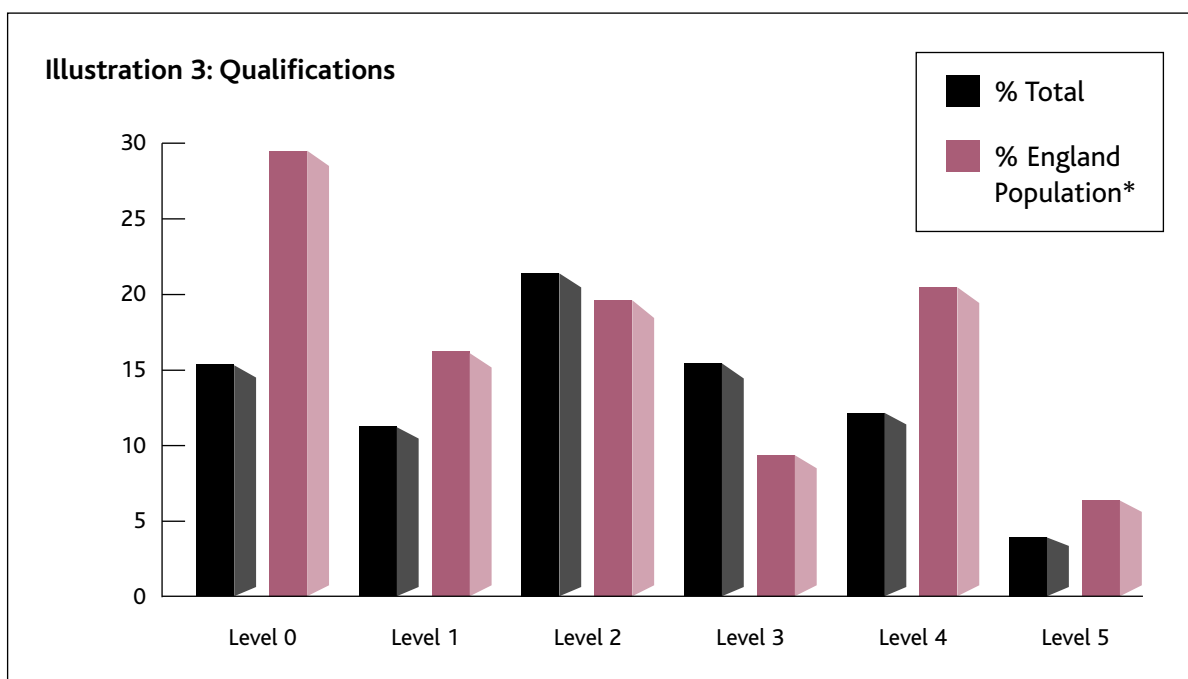
Table 11 Qualification Level at Present	Advice		'Enhanced Services'	
	Male	Female	Male	Female
Level 0	6,333	5,937	220	211
NVQ Level 1 or Equivalent	4,099	4,448	176	195
NVQ Level 2 or Equivalent	7,703	9,681	114	102
NVQ Level 3 or Equivalent	5,604	6,887	73	58
NVQ Level 4 or Equivalent	4,731	5,620	21	49
NVQ Level 5 or Equivalent	1,466	1,703	8	9
Other	5,989	6,659	57	45
Totals	35,925	40,935	669	669

19 A broad comparison of the qualification levels of the client cohort and the population (England) as a whole is shown in the next table. Data on qualifications held was available for 78,198 clients, or 99 per cent of the total. This is a significant improvement on the levels of data available

during the April – July period. The biggest single number of qualifications held were NVQ Level 2 or equivalent, at 17,600, or 22 per cent of the total. No qualifications were held by 12,701 clients, or 16 per cent, and 12,750, around 10 per cent, held 'other' qualifications.

