

Baseline Jobseeker Traffic Survey Report 2001

FINAL REPORT
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Executive Summary

Purpose

The Employment Service is undergoing rapid changes associated with its Modernising Employment Service (MES) Programme. This year's Jobseeker survey aims to provide a baseline against which to assess the impacts of all MES initiatives on:

- levels of client satisfaction with ES services;
- job search behaviour (e.g. timing and duration of job search, number of channels used, willingness to consider a wider range of jobs, number and type of submissions);
- different groups of Jobcentre users e.g. ES and non-ES benefits claimants and non-claimants;
- the volume and composition of the client base served by Jobcentres; and
- the pattern and frequency of visits to Jobcentres, particularly by client characteristic.

A follow-up survey planned for July 2002 is expected to capture the MES impacts.

The following represents some key findings from this year's survey.

Overview of Key Findings

Traffic Volumes

- The number of Jobcentre visitors peaks during the lunchtime period (37% of all visits are made during lunchtime), but otherwise numbers do not change much throughout the day.
- More women visit the Jobcentres in the afternoon rather than in the morning; the number of male visitors in the morning and in the afternoon is roughly equal.

Characteristics of Jobcentre Users

- The majority of all Jobcentre users are male (67%) and white (89%).
- Benefits claimants (74%) represent the majority of Jobcentre visitors. Benefits claimants are those who are in receipt of ES and/or non-ES benefits or contributions (e.g. National Insurance Contributions) and also include those who had signed off on the day of the interview or were still being assessed for benefits.
- Jobcentre users under the age of 35 represent 62% of all users.
- Unemployed persons comprise 56% of all Jobcentre users (31% are unemployed for less than 6 months, and 25% are unemployed for more than 6 months).
- Only 6% of claimants are employed compared to 47% of non-claimants.
- The majority of the employed (72%) are not in receipt of benefits.
- Most of those unemployed for less than 6 months (85%) and unemployed for more than 6 months (73%) are in receipt of JSA only.
- Most Jobcentre users are qualified (75%), but tend to not be highly qualified.
- Proportionately more non-claimants (81%) than claimants (74%) has qualifications. Interestingly, qualified claimants and non-claimants generally have similar levels of qualifications.

- 19% of claimants have a health problem or disability compared to 10% of non-claimants.
- Jobcentre users have experience using computers and the Internet: 76% of all users have used a computer before; 53% have had some form of computer training; 50% use the Internet; and 34% have used the Internet to look for work.

Jobcentre Use

- The main reason why all users visit the Jobcentre is to look at vacancies (40%) and the second most common reason is to attend fortnightly review/sign on (31%).
- The main reason why claimants visit the Jobcentre is to sign on (40%). The main reason non-claimants visit the Jobcentre is to look at vacancies (76%).
- Most users spend all their time at the Jobcentre on one activity; on any particular visit (57%).
- Jobcentre users mainly visit the Jobcentre more than once a week (34%), but not daily. Only 3% of all Jobcentre users visit daily. In 1996, 54% of users visited more than once a week, but not daily. This decrease in the frequency of Jobcentre visits may be related to the observed increase in the average length of each Jobcentre visit and the alternative means of obtaining access to vacancies and information now available.
- The frequency of visits differs between claimants and non-claimants. Most claimants (38%) visit the Jobcentre more than once per week (but not daily). On the other hand, 26% of non-claimants stated that it was their first visit to the Jobcentre (26%).
- A majority of all Jobcentre users, 76% of claimants and 81% of non-claimants, only visit the Jobcentres they were interviewed at.
- Jobcentre users spent an average of 25 minutes in the Jobcentre on the day of their interview, almost twice as long as in 1996 (13 minutes).

Job Preferences and Job Search Behaviour

- The majority of all Jobcentre users (94% of claimants and 85% of non-claimants) were looking for work for themselves.
- Of those looking for work for themselves, the majority are looking for full-time work (72%), 11% are looking for full or part time hours, and 9% are looking for part-time work. Proportionately more non-claimants (19%) than claimants (7%) are searching for part-time work.
- Just over half of all Jobcentre users looking for work look mainly locally (53%).
- Claimants and non-claimants appear to have a similar degree of confidence when it comes to finding work. Roughly 17% of claimants and 20% of non-claimants are not confident of finding work, and 70% of claimants and 69% of non-claimants feel confident.
- The majority (66%) of all Jobcentre users did not select any jobs to apply for on the day of the interview; 26% did. Thirteen per cent of all users selected one job to apply for, 7% selected two, 3% selected three jobs, and 2% selected more than three jobs.
- In a similar survey conducted for the Jobpoints Pathfinder evaluation (ES Report 76), 47% of all respondents selected a job to apply for and 23% applied for at least one of the jobs selected on the day of the interview. In comparison, 26% of the respondents to the 2001 survey (undertaken in Jobcentres without jobpoints), selected a job and 11% went on to apply for at least one of the jobs selected on the day of the interview. This suggests that Jobpoints are positively influencing job search behaviour.

Awareness and Use of New ES Services

The research took place in Jobcentres that had not had jobpoints installed.

Generally, Jobcentre users do not have a high awareness of MES. Of all users, 13% are aware of Jobpoints, 21% are aware of the ES Internet Job Bank, and 18% are aware of Worktrain.

In comparison, 57% of Jobcentre users were aware of Employment Service Direct and 25% had used it to obtain information on vacancies. This telephone jobsearch service was introduced in 1999 and widely publicised.

Satisfaction with Jobcentre and New Services

The majority of claimants (79%) and non-claimants (79%) who have used the MES services are satisfied with them. In terms of overall satisfaction with the ES/Jobcentre, 79% of claimants are satisfied as are 80% of non-claimants.

1.0. Introduction

1.1. The Modernisation Programme (MES)

The modernisation programme, known as “Modernising the Employment Service” or MES, is a package of measures introduced, mostly in 2001/02, to transform ES services and to lay the foundations for the labour market service of Jobcentre Plus. MES forms part of the ongoing IT development programme.

The key objectives of the MES programme are to:

- Improve the effectiveness of the ES’ services for Jobseekers, particularly for those who are at a disadvantage in the labour market;
- Improve the effectiveness of the ES’ services for employers, and
- Improve the efficiency, accuracy, flexibility and responsiveness of the ES’ work processes in meeting the needs and changing priorities of Ministers, customers, and partners.

The objectives have been addressed through changes and improvements to ES service provision, including the introduction of: touch screen jobpoints replacing vacancy display boards, centralised vacancy taking via customer service centres and the availability of all ES notified vacancies via the ES Internet Job Bank. The modernisation programme also includes the replacement and upgrade of IT hardware and software.

The MES programme is subject to a comprehensive evaluation, and a number of reports are to be published in 2002 and 2003. The MES evaluation comprises two rounds of research. Round one is designed to provide early feedback on MES rollout as well as forming a baseline against which later changes can be measured. Round two will provide information on the development of the programme and will identify any changes from the baseline.

The following research outputs are planned:

- Baseline nationally representative telephone survey of employers;
 - Follow-up employer survey planned for summer 2002 to measure any changes from baseline;
- Qualitative interviews with employers and with staff in customer service centres;
 - Follow-up interviews planned for spring 2002;
- **Exit survey of Jobseeker and Jobcentre traffic count at Jobcentres;**
 - Follow-up traffic survey planned for summer 2002 to measure any changes from baseline;
- Study of early views on the Internet Job Bank;
- Jobcentre case studies: interviews with staff and partners of jobcentres;
 - Follow-up sweep of Jobcentre case studies planned for spring 2002;
- Econometric analysis of impact of MES on ES performance and the labour market in 2001 and 2002;
- Summary evaluation reports at the end of first and second year work.

1.2. Purpose

The Employment Service is undergoing rapid changes associated with its Modernising Employment Service (MES) Programme. This year's Jobseeker survey aims to provide a baseline against which to assess the impacts of all MES initiatives on:

- levels of client satisfaction with ES services;
- job search behaviour (e.g. timing and duration of job search, number of channels used, willingness to consider a wider range of jobs, number and type of submissions);
- different groups of Jobcentre users e.g. ES and non-ES benefits claimants and non-claimants;
- the volume and composition of the client base served by Jobcentres; and
- the pattern and frequency of visits to Jobcentres, particularly by client characteristic.

A follow-up survey planned for July 2002 is expected to capture the MES impacts.

On a subsidiary level, the survey is designed to determine who the current users of Jobcentres are and the nature of Jobcentre use, and how these have changed since the last Baseline Jobseeker Traffic Survey in 1996.

1.3. Methodology

1.3.1. Overall Design

In this study, the methodology used for the 1996 Baseline Jobseeker Survey was replicated as much as possible. However, given the unique context of the 2001 survey—i.e. the MES Programme—new issues have been addressed. These issues pertain to Jobcentre users' use of IT, job preferences and job search behaviour, satisfaction with the Jobcentre and ES services, and awareness of MES services.

1.3.2. Sample of Jobcentres

As the study is to serve as a baseline against which the MES impacts would be measured, it was necessary to select Jobcentres where MES (Jobpoints and Employer Direct in particular) has *not* been rolled out. In the end, 37 Jobcentres were selected by the ES sampling team (8 of the Jobcentres had already transferred Vacancy Services to the CSC at the time of the survey, but this is not expected to have an impact on Jobcentre visitors). However, strictly speaking, because Jobcentres across the country with MES could not participate, the sample of Jobcentres is not representative of all Jobcentres nationally (as was the case in the 1996 Baseline study). Rather, the data collected is representative of Jobcentre traffic prior to MES in the Districts surveyed.

However, even with the sampling constraints, considerable care was taken in the selection of the Jobcentres, and we are confident that the data is robust and compares favourably with the national distribution of Jobcentres by size. Table 1.1. below shows that the proportion of Jobcentres in each size band surveyed for the 2001 baseline roughly approximates the distribution of Jobcentres nationally.

Table 1.1. Proportion of Jobcentres nationally and in survey, by register size

Classification of Jobcentres by Register Size	% of Jobcentres in National Jobcentre Network	% of Jobcentres Surveyed in 2001 Baseline Jobseeker Traffic Survey
Small (<402)	20	22
Small/medium (402-695)	20	19
Medium (696-1138)	20	19
Medium/Large (1139-1684)	20	11
Large (1684+)	20	30

In addition, the data from this year's baseline is also robust in terms of the unemployment rate compared to Jobcentre traffic counts. Through statistical calculations it has been determined that if the 37 Jobcentres sampled were nationally representative, we would expect 48% of all Jobcentre users to be unemployed (see Annex 4 for a description of how this unemployment rate was calculated). The figure of 56% unemployed observed in this study is acceptably close to this figure.

