



SOCIAL RESEARCH NUMBER:

40/2020

PUBLICATION DATE:

25/06/2020

Evaluation of Jobs Growth Wales 2015 to 2019

Final Summative Evaluation Report

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

Title: Evaluation of Jobs Growth Wales 2015–19

Author(s) / Company

Oliver Allies

Anna Burgess

Paula Gallagher

Llorenc O'Prey

Hester Careless



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

For further information please contact:

Kimberley Wigley

Social Research and Information Division

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

Tel: 0300 062 8788

Email: kimberley.wigley@gov.wales

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Glossary

Acronym	Definition
ALMP	Active Labour Market Policies
BW	Business Wales
CBA	Cost Benefit Analysis
CW	Careers Wales
Eoi	Expression of Interest
ESF	European Social Fund
GDPR	General Data Protection Regulation
ILO	International Labour Organisation
JGW	Jobs Growth Wales
MA	Managing Agent
MI	Management Information
NEET	Not in Employment Education or Training
NMW	National Minimum Wage
WBLP	Work-Based Learning Provider
WG	Welsh Government

1. Introduction

Background

- 1.1 In March 2017 the Welsh Government (WG) commissioned Wavehill to undertake an evaluation of the Jobs Growth Wales (2015-19) Programme.
- 1.2 Jobs Growth Wales (JGW) sought to engage unemployed young people aged 16-24 with the aim of giving them valuable work experience for a 6-month period paid at or above National Minimum Wage between 25 and 40 hours per week. It is a national operation, part-funded by the European Social Fund (ESF), under the Youth Employment and Attainment Priority, Specific Objective 1: 'To reduce the number of 16-24 year olds who are Not in Employment Education or Training (NEET)'.
- 1.3 JGW secured £53m of investment (of which £25m was ESF funding), with a target of providing employment opportunities to 9,000 participants over the 2015-19 period.

The Evaluation

- 1.4 The aim of the evaluation was to assess the effectiveness, efficiency and impact of the 2015 -2019 Jobs Growth Wales programme for the period June 2015 to September 2019 with the following objectives.
 - To assess the performance of the 2015-19 JGW Programme, against its stated aims and objectives and the extent to which targets, as set out in the final agreed Business Plans¹, have been met.
 - To review whether and how well the programme supports the delivery of key Welsh Government and Welsh European Funding Office (WEFO) priorities, including the Well-being of Future Generations (Wales) Act 2015, the WEFO's Strategic Objectives, and the Welsh Government's strategic aims for the Welsh language.
 - To review the design, management and implementation of the Programme, assessing its suitability in supporting the achievement of the Programme aims and objectives.

¹ For the Operations in both East Wales and West Wales and the Valleys

- To assess how effectively JGW has been communicated to young people and employers (including identifying and targeting employers).
- To assess the impact of JGW on increasing the employability, employment and pay prospects of those participating and to assess the impact of the Operation on employers.
- To review whether and why there are any differences in performance and effects across different managing agents and sectors and to understand if any approaches adopted by Managing Agents lead to improved outcomes for different groups.
- To assess whether the programme has provided value for money
- To assess how JGW has performed against the delivery of the Cross-Cutting Theme (CCT) aims, objectives and commitments, as well as CCT-related indicators, including what worked well/what did not work, the problems identified and how these were addressed.

1.5 The evaluation has been delivered over three phases: inception, interim and the final report, representing the culmination of the research undertaken for the evaluation.

1.6 The remainder of the report is structured in the following way:

- **Section 2** – describes the methodological approach to the evaluation, including the fieldwork undertaken and the research limitations.
- **Section 3** – reflects on the policy and socioeconomic context in which JGW has operated. Furthermore, it revisits the findings from the evaluation of the 2012-15 Programme, summarises the design of the 2015-19 programme and how it differs from the previous iteration, and provides an overview of the key findings from the literature review.
- **Section 4** – reviews the delivery of the 2015-19 programme, reflecting on its launch and implementation and the approaches taken to promotion and engaging participants and employers.
- **Section 5** – reviews the advice and guidance provided to participants and reflects on the journeys of employers and participants through the

recruitment and interview process and throughout the employment opportunity.

- **Section 6** – explores the performance of the programme against the cross-cutting themes associated with the European Structural and Investment Funds: Equal Opportunities, Gender Mainstreaming and the Welsh Language, Sustainable Development and Tackling Poverty and Social Exclusion.
- **Section 7** – explores the outcomes and reported impact of the JGW programme
- **Section 8** – reviews the counterfactual impact assessment based on comparative analysis of those participating in the programme and a comparison group who had applied, but not secured, a position through JGW, culminating in cost benefit analysis and social cost benefit analysis of the programme.
- **Section 9** – provides a summary of the conclusions and recommendations based on the findings of the summative evaluation.

2. Methodology

Introduction

- 2.1 This section of the report outlines the process through which fieldwork was conducted throughout the evaluation. This includes sample sizes, how individuals were engaged, the descriptive purpose of each element of fieldwork and the methodological limitations encountered throughout this process.

Method

- 2.2 The evaluation has involved a thorough review of programme-related documentation along with a series of scoping consultations with representatives of the Welsh Government and the Department for Work and Pensions (DWP), as well as a series of consultations with the JGW Contract Managers based within the six Work Based Learning Providers (WBLPs) appointed as Managing Agents (MAs). It has also involved the delivery of an extensive literature review to update the review undertaken for the previous evaluation of JGW (which ran from 2012-15).
- 2.3 Initial scoping interviews were conducted via telephone with five stakeholders from the Welsh Government and Jobcentre Plus in order to review the implementation of JGW and specific elements of the design. Further interviews were held with seven strategic stakeholders from Jobcentre Plus, the Welsh Council for Voluntary Action (WCVA), the Regional Learning and Skills Partnerships, WG staff overseeing other employability schemes and senior representatives amongst the MAs. The interviews sought to gather perspectives external to the JGW programme from informed individuals with responsibility for youth engagement and employability provision.
- 2.4 A further 10 telephone interviews were undertaken with representatives of the six MAs delivering the programme. The interviewees were sampled from a population of 24 individuals from each of the MAs with an emphasis on engaging individuals in a variety of roles associated with delivering JGW: the Youth Engagement Manager, Sales and Vetting Consultants (tasked with engaging employers) and Contract Managers. More senior representatives (Directors) of each MA were engaged as part of the scoping phase of the evaluation.

2.5 Employers were engaged as part of the evaluation at various stages in their journeys through the programme.

- Twenty-eight randomly sampled² employers from a population of employers in the midst of a work placement participated in qualitative telephone interviews to capture their perspectives on the processes involved in their participation in JGW.
- A further set of employers were surveyed by telephone following random sampling from a population of employers where their business was associated with a job opportunity on the JGW website but after at least one month the position had been withdrawn. This approach identified 357 employers who had posted opportunities between January and May 2018, from whom 62 survey responses were obtained. The survey itself focused on their experience of engaging with JGW and the reasons behind the withdrawal of their advertised post through the programme.
- To help understand the experience and impact of the JGW programme from an employer’s perspective, two waves of interviews and re-interviews were undertaken with employers who had secured participants for six-month job opportunities through the programme. The approach involved engaging with employers initially whilst they were in the midst of providing a placement, and then once more, around six months following the initial interview, in order to capture their reflections and the impact of their participation. A total of 246 employers were interviewed initially, whilst 140 of these employers participated in a re-interview six months later (see Table 2.1 below).

Table 2.1 JGW Employer Impact Survey

	May-July 2018	January 2019	July-August 2019
Wave 1	Interview (n=129)	Re-interview (n=62)	
Wave 2		Interview (n=117)	Re-interview (n=78)

² Random sampling in this context is where each employer from the total eligible population of employers has an equal probability of being selected for the sample

- 2.6 The perceptions of young people who participated in JGW were captured through a qualitative telephone survey of 61 randomly sampled participants who were in the midst of their workplace opportunity at the point of engagement, which is described as the 'participant process survey' throughout the report. The scale of engagement with participants through the evaluation was pared back in recognition that a large sample of participants would be engaged in the ESF Participants Survey.
- 2.7 The 2015-18 ESF Participants Survey, conducted by IFF Research, was undertaken by telephone with participants of ESF funded initiatives throughout Wales, approximately 12 months after their completion or exit from an ESF funded initiative. For JGW it took place 12 months following the completion of a work opportunity. The survey sought to provide timely, robust information on the effectiveness of approved ESF projects in respect of longer-term results. The majority of the survey questions were consistent, regardless of which ESF funded initiative they have been involved in (the last survey engaged with participants of over 50 ESF funded initiatives).³ In addition to the core interview questions, participating ESF funded initiatives were offered the option of adding a module of questions tailored to their participants (lasting up to five minutes), JGW took up this offer. The survey tools designed for fieldwork as part of the JGW evaluation, reflected, where possible and appropriate, the questions within the participant survey so as to aid comparability.
- 2.8 A further 40 participants known to have left early (based on evidence contained within the project's management information) from their participation in the placement were also surveyed by telephone. The interviews were qualitative in nature, with an emphasis on understanding the influences behind them leaving their placement prior to the end of the six-month placement.
- 2.9 To inform the assessment of impact arising from participation in JGW, a comparison group of young people was recruited for the evaluation. The participants identified as a suitable comparison group were those individuals who had registered and completed their application on the JGW website, but

³ IFF Research (2019) *ESF Participants Survey 2015-18: Technical Report*, Welsh Government. [unpublished]

after a period of three months, despite having applied for positions, were unsuccessful in securing a work opportunity through JGW. The participants were selected from those individuals who had registered and applied for JGW positions between October 2017 and January 2018 but had yet to secure a post by April 2018. Within this timeframe a population of 1,101 eligible participants were identified from whom a random sample of 405 responses were secured. The initial survey of this population took place from May-July 2018, capturing key background details of this cohort and their current employment situation. The comparison group were then re-interviewed 12 months later, wherein their current situation and employment journey in the intervening period were discussed. The timing of the re-interview was guided by the likely timing of the ESF Participants Survey in order to ensure a comparable length of time between the initial application and the final survey (c. 18 months) for both the intervention and the comparison group.

- 2.10 ESF Participants Survey data was collected for 248 participants of the JGW programme in total and has been analysed so as to ascertain the sustainability of outcomes and impacts arising from the intervention (particularly with regard to the career journeys of respondents as well as softer impacts on their motivations and confidence).
- 2.11 An analysis was undertaken of the management information provided by the WG that captured profile (demographic) information alongside the employment status and qualification levels of all participants who secured a placement through JGW. The analysis explored patterns and trends amongst the participant group, enabling a comparison of these with the profiles of the comparison group and of those participants who engaged with the 2012-15 JGW programme.
- 2.12 In exploring the effectiveness of the programme, impact analyses were developed that compared the outcomes of those in the intervention with those in a matched comparison group. In order to ensure that the two groups were comparable, a technique called propensity score matching was used.⁴ Propensity score matching is an approach which matches respondents in the

⁴ Propensity score matching was performed in Stata using the programme psmatch2.

treatment group with those in the comparison group who have similar characteristics when measured on a range of matching variables. Probit regression models⁵ were fitted, with the treatment being the dependent variable and the explanatory variables of age, gender, qualification level, extent of paid employment experience prior to enrolment, and employment status at the baseline. During the matching process, one case was excluded from the intervention group because its characteristics were considerably different from those found in the control group. This left a sample of 247 participants in the intervention group and 177 survey respondents in the comparison group.

- 2.13 To measure the impact of the programme on employment outcomes, the differences in outcomes between the intervention and control groups were explored. Average treatment effect estimates were used to calculate the mean difference between those receiving support from JGW and those in the control group.⁶ The differences in outcomes could reasonably be attributed to the impact of the programme.
- 2.14 These impact analyses draw on self-reported outcomes. They are subject to missing values and other forms of measurement error. Missing values occurred when, for example, a respondent reported having had more than one job over the period covered by the interview but reported earnings for only one of them, or when they withheld information on earnings. When this occurred, imputation was used to fill in missing values, specifically predictive mean matching.⁷
- 2.15 Evidence gathered through the impact analysis was used to assess the monetary impacts of the programme through the application of cost benefit analysis (CBA)⁸. A two-stage approach to the CBA was conducted. The first

⁵ The purpose of the model is to estimate the probability that an observation with particular characteristics contain similar values to those in both the intervention and control groups.

⁶ This is the mean difference between the effect of the Treatment on the Treated (ATET) and the Treatment on the Untreated.

⁷ Predictive mean matching (PMM) is a widely used statistical imputation method for missing values. It aims to reduce the bias introduced in a dataset through imputation by drawing real values sampled from the data. PMM is a partially parametric method that matches the missing value to the observed value with the closest predicted mean (or linear prediction). This was completed in STATA prior to completing the ATET analyses.

⁸ CBA is a technique used to compare the total costs of a programme/project with its benefits, using a common metric (most commonly monetary units). This enables the calculation of the net cost or benefit associated with the programme.

involved compiling the CBA in a similar manner (and with an economic emphasis) to that undertaken for the 2012-15. This is to ensure that the two analyses are broadly comparable. The second stage of the analysis considered the wider social and economic costs and benefits for key audiences, including for employers, the UK Government, and the rest of society.

Methodological amendments/limitations:

- 2.16 As part of the evaluation the potential feasibility of re-interviewing participants of the 2012-15 operation (alongside the comparison group for that operation) was explored. The evaluation of that programme had identified a convergence in the rate of employment for the two groups (thereby suggesting that any impact of the programme may have been short-term by the time of a survey 27 months following initial applications to the programme). Re-interviewing those groups around five years after the intervention would have provided a unique longitudinal insight into the existence of any persisting effects arising from participating in JGW. Unfortunately, due to General Data Protection Regulation (GDPR) restrictions, the evaluation team were unable to access contact details for those individuals who had not secured a position through the programme (the comparison group), and, consequently, the approach to the methodology was dropped.

ESF Participants Survey

- 2.17 There were concerns raised by WG in relation to consultation fatigue amongst participants of JGW as participants would be contacted through the ESF Participants Survey. As a result of these concerns the scale of planned engagement through the evaluation with those in the midst of their placements was pared back significantly (from several hundred to 60) primarily as they would also be targeted through the ESF Participants Survey. In reality, the participant survey only secured engagement with 248 individuals or seven per cent of JGW participants. Additional qualitative engagement with JGW participants would likely have provided a richer insight of the processes and experience of their placement.

- 2.18 The ESF Participants Survey used a consistent set of questions for the majority of the survey, with the ability to include a suite of questions specific to an operation towards the end of the survey. There were few questions with which to capture distance travelled and softer impacts associated with these. The employer survey, however, identified that the softer, employability elements were critical factors for employers in determining whom to appoint. Capturing this evidence through monitoring information and through the ESF Participants Survey (with similar approaches adopted to the comparison group) would have strengthened the evaluation and impact assessment considerably.
- 2.19 The reliance on the ESF Participants Survey has restricted the longitudinal element of the research to up to 12 months only after placement completion (the timeframe associated with engaging participants through the ESF Participants Survey). The extension to JGW to 2019 provided the opportunity to track participants and an associated comparison group over a longer term, beyond the 12 months after placement completion. However, the evaluation was largely tied to the timing of the ESF Participants Survey. Tracking over the longer term would have enabled further investigation into the persistence of impacts arising from participating in JGW, whilst acknowledging that there were several limitations associated with the comparison group which are discussed below.
- 2.20 The ESF Participants Survey also included a series of questions in which participants were required to recall their status prior to applying to the programme (e.g. what barriers to employment they were facing). The survey was conducted at least 18 months after their initial application to the programme and it may have been difficult for them to accurately recollect their feelings at that time. Finally, some answer options were not included in the ESF survey that would have been of use, most notably the response option of 'inability to speak fluent Welsh' as a perceived barrier to securing employment.

Limitations of the comparison group

- 2.21 Selection bias through employers choosing participants from the pool of applicants undermines the robustness of the impact assessment (the extent of comparability between the treatment and comparison groups). Employers

are most likely to choose applicants whom they feel will be the most productive within a work environment, therefore participants could be those who are the most likely to obtain employment without the intervention.

2.22 As outlined above, one of the most commonly cited factors that influenced employer decisions for participants related to attitudinal factors. Evidence on attitudes is difficult to capture in a robust and quantifiable manner. Without this information it is not possible to assess how attitudes to work compare between the treatment and comparison groups, undermining the robustness of the impact evaluation.

2.23 There were further key differences between the comparison group and the intervention group which related to how they became aware of JGW and how this may have influenced their journeys into the programme.

- The comparison group were more likely to be made aware of JGW (and referred) by Jobcentre Plus (39 per cent 156/405) than the intervention group (21 per cent, 52/240). MAs and employers spoke of attitudinal issues and low turnout rates for those who had been mandated to JGW by a Work Coach at Jobcentre Plus decreasing the likelihood of them securing employment.
- JGW participants were more likely to be made aware of the programme by an employer (24 per cent 59/240) than the comparison group (1 per cent 4/405). There are several reasons as to why they may have found out from an employer, which could include applying for positions through mainstream sites or being prompted to engage via JGW by the employer. Regardless of reason, their response in this manner illustrates that they were engaging with employers prior to their commencement on JGW and in doing so, would appear closer to the labour market than the comparison group

2.24 The matching process also drew on all available and comparable characteristic and demographic data held across the two groups. These did not include broader socioeconomic variables that may have influenced outcomes independently of the intervention. This include variables such as broader family socioeconomic status and more precise measures of

educational attainment. These data points were unavailable to the research team because the participant survey and the ESF Participants Survey did not collect this information. Together, the limitations of the study design and analysis suggest that the findings should be interpreted with a degree of caution.