Table 12 Qualification Levels: Clients seen compared with the population of England	% Total	% England population*
Level 0	16	28.9
Level 1	11	16.6
Level 2	22	19.4
Level 3	16	8.3
Level 4	13	19.9
Level 5	4	6.9

* Census 2001, ONS

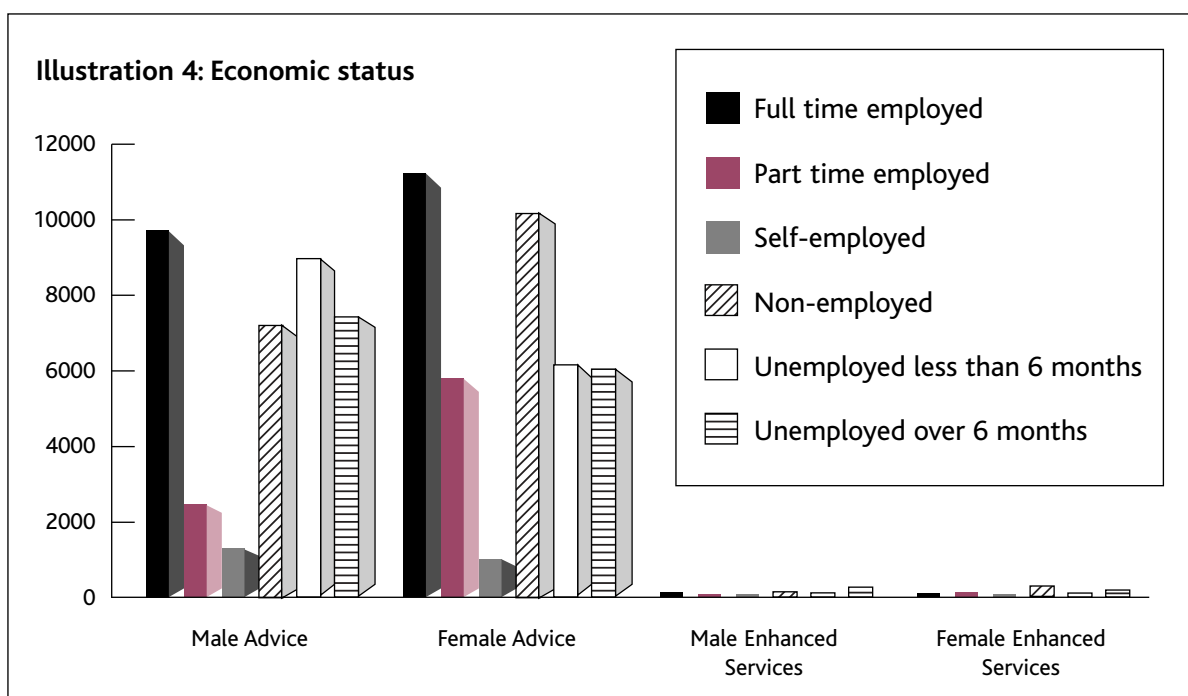


Economic status at present

20 The economic status of adults seen by IAG Partnerships is set out in the table below by gender. For both genders, people in full time employment represent the largest proportional group of advice clients, each at 27 per cent of the total. But, whereas the second largest group of male clients is short term unemployed at 24 per cent, the second largest female group is non-employed at 26 per cent.

21 Fifteen per cent each of females were in part time employment, short term unemployed and long term unemployed, with 2 per cent self employed. Twenty per cent of men were long term unemployed, 19 per cent non-employed, 6 per cent part time employed and 3 per cent self employed. The levels of clients seen who have been unemployed for more than six months are a cause for concern. This is a priority client group for Jobcentre Plus and the additionality of services provided by IAG Partnerships must therefore be questioned.