Consequently, we are confident in stating that the data collected represents a robust picture of Jobcentre traffic prior to MES in the Districts surveyed. Moreover, we suggest that the data represent a **notional** picture of what Jobcentre traffic nationally would be like today if MES had not been in place. As such, the data in this report can be used as a baseline against which to measure MES impacts in the future.

1.3.3. The Interview

The 10-minute survey was carried out using exit interviews with 1,691 clients at 37 Jobcentres. Most of the surveys and traffic counts were conducted on the day the Jobcentre was visited, with the exception of a few Jobcentres, mainly the large ones, which took approximately 2 days each to cover. See Annex 1 for a list of Jobcentres visited and the dates the survey and traffic counts were undertaken.

Interviewers were instructed to stand by the Jobcentre exit and ask each person leaving, regardless of age, gender or ethnicity, to take part (making it a random survey). Once an interview was completed surveyors returned to their position and approached people again. Some Jobcentre users did not wish to participate and a summary of refusals is given in Annex 2. The survey refusal rate is 25% but this is not expected to introduce any undue bias because there was no systematic refusal pattern. Of the 573 users who did not want to participate in the survey, the majority (61%) cited "no time" as the reason.

The survey covered the following issues: reasons for visiting the Jobcentre; patterns of visits at Jobcentres; characteristics of Jobcentre users; job preferences and job search behaviour; satisfaction with the Jobcentre and with ES services; and awareness and use of other ES (MES) services. A copy of the questionnaire is presented in Annex 3.

Although the 1996 and 2001 baseline studies are not entirely comparable given the different samples of Jobcentres used in those studies (the former involved a nationally representative sample of Jobcentres), the responses from both surveys are nonetheless noted alongside each other for indicative comparisons only.

This year's findings are also presented by the benefits/contributions status of users: claimants and non-claimants. **Claimants are users who are in receipt of ES and/or non-ES benefits or contributions (e.g. National Insurance contributions), and also include people who had signed off on the day of the interview or were still being assessed for benefits.¹ Non-claimants are users not in receipt of ES and/or non-ES benefits or contributions.** Of the 1,691 users, claimants numbered 1,253 (74%), and non-claimants, 438 (26%).

1.3.4. The Traffic Count

A traffic count was undertaken during a five-minute period in every half hour the Jobcentre was open. This recorded the number of visitors by gender. The figure was then multiplied by 6 to reflect a half hour period and, in turn, the half hour periods were combined into three periods: 9 to 11:30 am; 11:30 to 2 pm; and 2 to 4:30 pm.

In cases where the same Jobcentre was used to conduct interviews for more than one day, a traffic count was also conducted for that day (or part thereof), and an average traffic count was calculated. The survey data was then weighted so that it reflected the distribution of traffic per Jobcentre by gender and time of day. A more detailed explanation of the weighting exercise is given in Annex 4.

¹ Respondents in receipt of 'child benefit or single parent benefit' are also classed as claimants. There were only 64 respondents receiving this group of benefit.

2.0. Analysis of Traffic Counts

A detailed breakdown of the counts by Jobcentre, and a summary of the average counts by gender for each size category of Jobcentres, are presented in Annex 5.

There is no doubt that males are the majority of users in the Jobcentres visited, which was also the case in 1996. The finding that men represent the majority of users is evidenced in other MES work such as the Jobpoints Pathfinders Evaluation. That survey also used an exit survey and found that 67% of respondents were men.

No external factors influenced the traffic counts; of all the Jobcentres visited there was only one coffee/morning recruitment session in Galashiels - but this did not have a significant impact on the count.

Table 2.1 below demonstrates that the number of Jobcentre visitors does not change significantly throughout the day, although numbers do peak during the lunch time period. Lunch time visits account for 37% of all visits.

Table 2.1. Counts for all Jobcentres by time of day, gender

	Morning (9 to 11:30am)	Lunch time (11:30 to 2pm)	Afternoon (2 to 4:30pm)	Day Total
Males	3111 (32%)	3627 (37%)	3108 (32%)	9846
Females	1480 (29%)	1866 (36%)	1776 (35%)	5122
Total (and % of Total for day)	4591 (31%)	5493 (37%)	4884 (33%)	14,968

More women visit Jobcentres in the afternoon than in the morning, but the number of morning and afternoon visits by men is roughly equal.

3.0. Characteristics of Jobcentre Users

3.1. Gender, Age and Ethnicity

Claimants represent 74% of the Jobcentre users surveyed. Compared to the 1996 survey, 77% of Jobcentre users were claimants—not a large difference.

Of the total 1,691 Jobcentre users, 67% are male, and 33% female. The majority of claimants are also male (69%), as was the case in 1996 (76%), but proportionately fewer claimants are male in the 2001 survey.

Jobcentre users under the age of 35 comprise 62% of all users. This is consistent with 1996 figures, which generally show that the largest proportion of users (60%) was under 34 years old. This year, the proportion of claimants and non-claimants under 35 are almost equivalent (61% and 64%, respectively). The age distributions of users in 2001 and in 1996 are summarised in Table 3.1 below.

Table 3.1. Profile of all users, by age, and 1996 figures

Age Group, 2001	% of All Users	Age Group, 1996	% of All Users
16-18	10	Under 25	32
19-24	26	25-34	28
25-34	26	35-44	17
35-49	24	45-54	14
50-59	12	55+	9
60-64	2		
65+	0.2		

Jobcentre users are predominantly white (89%), which was also the case in 1996 (92%). Amongst claimants this year, Black Caribbeans make up 4% and Pakistanis, 3%. Amongst non-claimants, Pakistanis, Black Caribbeans and Black Africans each comprise 2%.

3.2. Employment Status

Table 3.2. Employment status of Jobcentre users

Employment Status	% of Claimants	% of Non-Claimants	% of All Users
Employed	6	47	17
Unemployed for less than 6 months	42	1	31
Unemployed for more than 6 months	33	0	25
Other	18	52	27

Table 3.2 above shows that unemployed persons represent 56% of all users. Those with 'other' status (not in work and not in receipt of benefits, permanently sick or disabled, still in full-time education, working in the home, retired, in voluntary work) account for 27%, and employed persons account for 17%. The proportion of Jobcentre users in 1996 who were employed was slightly lower at 14%.

Most claimants are unemployed for less than 6 months (42%), followed by unemployed for more than 6 months (33%). Non-claimants mostly have 'other' status (52%), followed by employed (47%). Not surprisingly, non-claimants are more likely to be employed relative to claimants.

Just who are the employed and the unemployed? A better understanding of the different employment groups is gained by examining the benefits that they receive.

Table 3.3 below shows the benefits received by employment status of all Jobcentre visitors.

Table 3.3. Employment status and benefits received

Benefits Received	Employment Status			
	% of Employed	% of Unemployed for less than 6 months	% of Unemployed for more than 6 months	Other
JSA Only	5	85	73	3
JSA and other benefit	0	1	3	0
Other benefit only	23	13	24	47
No benefits	72	1	0	50

'Other benefit' refers to other ES or non-ES benefits and contributions: child benefit or single parent benefit; state retirement pension; income support; sickness/incapacity/disability benefit; working families tax credit; government training allowance; National Insurance; and any other benefits. 'No benefits' refers to neither ES nor non-ES benefits and contributions.

Not surprisingly, the majority of the employed (72%) are not receiving benefits. The picture is more divided amongst those with 'other' employment status: 50% receive no benefits but 47% receive other non-ES benefits. Most of those unemployed for less than 6 months (85%) and unemployed for more than 6 months (73%) are in receipt of JSA only. The finding that most of those who are unemployed are in receipt of JSA only suggests that the unemployed largely visit the Jobcentre for JSA-related matters. Indeed, another finding of this survey is that the main reason why claimants (most of whom are likely to be unemployed) visit the Jobcentre is to sign on.

Of the 13% of those unemployed under 6 months and in receipt of 'other benefits only', a few are in receipt of child benefit or single parent benefit, income support, sickness/incapacity/disability benefit, and the working families tax credit. Most, however, are in receipt of benefits such as housing benefit, council tax credit, hardship benefit, government loans and the New Deal bonus. The majority of the 24% unemployed for more than 6 months and in receipt of 'other benefits only' are also in receipt of such benefits.

3.3. Combinations of Benefits Received

As evidenced in Table 3.4 below, claimants tend not to be receiving combinations of benefits. The majority is in receipt of JSA only, followed by other benefits only.

Table 3.4. Combinations of benefits received

Benefits Received	% of Claimants
-------------------	----------------

JSA Only	62
JSA and other benefit	2
Other benefit only	36
No benefits	0

3.4. Qualifications

Most Jobcentre users are qualified (75%)—a slight increase from 1996, when 71% of Jobcentre users had qualifications. Although users are qualified, they tend not to be highly qualified. For example, from Table 3.5 below, none of the users has NVQ levels 4 and 5 and only 12% are educated to degree level.

Table 3.5. Selected categories of highest qualification achieved, 2001

Highest Qualification	% of Claimants	% of Non-Claimants	% of All Users
GCSEs/O levels/1 A level/2 AS level	28	26	27
NVQ level 3 or below	15	15	15
NVQ levels 4 and 5	1	2	1
Professional qualification	1	1	1
Degree	13	10	12
Post-graduate qualification	5	3	4

Jobcentre users in 1996 were also not very highly qualified, but the proportion of highly educated users has since increased: in 1996, only 1% had a post-graduate degree and 6% were educated to degree level.

In 2001, proportionately more non-claimants (81%) than claimants (74%) have qualifications. Nonetheless, qualified claimants and non-claimants generally have similar levels of qualifications as evidenced in Table 3.5.

3.5. Disabilities

Of all Jobcentre users, 16% have health problems or disabilities. Amongst claimants, 19% have health problems or disabilities compared to 10% of non-claimants. It should be clarified here that disabilities or health issues were self-defined by respondents, rather than reference being made to a specific condition. In 1996, 11% of all Jobcentre users had a substantial health problem or disability that made it difficult to carry out normal day to day activities.