2.25 The survey of the comparison group would have benefitted from further exploration of the nature of support that an individual may have received with respect to their application prior to applying for a position, beyond the initial guidance offered by Careers Wales and asked of the intervention group. A question of this nature would have provided further insight into participant journeys into the programme and the role and influence that this support had in securing a position through JGW. Analysis does show that those who were made aware of the programme by an employer were the most likely to have support with regard to their application (48 per cent, 27/56) and particularly so compared to those who were made aware by Jobcentre Plus (28 per cent, 14/50). However, the prevalence of advice to the comparison group was only discussed following an unsuccessful application. Generally, however, there would appear to be little requirement (of MAs) to provide support to participants,⁹ and as a result, the provision of support appears limited to those participants who were progressing from other employability schemes and therefore held a pre-existing relationship with an MA.

⁹ This is based on the fact that there is no inclusion of support to an individual prior to application within the JGW MA Process Flow document included with the Business Plan (Annex 17).

3. Project Aims and Origin

Section Summary

- JGW was originally established in response to evidence that young people were disproportionately exposed to the impacts of the financial crash
- There were substantial falls in rates of 16-24 year old unemployment and rates of 16-24 year olds NEET between 2012 (the commencement of JGW I) and 2015 (the commencement of JGW II), illustrating a change in economic climate.
- The design of the 2015-19 programme was heavily influenced by the findings from the evaluation of the 2012-15 programme and the changing economic climate.

Introduction

- 3.1 In this section, the origins and rationale of JGW are reviewed, highlighting therein the programme's alignment with WG policy. This section also illustrates how, based on policy and findings from the 2012-15 JGW programme, the programme in its current form was reshaped and designed.

Policy Alignment

- 3.2 The original 2012 programme was designed as a flagship policy intervention that sought to deliver against the WG's 2011 Programme for Government and in particular, the key theme of 'Growth and Sustainable Jobs' in addition to the three strategic objectives for tackling child poverty as set out in the WG's Child Poverty Strategy, namely to:
- Reduce the number of families living in workless households
 - Improve the skills of parents and young people living in low income households so they can secure well-paid employment
 - Reduce inequalities that exist in health, education and economic outcomes of children and families by improving the outcomes of the poorest.
- 3.3 The original JGW programme was also seen as a flagship intervention responding to clear evidence that young people had been disproportionately exposed to impacts arising from the financial crash of 2007-08 and the subsequent recession with almost one quarter of 16-24 year olds

unemployed (ILO¹⁰ measure) at the time (see Figure 3.1 below). Since 2012, levels of youth unemployment (ILO) have almost halved to 12.6 percent, or one in eight 16-24 year olds.

Figure 3.1: ILO Unemployment Rate 16-24 Year Olds (UK and Wales)

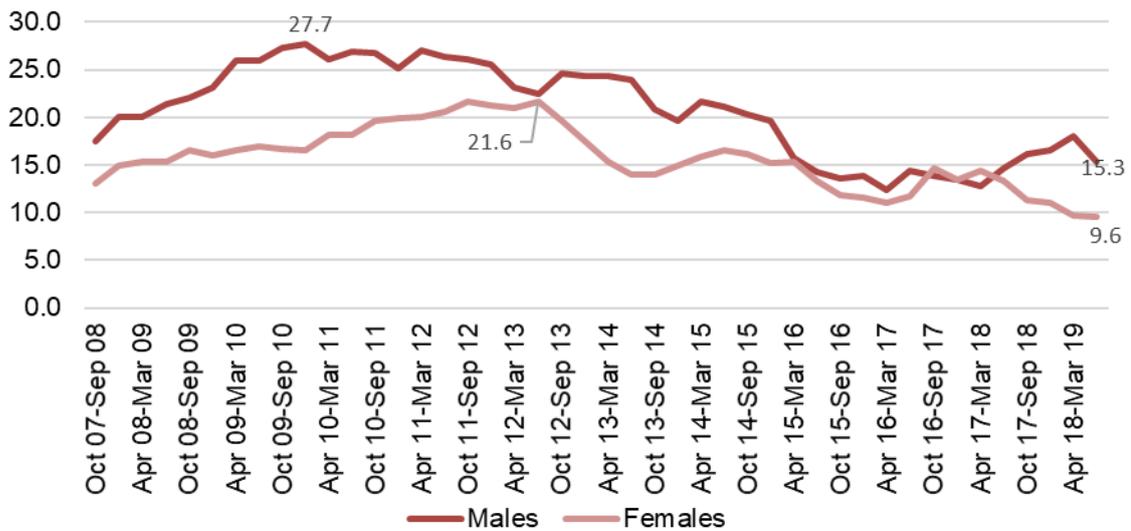


Source: Annual Population Survey/Local Labour Force Survey

3.4 Figure 3.2 below presents the trends in ILO unemployment by gender in Wales and illustrates that at one point almost 28 per cent of 16-24 year old males were unemployed. It also shows that whilst over time there has been some fluctuation in the gap in ILO unemployment rates by gender, aside from a brief period in 2017-18, there are typically a higher proportion of males than females seeking employment.

¹⁰ The ILO (International Labour Organisation) definition of unemployment defines unemployed people as being : without a job, have been actively seeking work in the past four weeks and are available to start work in the next two weeks or; out of work, have found a job and are waiting to start it in the next two weeks.

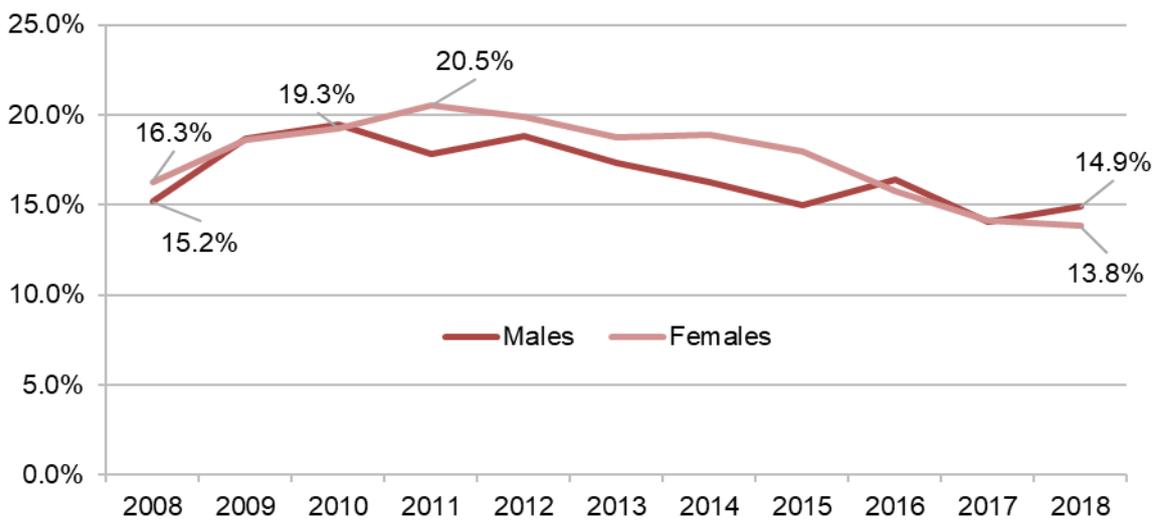
Figure 3.2: ILO Unemployment Rate 16-24 Year Olds in Wales (Males and Females)



Source: Annual Population Survey/Local Labour Force Survey

3.5 An alternative unemployment measure which disaggregates the unemployed from those in education or training who are also seeking some form of employment illustrates a smaller reduction in unemployment levels as presented in Figure 3.3 below. This more targeted measure of unemployment is particularly useful in this context as it presents estimates of only those individuals who would have been eligible for JGW.

Figure 3.3: ONS Estimated 16-24-year olds Not in Education, Employment or Training in Wales by gender¹¹



¹¹ Participation of young people in education and the labour market: 2017 and 2018 (provisional) – National Statistics (statistical first release), (2019) Welsh Government

- 3.6 Policy announcements emerged during the delivery of JGW (2012-15) which reinforced its alignment with WG policy, including its identification as a key activity within the WG's **Tackling Poverty Action Plan**¹² (2012-2016). One key target within the plan was the intention to reduce 16-18 year olds who are NEET from 12.1% (2011) to 9% (2017)¹³, as well as reducing the proportion of young people aged 19-24 who are NEET in Wales relative to the UK as a whole by 2017.
- 3.7 The WG's policy response to youth unemployment was driven (during the initial JGW programme) by the **Youth Engagement and Employment Action Plan**¹⁴ (2011-2015) which emphasised the need for a clear customer journey in training provision, complementing rather than duplicating the mainstream offer of the Department for Work and Pensions.
- 3.8 The **Youth Engagement and Progression Framework**¹⁵ (YEPF) followed the action plan (published in 2013) and aims to reduce the number of young people aged 11 to 25 NEET. The YEPF has six components considered to be effective at increasing youth engagement and progression when implemented together as part of a strategy:
- Early identification of young people most at risk of disengagement.
 - Better brokerage and coordination of support.
 - Stronger tracking and transitions of young people through the system.
 - Ensuring provision meets the needs of young people.
 - Strengthening employability skills and opportunities for employment among young people; and
 - Greater accountability for better outcomes for young people

¹² [Tackling Poverty Action Plan \(2012 – 2016\)](#)

¹³ The composite NEET rate (male and female) at the end of 2017 was 9.4 per cent ([Young people not in education, employment, or training \(NEET\) year to 31 March 2019](#))

¹⁴ [Written Statement - Youth Engagement and Employment Action Plan 2011 – 2015](#)

¹⁵ [Youth engagement and progression framework: implementation plan](#)

- 3.9 An evaluation of the YEPF identified progress against the first three areas for those up to the age of 18 but that the employability strand (which JGW was tasked with tackling) was “the most under-developed element”.¹⁶ Moreover, it identified that accountability after the age of 18 required more development, and that challenges remained with regard to information sharing protocols for this cohort.
- 3.10 Further evidence of alignment with WG policy was illustrated through the WG’s Policy Statement on Skills¹⁷ and the Skills Implementation Plan which was underpinned by a series of Skills Performance Measures that focused on four key goals considered to be important to the future competitiveness and sustainability of the skills system. The JGW operation sought to contribute to the realisation of each of these goals:
- **Jobs and growth:** Improvements in employment and productivity levels.
 - **Financial sustainability:** Ensuring an appropriate and sustainable balance of funding is available to support the skills system sourced from government, employers, individuals and European funding.
 - **Equality and equity:** Providing equality of opportunity for individuals in accessing post-19 employment and skills support.
 - **International skills benchmarking:** Improving the skills profile of Wales to ensure we remain competitive as a nation.¹⁸
- 3.11 Since the commencement of the JGW 2015-19 operation WG policy has continued to evolve however the JGW operation has retained close alignment. The WG’s 2016 **Programme for Government – Taking Wales Forward** set out the WG’s programme for the subsequent five years. The key commitments of Taking Wales Forward would be fulfilled by the national strategy Prosperity for All (published in 2017). The strategy sets out six priority areas that reflect the support that people need throughout their lives and when the right help can have a dramatic effect on their life course, with one of these being **Skills and Employability**.

¹⁶ [ICF International \(2016\) Youth Engagement and Progression Framework Follow Up: Final Report, KAS, Welsh Government](#)

¹⁷ [Welsh Government Policy Statement on Skills](#)

¹⁸ [Welsh Government Skills Performance Measures](#)

3.12 Alongside the Programme for Government, ‘well-being objectives’ have been published¹⁹ that set out how the **Well-being of Future Generations Act 2015** will help to deliver the WG’s contribution to the seven shared national well-being goals in order to create:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of Cohesive Communities
- A Wales of Vibrant culture and thriving Welsh language, and
- A globally responsible Wales.²⁰

3.13 Within this, the well-being objectives highlight the need to “improve prosperity for all across Wales, helping people into employment and sustaining jobs”. These objectives clearly align with the objectives and ambitions of JGW to provide young people with the opportunity to gain greater work experience and employment opportunities whilst also developing appropriate skills so that young people across Wales can be part of a well-skilled and prosperous workforce and more resilient both economically and socially. The Act also includes the goal of a vibrant culture and thriving Welsh language and it was expected that JGW would create conditions for promoting the Welsh Language. In doing so, JGW aligned to A living language: a language for living – the Welsh Government’s Welsh Language Strategy 2012-17 which included a vision to see the Welsh language thriving in Wales. Over the five-year period of the strategy it aimed to see:

- An increase in the number of people who both speak and use the language
- More opportunities for people to use Welsh
- An increase in people’s confidence and fluency in the language
- An increase in people’s awareness of the value of Welsh, both as part of our national heritage and as a useful skill in modern life
- The strengthening of the position of the Welsh language in our communities

¹⁹ [Welsh Government \(2016\), *Taking Wales Forward: Welsh Government’s Well-being Objectives*, Cardiff, Welsh Government](#)

²⁰ [Welsh Government \(2015\), *The Wellbeing of Future Generations Act- The Essentials*, Cardiff, Welsh Government](#)

- Strong representation of the Welsh language throughout the digital media.

3.14 Following the 2012-17 strategy the Welsh Language Strategy Cymraeg 2050: A million Welsh speakers, was launched, which included the three strategic themes, to:²¹

- Increase the number of Welsh speakers
- Increase the use of Welsh (in the workplace, in the provision of services and socially)
- Creating favourable conditions (infrastructure, environment and context) where the Welsh language and its speakers can thrive.

Jobs Growth Wales

3.15 JGW (both the programme of 2012-15 and that of 2015-19) aimed to support unemployed young people aged 16-24, giving them valuable work experience for a six-month period, paid at or above the National Minimum Wage (NMW) for a post which is between 25 and 40 hours per week. Its design drew on lessons from the Future Jobs Fund programme (introduced across the UK in 2009) which awarded funding to organisations. These organisations created jobs for 18-24 year olds for at least six months in duration with the aim of preventing long-term 'scarring' of young people as a result of the recession²². The JGW programme targeted young people who were registered unemployed but not in the DWP's Work Programme (whilst it was in operation), and who were work-ready (in that they had the necessary skills for employment), but had failed to secure employment because they lacked work experience.

Findings from the 2012-15 Programme

3.16 The evaluation of the 2012-15 JGW Programme identified the strengths of the programme as being its clear and simple objectives, alongside a straightforward application process which enabled the programme to be responsive to high levels of demand reflective of the socioeconomic situation at the time.

²¹ [Cymraeg 2050: Welsh Language Strategy](#)

²² [Department for Work and Pensions \(2012\) *Impact and Costs and Benefits of the Future Jobs Fund*, Department of Work and Pensions.](#)

- 3.17 As a reactionary model with regard to the economic crises generated through the recession, there was underlying concern surrounding the level of deadweight (the extent to which participants would have secured employment without participating in JGW) delivered through the programme. The interim evaluation identified that ‘73 per cent of JGW participants in work following the completion of their JGW job opportunity would have been in work at that point in time without the programme and that these findings align with results obtained by evaluations of other wage subsidy programmes’²³. To reduce the level of deadweight as the economy recovered, the evaluation recommended a more targeted approach to more disadvantaged young people or a reduction in the overall rates of reimbursement.
- 3.18 In the final evaluation the estimated deadweight had fallen to 65 per cent, six months following an individual’s initial application. However, the impacts were seen as being primarily short-term in nature, with no statistically significant difference in the employment rates of JGW participants and the matched comparison group 27 months after their initial application.
- 3.19 In terms of the Welsh language, the evaluation of the 2012-15 programme described how around one third of employers interviewed as part of the final phase requested Welsh language skills as part of their jobs advertised through JGW (compared to 36 per cent of employers describing Welsh language skills as somewhat important or very important in the 2015-19 programme). In the 2012-15 programme none of those employers who requested Welsh language skills reported issues in filling the vacancies. In the 2015-19 programme, over half of those employers who described Welsh language skills as at least somewhat important were unable to appoint someone with the suitable Welsh language skills (see Section 6 for further detail).

²³ [Ipsos MORI, Wavehill and WISERD \(2014\) Jobs Growth Wales: Interim evaluation report, Cardiff, Welsh Government.](#)

- 3.20 Furthermore, the findings of the 2012-15 evaluation identified that the prevalence and geographical distribution of Welsh language skills were similar to those identified within the Census albeit with a slightly higher level of competency. However, a small proportion of participants (four per cent) stated that Welsh was their preferred language of communication.²⁴
- 3.21 However, while the level of completeness of the Management Information (MI) in relation to the Welsh language skills of participants suggested that MAs were fulfilling their commitments in relation to reporting, there was felt to be room for a more proactive approach as part of JGW II. This was based on the fact Welsh language skills were higher amongst young people and may represent a competitive advantage to them in the workplace. The report recommended the collection of data related to the language needs of vacancies, which would give further insight into where opportunities exist for young people.
- 3.22 The 2012-15 programme, at its inception, consisted of four distinct strands which related to different routes to employment (private, third sector or self-employment) or targeted specific groups of young people (e.g. graduates) and were delivered by different organisations. The private sector strand was provided by 14 Work Based Learning Providers (WBLPs, and later referred to as Managing Agents) and aimed to create 2,500 job opportunities per year.
- 3.23 The performance of the 2012-15 JGW programme was described by the evaluation as being variable. The private sector strand overperformed against targets. Meanwhile, the third sector and self-employment strands performed less well against their original targets. There were some issues with the third-sector supported strand referring young people who were not job ready for the programme.
- 3.24 The private sector jobs were seen as being crucial to the programme, whereas the graduate strand was felt to overshadow the GO Wales offer (an employment programme for graduates that was also available at that time) and was also less attractive to employers compared to employing graduates

²⁴ [Ipsos MORI, Wavehill and WISERD \(2016\) *Evaluation of Jobs Growth Wales, Final Report*, Cardiff, Welsh Government](#)

through the other strands of the programme that offered higher wage subsidies.