Table 13 Economic Status	Advice		'Enhanced Services'	
	Male	Female	Male	Female
Full time employed	9,908	11,105	147	106
Part time employed	2,143	5,988	38	106
Self-employed	1,150	1,027	16	16
Non-employed	6,949	10,670	130	200
Unemployed less than 6 months	8,745	6,231	150	110
Unemployed over 6 months	7,234	6,136	185	129
Totals	36,129	41,157	666	667



Conclusions

22 Data for advice clients show that after six months 44 per cent of respondents had entered learning, 14 per cent had found work, 5 per cent had found alternative or more rewarding work and 4 per cent had taken up voluntary work. This compares very favourably with the recent impact analysis study of IAG services which indicated that of the sample group (2,181 adults):

23 Thirty six per cent of all respondents had become engaged in some kind of learning and a further 16 per cent had decided to start a training or education course but had not registered at the time of the survey.

24 It should be borne in mind that advice and information services had been received by respondents only 6 months or so earlier.

25 Thirty six per cent of those who had been in employment, and 33 per cent of those who had been unemployed, subsequently chose to become engaged in some form of learning, the majority of which was work-related.

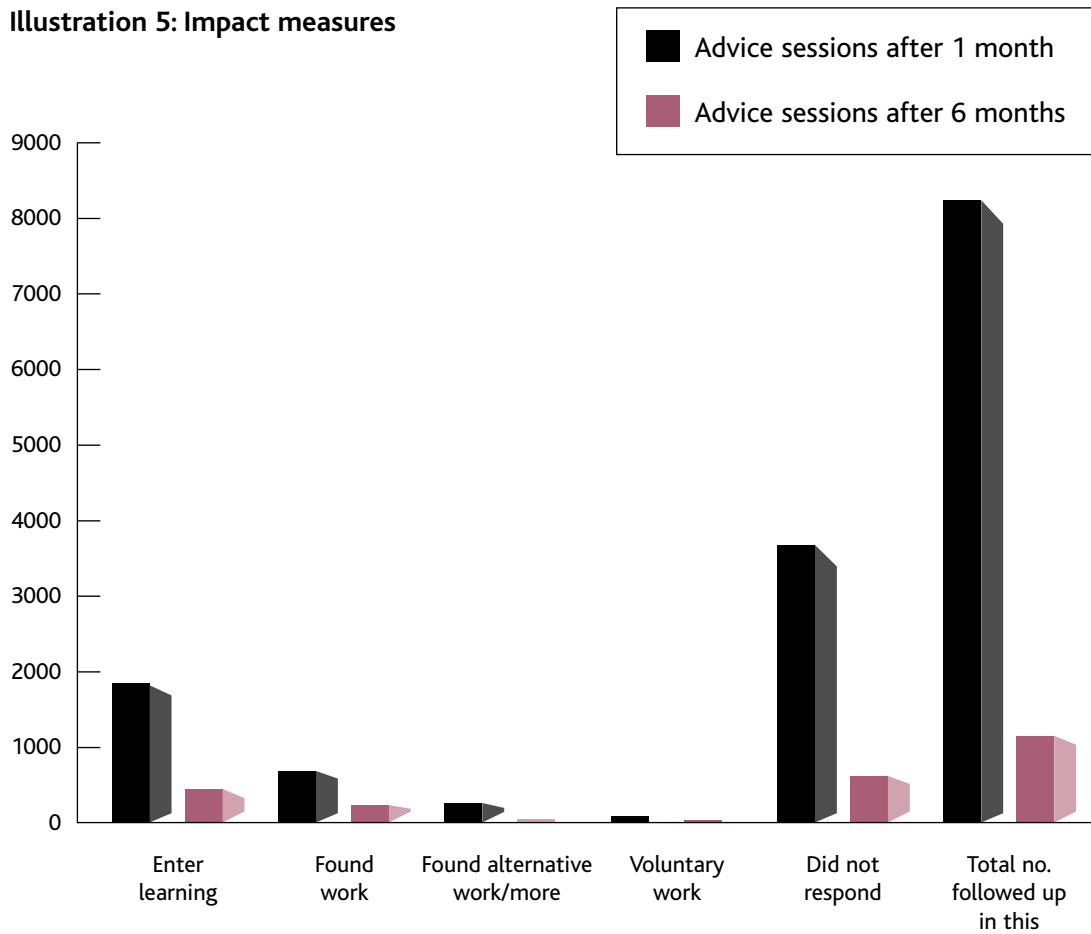
26 Thirty three per cent of those people who were unemployed had started in learning and 43 per cent had become employed by the time the survey was undertaken; 26 per cent had started to actively look for work.