3.6. IT Proficiency

Many Jobcentre users have experience using computers and the Internet:

- Of all users, 76% have used a computer before. More non-claimants (84%) than claimants (74%) have used a computer before;
- Half of all Jobcentre users use the Internet. Non-claimants are more likely to use the Internet (58%) than claimants (48%);
- 33% of all Jobcentre users can access the Internet from home;
- 34% of all Jobcentre users have accessed the Internet to look for work;
- 53% of all Jobcentre users have had some form of computer training.

Generally, a similar level of IT proficiency has been observed for users surveyed at Jobcentres for the Jobpoints Pathfinder Evaluation. In that study, 74% of respondents have used a computer before; 44% use the Internet; and 30% can access the Internet from home.

In the present survey, of those who do use the Internet for job search, 21% of claimants use it 2-3 times a week, and 28% of non-claimants use it less than once per week to job search. Of the 24 different job search web sites claimants and non-claimants were asked about, Fish4Jobs was the most commonly used. The ES Internet Job Bank is the third most used site by claimants (20%) and non-claimants (10%). Use of Worktrain amongst claimants and non-claimants is low (4% and 3%, respectively).

4.0. Jobcentre Use

4.1. Main Reasons for Visits

The main reason why all users visit the Jobcentre is to look at vacancies (40%) and the second most common reason is to attend fortnightly review/sign on (31%). In 1996, the situation was reversed; the main reason for the visit was to sign on (49%) with the second most common reason being to look at vacancies (41%).

Table 4.1 on the following page indicates that, in 2001, the main reason why claimants visit the Jobcentre is to sign on (40%), followed by to look at vacancies (27%). The main reason why non-claimants visit the Jobcentre is to look at vacancies (76%). Proportionately more non-claimants than claimants go primarily to look at vacancies.

Table 4.1. Main reasons for visiting the Jobcentre

Main Reason (stated by respondent)	% of Claimant	% of Non- Claimant	% of All Users
To look at vacancies	27	76	40
To attend adviser interview	4	1	3
To sign on	40	4	31
To register as unemployed	8	3	7
To make a new benefit claim	6	3	5
To make benefits query/make a claim	3	3	3
To sign off (starting new job)	1	4	2
To ask about employment or training schemes	1	1	1
To ask job related question	1	2	1
To make appointment with staff	1	0	1
To make a complaint	0	--	0
Other	8	4	7
No particular reason	0	--	0

Interestingly, most users spend all their time at the Jobcentre on one activity; 57% engaged in only one activity at the Jobcentre on the day they were interviewed.

4.2. Frequency of Visits

Table 4.2 below summarises the frequency of visits made by Jobcentre users. Thirty-four per cent of Jobcentre users visit the Jobcentre more than once a week (but not daily). The second most popular frequency of visit is once a fortnight (19%) followed by once a week (17%). The proportion of users making multiple visits in a week has decreased since 1996, when 54% of Jobcentre users visited more than once a week. This decrease in the frequency of visits may be related to the observed increase in the average length of each Jobcentre visit. Indeed, the average time users spend in the Jobcentre is 25 minutes compared to 13 minutes in 1996. The proportions of users making visits once a fortnight have remained stable since 1996.

Table 4.2. Frequency of visits

Frequency	% of Claimants	% of Non-	% of All Users
-----------	----------------	-----------	----------------

		Claimants	
Daily	4	3	3
More than once/week	38	22	34
Once a week	19	13	17
Once a fortnight	22	9	19
Once a month	1	7	3
3 or 4 times a year	1	3	2
Twice a year	0	1	1
Once a year	1	2	1
Occasionally	5	14	8
First visit	10	26	14

The frequency of visits differs between claimants and non-claimants. The highest proportion of claimants (38%) visit the Jobcentre more than once per week (but not daily). On the other hand, the largest proportion of non-claimants stated during the interview that it was their first visit to the Jobcentre (26%). More claimants (22%) than non-claimants (9%) visit once a fortnight, which is not surprising assuming that claimants are signing on.

4.3. Patterns of Visits

A majority of Jobcentre users, 76% of claimants and 81% of non-claimants, only visit the Jobcentres they were interviewed at. This has increased since 1996, when only 56% of Jobcentre users stated that they had not visited any other Jobcentres.

Of users who visited other Jobcentres, 47% visited the Jobcentre they were interviewed at because it is closest to home and 33% visited to attend a fortnightly review.

As demonstrated by Table 4.3 below, Jobcentre users spent an average of 25 minutes in the Jobcentre on the day of their interview, almost twice as long as in 1996 (13 minutes).

Table 4.3. Time spent in Jobcentre, % of all users

Time Spent	2001	1996
Up to 10 minutes	29%	65%
10 minutes to ½ an hour	50%	24%
½ an hour to 1 hour	18%	10%
More than 1 hour	4%	1%
Average time spent	25 minutes	13 minutes

Another possible reason for the increase in the average time spent in Jobcentres since 1996 is the development of the personal advisory role, which means that claimants in particular will spend more time in Jobcentres. Indeed, in 2001, claimants spent an average of 26 minutes in the Jobcentre compared to 20 minutes for non-claimants, proportionately more claimants (22%) spent more than 30 minutes in the Jobcentre than non-claimants (13%).

How much time do Jobcentre users spend on speaking to staff and looking for jobs? What is apparent from Table 4.4 on the following page is that more claimants spend time speaking to front line staff and advisers than non-claimants. This is not surprising as claimants are more likely than non-claimants to have interviews with Jobcentre staff.

More non-claimants spend time looking for jobs than claimants. This is probably because 'to look at vacancies' is the principal reason why non-claimants visit Jobcentres (76% of non-claimants stated that the main reason why the Jobcentre was visited was to look at vacancies, compared with 27% of claimants).

Table 4.4. Time spent in Jobcentre by activity

Activity	% of Claimants	% of Non-Claimants
Speaking to front line		
None	32	64
Up to 10 minutes	44	27
10 minutes to ½ hr	20	7
½ hr to 1 hour	3	2
Over 1 hour	0	0
Speaking to adviser		
None	71	78
Up to 10 minutes	11	8
10 minutes to ½ hr	12	10
½ hr to 1 hour	5	2
Over 1 hour	0	--
Looking for jobs		
None	24	11
Up to 10 minutes	43	47
10 minutes to ½ hr	29	36
½ hr to 1 hour	3	5
Over 1 hour	0	--

5.0. Job Preferences and Job Search Behaviour

The majority of all Jobcentre users (94% of claimants and 85% of non-claimants) were looking for jobs for themselves and 1996 saw similar patterns.

The majority of Jobcentre users searching for work for themselves are looking for full-time work (72%), 11% are looking for either full or part time work, and 9% are looking for part-time work only. In 1996, the proportions of users looking for full-time work (69%) and part-time work (6%) were slightly lower. This year, proportionately more claimants (80%) than non-claimants (72%) are looking for full-time work; a higher proportion of non-claimants (19%) than claimants (7%) are looking for part-time hours; and a slightly higher proportion of claimants (13%) than non-claimants (9%) are looking for any hours. This is not surprising assuming that non-claimants may already be employed.

Jobcentre users looking for work look mainly locally for jobs (53%). After that, they search within the region (29%). Only a small proportion (9%) search outside their region.

The majority (66%) of all Jobcentre users did not select any jobs to apply for on the day of the interview, and only 26% did. 13% of all users selected one job to apply for, 7% selected two, 3% selected three jobs, and 2% selected more than three jobs.

Only 11% of all Jobcentre users applied for at least one of the jobs they selected on the day of the survey.

Claimants and non-claimants appear to have a similar degree of confidence towards finding work. Roughly 17% of claimants and 20% of non-claimants lack confidence in finding work, and 70% of claimants and 69% of non-claimants feel confident.

Jobcentre users also employ a range of other job search methods:

- the majority of claimants (89%) and non-claimants (84%) use newspapers;
- 23% of claimants and 21% of non-claimants use commercial websites;
- 21% of claimants and 11% of non-claimants use word of mouth, family, and friends;
- 16% of claimants and 13% of non-claimants use employment agencies and recruitment consultants.

3% of claimants and 6% of non-claimants do not use alternative sources of information, and only use the ES.

6.0. Awareness and Use of New ES Services

As this is a baseline survey, it was important that the Jobcentres selected not have Jobpoints or other MES infrastructure. Nonetheless, it was necessary to question users about their awareness and use of the various MES infrastructure because it will provide an insight into the magnitude of the MES impacts that will be revealed next year. Questions about the use of MES also indicate the extent to which Jobcentre users are currently influenced by MES.

6.1. Awareness of New ES Services

Jobcentre users were asked about whether they were familiar with the new ES services that are part of the Modernising Employment Service Programme. The new services they were asked about are Employment Service Direct, Jobpoints, the ES Internet Job Bank and Worktrain. Table 6.1 below summarises the responses.

Table 6.1. Proportion of Claimants and Non-claimants who are aware of and have ever used new ES services

Service	% of Claimants	% of Non-Claimants
Employment Service Direct		
Aware of	61	46
Ever used	26	24
Jobpoints		
Aware of	14	11
Ever used	4	3
ES Internet Job Bank		
Aware of	23	17
Ever used	7	4
Worktrain		
Aware of	20	14
Ever used	5	1

Proportionately more claimants than non-claimants are aware of and have used the new services. This is not surprising since claimants spend more time in Jobcentres than non-claimants and would thus receive more information directly from ES staff.

For claimants and non-claimants, Employment Service Direct is the most well known, followed by Jobpoints. It is likely that Employment Service Direct is the most well known because it has existed the longest; indeed, the highest proportion of claimants (31%) and non-claimants (44%) indicate that it is their preferred 'new' service. Also worth noting is that, for claimants and non-claimants the percentage difference between awareness and use for each service is substantial. In other words, they may be aware of the new services but they may not have had much opportunity to use them. This is not surprising considering that most claimants and non-claimants have only visited the Jobcentre they were interviewed at, and these Jobcentres were specifically chosen from those that did not yet have Jobpoints.

Jobcentre users who were asked if they preferred the MES services were also asked if they would prefer vacancies to be displayed with employer details so that they

could contact them and apply for jobs directly. This question is meant to obtain some idea of whether users would welcome the yet-to-be-implemented Apply Direct. The majority of claimants (77%) and non-claimants (77%) would prefer such a service.