- 3.25 The third sector supported strand suffered from a lack of clear eligibility criteria and was, to some extent, at odds with the core principle of the programme in that the programme was for young people who were more work ready.
- 3.26 There was an equal proportion of JGW employers that did and did not have some intention of recruiting staff in the absence of the programme. This is a key distinction with the 2015-19 Programme, wherein the prior intention to appoint formed part of the eligibility criteria for employers to engage with the programme. Although amongst the 2012-15 recruitment was the intention for some, the evaluation showed that financial restrictions would have delayed or, in some instances, prevented the desired recruitment and so the **JGW Programme accelerated the process of recruitment for many companies**, with employers describing how the support had helped them to grow their business during an uncertain time for the economy.
- 3.27 The analysis of the Programme outcomes suggested that the 2012-15 JGW Programme had a significant short-term effect on the employability of participants. However, the extent to which the scheme addressed its underlying objective of ameliorating the threat of scarring effects in the longer term was limited. There was no statistical difference in the rates of employment 27 months after the initial application for a JGW vacancy, or in the productivity or hours worked by participants.
- 3.28 The evaluation of the 2012-15 programme recognised the considerable shift in the economic context and, in particular, the unemployment rates of young people in Wales. It suggested that WG reconsider the level of investment needed in order to deliver a positive employment outcome for young people in Wales. Elements posed for consideration included:
- A review of the full suite of interventions targeting young people into employment in Wales to determine where investment could best help to achieve a positive outcome at reduced levels of deadweight
 - A reduction in the subsidy offered to employers in Wales who provided a six-month job for JGW participants

- A reduction in the number of job opportunities created through the programme in line with the reduction in need.
- A change in the targeting for the programme, which prioritised providing job opportunities for those who are further from the labour market and from disadvantaged backgrounds.²⁵

3.29 The 2012-15 evaluation recommended other enhancements to the design of the 2015-19 programme including:

- Reviewing the feedback mechanism so that it is clearer and easier for young people to request feedback as to why they have been unsuccessful in their job application
- Ways in which the programme could engage more proactively with and monitor progress against WEFO cross-cutting themes and promotion of the Welsh language
- Embedding mechanisms with which to encourage MAs to provide better quality management information within a quicker timeframe to the WG so that the programme monitoring is enhanced.
- Giving careful consideration to specific rules in relation to employer eligibility and ensuring that the business' or organisation's particular context is fully understood by the assessor, (which would help) to minimise the possibility of employers taking advantage of the programme.²⁶

Jobs Growth Wales 2015-19

3.30 The 2015-19 JGW Programme witnessed a reshaping in both the design and the delivery of the JGW operation. The number of strands associated with the operation were streamlined to one in order to simplify the structure of the programme and enable a focus on the most successful strand of the programme (the private sector) with the removal of:

- The strand that provided support to young people to help them to become self-employed, subsumed within Business Wales

²⁵ [Ipsos MORI, Wavehill and WISERD \(2016\) *Evaluation of Jobs Growth Wales, Final Report*, Cardiff, Welsh Government](#)

²⁶ [Ibid.](#),

- The strand that supported young people in accessing employment opportunities within the third sector
- The strand that targeted graduates (although graduates are able to apply for JGW jobs)
- The provision of public sector job opportunities.

3.31 Further amendments to the Programme included a reduction in the level of the wage subsidy for participant businesses, from 100 per cent to 50 per cent of the NMW in August 2016. This is understood to be similar to intervention rates in other employability support programmes (e.g. ReAct). Furthermore, it is a direct response to both the tightening labour market and the high level of deadweight identified by the evaluation of the 2012-15 programme (which also influenced the removal of the graduate and public sector job opportunities strands where deadweight was most prevalent). The programme also experienced a reduction in the number of MAs appointed to the programme (from 14 to six) in an attempt to assist the management and monitoring of their delivery and increase the consistency of the approach.

Managing Agents (MAs)

3.32 The WG appointed six Work Based Learning providers (who sit within the Work Based Learning Provider Network – a network of quality assured work based learning providers contracted by the WG to deliver their apprenticeship and employability programmes) to act as MAs in sourcing job opportunities and managing the application process so as to ensure that eligible and job ready candidates were referred to employers for interviewing and to conduct due diligence checks in order to ensure eligibility of the employer. They also supported the participant and employer throughout the placement, reimbursing participant wages to the employer and providing mentoring support to the participant (be it via telephone or face to face) during their placement. For those candidates who were unsuccessful with applications, they were encouraged to offer feedback where required.²⁷

²⁷ JGWII Business Plan – Annex 17: Jobs Growth Wales Managing Agent Process Flow.

Policy Update Following 2015-19 Programme Launch

- 3.33 In 2017, the WG published their **Employability Plan**,²⁸ which sets out how the WG will deliver employability support in a smarter, more joined up way and, in doing so, heralds a substantial shift in the approach to WG policy intervention in relation to employability. The Employability Plan aims to contribute to increasing productivity levels in Wales in the next decade by:
- Eliminating the gap in working age unemployment and economic activity rates between Wales and the UK average within 10 years.
 - Eliminating the gap between Wales and the rest of the UK at all qualification levels in 10 years, as well as ensuring that in the future, as a minimum, Wales maintains its performance relative to the rest of the UK.
 - Reducing the number of people who are NEET in Wales.
 - Increasing the number of disabled people in work.
- 3.34 The plan makes explicit reference to the success of JGW (alongside Lift and ReAct) but acknowledges that the economic context has now changed with respect to the instability surrounding Brexit and the associated loss of EU funding, necessitating a rethink of the approach to employability support. To respond to these changes, the plan refers to a new approach that is smarter and more joined up in order to cut across traditional boundaries both inside and outside of government. This is echoed in the **Economic Action Plan** published in 2017 which illustrates the importance of growing the economy and reducing inequality and describes the importance of a cross-government approach to reshaping employability support so as to make it fit for the future.
- 3.35 To achieve this the WG have developed **Working Wales**, which was launched in April 2019, as an all-Wales entry point to employability and skills programmes. Working Wales is underpinned by the theory that:
- Employability is a core theme for well-being and prosperity.
 - As barriers to employability are diverse and can be complex in their interaction, early intervention and personalised advice and guidance, as well as practical support, can make a significant difference.

²⁸ [Welsh Government \(2019\) *Employability Plan*, Cardiff, Welsh Government](#)

- To reflect this complexity, employment focused support needs to be flexible and appropriate to individual circumstances. Support also needs to be coherent so that individuals can access and navigate the range of interventions.
- 3.36 Working Wales involves a needs-based assessment that identifies individuals' strengths and their barriers to employment. It will be the key referral route to employability and skills programmes.
- 3.37 It is important, therefore, given the timing of the launch of Working Wales relative to this evaluation, that the recommendations are structured to inform further development of the programme and are tested within subsequent evaluations.

Literature Review

- 3.38 The literature review undertaken as part of the evaluation sought to update a previous review²⁹ undertaken for the 2012-15 evaluation and to place the findings of the evaluation within the context of the wider evidence base of activities with which to reduce the numbers of 16-24-year olds NEET. The full literature review can be found in the annex of this report and in summary identifies:
- That there is a mixed level of effectiveness of wage subsidies, with some studies finding positive impacts and others no effect.
 - That the employment impact of wage subsidies depends on the elasticity of demand³⁰, the extent of deadweight losses³¹, substitution³² and displacement effects.³³ It can also be determined by the registration effect of schemes which translates to an increase in labour force participation.

²⁹ [WISERD \(2016\) *The effect of Active Labour Market policies on Youth Unemployment – Literature Review*, Cardiff, Welsh Government.](#)

³⁰ Elasticity of demand is a measure that shows the responsiveness, or elasticity, of demand for labour to changes in the wages required to attract and retain staff. Elasticity is influenced by a range of factors, including the skills and expertise required to fulfil the role and the labour pool available to the employer.

³¹ Deadweight refers in this context to what would have happened to that individual in the absence of the support

³² Substitution in this context refers to where a beneficiary of the programme may have substituted one activity for another in order to benefit from the programme. For JGW substitution may arise where employers who may have sought to recruit an individual of any working age, have instead focused on recruiting an unemployed 16-24 year old participant of JGW in order to benefit from the wage subsidy on offer.

³³ Displacement in this context is where a firm with subsidised employees increases its outputs (grows) and in doing so takes market share from competitors that have not benefitted from subsidised employees.

- That the success of wage subsidy programmes may also depend on how broader support is configured. Studies suggest that a combination of on-the-job training and subsidised work is particularly effective in reintegrating low-skilled, disadvantaged young people and can lead to long-lasting benefits.³⁴
- That generous hiring subsidies with long durations (over 24 months) can promote long-term employment and that imposing non-dismissal obligations upon employers (with employers incurring penalties if they dismiss a worker during the subsidy) is beneficial in improving outcomes.
- That fine-tuning the targeting of subsidies is important, as they can have not only substantial deadweight effects³⁵ but also a positive and sustained effect for firms across a range of production and productivity measures³⁶
- That there is a consistent finding across a number of reviews and meta-analyses that suggests that participation in Active Labour Market Policies (ALMPs) can lead to small improvements in the probability of obtaining employment.³⁷ The impact of ALMP programmes varies greatly however, and may depend on a range of factors such as programme design and broader economic conditions including the underlying youth unemployment rate.

³⁴ Liebig, T. (2009). "Jobs for immigrants: Labour market integration in Norway." OECD Social, Employment and Migration Working Papers No. 94.

³⁵ Eppel, R.; Mahringer, H. (2013). Do wage subsidies work in boosting economic inclusion? Evidence on effect heterogeneity in Austria, WIFO Working Paper No. 456 (Vienna, Austrian Institute of Economic Research).

³⁶ Lombardi et al (2018) Targeted wage subsidies and firm performance, *Labour Economics*, 53: 33: 45

³⁷ Liu S, Wang M and Huang J (2014) Effectiveness of Job Search Interventions: A Meta-Analytic Review in *Psychological Bulletin* 140: 4 pp 1009:1041, Filges et al (2015) Active Labour Market Programme Participation for Unemployment Insurance Recipients: A Systematic Review, *Campbell Collaboration*, and Kluve J (2014) "Youth Labour Market Interventions " *IZA World of Labor*.

4. Delivering Jobs Growth Wales – Promotion and Engagement

Section Summary

- A soft launch, a three-month delay and challenges associated with the employer referral route led to a loss of early momentum for the 2015-19 programme.
- Employers became aware of the programme through a variety of ways but most commonly through word of mouth or from another business.
- Employers who engaged with JGW were typically from the creative industries, retail, manufacturing, construction, and education sectors, whilst 63 per cent of employers were microbusinesses (employing 1-9 employees).
- MAs perceived that the strict due diligence process for the programme alongside the reduction in wage subsidy had increased the commitment of employers and the quality of opportunities posted for the programme.
- Gaining confirmation of eligibility for those above 18-years of age was problematic and a slow process. Furthermore, it was undermined by an unwillingness amongst some young people to register with Jobcentre Plus (required to confirm their unemployment status) due to the stigma associated with being registered as unemployed.
- Whilst the backgrounds of the comparison group and participant group (in terms of qualifications, work experience, and length of unemployment) were very similar, their journeys into JGW differed with the comparison group being much more likely to be referred by Jobcentre Plus or Careers Wales.
- When compared to the 2012-15 programme, participants from 2015-19 had been out of work longer and with lower qualifications, illustrating that the latest programme has been successful in targeting harder to reach participants.

Introduction

- 4.1 This section presents key findings on the implementation and promotion of JGW. It also explores the approach to engagement and considers the effectiveness of the various referral routes to the programme.

Promotion and awareness raising

- 4.2 The 2015-19 JGW Programme commenced with what stakeholders described as a 'soft launch' with little targeted promotion. This launch followed a three-month delay between the two (2012-15 and 2015-19) Programmes. MAs felt that the delay and the soft launch led to a loss of

momentum for the Programme as well as a lack of clarity for employers with regard to the continued availability of JGW and the associated amendments to eligibility and support.

- 4.3 One reason for a soft launch of JGW was concerned with the recovering Welsh economy and the need to manage levels of demand from employers who may, in light of the perceived recovery, be less averse to recruiting additional staff.
- 4.4 However, whilst there was concern surrounding the high levels of demand, MAs spoke of initially encountering low demand amongst employers. There was also an expectation in the design of the new operation that JGW would be heavily promoted through the Business Wales (BW) Gateway model via appointed business advisers and the BW Gateway Team as part of their discussions with employers. However, for some MAs this route to employers elicited few, if any, employer referrals for potential positions for young people.

‘The process wasn’t communicated well, and the programme was not understood well by the Gateway team...lots of potential employers were lost in this process and it was damaging for the JGW brand with employers disengaging from the programme. It also caused redundancies across the [Work Based Learning Provider] network’ [due to the lower numbers engaged and the reduced role/income for the Operation] (Managing Agent)

‘That [Business Wales as a key referral route] was a nightmare, I’m not saying that it’s their [Business Wales]’ fault or WG but it was a change to the programme...we don’t get any vacancies from Business Wales. We don’t have much engagement with them. They don’t tend to inform us.’ (Managing Agent)

- 4.5 This perception, however, was not universal. Two of the six Managing Agents described an increasing number of referrals from Business Wales. One reported: ‘We have had a good rise in numbers [referrals] saying, “passed over from Business Wales” [in the referral form].’
- 4.6 The soft launch and the perceived low profile of JGW more generally led to MAs increasingly promoting the Programme through their own means. Typically, MAs promoted JGW via their own websites, in schools (alongside

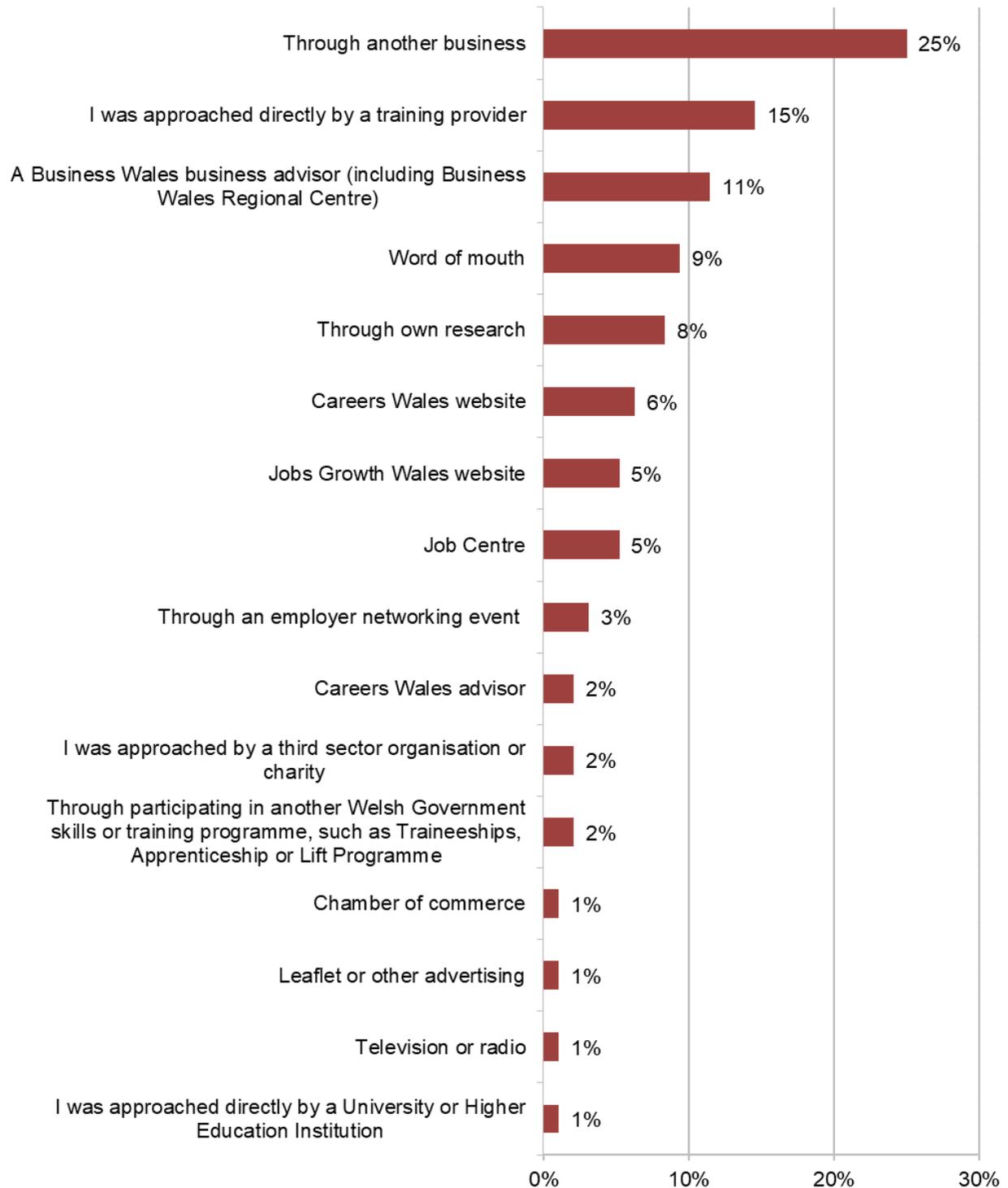
the apprenticeship programme, where MAs were the appointed providers for apprenticeships too) and increasingly, via social media. Furthermore, several MAs worked directly with their local jobcentres, working in partnership with Work Coaches and basing themselves within the centres in order to get the message and opportunity of JGW across to prospective participants. MAs also established, or further cemented relationships with other organisations whom they deemed could act as potential referral agents to JGW to boost levels of engagement of young people.

- 4.7 Around 18 months following the launch of the JGW Programme (spring-summer 2017), a national campaign for JGW was launched. MAs were highly positive towards the campaign and the associated marketing materials for the Programme.