Table 14 Impact measures for total no. of clients seen August–October 2003	Entering learning	Found work	Found alternative work/more fulfilling role	Voluntary work	Did not respond	Total no. followed up in this quarter
Advice sessions after 1 month	1,975	609	238	190	3,657	8,119
Advice sessions after 6 months	386	176	41	17	796	1,143
'Enhanced services' after 1 month	56	5	3	14	45	100
'Enhanced services' after 6 months	1	0	2	0	12	13

Table 15
Impact measures

	Entering learning	Found work	Found alternative work/more	Voluntary work	Did not respond	Total no. followed up in this
Advice sessions after 1 month	1,975	609	238	190	3,657	8,119
Advice sessions after 6 months	386	176	41	17	796	1,143

Illustration 5: Impact measures



27 IAG Partnership coordinators must urgently note the following areas of concern and take suitable actions to address them immediately. These are:

- **Low Referral Volumes** – Given that Adults yet to achieve a Level 2 qualification are a national priority group, it is concerning that referral figures for this group are so low (38 per cent of all referrals). A further concern is the number of adults being referred to HE whose aspirational qualification attainment level is between Level 0 and 2. This may be a recording issue and IAG Partnerships are asked to review current systems to ensure appropriate referral is being captured.
- **Underachievement Of Delivery Profile** – It is a requirement for the LSC, national and local, and for IAG Partnerships and individual providers, to have a clear picture of the performance of the IAG initiative. Although IAG Partnerships are overachieving on information delivery, the underperformance for advice (27 per cent under profile in this quarter and 58 per cent under profile on financial year to date) and Enhanced Services is a major concern.
- Management information collection has always been considered a fundamental element of good practice in IAG, to facilitate the evaluation and development of the service. The introduction of impact measures has begun to clearly demonstrate the effect of IAG services.

Annex: Glossary of qualification levels

NVQ Level	Academic qualification equivalent	Vocational qualification equivalent
Level 0	Word power and number power	
Level 1	GCSE or O Level grades D to G (or fewer than 5 at grades A to C) CSE below grade 1 1 AS Level	BEC General Certificate BEC Diploma BTEC First Certificate City & Guilds Operative Awards CPVE Year 1 (Technician) GNVQ Foundation LCCI Elementary or First Level NVQ Level 1 PEI Elementary or First Level RSA Elementary or First Level RSA Vocational Certificate
Level 2	GCSE or O Level (5 or more at grades A to C) CSE grade 1 1 A Level 2 or 3 AS Levels	BEC General Certificate with Credit BEC Diploma with Credit BTEC First Diploma City & Guilds Higher Operative or Craft GNVQ Intermediate LCCI Certificate (Second Level) NVQ Level 2 PEI Stage 2 Pitman's Intermediate Level 2 Diploma Certificate RSA Diploma
Level 3	2 or more A Levels 4 or more AS Levels	BEC National ONC or OND BTEC National ONC or OND City & Guilds Advanced Craft GNVQ Advanced LCCI Diploma (Third Level) NVQ Level 3 Pitman's Level 3 Advanced Higher Certificate RSA Stage 3 Advanced Diploma TEC Certificate or Diploma Access to Higher Education Courses ESOL and Foreign Languages Advanced Awards

NVQ Level	Academic qualification equivalent	Vocational qualification equivalent
Level 4	Teaching qualifications (Including PGCE) First degree	BEC National HNC or HND BTEC National HNC or HND Higher Education Certificate Higher Education Diploma LCCI Advanced Level NVQ Level 4 Nursing (SRN) RSA Advanced Certificate RSA Higher Diploma
Level 5	Higher degree	Continuing Education Diploma NVQ Level 5 Other high-level professional qualifications

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