6.2. New Services vs. Existing Services

The opinion is somewhat divided (see Table 6.2 below) amongst those who have used the new services when asked if they prefer the new services to Vacancy Boards or to speaking to ES Jobcentre staff. This is particularly the case for claimants. This lack of clear preference is expected since users are not experienced in using the new services.

Table 6.2. Preference for new and existing services (of those who have used them)

Preference	% of Claimants Users	% of Non-Claimants Users
Prefer new services	28	38
Prefer Vacancy Boards	25	23
Prefer to speak to ES staff	24	16
No preference	21	22
Don't know	2	2

Although proportionately more non-claimant users than claimant users prefer the new services, their preferences are generally similar.

Note that less than a third of all claimants and non-claimants (32% and 28% respectively) had used any of the new services so far.

Not surprisingly, within the claimant user group, there is not a big difference amongst those who prefer the new services and those who prefer the Vacancy Boards. This can be attributed to the fact that they would have had minimal exposure to Jobpoints in particular.

Some of the reasons users gave for why they prefer either the new services, Vacancy Display Boards, or speaking to ES staff are: 'is easier to use/is quicker'; 'is a more direct service'; 'is personal'; 'provides more information'; 'provides more variety'; and 'is more convenient'. Ease of use/is quicker is certainly the most popular reason given by 24% of claimant users and 36% of non-claimant users for their preference. Similarly, when asked which of the new services they prefer and why, ease of use is the most popular reason given by 58% of claimant users and 47% of non-claimant users.

Employment Service Direct is the most well known and used of the new services, but of those people who use it, rather more than half use it less often than Jobcentre Vacancy Display Boards.

7.0. Satisfaction with Jobcentre and New Services

The majority of claimants (79%) and non-claimants (79%) who have used the new MES services are satisfied with them, followed by neither dissatisfied nor satisfied (13% of claimants and 18% of non-claimants) and dissatisfied (7% of claimants and 4% of non-claimants).

Amongst those visitors looking for work, 79% of claimants and 80% of non-claimants are satisfied with the ES/Jobcentres overall, followed by neither dissatisfied nor satisfied (12% of claimants and 12% of non-claimants) and dissatisfied (10% of claimants and 8% of non-claimants).

8.0. Putting the Survey into the MES Context

How does this baseline study overlap with other MES evaluations? The Research Partnership on Performance has also sought to determine changes in Jobseeker behaviour and characteristics using similar research questions in evaluations such as Early Views on the ES Internet Job Bank, Jobcentre Case Studies, the Remote Jobpoints Experiment and the Early Evaluation of Jobpoints Pathfinders. However, the latter best approximates this survey because of its focus on the following issues: Jobcentre visits, characteristics of users, and job search behaviour. The following sections summarise findings from the Jobpoints Pathfinder Evaluation and draw comparisons to findings of this year's baseline work.

8.1. Jobcentre Visits

The 856 respondents to the Jobpoints Pathfinder evaluation were asked how frequently they visit the Jobcentre. The responses were: more than once a week (39%); once a week (18%); once a fortnight (10%); and occasionally (13%). For around 10% of respondents it was their first visit to the Jobcentre. For this year's baseline study the responses are: more than once a week (34%); once a week (17%); once a fortnight (19%); occasionally (8%); and 'first visit' (14%). There are some similarities but a higher percentage of visitors in this year's baseline visit once a fortnight.

Of all respondents to the Jobpoints Pathfinder evaluation, some 65% said that their main reason for visiting the Jobcentre was to look at vacancies. The second most common reason was to attend fortnightly review/sign on (23%). Jobcentre users in this year's baseline survey said that the main reason for their visit was to look at vacancies (40%). The second most common reason was to attend fortnightly review (31%).

Respondents to the Jobpoints Pathfinders evaluation were also asked if they visited other Jobcentres, to which some 27% said yes. Similarly, 23% of all users in the 2001 baseline survey have visited other Jobcentres. However, the main reasons why respondents visited the Jobcentre they were interviewed at differs between the two studies. In the Jobpoints Pathfinders evaluation, the main reasons why users visited the Jobcentre were because they were already in the area doing their shopping, and because the Jobcentre was closest to where they lived. For this year's survey, of those who have visited other Jobcentres, the two main reasons why the Jobcentre was visited are: because it was closest to where they lived (11%); and to attend fortnightly review (8%).

The majority of users in the Jobpoints Pathfinder evaluation (73%) only visited that Jobcentre/Pathfinder office they were interviewed at. For this year's baseline, a somewhat similar figure of 77% of all users is also observed.

8.2. Characteristics of Users

In the Jobpoints Pathfinder evaluation, most respondents were male (67%), white (91%), unemployed (52%) and had low qualifications. These characteristics are not very different from this year's baseline study (67% male, 89% white, 56% unemployed and with low qualifications).

There is also a similar level of IT proficiency between those surveyed in the Jobpoints Pathfinder evaluation and in the 2001 survey. In the former, 74% have used a computer before, 44% use the Internet, and 30% can access the Internet from home. This year, 76% have used a computer before, 50% use the Internet, and 33% can access the Internet from home.

8.3. Job search Behaviour

In the Jobpoints Pathfinder evaluation, the majority of those looking for work was looking for full-time hours (71%), 12% were looking for part-time work, and 17% were willing to work either full or part time hours. Additionally, a majority of all respondents (58%) considered jobs only in their local travel area whilst a further 33% considered jobs within their region.

These patterns have also been observed in this year's baseline study: 72% are looking for full-time work, 9% were looking for part-time work, and 11% full or part time hours. Of all respondents, 53% only considered local jobs and 29% considered jobs within their region.

In the Jobpoints Pathfinder evaluation, 47% of all respondents selected a job to apply for and 23% applied for at least one of the jobs selected on the day of the interview. In comparison, 26% of the respondents of the 2001 survey selected a job and 11% went on to apply for at least one of the jobs selected on the day of the interview. This suggests that Jobpoints are positively influencing job search behaviour.

9.0. Conclusions

This year's Jobseeker Traffic Survey aims to provide a baseline against which to assess the impacts of all MES initiatives on:

- levels of client satisfaction with ES services;
- job search behaviour (e.g. timing and duration of job search, number of channels used, willingness to consider a wider range of jobs, number and type of submissions);
- different groups of Jobcentre users e.g. ES and non-ES benefits claimants and non-claimants;
- the volume and composition of the client base served by Jobcentres; and
- the pattern and frequency of visits to Jobcentres, particularly by client characteristic.

On a subsidiary level, the survey is designed to determine who the current users of Jobcentres are and the nature of Jobcentre use, and how these have changed since the last Jobseeker Traffic Survey in 1996.

In terms of Jobseeker characteristics, on the whole there has been no great change since 1996. Perhaps most interesting about Jobseeker characteristics is that the percentage of those employed visitors has increased since 1996 (17% in 2001 compared with 14% in 1996).

The main reason for Jobcentre visits is to look at vacancies followed by to attend fortnightly review/sign on. The reverse was true in 1996. This year, 34% of visitors visited more than once a week (but not daily), compared to 54% in 1996. This decrease in the frequency of visits may be related to the observed increase in the average length of each Jobcentre visit. Indeed, the average time spent in the Jobcentre has doubled since 1996. (Another possible explanation for the increase in time spent at the Jobcentre is the development of the personal advisory role).

Jobcentre users also look mainly locally for jobs. In addition, 26% of the visitors surveyed selected a job and 11% applied for at least one of the jobs selected on the day of the interview. In a similar survey for the Jobpoints Pathfinder Evaluation, 47% selected a job to apply for and 23% applied for at least one of the jobs selected on the day of the interview. This comparison suggests that Jobpoints are positively influencing job search behaviour.

Proportionately more claimants than non-claimants are aware of and have used the MES facilities. This is not surprising as claimants are more likely to speak with Jobcentre staff. Of those visitors who were asked if they preferred the MES services, a majority stated that they would prefer vacancies to be displayed with employer details so that they could contact them and apply for jobs directly, showing the likely popularity of the yet-to-be-implemented Apply Direct.

Finally, satisfaction with the Jobcentre is high; 72% of all visitors are satisfied with the ES/Jobcentre overall.

A follow-up Jobseeker survey will be conducted in the summer of 2002 to identify any changes to the baseline position. That study will seek to identify the impacts of MES on Jobseeker characteristics, Jobseeker behaviour and satisfaction, Jobcentre flows, and the nature of Jobcentre use.

ANNEX 1: Jobcentres Visited and Survey Dates

DISTRICT	JOBCENTRE ID	JOBCENTRE	SIZE	DATE
Southampton	01	Eastleigh	Small	31/07/01
	02	Woolston	Medium	01/08/01
	03	City	Medium/Large	02/08/01
Berkshire	04	Reading	Medium/Large	16/08/01
	05	Maidenhead	Small/Medium	15/08/01
West Wales	06	Carmathen	Small/Medium	27/07/01
	27	Tenby	Small	12/07/01
				13/07/01
Cardiff & Vale	07	Cardiff-Charles Street	Large	24/07/01
	08	Cardiff-Caradog House	Medium	25/07/01
Cornwall	09	Llanwit Major	Small	23/07/01
	10	St. Ives	Small	26/07/01
	11	Penzance	Small/Medium	06/08/01
Hereford and Worcester	12	Wadebridge	Small	07/08/01
	13	Newquay	Small/Medium	10/08/01
	14	Hayle	Small	09/08/01
	15	Evesham	Small	08/08/01
Cumbria North	16	Leominster	Small	30/07/01
	17	Redditch	Medium	13/08/01
	18	Worcester	Medium	14/08/01
	19	Carlisle	Medium/Large	18/07/01
Borders & Mid Lothian	20	Cleator Moor	Small	19/07/01
	21	Penrith	Small	20/07/01
	22	Dalkeith	Small/Medium	17/07/01
Salford & Trafford	23	Galashiels	Small/Medium	18/07/01
	24	Altrincham	Medium	02/08/01
	25	Eccles	Small/Medium	31/07/01
North Birmingham	26	Salford	Medium	08/08/01
	28	Sutton Coldfield	Medium	07/08/01
	29	Erdington	Medium/Large	24/07/01
	30	Heartlands	Medium	08/08/01
	31	Perry Barr	Medium/Large	07/08/01
				31/07/01
				02/08/01