Employer Recruitment

- 4.8 MAs actively promoted JGW to employers with whom they had engaged previously in order to help boost the profile and gain traction for the Programme, particularly during its implementation.
- 4.9 MAs also used various routes to engage new employers, including via social media (in addition to the distribution of online newsletters highlighting the programme and presenting case studies of participants and participant businesses) and deployed sales teams to boost demand from employers. They also sought to engage new businesses in a face to face manner in areas in which there were clusters of businesses such as business parks and job fairs (which were a useful opportunity for engaging with potential candidates as well as employers). The methods for engaging employers in the Programme appear to have successfully secured new employer engagement, with more than two thirds (167/250) reporting that their business or organisation had not previously participated in Welsh Government funded and/or UK Government-funded skills and training programmes. However, whilst 15% of employers referred to their recruitment via a training provider, employers most commonly became aware of the programme via another business, as illustrated in Figure 4.1 below.

Figure 4.1: How did you first hear about the JGW Programme?³⁸

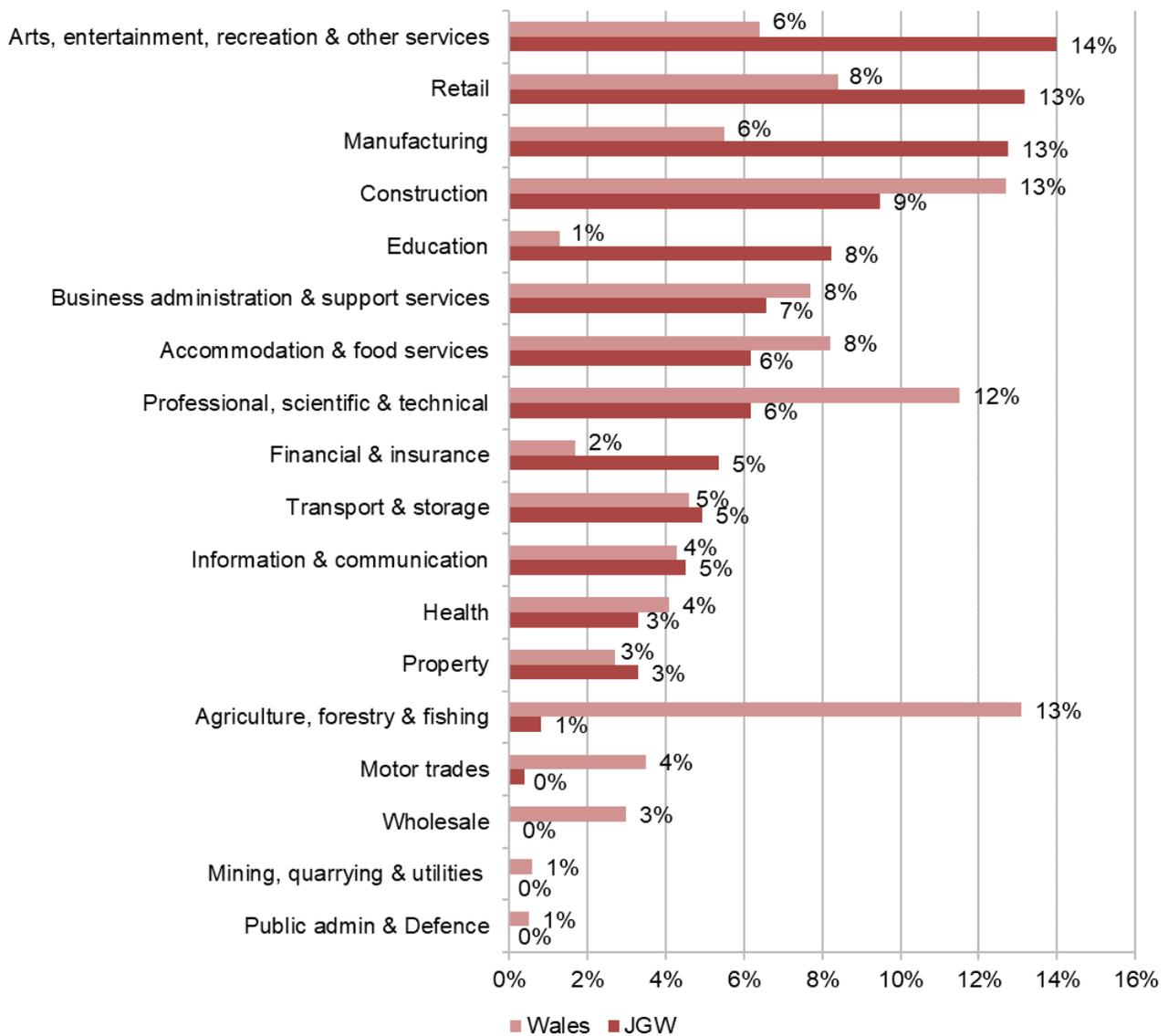


Base: Wave Two Employers Survey (n=96)

³⁸ Only analysis associated with responses from the second wave of initial interviews of employers are included here as confusion in identification of the referral route was evident in wave 1 (between Business Wales representatives and employer engagement representatives of the appointed Managing Agents) as employers appeared to have confused Business Wales advisers with the Business Development Officers employed by MAs. This led to a subsequent tightening in the response option to provide a clearer distinction between the two support roles.

4.10 Figure 4.2 below presents the sectoral breakdown of employers who responded to our survey and compares the proportional breakdown with the sectoral structure of the Welsh economy. The chart shows that employers from the arts, retail, manufacturing and education sectors were much more prevalent amongst the cohort of JGW employers than they are typically throughout the Welsh economy. Conversely, employers from the agriculture, wholesale, science, and motor trades sectors were much less prevalent amongst the JGW employers than is typically the case throughout the Welsh economy.

Figure 4.2: Sector Profile of participant employers compared to the Welsh economy (2019)



Base: Wave One and Wave Two Employers Surveys (n=240), Wales Source: Business Stock – IDBR (2019)

Employer Engagement

- 4.11 Employers wishing to participate in JGW submitted an expression of interest (Eoi) through the online government portal (Business Wales) for initial approval by the WG. As part of the process they chose the MA with whom they would wish to work. The MA then contacted the employer to discuss JGW and their role in delivering the JGW programme. One MA described how some employers expressed an interest with very little understanding of JGW, which sometimes led to disengagement of the employer from the Programme. The MA's data showed that around three quarters of employers who expressed an interest progressed to advertising a JGW vacancy.
- 4.12 Following approval of the Eoi, a process of due diligence was then undertaken. The MAs described a much tighter, more comprehensive due diligence process than that applied during the 2012-15 programme. The financial checks with which to ascertain the likelihood of an employer being able to sustain employment following completion of the subsidised period were described as being particularly rigorous. One MA estimated that the process of due diligence had typically led to approximately half of interested employers being rejected from the programme.
- 4.13 MAs felt that the reduction in wage subsidy, alongside the greater scrutiny of participant employers and additional restrictions surrounding multiple posts, had increased the commitment of employers to the programme and the quality of opportunities that were being posted.

‘Having the due diligence in place is really positive because it shows there is a real opportunity for real, quality work opportunities. It’s helping growth in Wales and helping businesses grow.’ (Managing Agent)

‘...employers aren’t misusing funds anymore; we did have some people in the scheme first time round who didn’t keep people on. We’re not in that situation, majority keeping people on and we’re having a positive impact on small businesses.’ (Managing Agent)

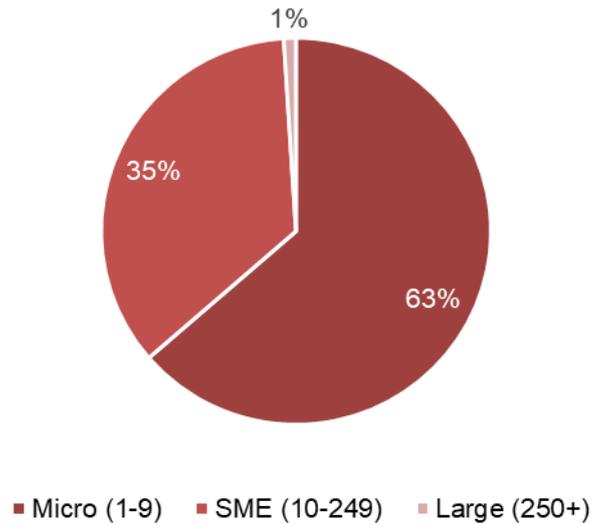
4.14 Where employers had subsequently sought to fill more than one vacancy, their application for multiple vacancies would be referred to WG for judgement (around half of the employers who responded to our survey had sought more than one employee). This was met with some frustration from MAs, as they felt that the heightened scrutiny and due diligence process should be aligned with greater autonomy in judging whether multiple posts should be approved.

‘When due diligence came in, the point was that we had the responsibility and if we felt they were appropriate we could give them the amount of positions we felt they could cope with. After first round if [the employer] didn’t have the sustainability rate we understand the Welsh Government will question it but we’re still doing the due diligence side of it with less control, especially with new employers, over the amount of positions.’ (Managing Agent)

4.15 A further process of quality assurance is undertaken in order to ensure that the positions that employers plan to advertise are appropriate for JGW participants. This would often involve MAs visiting the employer to check health and safety and discuss the nature of the role planned for the employee. The nature of duties undertaken in the position is also discussed as part of the mentoring calls that take place periodically during the participant’s placement.

4.16 There is no data available for comparing the size of employers who engaged with the 2012-15 programme to those which engaged in 2015-19. Figure 4.2 below illustrates that almost two thirds of participant employers were microbusinesses. MAs, while reflecting on the patterns of employers engaging with JGW felt that microbusinesses and small businesses may have been best suited to JGW because they had sufficient resources with which to tackle the administrative demands of applying for and participating in JGW (although typically would have lacked HR functions that could be dedicated to more traditional recruitment processes) and were small enough in size to retain a consistent relationship between representatives of the employer and the MA.

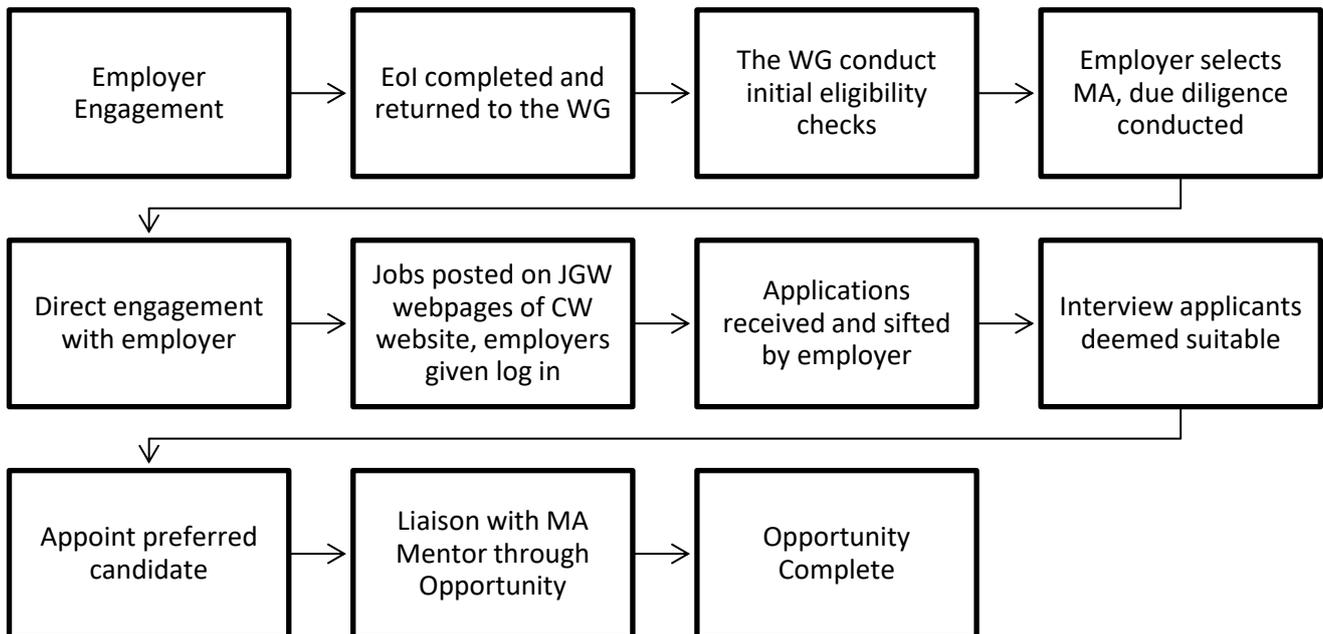
Figure 4.3: Size Distribution of Participant Employers



Base: Wave One and Wave Two Employers Surveys (n=240)

4.17 The remainder of the employer’s journey through the JGW operation is set out within Figure 4.4 below.

Figure 4.4: Employer Journey through the JGW Programme



Programme Alignment

- 4.18 Aside from the challenges that some MAs faced regarding referrals from BW there was a perception of good alignment with other provision. One MA made reference to the Active Inclusion Fund³⁹, which supported participants of that initiative in applying for JGW opportunities. Several other MAs made reference to the alignment with the Traineeships Programme as a useful steppingstone for the progression of participants from other training providers who may be delivering Traineeships but were not appointed an MA for the JGW Programme.
- 4.19 More generally, MAs welcomed the reduction in their numbers (as outlined in Section 3) from 14 to six, echoing the aspirations set out within the design of JGW that this reduction had helped with applying a more consistent (in terms of quality) approach to working with employers and had aided the coordination of delivery.

Participant Referrals

- 4.20 Participants were most commonly referred to JGW via Careers Wales⁴⁰ (CW) (if aged 16-18 years old) or via Jobcentre Plus⁴¹ (if above the age of 18). Managing Agents may also refer from the Traineeships programme⁴². The referral to JGW tended to be undertaken by the organisation that screened for eligibility and appropriateness (in terms of the extent to which the young person may be work ready). It is also important to note that individuals could self-refer, register their details and apply for positions without engaging with an MA.
- 4.21 MAs also reported running job fairs in local jobcentres in order to explain the programme to young people and help them to apply, showing them how to complete their application in a manner that will help them to become noticed.

³⁹ The Active Inclusion Fund is a project that provides funding to third sector organisations to help fulfil the project's aim of reducing economic inactivity in Wales and to improve the employability of disadvantaged people furthest from the labour market.

⁴⁰ Careers Wales, a subsidiary of Welsh Government, provides the all age, independent and impartial careers information, advice and guidance service for Wales.

⁴¹ Jobcentre Plus is a UK government-funded employment agency overseen by the Department of Work and Pensions. Its purpose is to help people find work, while it also provides financial support (welfare benefits) to eligible people s

⁴² The traineeships programme supports 16-19 year olds who are Not in Employment, Education or Training (NEET) to progress towards and into employment through the provision of mentoring, careers guidance, skills (including vocational skills) development and work experience.

- 4.22 To apply for the programme, young people were then required to register their details on the JGW website hosted by Careers Wales. They were then able to search and apply for posts of interest to them.

Participant Engagement – Eligibility

- 4.23 To confirm eligibility for the programme (if a participant had not ‘transitioned’ from traineeships or another employability support programme), there was a need to secure confirmation (a signed referral letter) from either CW (if the participant was aged 16-18 years) or Jobcentre Plus (for those aged 18-24 years). Whilst obtaining an eligibility status from CW for those aged 16-17 years was considered by MAs to be a straightforward and efficient process, the process for those aged 18-24 years required a referral letter from a Jobcentre Plus Work Coach, which typically took several weeks to obtain (it was also understood that there have been longer waiting times since the introduction of Universal Credit).

‘Participant eligibility slows everything down – it slows and deters applicants - in a lot of cases they apply for the vacancy, they are not eligible as not registered with Jobcentre Plus. They register then get the letter two weeks later.’ (Managing Agent)

- 4.24 This can prove to be problematic if an employer has selected a participant for interviewing but their eligibility for JGW has yet to be determined, particularly where they have been made aware of JGW via the employer or where they have registered on the JGW website without providing the necessary information on their unemployment status in order to determine their eligibility.

‘[This leads to] generally an argument with the candidate, we have to tell them that they have to register [as unemployed] – that process will take two weeks, which delays the employer from interviewing them’. (Managing Agent).