DISTRICT	JOBCENTRE ID	JOBCENTRE	SIZE	DATE

Warwickshire	32	Atherstone	Small	13/08/01
	33	Bedworth	Small/Medium	15/08/01
	34	Leamington	Medium	16/08/01
	35	Stratford	Small	14/08/01
West Yorkshire	36	Leeds Eastgate	Large	23/07/01
				24/07/01
South Yorkshire	37	Rotherham	Large	25/07/01
				26/07/01

ANNEX 2: Jobcentre User Survey Refusals

District	ID	Jobcentre	Size	Date	No Time	Not Interested	Another Appointment	Parking	Other	Total
Southampton	01	Eastleigh	Small	31/07/01					4	4
	02	Woolston	Medium	01/08/01	8	3			3	14
	03	City	Medium/Large	02/08/01	5	3	1	1	5	15
										33
Berkshire	04	Reading	Medium/Large	16/08/01	6	5	1	1	1	14
	05	Maidenhead	Small/Medium	15/08/01	6	2	1		2	11
										25
West Wales	06	Carmathen	Small/Medium	27/07/01	4	1				5
	27	Tenby	Small	12/07/01	3				1	4
				13/07/01	3	3			6	
									15	
Cardiff and Vale	07	Cardiff - Charles St	Large	24/07/01	7	4			1	12
				25/07/01	5	6		1	12	
	08	Cardiff - Caradog	Medium	23/07/01	17	9	2	3	1	32
	09	Llanwit Major	Small	26/07/01	4	1				5
									61	
Cornwall	10	St Ives	Small	06/08/01	3			1		4
	11	Penzance	Small/Medium	07/08/01	5					5
	12	Wadebridge	Small	10/08/01	3				1	4

District	ID	Jobcentre	Size	Date	No Time	Not Interested	Another Appointment	Parking	Other	Total
	13	Newquay	Small/Medium	09/08/01	1	2				3
	14	Hayle	Small	08/08/01	4	2			1	7
										23
Hereford and Worcester	15	Evesham	Small	30/07/01	3	1		3		7
	16	Leominster	Small	13/08/01	2		1		1	4
	17	Redditch	Medium	14/08/01	10	2	2		2	16
	18	Worcester	Medium	18/07/01	6		4	1	1	12
Cumbria North	19	Carlisle	Medium/Large	19/07/01	14			1	2	17
				20/07/01	8			3	1	12
	20	Cleator Moor	Small	17/07/01	6	1			2	9
	21	Penrith	Small	18/07/01	5		1		1	7
										45
Borders & Mid Lothian	22	Dalkeith	Small/Medium	02/08/01	9		3		2	14
	23	Galashiels	Small/Medium	31/07/01	2		2	1	1	6
										20
Salford & Trafford	24	Altrincham	Medium	08/08/01	14	1			1	16
	25	Eccles	Small/Medium	07/08/01	7		1		1	9
	26	Salford	Medium	24/07/01	16	4	2		1	23
										48
North Birmingham	28	Sutton Coldfield	Medium	30/07/01	8	1	3	1		13
	29	Erdington	Medium/Large	01/08/01	25	4	5	1	5	40
	30	Heartlands	Medium	31/07/01	14	5	1		1	21
	31	Perry Barr	Medium/Large	02/08/01	26	2	4		16	48

District	ID	Jobcentre	Size	Date	No Time	Not Interested	Another Appointment	Parking	Other	Total
										122
Warwickshire	32	Atherstone	Small	13/08/01	6		1			7
	33	Bedworth	Small/Medium	15/08/01	7	2	3			12
	34	Leamington	Medium	16/08/01	26	3	5	1	4	39
				17/08/01	3				3	
	35	Stratford	Small	14/08/01	2	1	4		2	9
									70	
West Yorkshire	36	Leeds Eastgate	Large	23/07/01	16		2	3	2	23
				24/07/01	11		1	4	2	18
										41
South Yorkshire	37	Rotherham	Large	25/07/01	11		1	4	1	17
				26/07/01	9	1	3		1	14
										31
Total					350	69	54	29	71	573

ANNEX 3: Jobcentre User Questionnaire

JOB CENTRE ID			
ID NUMBER			
DATE (DD/MM)			
TIME OF INTERVIEW CODE (SEE BELOW FOR CODES)			



LEEDS METROPOLITAN UNIVERSITY

Jobseeker Survey Questionnaire Introduction

Hello, my name is XXXX, and I am from Leeds Metropolitan University. We are conducting a survey on behalf of the Employment Service to find out how you have used the Jobcentre. The survey will take around 10 minutes and I would be grateful if you would take part.

Say as necessary –

All replies are completely confidential and cannot be linked to individuals. Results are given to the Employment Service as statistics only and the study cannot affect any benefits you may be claiming.

Interviewer Name:

Jobcentre Office:

Date of Interview:

Duration of Interview:

.....

JobCentre Location	ID	TIME (SESSION)	CODE
CARLISLE	19	9.00-9.30	01
CLEATOR MOOR	20	9.30-10.00	02
PENRITH	21	10.00-10.30	03
DALKEITH	22	10.30-11.00	04
GALASHIELS	23	11.00-11.30	05
ALTRINCHAM	24	11.30-12.00	06
ECCLES	25	12.00-12.30	07
SALFORD	26	12.30-1.00	08
TENBY	27	1.00-1.30	09
SUTTON COLDFIELD	28	1.30-2.00	10
ERDINGTON	29	2.00-2.30	11

HEARTLANDS	30	2.30-3.30	12
PERRY BARR	31	3.00-3.30	13
ATHERSTONE	32	3.30-4.00	14
BEDWORTH	33	4.00-4.30	15
LEAMINGTON	34	4.30-5.00	16
STRATFORD	35	5.00-5.30	17
LEEDS EASTGATE	36		
ROTHERHAM	37		

Visit to Jobcentre

1 Could you tell me the main reason why you visited this Jobcentre today?
DO NOT PROMPT, CODE ONE ONLY

1	TO LOOK AT VACANCIES
2	TO ATTEND AN INTERVIEW WITH AN ADVISER
3	ATTEND FORTNIGHTLY REVIEW (SIGN ON)
4	TO REGISTER AS UNEMPLOYED
5	I AM AN EMPLOYER DROPPING OFF INFORMATION ABOUT VACANCY CLOSE
6	TO MAKE A NEW BENEFIT CLAIM
7	TO ENQUIRE HOW TO QUALIFY FOR/ CLAIM FOR UNEMPLOYMENT AND/ OR OTHER BENEFITS
8	TO SIGN OFF (STARTING A NEW JOB)
9	TO ASK ABOUT EMPLOYMENT OR TRAINING SCHEMES
10	TO ASK ABOUT A JOB RELATED MATTER
11	TO ARRANGE AN INTERVIEW/ MAKE AN APPOINTMENT WITH ES STAFF
12	TO MAKE A COMPLAINT
95	OTHER PLEASE SPECIFY

1. **And did you do anything else whilst here today? DO NOT PROMPT AND CODE ALL THAT APPLY**

1	TO LOOK AT VACANCIES
2	TO ATTEND AN INTERVIEW WITH AN ADVISER
3	ATTEND FORTNIGHTLY REVIEW (SIGN ON)
4	TO REGISTER AS UNEMPLOYED

- 3 TO ATTEND FORTNIGHTLY REVIEW
- 4 IN THE NEIGHBORHOOD/DOING MY SHOPPING
- 5 EASIER TO GET TO THAN MY LOCAL JOBCENTRE
- 95 OTHER **Please specify**

Job Preferences and Job Search Behaviour

6. Are you currently looking for work or a different job? **CODE ALL THAT APPLY**

- 1 YES, FOR SELF **CONTINUE**
- 2 YES, FOR PARTNER/DEPENDENT
- 3 NO

WHERE ONLY LOOKING FOR WORK FOR PARTNER/DEPENDENT OR NOT LOOKING GO TO Q.24

7. What sort of job are you looking for? **PROBE FOR JOB TITLES/TYPE OF JOB**

1)

.....

2)

.....

3)

.....

4 ANY JOB

5 DON'T KNOW

8. What hours are you looking to work? **CODE ONE ONLY**

- 1 LESS THAN 16 HOURS (PART TIME)
- 2 MORE THAN 16 HOURS (FULL TIME)
- 3 ANY HOURS

9. How long are you prepared to spend travelling from home to get to work? **PROBE FOR LONGEST JOURNEY TIME AND CODE ONE ONLY**

- 1 LESS THAN 30 MINUTES
- 2 30 MINUTES TO AN HOUR
- 3 1 TO 2 HOURS
- 4 MORE THAN 2 HOURS

10. What areas do you consider in your search for a job? **DO NOT PROMPT AND CODE ONE ONLY**

- 1 WITHIN YOUR LOCAL TRAVELLING TIME ONLY
- 2 WITHIN YOUR REGION
- 3 WITHIN THE UK
- 4 WITHIN THE EU
- 5 INTERNATIONAL (OUTSIDE THE EU)
- 6 ANY

11. Did you select any *jobs* today that you would like to apply for?

- 1 YES **CONTINUE**
- 2 NO **GO TO Q.17**

WHERE YES:

12. How many jobs did you select today?

--	--	--

14. Did you apply for any of these jobs while at the Jobcentre today?

- 1 YES, ALL OF THEM **GO TO Q.16**
- 2 YES, SOME OF THEM **GO TO Q.15**
- 3 NO **GO TO Q.17**

WHERE YES, SOME OF THEM:

15. How many did you apply for while at the Jobcentre today?

--	--	--

16. What sort of Jobs did you apply for today ? **PROBE FOR JOB TITLES/TYPE OF JOB**

1)

.....

2)

.....

3)

.....

17. How much time in total did you spend at the Jobcentre today? (In Minutes)
PROMPT FOR AN APPROXIMATION

--	--	--

18. How much of that time was spent looking for jobs? (In Minutes)

PROMPT FOR AN APPROXIMATION

--	--	--

19. How much of that time was spent speaking with Front line staff? (In Minutes)

PROMPT FOR AN APPROXIMATION

--	--	--

20. How much of that time was spent speaking with an adviser? (In Minutes)

PROMPT FOR AN APPROXIMATION

--	--	--

21. At present, how confident are you in finding work?

- 1 VERY CONFIDENT
- 2 CONFIDENT
- 3 NEITHER CONFIDENT NOR UNCONFIDENT
- 4 UNCONFIDENT
- 5 VERY UNCONFIDENT

22. What other sources of vacancy information do you use in your job search?

DO NOT PROMPT AND CODE ALL THAT APPLY

- 1 NEWSPAPERS
- 2 COMMERCIAL WEBSITES
- 3 EMPLOYMENT AGENCY / RECRUITMENT CONSULTANTS
- 4 CAREERS SERVICE
- 95 OTHER **Please specify**
- 96 NONE, ONLY USE EMPLOYMENT SERVICE

23. How satisfied are you with the Employment Service / Jobcentres overall?

- 1 VERY SATISFIED
- 2 QUITE SATISFIED
- 3 NEITHER SATISFIED NOR DISSATISFIED
- 4 NOT VERY SATISFIED
- 5 NOT AT ALL SATISFIED

Use of Information Technology

Ask of all respondents:

I would now like to ask you some questions about your use of technology

24. Have you ever used a computer before?

- 1 YES **CONTINUE** 2 NO **GO TO Q.26**

WHERE YES:

25. Have you ever had any training in using a computer?

- 1 YES CONTINUE 2 NO

26. Do you use the Internet

- 1 YES **CONTINUE** 2 NO **GO TO Q.30**

27. Where do you access the Internet?

DO NOT PROMPT AND CODE ALL THAT APPLY

- 1 AT HOME
 - 2 COLLEGE
 - 3 WORK
 - 4 THE LIBRARY
 - 5 FRIENDS HOUSE
 - 6 PROGRAMME CENTRE
 - 7 TRAINING PROVIDER
 - 95 OTHER **Please specify**
-

28. How frequently do you use the Internet for jobsearch?

- 1 DAILY
- 2 2-3 TIMES A WEEK
- 3 ABOUT ONCE A WEEK
- 4 LESS THAN ONCE A WEEK
- 5 NOT AT ALL (**GO TO QUESTION 30**)

29. What sites do you look at for job search?

DO NOT PROMPT AND CODE ALL THAT APPLY

- 1 EMPLOYMENT SERVICE JOBS BANK
 - 2 FISH4JOBS
 - 95 OTHER **Please Specify**
-

Use of other ES Services

30. i) Which of the following new ES services are you aware of?
READ OUT AND CODE ONE FOR EACH UNDER AWARE

ii) Have you used this service?

READ OUT EACH MENTIONED IN Q30 AND CODE ONE FOR EACH UNDER USED

		AWARE		USED	
		Aware of	Not Aware of	Used	Not Used*
A	EMPLOYMENT SERVICE DIRECT <i>(Phone service for people looking for work)</i>	1	2	1	2
B	JOBPOINTS <i>(Touchscreen machines in Jobcentres to search for ES vacancies)</i>	1	2	1	2
C	ES INTERNET JOB BANK <i>(Vacancies displayed on the Internet from ES website)</i>	1	2	1	2
D	WORKTRAIN <i>(Vacancies displayed on the Internet from the national jobs and learning site)</i>	1	2	1	2

**If the respondent has not used ANY of the new services go to Q.37*

31. For each of the new ES services used above ask:

i) In comparison with the Job boards, do you generally use this service *More Often, Less Often or About the Same?* **CODE ONE FOR EACH USED (SEE Q.30) UNDER COMPARE**

ii) Of the new services you have used which one do you prefer? **CODE ONE ONLY UNDER PREFERRED SERVICE**

		COMPARE				Preferred Service
		More Often	About the Same	Less Often	Don't Know	
A	EMPLOYMENT SERVICE DIRECT <i>(Phone service for people looking for work)</i>	1	2	3	4	1
B	JOBPOINTS <i>(Touchscreen machines in Jobcentres to search for ES vacancies)</i>	1	2	3	4	2
C	ES INTERNET JOB BANK <i>(Vacancies displayed on the Internet from ES website)</i>	1	2	3	4	3
D	WORKTRAIN <i>(Vacancies displayed on the Internet from the national jobs and learning site)</i>	1	2	3	4	4

**If the respondent has only used ONE of the new services go to Q33*

32. Why do you prefer this new ES service above the others? **PROBE FULLY, WRITE IN VERBATIM. AFTER EACH RESPONSE ASK 'Anything else?'**

39. To which of these groups do you consider you belong? **READ OUT AND CODE ONE ONLY**

- 1 WHITE
- 2 BLACK – CARIBBEAN
- 3 BLACK – AFRICAN
- 4 BLACK - OTHER BLACK GROUP
- 5 INDIAN
- 6 PAKISTANI
- 7 BANGLADESHI
- 8 CHINESE
- 95 OTHER Please specify
- 96 NONE OF THESE
- 98 I DO NOT WISH TO SAY

40. Do you have any qualifications?

- 1 YES CONTINUE
- 2 NO GO TO Q.42

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

1	CSE GRADE 2 OR BELOW
2	GCSE'S/O LEVELS/1 A LEVEL/2 AS LEVELS
3	SCE HIGHERS/ A LEVELS (2 OR MORE)/AS LEVELS (4 OR MORE)
4	NVQ / SVQ / GNVQ LEVEL 1
5	NVQ / SVQ / GNVQ LEVEL 2
6	NVQ / SVQ / GNVQ LEVEL 3
7	NVQ / SVQ / GNVQ LEVEL 4
8	NVQ / SVQ / GNVQ LEVEL 5
9	BTEC FIRST CERTIFICATE/DIPLOMA
10	BTEC NATIONAL CERTIFICATE/DIPLOMA OR ONC/OND
11	CITY & GUILDS OR OTHER TRADE QUALIFICATIONS
12	BTEC HNC / HND
13	DEGREE LEVEL QUALIFICATION
14	POST GRADUATE QUALIFICATION (E.G. PG DIP, MA, MSC)
15	PROFESSIONAL QUALIFICATION EG CHARTERED ACCOUNTANT, SURVEYOR
16	OTHER VOCATIONAL QUALIFICATIONS
17	NON-UK QUALIFICATIONS
97	DON'T KNOW / CAN'T REMEMBER
95	OTHER please specify_____

Employment Status

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

- 1 SELF – EMPLOYED
- 2 IN WORK 16 HOURS +, PERMANENT
- 3 IN WORK 16 HOURS +, TEMPORARY
- 4 IN WORK LESS THAN 16 HOURS, PERMANENT
- 5 IN WORK LESS THAN 16 HOURS, TEMPORARY
- 6 ON A GOVERNMENT TRAINING SCHEME – WORK BASED TRAINING FOR ADULTS/ WORK BASED YOUNG PEOPLE
- 7 RECENTLY MADE REDUNDANT AND WORKING OUT NOTICE
- 8 UNEMPLOYED IN RECEIPT OF BENEFITS GO TO Q43
- 9 NOT IN WORK AND NOT IN RECEIPT OF BENEFITS GO TO Q43
- 10 PERMANENTLY SICK OR DISABLED
- 11 STILL IN FULL-TIME EDUCATION
- 12 WORKING IN THE HOME/ HOUSEWIFE
- 13 FULLY RETIRED FROM WORK
- 14 VOLUNTARY WORK UNPAID
- 95 OTHER Please specify

For respondents in categories 8 or 9 go to Q43. All other respondents go to Q44

43. How long have you been out of work? (in months) **PROMPT FOR AN APPROXIMATION**

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ASK ALL RESPONDENTS

44. Which, if any, of the following benefits are you currently receiving? **READ OUT AND CODE ALL THAT APPLY**

- 1 JOBSEEKER ALLOWANCE
- 2 CHILD BENEFIT OR SINGLE PARENT BENEFIT
- 3 STATE RETIREMENT PENSION
- 4 INCOME SUPPORT
- 5 SICKNESS/INCAPACITY/DISABILITY BENEFIT
- 6 WORKING FAMILIES TAX CREDIT
- 7 GOVERNMENT TRAINING ALLOWANCE
- 10 NO BENEFITS RECEIVED, JUST NATIONAL INSURANCE CONTRIBUTIONS
- 11 NO BENEFITS BEING RECEIVED YET, STILL BEING ASSESSED
- 12 SIGNED OFF TODAY
- 95 OTHER BENEFITS **Please specify**
- 96 NONE (**ASK IF STILL BEING ASSESSED**)
- 98 PREFER NOT TO SAY

45. Do you have any health problems or disabilities?

- 1 YES CONTINUE
- 2 NO GO TO Q.47

WHERE YES:

46. Does your health problem or disability....? **READ OUT AND CODE ONE ONLY**

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

47. Is English your first language?

- 1 YES
- 2 NO

48. Would you be willing to be contacted again for a follow-up study on Jobpoints and on the use of the Internet for job search/training opportunities?

- 1 YES CONTINUE
- 2 NO THANK AND CLOSE

WHERE YES:

49. Can we have your contact details please? **ASSURE THE RESPONDENT OF CONFIDENTIALITY AND THAT THE DETAILS WILL ONLY BE USED FOR THE PURPOSES OF RESEARCH**

Name:

.....

Address:

.....

Phone Number (incl. STD):

.....

ANNEX 4: Statistical Calculations

Description of Weighting Procedure

The interviewees were selected at random from all individuals visiting each Jobcentre on the interview day. In order to ensure that the analysis resulting from each interview is representative of the population of individuals visiting Jobcentres, a traffic count weighting methodology was used.

If an interview was conducted at a less busy time of day or in a smaller Jobcentre, then the number of individuals that interview needs to represent the total visitor population is less than an interview conducted at a busy time of day in a larger Jobcentre. In the latter, one interview is representing a much larger group of individuals who were visiting the Jobcentre at that time. Therefore, a relative weight of each interview needs to reflect the traffic flow at each Jobcentre at the time of the interview.

The traffic count established the pattern of Jobcentre visits at the 37 interview sites. In every 30-minute period when the Jobcentre was open, a 5-minute census recorded the gender of each person exiting the Jobcentre. The totals recorded were then multiplied by a factor of 6 ($6 \times 5\text{mins} = 30\text{mins}$) to give an estimate of the total traffic count in the half-hour. In the event that a zero count was recorded in a five minute period, a nominal figure of '1' was computed for the 30-minute slot as it is reasonable to assume that at least one person would have entered the Jobcentre in that 30-minute period).