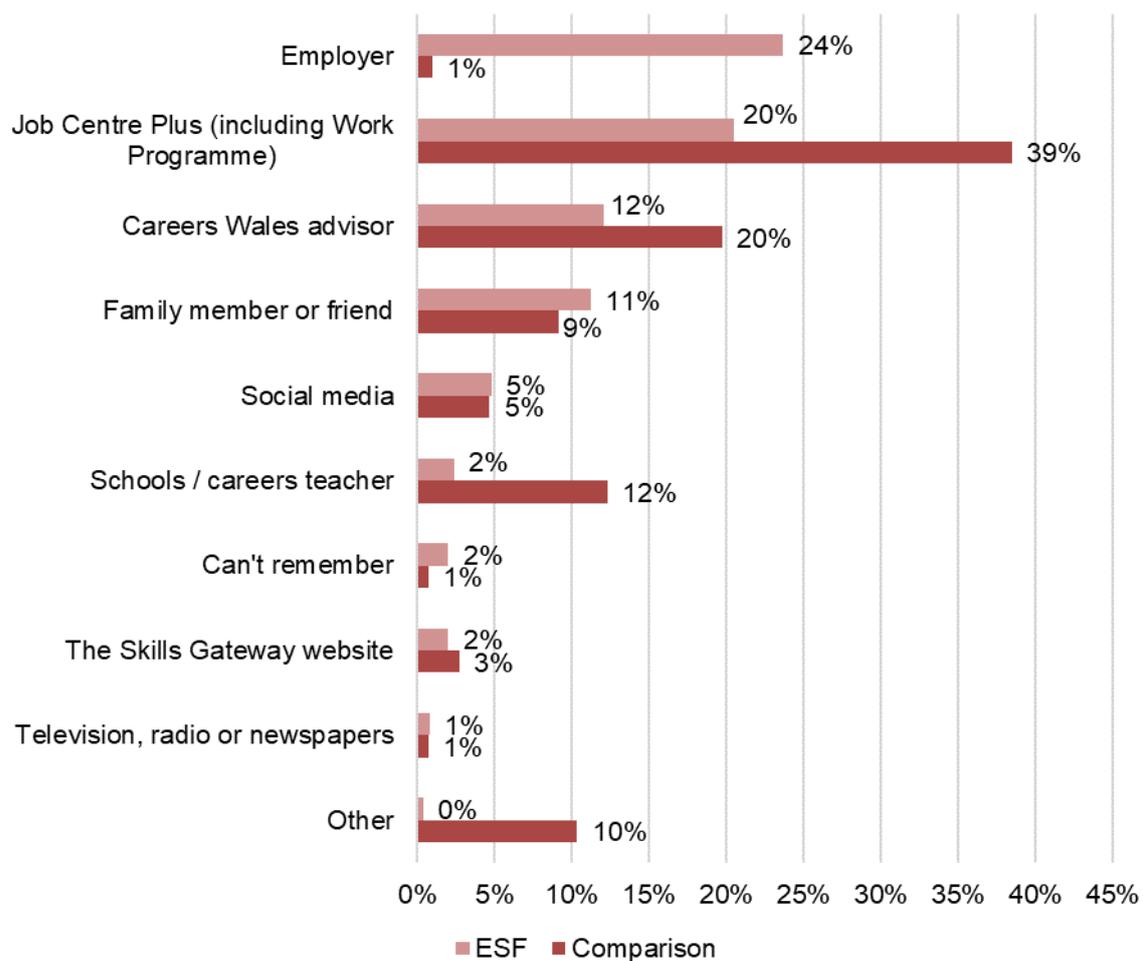
- 4.25 MAs also reported that in some instances there was stigma felt by potential JGW participants regarding registering to be unemployed, which deterred some young people from registering. One MA stated that ‘90 per cent of issues for Jobcentre Plus are to do with retrospective eligibility tests.’ Further delays were encountered where the referral was incorrect or incomplete.

‘Jobcentres not always aware what letters they need to give, we’ve had cases where letters have come back unsigned or in the wrong formats.... The employer then gets frustrated because they want to employ a young person and they’re not able to do that.’ (Managing Agent)

- 4.26 The eligibility criteria for participants (where participants had to be unemployed with no work experience, rather than employed for less than 16 hours per week) applied for much of the 2015-19 programme. From the perspective of some MAs, whilst the restrictions were in place, they led to a reduction in the quality and prevalence of work ready candidates applying for JGW positions. In light of feedback from MAs, these restrictions were removed at the beginning of 2018.
- 4.27 Managing Agents reported that there had also been an increase in young people perceiving that they had been mandated to apply for JGW as part of their agreement with their Work Coach (to attend a sufficient number of interviews or apply for a sufficient number of jobs). As a result, young people in this instance may have been engaging with JGW as a tick box exercise rather than with a view or keenness towards actively seeking a position with an employer.
- 4.28 Reflecting on these issues, MAs felt it to be necessary for participants to secure additional support (and in some instances reported having provided support in a rather ‘ad hoc’ manner) in order to help overcome the additional barriers to employment that the young people may face.
- 4.29 One discrepancy of note in terms of referrals between the two groups engaged for research is the proportion of participants who found out about JGW from an employer. Of those who secured an opportunity, 24 per cent found out from an employer. Meanwhile, of those who registered with JGW but did not secure a work placement (the comparison group) one per cent found out from an employer (see Figure 4.5 below). This suggests that a substantial proportion may have been in some form of engagement with an employer prior to that individual becoming aware of, or registering for, JGW. One possible scenario could be where an employer has identified a potential employee for recruitment and then has subsequently sought to gain a wage subsidy via the Jobs Growth Wales Programme for the appointment of that

participant. Some MAs also mentioned that posts may have been advertised on other job search sites in addition to the JGW platform (MAs have reported (to the WG) a better response rate from such sites as they can be more ‘user-friendly’ for viewing vacancies). In these instances, a ‘reverse referral’ would be necessary where an MA would refer a (18-24-year-old) candidate to Jobcentre Plus so that they could be registered as unemployed so as to be eligible for JGW.

Figure 4.5: How did you first hear about the Jobs Growth Wales Programme?



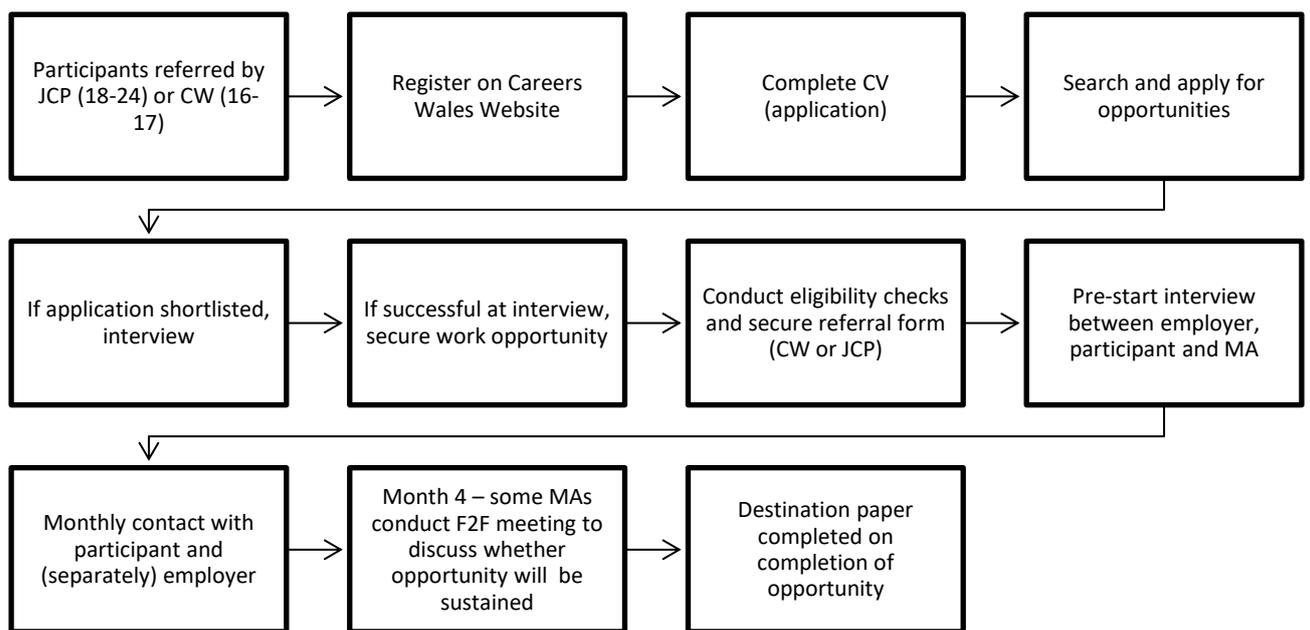
Base: ESF Participants Survey (n=240), Comparison Group Baseline Survey (n=405)

4.30 Once a participant secured a post, a pre-start interview was typically held between the employer, the participant and the Managing Agent. This usually took place at the site where the post would be based. It provided an opportunity to address any concerns, finalise any outstanding eligibility

requirements and provide clarity with regard to the mentoring approach applied for the duration of the placement.

4.31 During the placement there was monthly contact between the MA and the participant and, separately, between the MA and the employer, this was typically undertaken by telephone. During the monthly engagement, the MA used WG designed mentoring forms which outlined the core questions for discussion, although most MAs reported engagement going beyond these. Then, in the fourth month of the employment opportunity, several of the MAs described how a meeting would be held in order to discuss whether the opportunity would be sustained and the likelihood of the young person taking up that offer. A destination form was then completed at the end of the six-month opportunity recording the outcome for that individual alongside a brief review of the previous six months. The process is summarised in Figure 4.6 below.

Figure 4.6: Process Overview – Participant Perspective



JGW Participant Profiles

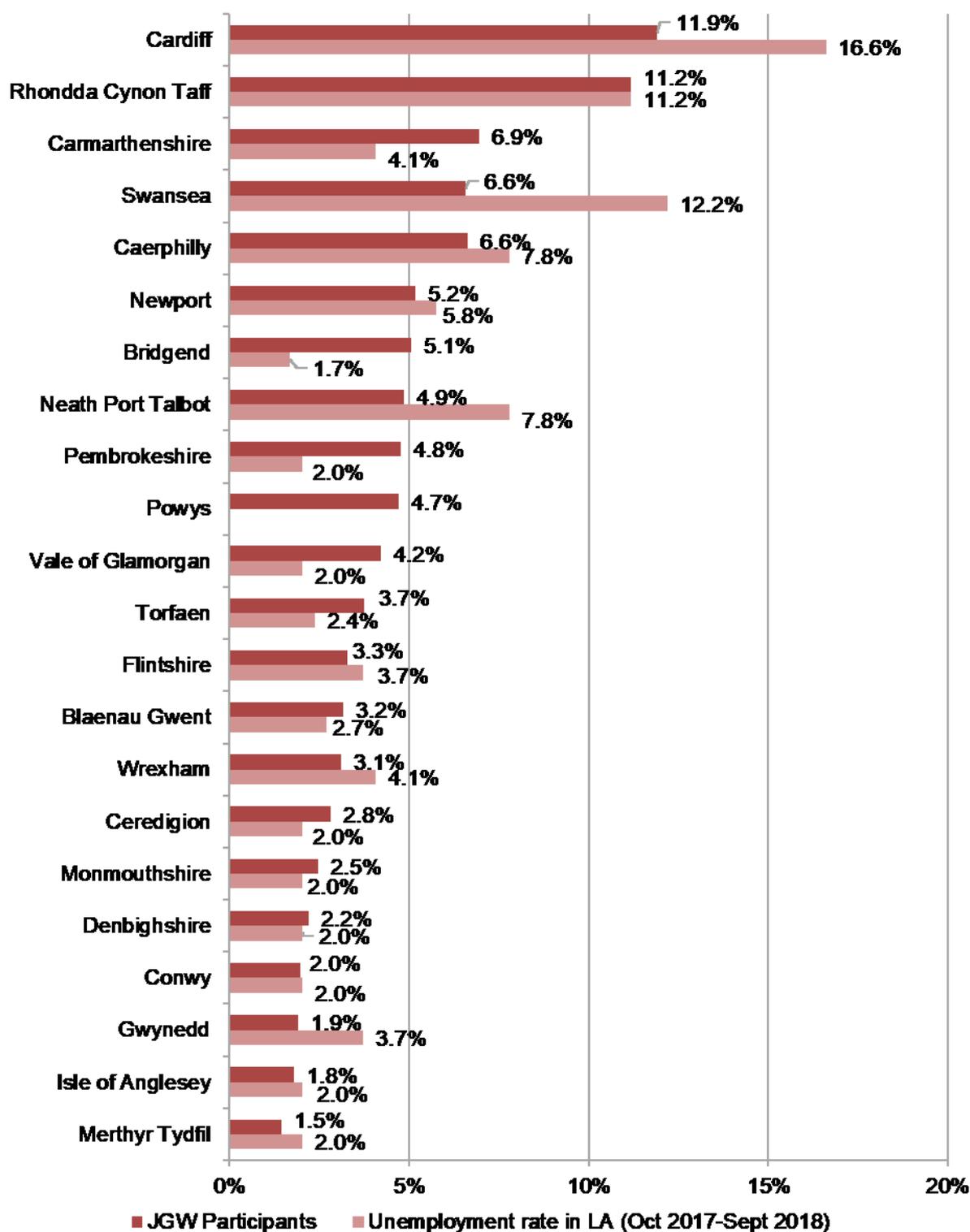
4.32 Management Information (MI) on participants for JGW is held for all individuals who secured a six-month opportunity through the programme. According to our analysis of the management information provided by the WG, 54 per cent (2,148/3,974) of JGW participants were male. Analysis of

the gender breakdown of 16-24 year olds who are unemployed throughout Wales shows that 51.4 per cent are male⁴³.

- 4.33 A total of 97 per cent of participants described themselves as white (British, Welsh or of another white origin) which is slightly higher than the proportion across Wales who describe themselves in this way (95.4 percent). On average, participants were 20 years and five months old (the median average was 21 years old). Two per cent of participants declared some form of disability.
- 4.34 The chart below (Figure 4.7) illustrates the distribution of participants on the JGW programme by local authority, comparing these to the proportion of Wales' 16-24 year olds NEET by local authority. The analysis helps to contextualise the scale of eligible young people for JGW by local authority as well as the extent to which there is an over-representation or under-representation of JGW participants based on the proportion known to be NEET by local authority area. The chart shows an over-representation of young people NEET in JGW from Carmarthenshire, Bridgend, Pembrokeshire and the Vale of Glamorgan with an under-representation from Cardiff, Swansea and Neath Port Talbot.

⁴³ [Welsh Government \(2019\) *Participation of young people in education and the labour market: 2017 and 2018 \(provisional\)* – National Statistics \(statistical first release\), Cardiff, Welsh Government](#)

Figure 4.7: Proportion of JGW Participants and Proportion of NEET Young People by Local Authority Area: Oct 2017-Sept 2018⁴⁴



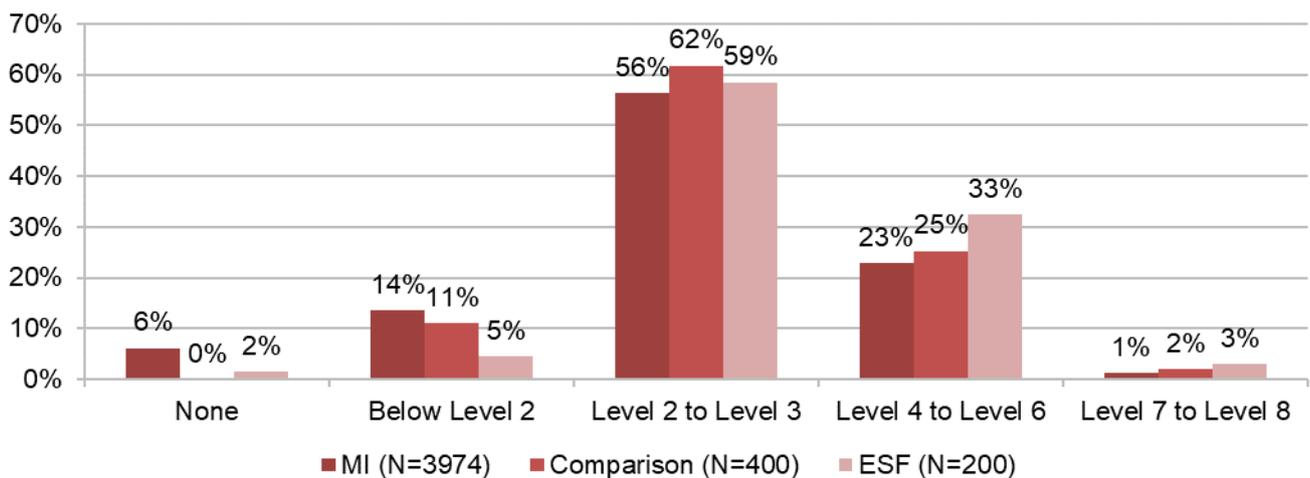
Source: JGW Management Information (n=3,974), Annual Population Survey

⁴⁴ Source: Annual Population Survey. The unemployment rate for Powys in this period was unavailable due to sample sizes however in the same period for 2016-2017 the rate was 1.1%.

4.35 According to the MI, two thirds (67 per cent) of participants who secured opportunities were short term unemployed (for less than six months) with the remainder (31 per cent) being long term unemployed or economically inactive (2 per cent). The profile of unemployment length mirrors evidence obtained from the comparison group (where 66 per cent of respondents were short term unemployed at point of application) and the ESF Participants Survey (where 66 per cent of respondents were short term unemployed at the point of application). In the 2012-15 evaluation, participants were asked 'How many months had you been looking for work before you made your first application for a Jobs Growth Wales vacancy'. A total of 15-20 per cent had been looking for a position for six months or more whilst 85 per cent described themselves as being short term unemployed⁴⁵.

4.36 The MI data in Figure 4.8 below shows that over three quarters of participants (76 per cent) held no higher than a National Qualifications Framework (NQF) Level 3 qualification (equivalent to obtaining AS or A levels). A similar profile of qualifications was evident amongst the comparison group with 73 per cent holding no higher than a Level 3. Participants of the 2012-15 programme typically held higher qualifications with 65 per cent of participants holding no higher than an NQF Level 3 or equivalent.

Figure 4.8: Highest Qualification of Participants at Point of Application (NQF Equivalent)



⁴⁵ The analysis of the data is presented by evaluation phase with no cross-programme analysis provided – for the interim evaluation c.20% had been looking for work for over 6 months, for the survey undertaken for the final phase this had fallen to c.15%. From [Evaluation of Jobs Growth Wales 1](#) (accessed 28/11/19)

4.37 Collectively the data shows that 2015-19 participants tend to be unemployed for longer and have lower qualifications than those who participated in the 2012-15 programme. This provides further evidence behind assertions from stakeholders and MAs that participants of the 2015-19 programme tend to have additional barriers to gaining employment or are further from the labour market than those who participated in the 2012-15 programme. Two MAs cited this issue as being one factor behind a low rate of turnout for interviews. Furthermore, several MAs described young people as being time wasters, applying for the sake of it or linked to those individuals being mandated to the programme. Furthermore, MAs felt that at times this led to a mismatch in the support on offer to the needs of young people.