Each of the 30-minute slots was then combined into three time periods to give an estimate of the total traffic by gender in each Jobcentre in the following segments of the day: 09:00 – 11:30; 11:30-14:00; and 14:00-16:30. These segments were chosen to match the methodology used in the 1996 Traffic Survey and to also reduce the number of weighting components.

The survey data was then weighted to the traffic count data by applying a weight to each response equal to the traffic count divided by the survey proportion for each Jobcentre, by gender and period of the day. There were 222 weights calculated in total ($37\text{Jobcentres} \times 3\text{ periods} \times 2\text{ genders}$).

Once weighted, the survey data becomes representative of the Jobcentre traffic count by Jobcentre, gender and period of day.

Calculation of Expected Unemployment Rate of Jobcentre Users

Using ES data, the unemployment claimant count compared to traffic counts suggests that 32% of the traffic in the 37 Jobcentres sampled should be JSA claimants. If the International Labour Organisation (ILO) definition of unemployment is used (approximately 150% of the claimant count), then the proportion of traffic that is 'unemployed' would be approximately 48%, which is within tolerances of the achieved sample of 56% unemployed.

Claimant count unemployment only identifies those who are in receipt of JSA. This is not the Government's preferred measure of unemployment. ILO unemployment is

measured using the quarterly labour force survey and defines someone as being unemployed if they are not in paid work and have actively sought employment within the last four weeks. This measure identifies more individuals as it includes those who are not entitled to or not willing to claim JSA but who are not in paid work and are looking for employment. The current measure of ILO unemployment is about 1.5million compared to approximately 1 million claimant count unemployed. As Jobcentre traffic includes non-JSA visitors, the ILO unemployment rate gives a more accurate reflection of the proportion of individuals who are unemployed visiting a Jobcentre than the claimant count rate.

ANNEX 5: Traffic Counts

Traffic Counts for Each Jobcentre²

District	Jobcentre	Size (S,M,L)	Males	%	Females	%	Total
Southampton	Eastleigh	S	259	80	63	20	322
	Woolston	M	205	65	108	35	313
	City	M/L	354	61	224	39	578
			818	67	395	33	1213
Berkshire	Reading	M/L	354	61	223	39	577
	Maidenhead	S/M	164	59	112	41	276
			518	61	335	39	853
West Wales	Carmarthen	S/M	180	57	136	43	316
	Tenby	S	115	51	110	49	225
			295	55	246	45	541
Cardiff and Vale	Cardiff-Charles St.	L	645	68	299	32	944
	Cardiff-Caradog House	M	378	66	194	34	572
	Llanwit Major	S	60	64	34	36	94
			1083	67	527	33	1610
Cornwall	St. Ives	S	40	47	45	53	85
	Penzance	S/M	133	66	73	35	206
	Wadebridge	S	40	63	24	38	64
	Newquay	S/M	141	55	114	51	255
	Hayle	S	30	67	15	33	45
			384	59	271	41	655
Hereford & Worcester	Evesham	S	176	54	152	46	328
	Leominster	S	168	67	84	33	252
	Redditch	M	282	66	145	34	427
	Worcester	M	133	60	89	40	222
			759	62	470	38	1229
Cumbria North	Carlisle	M/L	405	67	203	33	608
	Cleator Moor	S	114	61	73	39	187
	Penrith	S	106	62	66	38	172
			625	65	342	35	967
Borders & Mid Lothian	Dalkeith	S/M	258	57	194	43	452

District	Jobcentre	Size (S,M,L)	Males	%	Females	%	Total
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² The counts represent one day's traffic of the number of males and females for each Jobcentre that was visited. Tenby, Cardiff (Charles Street), Carlisle, Leeds Eastgate and Rotherham were visited over a period of two days, and so the counts represent averages.

	Galashiels	S/M	282	61	183	39	465
			540	59	377	41	917
Salford & Trafford	Altrincham	M	153	67	76	33	229
	Eccles	S/M	270	73	101	27	371
	Salford	M	354	69	157	31	511
			777	70	334	30	1111
North Birmingham	Sutton	M	486	72	193	28	679
	Coldfield						
	Erdington	M/L	360	72	142	28	502
	Heartlands	M	288	83	60	17	348
	Perry Barr	M/L	426	80	109	20	535
			1560	76	504	24	2064
Warwickshire	Atherstone	S	118	55	95	45	213
	Bedworth	S/M	198	52	182	48	380
	Leamington	M	204	52	188	48	392
	Stratford	S	176	56	140	44	316
			696	53	605	47	1301
West Yorkshire	Leeds	L	1005	74	359	26	1364
	Eastgate						
South Yorkshire	Rotherham	L	639	64	356	36	995
Average of all Jobcentres			262		138		

Summary of traffic counts by size of Jobcentre

Jobcentre Size	Female Average	Range	Male Average	Range
Small (Register size <402)	75	15 – 152	117	30 – 259
Small/Medium (402 – 695)	137	73 – 194	203	133 – 282
Medium (696 – 1138)	134	60 – 194	276	133 – 486
Medium/Large (1139 – 1684)	180	109 – 224	380	354 – 426
Large (1684)	338	299 – 359	763	639 – 1005

ANNEX 6: Management Summary of 2001 Survey Responses (VS 1996)³

Survey Question	2001		2001 No. of All Users	1996 % of All Users
	No. of Claimants	No. of Non- Claimants		
1. Main reason why visited the Jobcentre today?				
Sample size	1,253	438	1,691	
To look at vacancies	338	331	669	41
To attend an interview with an adviser	51	5	56	1
To attend fortnightly review (sign on)	502	16	518	49
To register as unemployed	102	12	114	--
To make a new benefit claim	71	14	85	2
To enquire how to qualify for/claim for unemployment or other benefits	36	11	47	4
To sign off (starting a new job)	16	19	35	2
To ask about employment or training schemes	8	5	13	1
To ask about a job related matter	13	7	20	6
To arrange an interview/appointment with ES staff	12	1	13	1
To make a complaint	3	0	3	0
Other	98	17	115	
2. And did you do anything whilst here today?				
Sample size	1,253	438	1,691	
To look at vacancies	502	46	548	
To attend an interview with an adviser	31	2	33	
To attend fortnightly review (sign on)	44	5	49	
To register as unemployed	8	1	9	
To make a new benefit claim	4	1	5	
To enquire how to qualify for/claim for unemployment or other benefits	12	0	12	
To sign off (starting a new job)	3	0	3	
To ask about employment or training schemes	11	1	12	

³ 1996 figures are only provided if available; all figures are rounded to the nearest whole number.

Survey Question	2001		2001 No. of All Users	1996 % of All Users
	No. of Claimants	No. of Non- Claimants		
To ask about a job related matter	13	1	14	
To arrange an interview/appointment with ES staff	12	3	15	
To make a complaint	4	0	4	
Nothing else	590	373	963	
Other	44	8	52	
3. Did you have a prearranged appointment to see any ES staff today?				
Sample size	1,253	438	1,691	
Had a prearranged appointment	398	44	442	
Did not have a prearranged appointment	853	394	1247	
Cannot recall	2	0	2	
4. How frequently do you visit this Jobcentre?				
Sample size	1,253	438	1,691	
Daily	44	11	55	
More than once a week	471	96	567	54
Once a week	238	56	294	17
Once a fortnight	277	40	317	17
Once a month	12	32	44	3
3 or 4 times a year	11	15	26	2
Twice a year	3	5	8	1
Once a year	7	8	15	1
Occasionally	68	60	128	4
First visit	121	115	236	--
5. Have you visited any other Jobcentres in the last month?				
Sample size	1,253	438	1,691	
Have visited other Jobcentres	306	84	390	44
Have not	947	354	1301	56

6. Why did you choose to use this particular Jobcentre today?				
Sample size	347	88	435	
Closest to where I live	140	43	183	
Closest to where I work	4	7	11	
To attend fortnightly review	126	4	130	
In the neighbourhood/doing my shopping	14	13	27	
Easier to get to than my local Jobcentre	1	5	6	
To sign on	29	0	29	
To sign off	1	1	2	
To attend an interview with ES staff	6	1	7	
More vacancies advertised	2	5	7	
Other	24	9	33	
7. Are you currently looking for work or a different job?				
Sample size	1,253	438	1,691	
Yes, for self	1183	370	1553	91
Yes, for partner/dependent	5	15	20	--
No	65	53	118	9
8. What sort of job are you looking for?				
Sample size	1,183	373	1,556	
One listed	641	194	835	
Two listed	252	77	329	
Three listed	74	4	78	
Any job	209	96	305	
Don't know	7	2	9	
9. What hours are you looking to work?				
Sample size	1,183	372	1,555	
Less than 16 hours (part-time)	84	69	153	6
More than 16 hours (full-time)	946	269	1215	69
Any hours	150	34	184	16
Don't know	3	0	3	

10. How long are you prepared to spend travelling from home to work?			
Sample size	1,182	372	1,554
Less than 30 minutes	441	174	615
30 minutes to 1 hour	543	149	692
1 to 2 hours	114	24	138
More than 2 hours	78	24	102
Don't know	6	1	7
11. What areas do you consider in your search for a job?			
Sample size	1,183	371	1,554
Within local travelling time only	672	225	897
Within your region	374	110	484
Within the UK	81	27	108
Within the EU	10	3	13
International (outside the EU)	27	2	29
Any	19	4	23
12. Did you select any jobs today that you would like to apply for?			
Sample size	1,183	372	1,555
Yes	304	139	443
No	879	233	1112
13. How many jobs did you select today?			
Sample size	304	139	443
One	152	68	220
Two	94	32	126
Three	26	23	49
Four	17	6	23
Five	9	4	13
Six	2	4	6
Seven	1	0	1
Eight	0	2	2
Can't recall	3	0	3

14. Apply for any of these jobs whilst at the Jobcentre today?				
Sample size	304	139	443	
Yes, all of them	109	50	159	
Yes, some of them	27	7	34	
No, did not apply	168	82	250	
15. How many jobs did you apply for at the Jobcentre today?				
Sample size	303	138	441	
None	168	82	250	
One	78	33	111	
Two	43	9	52	
Three	12	11	23	
Four	1	1	2	
Six	1	2	3	
16. What sorts of jobs did you apply for today?				
Sample size	159	66	225	
Managers and administration	4	2	6	
Associate professional	0	4	4	
Clerical and secretarial	34	7	41	
Crafts and related	9	7	16	
Personal and protection	3	2	5	
Sales occupation	29	13	42	
Plant and machinery	18	8	26	
Other	62	23	85	
17. How much time in total did you spend at the Jobcentre today?				
Sample size	1,182	372	1,554	
Up to 10 minutes	341	139	480	65
10 minutes to 30 minutes	589	181	770	24
30 minutes to 1 hour	209	44	253	10
Over 1 hour	42	5	47	1
Can't recall	1	3	4	