‘The programme is targeting hard to reach young people, the most difficult cases. Those not at college or school. Every programme has to try and help that cohort but for some SMEs it can put them off engaging with young people. It’s not a programme to help people with major barriers; these people should be job ready. It was designed so they’d need a little support but now it’s only attracting those not job ready.’

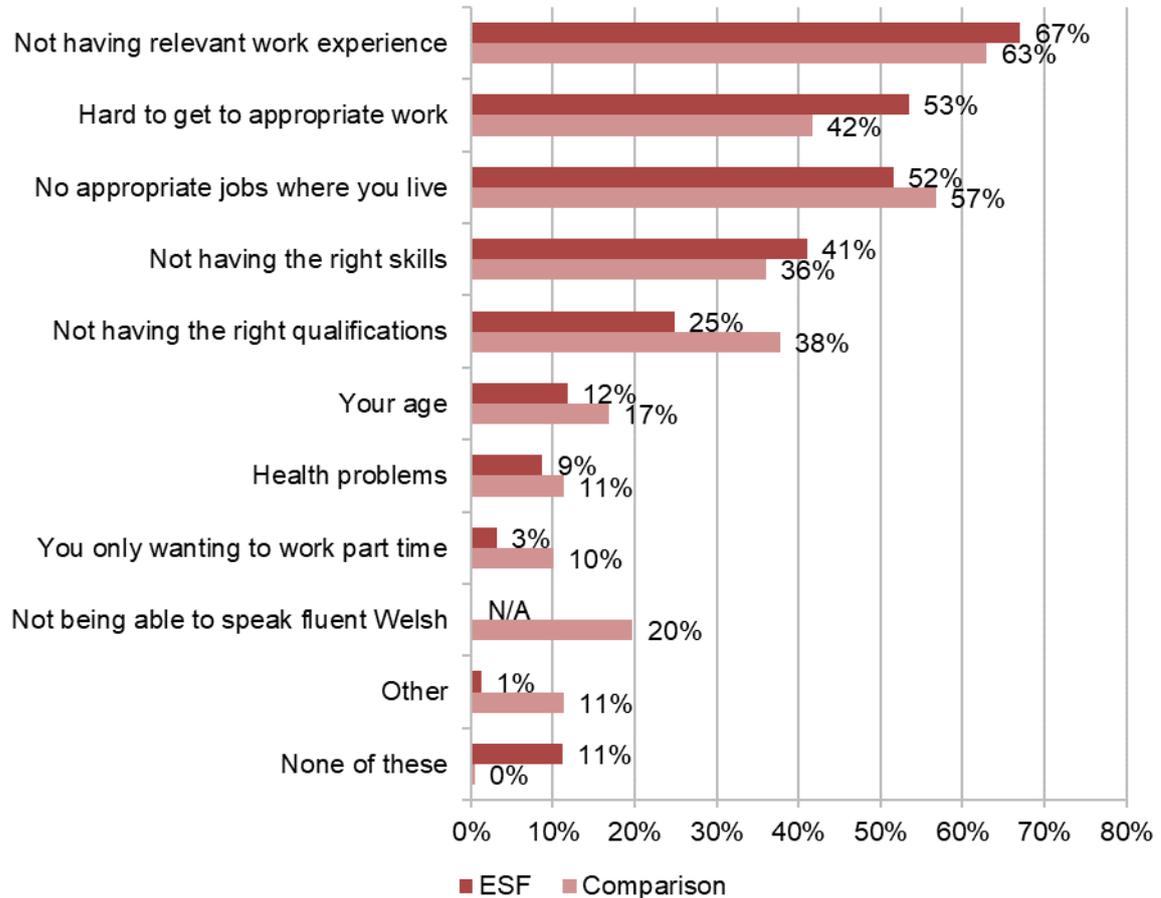
(Managing Agent)

4.38 When asked specifically about those barriers, Figure 4.9 below shows that prior to engaging with JGW, respondents most commonly cited a lack of work experience as being their main barrier to finding work. JGW is primarily centred on addressing this recognised barrier amongst young people so in that regard it is welcome to see it as the most commonly perceived barrier to employment. Young people also described it being difficult to get to appropriate work and that there were no appropriate jobs in the area in which they lived.

4.39 A lack of the appropriate skills or qualifications was also a commonly held view amongst participants prior to their engagement. However, it is noticeable that a perceived lack of the right qualifications was more prevalent amongst the comparison group (38 per cent) than amongst the participant group (25 per cent). It should also be noted that the ‘inability to speak fluent

Welsh’, as cited by 20 per cent of the comparison group was unavailable as an option in the ESF Participants Survey. Prominent issues that were unprompted and reported as ‘other’ by respondents to the comparison group survey in Figure 4.9 included transport and logistical barriers.

Figure 4.9: Which of the following, if any made it difficult for you to find work? (JGW participants and comparison group participants)



Base: ESF Participants Survey (n=161), Comparison Group Baseline Survey (n=405)

The Jobs Growth Wales Website

4.40 Both applicants and employers registered their details on the JGW pages of the Business Wales and Careers Wales websites. Rather than an independent website, a series of webpages were held on the Careers Wales website. Some concerns were raised by MAs about the lack of prominence of this location, with several favouring a distinct site for the programme.

‘The way the site is hosted, it’s hosted in the wrong place. They should have a website address called something like

JGW vacancies so that when people Google (they Google keywords) and can find it.' (Managing Agent)

- 4.41 Others raised concerns about its functionality and stability suggesting it was somewhat cumbersome to navigate and felt increasingly 'archaic' in comparison to the advances of commercial job search systems.
- 4.42 That said, MAs described the website as being a significant step forward from the system used for the 2012-15 Programme. However, concerns were raised that a lack of minimum thresholds (in terms of the scale of content required for each question) for young people when registering and uploading details that were structured to gather information akin to a CV meant that MAs often feared that potential applicants were not fully selling themselves and their capabilities. There were also few restrictions within the online registration system which meant that 'users' were able to bypass crucial eligibility questions (including on their unemployment status). This necessitated a process of evidence gathering to verify the eligibility of that applicant following the award of a JGW opportunity.
- 4.43 Amongst employers, feedback regarding the site was positive, and 58 per cent 'strongly agreed' that it was straightforward to register their details on the site (whilst a further 27 per cent 'tended to agree'). Amongst participants, feedback was equally positive with 80 per cent describing the website as being straightforward to use.

'I had no problems with the website it was easy to navigate and all the different sections were clearly labelled and the instructions were easy to understand.' (Participant, Participant Process Survey)

5. Delivering Jobs Growth Wales – Job Opportunities

Section Summary

- Where participants received advice from CW prior to applying for roles, for the majority this influenced the sector and occupation for which they applied.
- MAs were not required to provide advice to participants, who could self-refer. They mainly provided support to participants where a prior relationship existed (e.g. where an individual progressed from the Traineeships Programme).
- Where support was received prior to application, over 90 per cent of participants felt that it played a role in them securing a JGW opportunity.
- Where young people were unsuccessful with their job applications, just 10 per cent received support or guidance from MAs after being successful, whilst just 16 per cent received support or guidance from CW. Where it was provided, around 90 per cent found it to be useful.
- For employers, 36 per cent described how securing a participant with Welsh language skills was either somewhat important or very important to them.
- Approximately half of the employers surveyed wanted to employ more than one participant through JGW.
- A participant's personal attributes were considered by employers to be the most important factor when deciding to which candidates to offer a position. Meanwhile, almost one third of employers described poor communication skills or confidence as being a key issue amongst unsuccessful candidates.
- The majority of employers felt that the participants whom they employed required comparable levels of training (61 per cent) and similar levels of supervision (53 per cent) to those employees recruited outside of the JGW programme
- Where participants left a placement early, this typically was a result of them securing another position or where that there had been a disagreement with their employer. Where disagreements had arisen, it was felt that MAs were made aware of the issues too late to play a role in securing a resolution.

Introduction

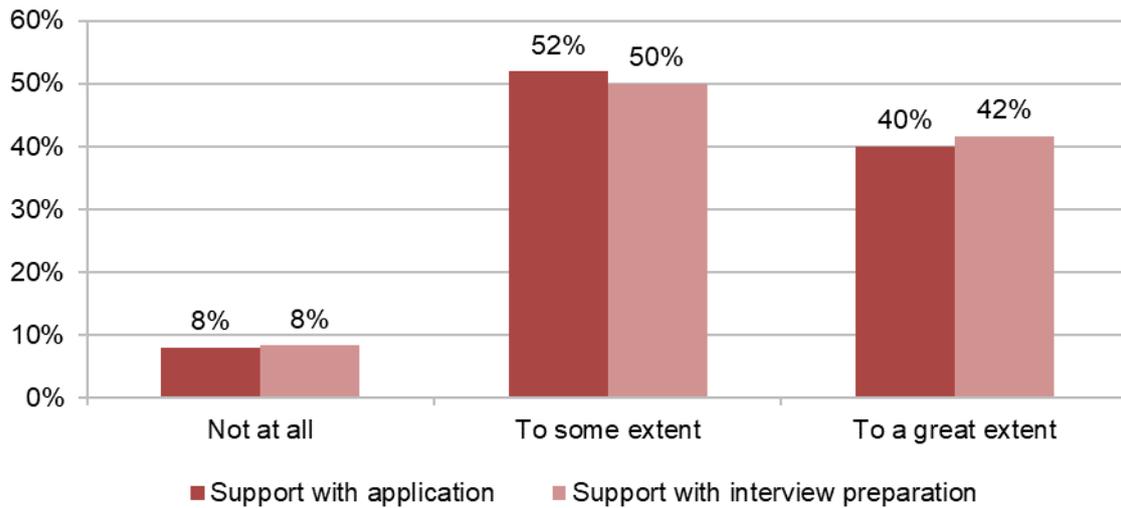
- 5.1 This section outlines findings related to the delivery of JGW and presents findings on the journeys through JGW from the perspectives of MAs, participants and employers.

Advice and Guidance Provided by CW and MAs

- 5.2 Two fifths (40 per cent; 89/222) of JGW participants said that they had received advice and guidance from CW prior to participating in the programme. As a result of this support, 51 per cent of said individuals (45/88) applied for jobs in different roles or occupations, whilst 50 per cent (44/88) applied for work in a different sector from what they had planned to. This illustrates the extent of influence of this guidance from CW prior to submitting their application. Amongst the comparison group, 44 per cent (179/401) received advice. For 71 per cent (127/177) of those, the advice they received influenced the role or occupation they applied for, and for two thirds, the sector they applied to (67 per cent; 120/175).
- 5.3 MAs spoke of providing advice, where possible, to participants, particularly where they had direct engagement and pre-existing relationships and felt that the individual may benefit from additional support. However, they were not typically required to provide advice as part of JGW and indeed, unless they had a prior relationship with the MA, were unlikely to obtain advice or support from them with regard to their job applications.
- 5.4 Over half of the respondents to the participant process survey stated that they had received support from their MA prior to commencing their JGW job (54 per cent; 33/61). Those who were made aware of the programme by an employer were most likely to have support with their application (48 per cent, 27/56) and particularly so compared to those who were made aware by Jobcentre Plus (28 per cent 14/50).
- 5.5 Participants most commonly suggested that this support consisted of help with paperwork (33 per cent; 11/33), guidance and explanation about the JGW process and placement (27 per cent; 9/31) and more general and overarching advice (21 per cent; 7/33). One participant stated,
- ‘We sat down and discussed the role in detail before I pursued it. I found this very helpful.’ (Participant, Participant Process Survey)
- 5.6 It is also interesting to note in this instance that the vast majority of participants (82 per cent; 23/28) who did not receive advice stated that they would not have benefitted from any additional guidance because they already knew what they had wanted to do.

5.7 Within the ESF Participants Survey, 34 per cent of respondents (76/223) received support in completing their application form for JGW and 27 per cent (60/223) received help preparing for the job interview. As illustrated below, this support was perceived by the majority of participants to be helping them, to some degree, in their successful application and interview.

Figure 5.1: To what extent do you think the support you received helped to get you the Jobs Growth Wales opportunity?



Base: ESF Participants Survey, support with application (n=75), support with interview preparation (n=60)

Support Following a JGW Application or Interview

5.8 Following an application or interview, very few unsuccessful JGW applicants stated that they received any support or guidance from an MA after their submission (10 per cent; 38/395) whilst few stated that they received support from CW in (16 per cent; 66/402). Where subsequent support was received, the vast majority found the support from MAs and CW to be helpful in improving their future job applications (87 per cent; 33/38 and 91 per cent; 59/65).

Support to Employers

5.9 Approximately two fifths of employers (42 percent, 114/243) interviewed could recall the name of the MA with whom they worked on recruitment through JGW, potentially suggesting the rather limited contact employers tended to have with their MA. However, when asked how useful they found this process to be, over three quarters of employers described it as being

useful (57 per cent; 139/227 stated that it was very useful and 19 per cent; 46/227 stated that it was quite useful). By way of comparison, those who were unsuccessful in recruiting an employee 44% (14/32) described the support that they received from their MA as useful.

- 5.10 The impact of MAs' support is further evidenced by the 28 per cent of employers (69/227) who, on receiving advice from their MA, made changes to their job description whilst seven employers (3%) stated that their MA had assisted in the initial drafting of their job description.
- 5.11 Within this engagement with their MA, 48 per cent of employers (110/227) could also recall the potential benefit of recruiting someone with Welsh Language skills being discussed. Furthermore, 36 per cent of all employers described how securing an individual with Welsh language skills was either somewhat important (28 per cent) or very important (8 per cent) to their organisation. That said, when asked what were the most important factors an employer took into account when deciding which candidate(s) to offer a position to, one per cent of employers referred to Welsh language skills in their responses (see Section 5.20 and figure 5.3 later within this section for further analysis of the most important factors).
- 5.12 The vast majority of employers (89 per cent, 216/243) had sought to recruit through JGW with the hope of providing recruits with a sustainable job offer, whilst the remainder planned to offer participants an apprenticeship on completion of the placement. This is reflected by MAs who reported that the JGW programme had integrated particularly well with the Apprenticeship programme and was a popular choice for retaining participants amongst employers. Approximately half of all employers (50 per cent; 121/244) were hoping to hire only one young person, whilst 42 per cent (102/244) were looking to hire 2-4 young people, and eight per cent wanted to recruit five or more young people.

Perceptions of Recruitment/Interview Process

- 5.13 There were some concerns (as outlined within the previous section) amongst MAs that the registration system for JGW placed little restriction on providing little or no information in relation to certain attributes of the applicant. However, for those employers who successfully appointed, the vast majority

of employers (80 per cent; 194/243) felt that the applications provided them with enough information to help them decide whom to interview, with nine per cent (22/243) disagreeing. In comparison, of the 19 employers who did not appoint but did interview applicants, almost two thirds (58 per cent; 11/19) agreed to some extent that applications provided them with enough information to decide whom to interview, whilst two fifths (42 per cent; 8/19) neither agreed nor disagreed.

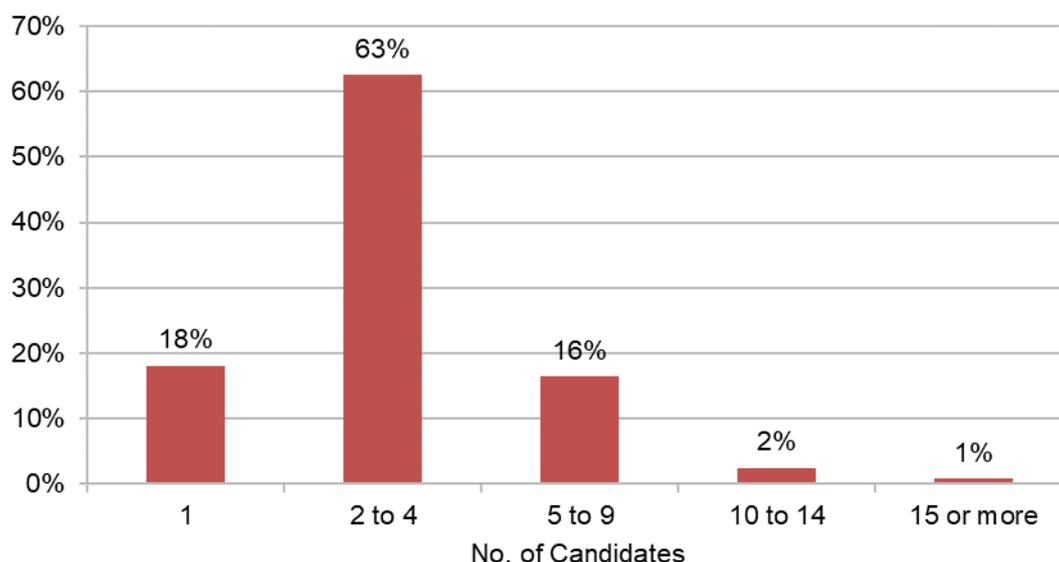
- 5.14 For two thirds of employers who recruited through JGW (66 per cent; 160/243) the applicants were described as being of an expected quality, whilst 18 per cent of employers (44/243) said that applicants were worse than expected and 16 per cent stated that applicants were better than expected (39/243). Amongst those employers unsuccessful in their recruitment process, 44 per cent (27/62) described the quality of applicants as too low for the role, whilst 34 per cent (21/62) did not receive a sufficient number of applications for the role.
- 5.15 Where employers highlighted that the quality of applicants was too low, it was most commonly cited that applicants particularly lacked the skills which employers had been looking for (52 per cent; 14/27). In this instance, 48 per cent (13/27) of employers also stated that applicants lacked work experience. This is notable because a prerequisite for being eligible for JGW was having no work experience, suggesting a mismatch between employer expectations and eligible JGW participants. Employers also cited poor attitudes and/or motivation (37 per cent; 10/27) amongst participants and that they lacked the qualifications employers were looking for (30 per cent; 8/27). Less commonly, employers also suggested that applications were poorly written (11 per cent; 2/27) and/or the applications themselves did not contain enough information (11 per cent; 2/27).
- 5.16 In instances where employers that did not appoint stated that they did not receive enough applications, 33 per cent (7/21) stated that they received no applications at all. Employers in this instance commonly perceived low application numbers to be a result of:
- A lack of awareness of the programme (19 per cent; 4/21),
 - The location of the opportunity e.g. rural (19 per cent; 4/21),

- Advertising issues (14 per cent; 3/21) and
- A lack of interest in the role/sector (14 per cent; 3/21).

5.17 It was also highlighted by one employer that insufficient numbers of applications could also be a result of eligibility requirements, whilst one other suggested that the low numbers could be a result of the low pay associated with the role.

5.18 Of those employers who answered the evaluation’s baseline survey, almost one fifth (18 per cent; 44/243) only interviewed one JGW applicant for their vacancy (Figure 5.2) whilst, most commonly, employers interviewed between two and four applicants (63 per cent; 152/243).

Figure 5.2: On average, how many candidates did you decide to interview for each vacancy?



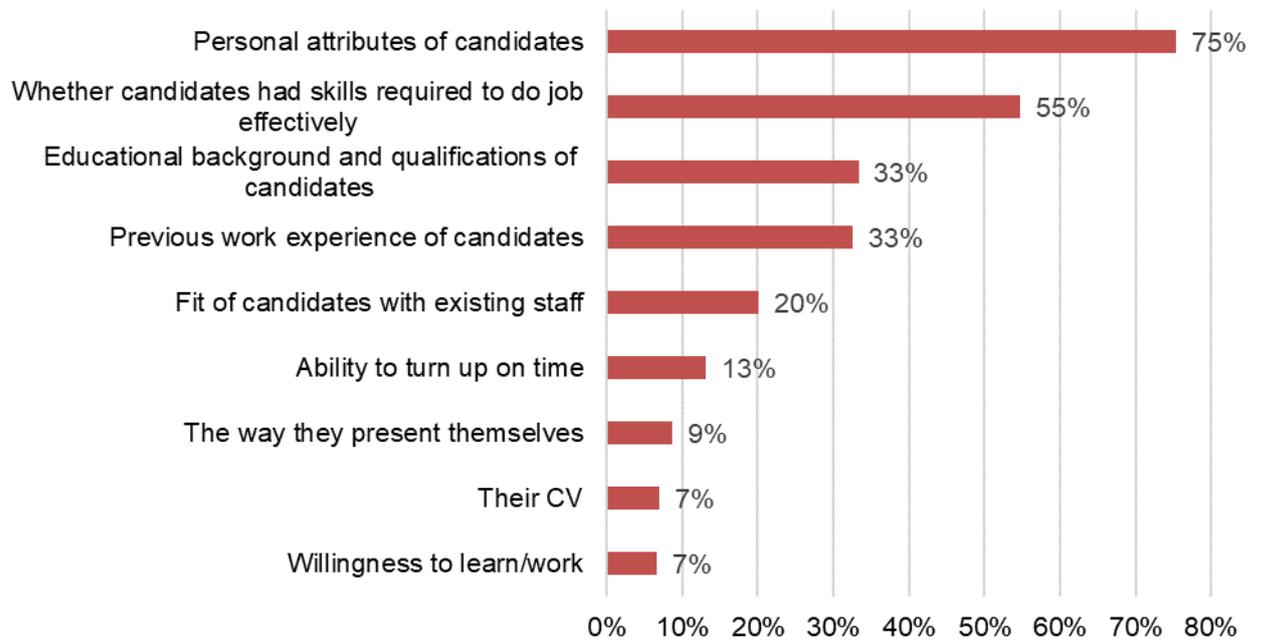
Base: Combined Wave One and Wave Two Employers Baseline Surveys (n=244)

5.19 The effectiveness of the JGW application and the interview process is highlighted by the 94 per cent of employers interviewed (228/243) who stated that they were able to fill all vacancies advertised through JGW.

5.20 As illustrated in Figure 5.3 below, prior to the commencement of the JGW candidate securing a position, the majority of employers perceived a candidate’s personal attributes to be the most important factor in deciding whether to offer the individual a job. One of the key stipulations for eligibility for the programme was that eligible participants had no prior work experience. The fact that one third of respondent employers cited it as being

one of the most important factors in determining whom to appoint suggests that this message failed to resonate with some employers.

Figure 5.3: What were the most important factors you took into account when deciding which candidate(s) to offer a Jobs Growth Wales job(s)?



Base: Combined Wave One and Wave Two Employers Baseline Surveys (n=243). Please note that this question was asked as an open answer question with the responses subsequently coded and categorised into different factors. Only factors which over five per cent of employers referred to have been included and that the Welsh Language was cited as an important factor by one per cent (3/183) employers.

Interviews

5.21 Soft skills, engagement and preparedness were understood to be the key elements lacking for unsuccessful candidates who interviewed with employers. Almost one third of employers suggested that candidates possessed poor communication skills and/or confidence (30 per cent; 72/243) whilst one quarter of employers interviewed stated that some applicants did not show up to the interview (60/243) and 20 per cent of employers stated that candidates demonstrated a lack of enthusiasm for the opportunity (49/243). Less commonly, employers also described a general lack of preparation (14 per cent; 49/243). Employers in this instance suggested that candidates, and they themselves as employers, would have benefitted from the candidates having received interview preparation and guidance from their training providers/MAs,

‘I would have liked them to be briefed and supported a little bit more by the training company on what job they were applying for. A lot of them didn't even know what kind of job they were applying for, or what kind of company we were. As they'd not had interviews before they didn't realise they needed to do a bit of research so if they'd had some support with the application/how to prep for an interview and interview skills beforehand it would have helped them be more prepared.’
(Employer)

5.22 Where employers had cited that applicants were worse than they had expected, almost half of the employers who answered the question suggested that this was a result of poor attitude and/or motivation (48 per cent; 21/44). This was also the most common issue identified amongst employers who had failed to appoint:

‘Some of the applicants had a poor attitude to work and some of them appeared very unenthusiastic. They lacked a professional manner and didn't know how they were expected to behave and respond in a workplace environment. Also, some didn't attend the interview and give a reason why.’ (Employer)

‘The worst thing is the level of disinterest and a lack of enthusiasm among candidates. Too many can't be bothered to attend the interviews or if they do, they are sullen and show no desire to get the job.’ (Employer)

‘Their personality, they didn't seem like they wanted to be here or get the job.’ (Employer that did not appoint)

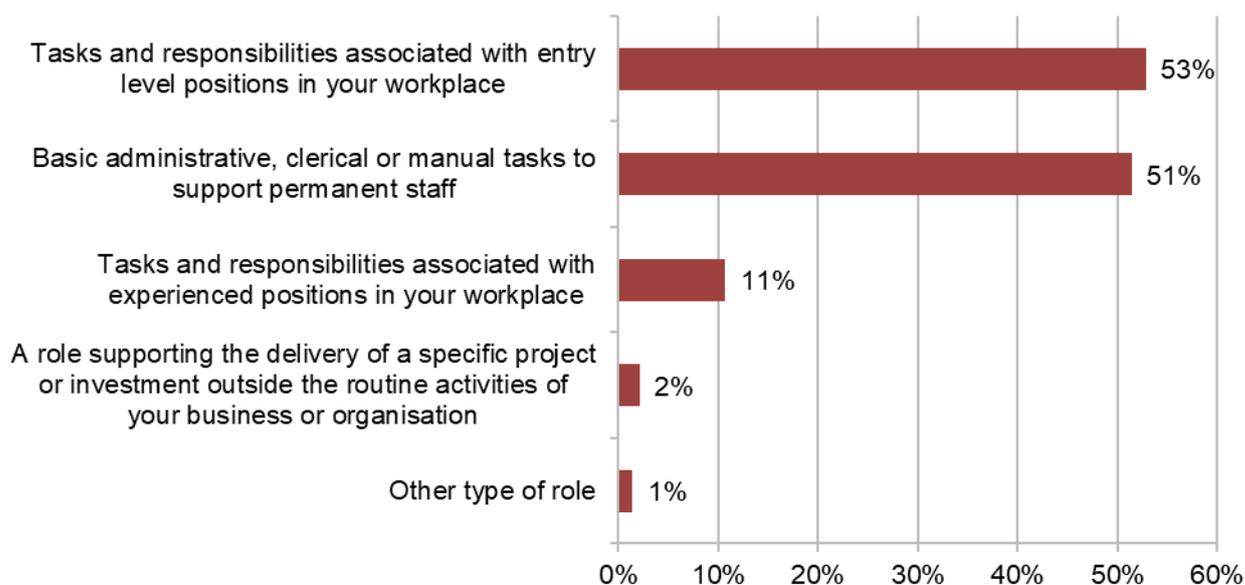
5.23 Where employers stated that candidates were better than expected, over half of them suggested that previous qualifications were more relevant than expected (54 per cent; 21/39) and that candidates had a better work ethic than they had expected (51 per cent; 20/39).

Roles recruited by Employers

5.24 Employers who were re-interviewed following the completion of a placement were asked to reflect on the nature of the tasks undertaken by JGW participants in those posts. Figure 5.4 below illustrates that approximately

half of the JGW recruits undertook tasks associated with entry level positions (53 per cent; 74/140) and basic administrative, clerical and or manual tasks which supported other staff members (51 per cent; 72/140). Where employers selected 'Other type of role' this typically related to a sector or organisation specific responsibility.

Figure 5.4: What type of work did the Jobs Growth Wales recruit/majority of Jobs Growth Wales recruits perform?



Base: Total re-interviewed employers (n=140), Wave One Employers Re-Interview Survey (n=62) and Wave Two Employers Re-Interview Survey (n=78). Please note that percentages may exceed 100 as employers were able to choose multiple types of work.

Participant Training

- 5.25 In follow-up interviews, the majority of employers stated that, at the point of commencing their JGW opportunity, JGW recruits possessed sufficient skills and education for the role but needed work experience (74 per cent; 103/140) with only a minority (14 per cent 19/103) describing any fundamental skills gaps (e.g. basic literacy and numeracy) amongst those whom they had recruited.
- 5.26 Whilst employers felt that the individuals whom they had recruited possessed sufficient skills, the majority of employers felt that the JGW recruits needed a moderate (51 per cent; 72/140) or significant (36 per cent; 50/140) amount of training in order to make an effective contribution to the organisation. In comparison, 11 per cent of employers (16/140) stated that JGW recruits

needed minimal training and only two employers stated that recruits needed no training. Most commonly (as illustrated in Figure 5.5 below) this involved employers providing informal, on the job training.

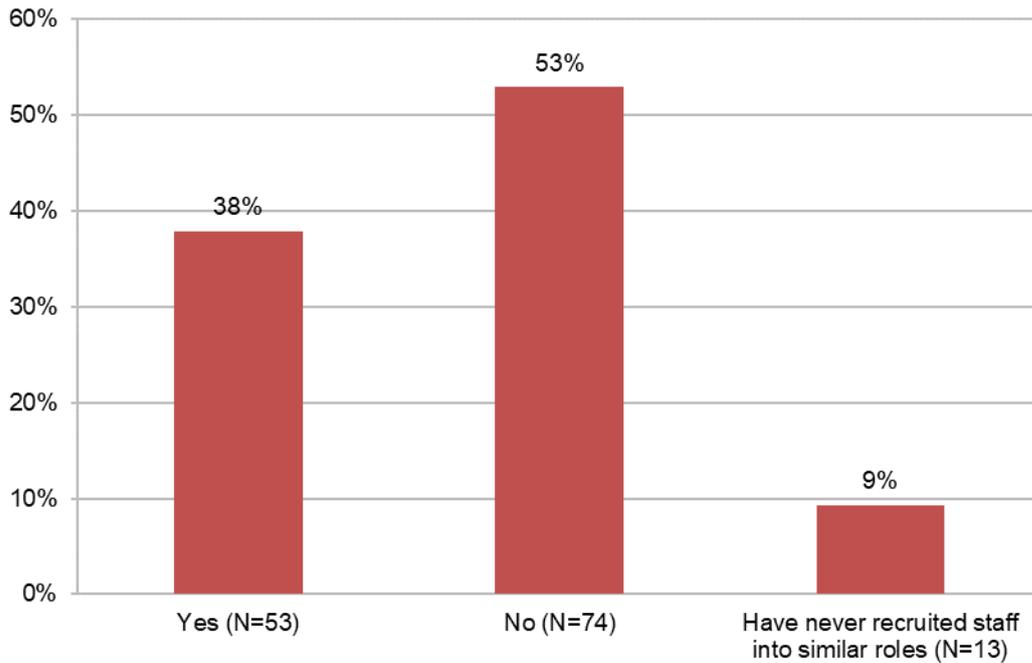
Figure 5.5: Did the worker/those workers you recruited through Jobs Growth Wales receive any of the following types of training during their six-month job opportunity?



Base: Wave One and Wave Two Employers Re-interview Surveys combined (n=140). Please note that totals may exceed 100 per cent as employers could choose more than one training option.

- 5.27 Almost two thirds of employers reported that the level of training provided to JGW recruits was comparable to that of other newly employed staff (61 per cent; 85/140) whilst one quarter suggested that JGW recruits did require, and were given, more training than that of other staff (25 per cent; 35/140).
- 5.28 As a result of providing recruits with off-the-job training, approximately 30 per cent of employers (27/91) stated that they have incurred additional financial costs as a result of the off-the-job skills training for JGW recruits. However, these costs constituted £500 or less per participant for almost half of the employers interviewed (13/27). In terms of supervisory time, employers reported a median average of 5-9 hours of managerial supervision of JGW participants per week. However, it is encouraging that just over half (53%, N=74) did not find that the recruit needed more supervision than that of other staff recruited into similar roles.

Figure 5.6: Did the recruit require more supervision than other staff recruited into similar roles?



Base: Wave One and Wave Two Employers Re-interview Surveys combined (n=53).

Managing Agents - Placement Support (Mentoring)

5.29 Almost three quarters (72 per cent; 44/61) of participants surveyed recalled having a meeting with their employer and their MA prior to the role commencing. Furthermore, the vast majority (87 per cent; 53/61) recalled being contacted by their MA since commencing their role, with over half (53 per cent; 28/53) confirming that they were contacted through the established approach of a monthly mentoring call.

5.30 The MAs described how they set out the frequency of communication with the participant on the day on which they started their placement. This broadly reflected the design of JGW and was described by one MA as follows.

‘At [MA] we do three face to face visits and three telephone calls, at month one we do a face-to-face because we feel at that time you can pick up on any issues and see how they’re settling in. We do telephone calls at [month] two and three, and month 4 is face-to-face because we start to find out if the employer will keep them on or what apprenticeship opportunity would be suitable for them to go on. Month five is a telephone call, month six is face-to-face where we exit them

from the programme and sign them up to an apprenticeship. Previously where there have been issues with learners we'll go above and beyond and meet learners in a coffee shop close to their homes if they don't want to meet at the workplace and our officers have always got their phones on them so if the learner needed to get hold of them outside of working hours they can.' (Managing Agent)

- 5.31 MAs also spoke of adopting a degree of flexibility in their approach to mentoring during the placement. One described how they would typically provide more in-depth support to younger participants and flex the frequency and mode of engagement if they thought that a participant may benefit from additional support.
- 5.32 MAs described the importance of a consistent representative or contact for the participants throughout their employment opportunity, with one MA adapting their model to ensure that this could be delivered.

Early Leavers and Influences Behind This

- 5.33 In follow-up interviews, employers were asked if any of their temporary JGW employees had left their post prior to the end of their six-month contract. Of the 85 employers who answered the question, 49 per cent (42/85) stated that at least one of their JGW employees had left early. Where they had, 31 per cent of employers (26/85) stated that they had one early leaver whilst 19 per cent had two or more employees leave early.
- 5.34 When asked why said employees had left early, employers most commonly stated that it had been a joint decision between themselves and their employee due to personal issues for that individual (38 per cent; 16/42). Other reasons provided were:
- The individual left for another job (33 per cent; 14/42),
 - There was a joint agreement that the individual would leave the role early due to issues encountered with the role (24 per cent; 8/42) and
 - The individual was dismissed (10 per cent; 4/42).
- 5.35 In instances in which individuals were dismissed, employers cited their irregular attendance at work, a lack of soft skills, and behavioural issues

associated with hiring two individuals from the same school. Overall, employers suggested in these instances that the individuals were not 'work-ready'.

- 5.36 A cohort of 41 early leavers responded to a telephone survey as part of the evaluation. Amongst those who had left early from their placement, the majority of participants (23/41) typically described an issue arising with their employer or line manager that resulted in either a dismissal (14/23) or a mutual agreement that they should leave (9/23). However, for around one third of those who were dismissed (5/23) the respondents reported that they were being made redundant because their employer could no longer afford to retain them (although no employer raised this as a reason). Almost one fifth of early leavers (7/41) left for another position.
- 5.37 Contrary to the feedback from participants who completed their placement, those who left early described limited engagement from their MA during their placement. Where they were invited to discuss issues that had arisen, participants felt they were made aware of issues at too late a stage to address them or, in two instances, the MA had taken a similar view ('sided with') their employer/line manager.

6. Cross Cutting Themes

Section Summary

- The ethnic diversity of participants of the JGW programme is comparable with that of the wider economically active population of Wales
- The gender breakdown of participants is reflective of targets for the programme and of the eligible population (16-24 year old NEETs) across Wales and illustrates a greater level of gender equality than that encountered within the 2012-15 programme.
- JGW has helped to deliver against the Tackling Poverty and Social Exclusion strand with Wales managing to reduce the margin in rates of unemployment for 16-24 years olds in comparison to those in England.
- There would appear to be skills shortages amongst this cohort in relation to Welsh language capabilities, with less than half of those businesses who cite Welsh language skills as important to their business, able to recruit someone and a fifth of the comparison group citing a lack of fluent Welsh as being a barrier to gaining employment.