18. How much of that time was spent looking for jobs?			
Sample size	1,183	370	1,553
Up to 10 minutes	503	174	677
10 minutes to 30 minutes	351	132	483
30 minutes to 1 hour	35	19	54
Over 1 hour	4	0	4
None	282	41	323
Can't recall	8	4	12
19. How much of that time was spent speaking to front line staff?			
Sample size	1,183	373	1,556
Up to 10 minutes	526	99	625
10 minutes to 30 minutes	230	25	255
30 minutes to 1 hour	30	6	36
Over 1 hour	4	0	4
None	374	239	613
Can't recall	19	4	23
20. How much of that time was spent speaking with an adviser?			
Sample size	1,183	373	1,556
Up to 10 minutes	124	29	153
10 minutes to 30 minutes	135	39	174
30 minutes to 1 hour	56	7	63
Over 1 hour	7	0	7
None	838	292	1130
Can't recall	23	6	29
21. At present, how confident are you in finding work?			
Sample size	1,181	372	1,553
Confident	822	258	1080
Unconfident	198	74	272
Neither confident nor unconfident	161	40	201

22. What other sources of vacancy information do you use?			
Sample size	1,183	372	1,555
Newspapers	1056	311	1367
Commercial websites	266	79	345
Employment agency/recruitment consultants	187	48	235
Careers Service	42	9	51
Word-of-mouth	134	21	155
Friends/family	113	19	132
Other Internet sources	26	1	27
Shop windows	35	11	46
Contact employer directly	35	10	45
Teletext/TV advertising	10	2	12
Yellow Pages	5	3	8
Magazine Journals	18	0	18
Other	101	18	120
None-Only use Employment Service	32	23	55
23. How satisfied are you with the ES/Jobcentres overall?			
Sample size	1,183	372	1,555
Satisfied	924	296	1220
Dissatisfied	115	28	143
Neither satisfied nor dissatisfied	144	43	187
Don't know	0	5	5
24. Have you ever used a computer before?			
Sample size	1,253	438	1,691
Yes	925	366	1291
No	328	72	400
25. Have you ever received any training in using a computer?			
Sample size	925	367	1,292
Yes	640	254	894
No	285	113	398

26. Do you use the Internet?			
Sample size	1,253	438	1,691
Yes	597	252	849
No	656	186	842
27. Where do you access the Internet?			
Sample size	597	252	849
Home	392	163	555
College	65	42	107
Work	34	35	69
Library	66	17	83
Friends' house	80	35	115
Programme Centre	13	4	17
Training provider	11	8	19
Internet Café	12	3	15
Other	42	19	61
28. How frequently do you use the Internet for job search?			
Sample size	597	252	849
Daily	105	25	130
2-3 times per week	125	31	156
About once a week	95	37	132
Less than once a week	86	70	156
Not at all	186	89	275

29. What sites do you look at for job search?			
Sample Size	501	183	684
Employment Service	82	16	98
Fish4Jobs	140	72	212
Monster	38	14	52
Stepstone	29	7	36
Graduate Recruitment	5	2	7
WorkTrain	17	4	21
Yahoo.co.uk	7	1	8
Jobserve	6	4	10
Total Jobs.com	11	1	12
Jobs.co.uk	6	1	7
Search engines	26	11	37
Local Authority websites	7	4	11
Other	72	18	90
Can't recall	55	28	83
30. Which of the following new ES services are you aware of?			
Sample size	1,253	438	1,691
Aware of Employment Service Direct	766	200	966
Not aware of Employment Service Direct	487	238	725
Sample size	1,253	438	1,691
Aware of Jobpoints	169	47	216
Not aware of Jobpoints	1084	391	1475
Sample size	1,253	438	1,691
Aware of ES Internet Job Bank	283	73	356
Not aware of ES Internet Job Bank	970	365	1335
Sample size	1,253	438	1,691
Aware of Worktrain	246	60	306
Not aware of Worktrain	1007	378	1385

Which of the following new ES services have you used?			
Sample size	1,253	438	1,691
Used Employment Service Direct	325	105	430
Not used Employment Service Direct	928	333	1261
Sample size	1,253	438	1,691
Used Jobpoints	54	11	65
Not used Jobpoints	1198	427	1625
Sample size	1,253	438	1,691
Used ES Internet Job Bank	92	18	110
Not used ES Internet Job Bank	1158	421	1579
Sample size	1,253	438	1,691
Used Worktrain	58	6	64
Not used Worktrain	1195	432	1627
31. Compared to the Vacancy Boards, do you generally use this service more often, less often, or about the same?			
Employment Service Direct			
Sample size	325	105	430
More often	61	24	85
Less often	168	56	224
The same	78	23	101
Don't know	18	2	19
Jobpoints			
Sample size	55	10	65
More often	13	2	15
Less often	33	7	40
The same	9	1	10

ES Internet Job Bank			
Sample size	92	18	110
More often	39	4	43
Less often	24	7	31
The same	26	7	33
Don't know	3	0	3
WorkTrain			
Sample size	57	7	64
More often	21	2	23
Less often	22	3	25
The same	14	2	16
31. Of the new services you have used which one do you prefer?			
Sample size	101	16	117
Employment Service Direct	31	7	38
Jobpoints	20	4	24
ES Internet Job Bank	31	5	36
WorkTrain	16	0	16
None	3	0	3
32. Why do you prefer to use this new ES service above the others?			
Sample size	107	17	124
Easier to use/is quicker	58	8	65
More information available	17	6	23
Work at your own pace	4	0	4
More convenient	5	1	6
Other	16	2	18
No particular reason	5	0	5
Don't know	2	0	2

33. Do you prefer to use these new services rather than using Vacancy Boards and/or speaking to ES staff?			
Sample size	398	122	520
Prefer new services	111	46	157
Prefer Vacancy Boards	101	28	129
Prefer to speak to ES staff	96	19	115
No preference	84	27	111
Don't know	6	2	8
34. Why do you prefer this method?			
Sample size	367	113	480
Easier to use	74	34	108
Personal	50	9	59
More direct service	50	18	68
Quicker	35	14	49
More knowledge/information	56	7	63
More variety	19	8	27
Convenient	34	7	41
Don't have to leave home	11	6	17
Other	32	6	38
No particular reason	1	0	1
Don't know	5	4	9
35. Overall, how satisfied are you with the new services?			
Sample size	381	120	501
Satisfied	303	94	397
Dissatisfied	28	4	32
Neither satisfied nor dissatisfied	50	22	72

36. Would you prefer it if vacancies were displayed with employer details so you could contact them and apply for a job direct?				
Sample size	398	122	118	
Yes	308	94	402	
No	40	13	53	
No preference	36	13	49	
Don't know	4	0	4	
Not provided	10	2	12	
37. Gender				
Sample size	1,253	438	1,691	
Male	868	262	1130	71
Female	385	176	561	29
38. Would you mind telling me what age group you belong?				
Sample size	1,253	438	1,691	
16-18	91	80	171	
19-24	305	133	438	
25-34	371	70	441	28
35-49	313	98	411	
50-59	153	47	200	
60-64	16	10	26	
65+	3	0	3	--

39. To which of these groups do you consider you belong?				
Sample size	1,253	438	1,691	
White	1103	396	1499	92
Black-Caribbean	46	7	53	1
Black-African	9	7	16	1
Black-Other Black group	7	5	12	
Indian	20	6	26	2
Pakistani	39	8	47	1
Bangladeshi	8	4	12	0
Chinese	2	3	5	0
Other	14	2	16	1
None of these	0	1	1	
Do not wish to say	4	0	4	
40. Do you have any qualifications?				
Sample size	1,253	438	1,691	
Yes	922	354	1276	71
No	331	84	415	29

41. What is the highest qualification you have?				
Sample size	922	354	1,691	
CSE Grade 2 or below	33	17	50	6
GCSEs/O levels/1 A level/ 2 AS levels	262	92	354	23
SCE highers/ A levels (2 or more) / AS levels (4 or more)	35	27	62	6
NVQ/SVQ/GNVQ level 1	24	9	33	
NVQ/SVQ/GNVQ level 2	83	28	111	
NVQ/SVQ/GNVQ level 3	24	15	39	
NVQ/SVQ/GNVQ level 4	4	2	6	
NVQ/SVQ/GNVQ level 5	7	2	9	
BTEC First certificate/diploma	6	3	9	1
BTEC National certificate/diploma	23	9	32	1
City and Guilds or other trade qualifications	101	35	136	11
BTEC HNC/HND	46	13	59	3
Degree level qualification	120	36	156	6
Post graduate qualification	44	9	53	1
Professional qualification (e.g. chartered surveyor)	9	4	13	4
Other vocational qualifications	31	11	42	Included in above
Non-UK vocational qualifications	5	8	13	Included in above
Other	63	33	96	5
Can't recall	3	1	4	
42. What is your employment status?				
Sample size	1,251	437	1,688	
Employed	80	206	286	14
Unemployed for less than 6 months	526	4	530	
Unemployed for more than 6 months	418	1	419	
Other	227	226	453	8
43. How long have you been out of work?				
Sample size	1,144	197	1,341	
0-3 months	585	140	725	
4-6 months	213	25	238	
7-12 months	146	13	159	
13-24 months	81	8	89	
25-36 months	43	1	44	

More than 36 months	62	2	64	
Can't recall	14	8	22	
45. Do you have any health problems or disabilities?				
Sample size	1,253	438	1,691	
Yes	235	42	277	11
No	1018	396	1414	89
46. Does your health problem or disability...?				
Sample size	235	42	277	
Prevent you from doing certain types of work or training	164	27	191	
Prevent you from working or training at all	16	2	18	
Have no effect on work or training	53	13	66	
Not sure	2	0	2	
47. Is English your first language?				
Sample size	1,253	438	1,691	
Yes	1179	409	1588	
No	73	29	102	