- 6.1 The regulations governing European Programmes stipulate that all operations funded through European Structural and Investment Funds must integrate Equal Opportunities, Gender Mainstreaming and the Welsh Language, and Sustainable Development as cross-cutting themes, as well as taking action to Tackle Poverty and Social Exclusion.⁴⁶
- 6.2 In terms of **Equal Opportunities and Gender Mainstreaming**, all MAs were required to demonstrate that they had formal policies and procedures with regard to equal opportunities and accessibility. JGW was structured in a manner that provided the ability to register and apply for jobs and was open to all eligible young people regardless of background. Furthermore, no personal information on applicants is shared with employers prior to selecting for interviewing (or, if no interview is required, prior to appointing). This restricts any inherent bias towards gender or ethnicity that may exist with regard to whom to select for interviewing or for a post (if an interview was not needed).

⁴⁶ [WEFO \(2018\) Cross Cutting Themes Key Document – European Social Fund, Integrating the Cross Cutting Themes across the 2014-2020 European Structural Funds, Welsh Government.](#)

- 6.3 Analysis illustrates that the ethnic diversity of participants is comparable with that of the wider economically active population of Wales. Management information for JGW identifies that 96.8 per cent of participants described themselves as white, compared to 95.2 per cent of the population in Wales.⁴⁷
- 6.4 To help maximise accessibility, MAs referred to the use of materials in a variety of accessible formats such as braille, audio and large print where necessary, to respond to individual needs and to help make JGW accessible to all.
- 6.5 Management information illustrates that the gender breakdown (of those that secured a six month opportunity) was broadly reflective of the eligible population of 16-24 year olds NEET in Wales (54 per cent of participants of JGW were male whilst amongst the eligible population, 51.4 per cent of the population were male) as illustrated by Table 6.1 below. The proportional breakdown is very similar to the anticipated gender profile for JGW presented within the JGW Business Plans (which for the two combined plans equated to 53 per cent males and 47 per cent females). The data also shows a greater level of gender equality than was evident in the gender breakdown of the 2012-15 operation (which reported that 58 per cent of participants were male in West Wales and the Valleys, and 54 per cent were male in East Wales).

Table 6.1: Participants in JGW by Gender

		West Wales and the Valleys		East Wales	
	Average percentage of male/female 16-24 year olds NEET 2015-18	Business Plan target of male:female ratio	Percentage of 16-24 males/females engaged in JGW (per cent)	Business Plan target of male:female ratio	Percentage of 16-24 males/females engaged in JGW (per cent)
Male	51.4	54.0	55.6	50.5	51.2
Female	48.6	46.0	44.4	49.5	48.8

⁴⁷ Based on estimates from the Annual Population Survey (October 2018-September 2019) for the ethnicity of the population in Wales.

- 6.6 In terms of outcomes for participants, there are no statistically significant differences in the positive outcomes when analysed by gender; with a slightly higher proportion of females securing employment on completion of their placement and a marginally higher proportion of female participants employed 12 months following their placement (86 per cent versus 84 per cent).
- 6.7 Table 6.2 below illustrates that a slightly lower proportion of young people with a declared disability engaged with the programme than anticipated. It also shows that more individuals from an ethnic minority engaged with the programme.
- 6.8 Amongst participants with some form of caring responsibility, those who were the primary carer for a child were much more prevalent amongst the participant group than anticipated whilst those who were primary carers for a disabled person or an older person were broadly comparable with the anticipated numbers set out within the business plan for each operation.

Table 6.2: Participation in JGW of Those with Disabilities, from Ethnic Minorities, or with Care Responsibilities

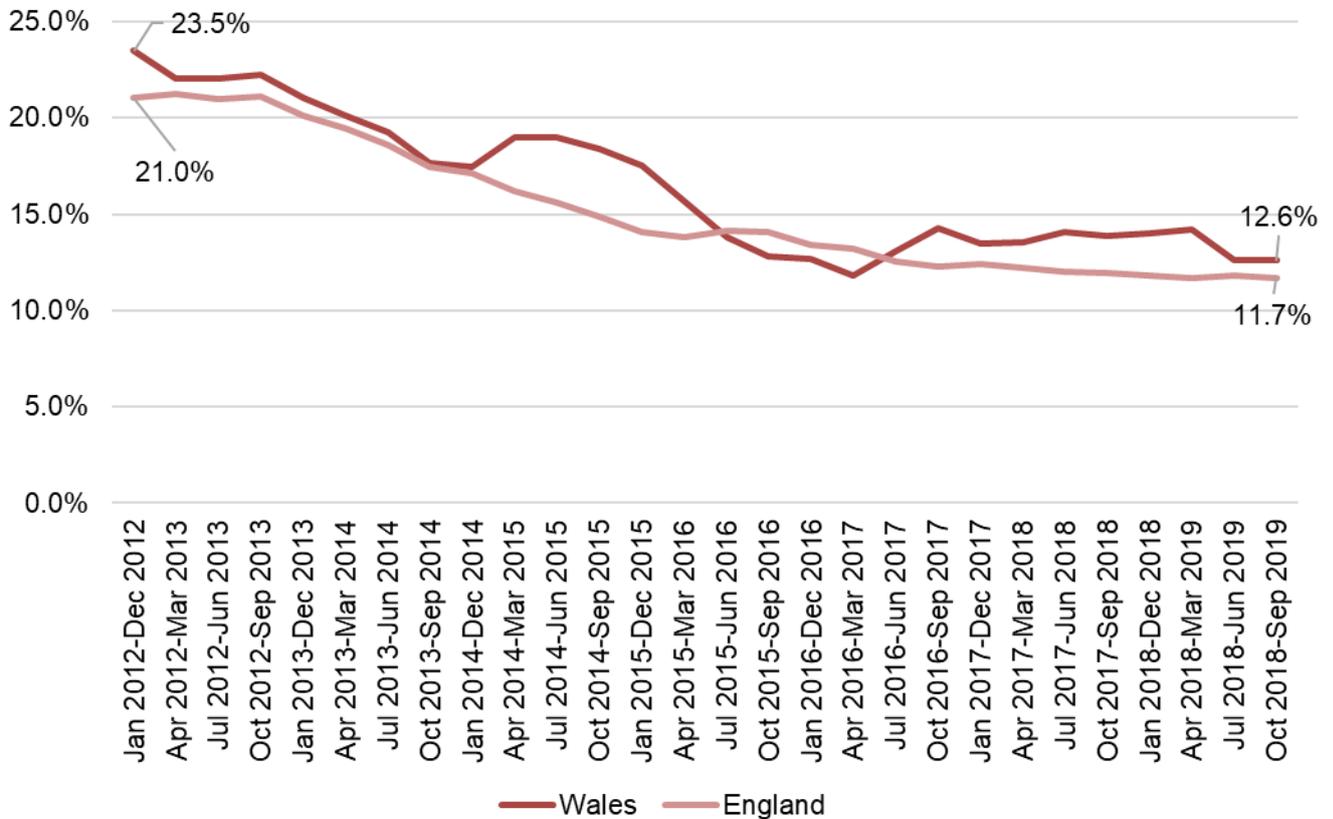
	West Wales and the Valleys		East Wales	
	WG Business Plan target of proportion of JGW participants (per cent)	Actual proportion of JGW participants (per cent)	WG Business Plan target of proportion of JGW participants (per cent)	Actual proportion of JGW participants (per cent)
Disabled	3.0	1.5	3.0	2.2
Ethnic Minorities	1.5	1.7	4.5	6.1
Work limiting health condition	1.0	1.4	1.0	2.0
Primary care responsibilities for a child/children	0.5	3.2	0.5	1.4
Primary care responsibilities for a disabled person	0.5	0.5	0.5	0.3
Primary care responsibilities for an older person	0.5	0.4	0.5	0.1

- 6.9 In terms of **Sustainable Development**, the MAs and employers were required to support and encourage environmental sustainability by:
- Promoting environmental awareness and good practice in the delivery of activities
 - Raising awareness and promoting healthy lifestyles and a good work life balance
 - Ensuring that the amount of waste products produced are limited with sustainable sources of materials used where possible.
- 6.10 Furthermore, by April 2015, all MAs confirmed that they had put in place an Equal Opportunities Policy and an Environment Management Policy.
- 6.11 Analysis of the MI identifies that 89 of the posts filled (2.2 per cent of all posts) have been described as ‘green jobs’, including, for example, jobs such as solar panel installation, providing energy advice services, etc. The proportion of green jobs is lower than those secured for the 2012-15 operation (which stood at 4.4 per cent of all jobs within the private sector strand).⁴⁸
- 6.12 **Tackling Poverty and Social Exclusion** is core to JGW’s operation, with JGW being a central element of the WG Tackling Poverty Action Plan. As outlined within the policy section of this report the action plan, in recognition that employment is the best protection against poverty and its impacts, set out to:
- Reduce the number of 16-18 year olds who are NEET by nine per cent by 2017
 - Reduce the proportion of 19-24 year olds who are NEET relative to the UK as a whole by 2017.
- 6.13 The approaches to capturing figures on young people NEET differ slightly between England and Wales. However, the tracking of ILO unemployment rates (presented in Figure 6.1) illustrates that whilst there has been a degree

⁴⁸ [Ipsos MORI, Wavehill & WISERD \(2016\) *Evaluation of Jobs Growth Wales: Final Report*, Cardiff, Welsh Government](#)

of fluctuation, a narrowing in the gap between unemployment rates of 16-24 year olds in England and in Wales is evident.

Figure 6.1: ILO Unemployment Rates for 16-24 Year Olds in Wales and England

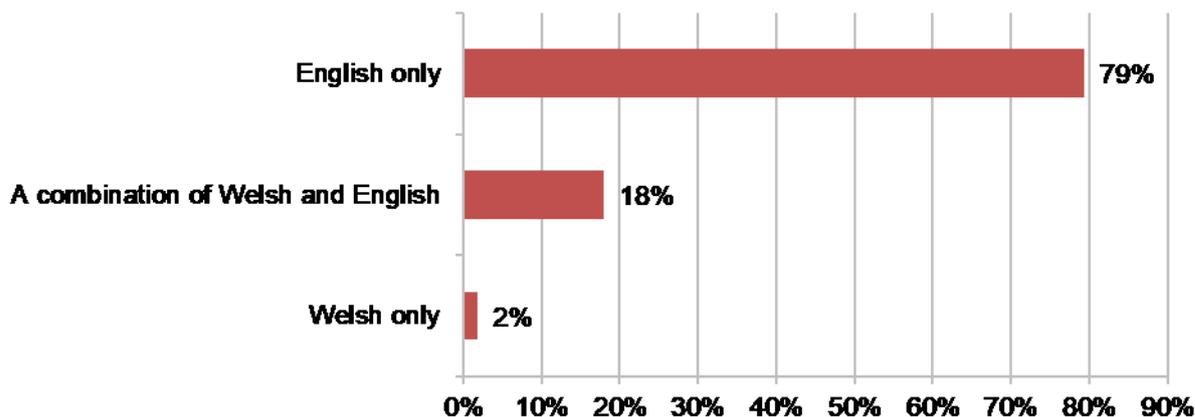


Welsh Language Provision

- 6.14 Amongst JGW participants, when asked (in the ESF Participants Survey) ‘what is your first language?’, six per cent reported that they are first language Welsh speakers (16/247), whilst a further six per cent (15/247) had their first language recorded as ‘other (including bilingual)’.⁴⁹ In the management information for the programme two per cent of participants (82/3975) had recorded their preferred language as Welsh.
- 6.15 As illustrated in Figure 6.2 below, almost one fifth of participants (18%) undertook their work placement through a combination of Welsh and English, whilst the vast majority stated that their JGW placement was conducted in English only.

⁴⁹ We do not have access to the qualitative responses where participants were recorded as ‘other’ so it’s not possible to provide details on what other first languages were spoken.

Figure 6.2: Language of the Employer/Work Placement



Base: ESF Participants Survey (n=223)

- 6.16 Overall, 84% of JGW participants (188/223) said that their placement was undertaken in their preferred language. Amongst those who undertook their placement in English only, five per cent (9/174) would have preferred it to be a combination of Welsh and English, whilst one person whose placement constituted a combination of Welsh and English, would have preferred it to be English only.
- 6.17 Over one third (38 per cent) of all employers interviewed stated that Welsh is used to an extent in the day-to-day operations of their company (11 per cent; 32/298 to a great extent and 27 per cent; 81/298 to some extent).⁵⁰ Analysis of the sector profile of these responses was undertaken in order to assess the degree of sectoral influence on the prevalence of the Welsh language. Whilst the use of the Welsh language was particularly prevalent amongst employers from the education sector (with 85 per cent; 17/20 using the Welsh language in their day-to-day operations), those employers accounted for less than one fifth of all employers using the Welsh language daily.
- 6.18 When asked in what ways they used the Welsh language, over one quarter of all employers described that their organisation was using Welsh in conversation with customers and clients (29 per cent; 77/262), whilst 11 per cent (30/262) stated that they produced bilingual marketing materials and 10 per cent (25/262) stated that their entire service was delivered in Welsh.

⁵⁰ This includes Wave One and Wave Two Employers and Employers that did not appoint a JGW recruit.

‘We have clients who are Welsh speakers especially in local and national government and a lot of the communication with them is bilingual in nature e.g. phone conversations and emails.’

(Employer)

6.19 When asked how important it was to hire someone with Welsh language skills, employer answers were largely reflective of the perceived level of importance of the Welsh language in their companies’ day-to-day operations; over one third of employers stated that it was important to an extent, (eight per cent (19/243) said it was very important and 28 per cent (67/243) said it was somewhat important). It is interesting to note that these proportions are higher than the proportion who described Welsh language (unprompted) as one of the most important factors they took into account when deciding which candidates to offer a position to (see figure 5.3).

6.20 Overall, of those employers who had recruited and stated that Welsh language skills were important to some degree in their operations, almost half were able to hire someone with a suitable level of Welsh language skills (49 per cent; 42/86). However, over half were unable to appoint someone with the suitable level of Welsh language skills (an issue that no surveyed employers reported encountering in the 2012-15 programme). A selection of comments from employers provides an overview of their experience in relation to sourcing candidates with Welsh language skills.

‘I didn’t spot any major problems at the application stage [with the quality of applicants] although it would have been nice to have had more Welsh speakers applying.’ (Employer)

‘The candidate was a Welsh speaker, and this was one of the reasons why they got the job over the other candidate.’

(Employer)

‘The last candidate we appointed did not speak Welsh but all of our previous work placements did. Her experience in terms of TV production and the rest of the staff being Welsh speakers meant that it wasn’t as important as last time.’ (Employer)

- 6.21 The challenge of appointing participants with sufficient Welsh language skills is of concern. These issues were echoed in the 2015 Employer Skills Survey which noted a shortage of oral Welsh language skills in more than a fifth of all skills gaps, whilst written Welsh language skills were an issue in 19 per cent of skills gaps.⁵¹ The demand for Welsh language skills from employers may also have been influenced by the need for public service organisation in Wales to comply with Welsh Language Standards. The aim of these is to ‘ensure that organisations in Wales should not treat Welsh less favourably than English. According to the Welsh language standards, organisations should also promote the Welsh language, ensuring that Welsh has an active role in the organisation’s internal administration, and that the language is accessible to the public’.⁵² Whilst it is anticipated that this has led to a greater expectation for many public service organisations in regards to Welsh-medium skills, it may have also influenced employers within the private and third sectors too.
- 6.22 To help meet the vision of Cymraeg 2050: A million Welsh speakers a key priority of the strategy is to ‘increase the emphasis on the workplace as a strategic location for promoting and facilitating an increased use of Welsh’. Employers should be encouraged to play their role in supporting the three strategic themes that underpin this vision. Amongst participants of the programme, when asked what skills they had gained or improved from participating in JGW, 14 per cent (35/247) stated that their Welsh language skills had improved. In doing so, employers are supporting the key actions under the second Theme (Increasing the Use of Welsh in the workplace). This, coupled with an increased recognition amongst participants (as illustrated by the comparison group survey) of the role that Welsh language skills can play in securing employment will likely help to increase demand with respect to participating in Welsh language provision in the future.

⁵¹ UKCES (2018) *Employer Skills Survey 2015: UK Results*, UKCES

⁵² See [Welsh Language Commissioner website](#) for further details

7. Jobs Growth Wales Performance – Outcomes and Reported Impact of the Programme

Section Summary

- A total of 3,989 young people have been supported into a work placement through JGW.
- When compared to the 2012-15 programme, the 2015-19 programme has had fewer applicants per employment opportunity and a lower proportion of opportunities filled, but where they have been filled they are more likely to be completed with a positive outcome.
- Participants of the JGW have sustained high rates of employment following completion of their placement with employment rates amongst the participant group rising to 84.6 per cent, 12 months after completing their placement.
- Employability skills (communication, organisational, problem solving, teamwork and customer handling skills) along with job-specific skills were the most commonly cited by participants as being skills that they had gained through their work placement.
- Almost three quarters (72 per cent) of participants felt that their work placement played a role in them securing their current position
- Employers benefitted from JGW placements because they helped to cope with workload, reduced wage bills, and recruitment costs. The placements also helped more than two thirds of participant employers to grow.
- The majority of employers (58 per cent) were more likely to recruit a young person aged 16-24 as a result of their participation in the JGW programme
- Of those participants who were unsuccessful in applying for a JGW post, 10 per cent recalled receiving support from an MA and 16 per cent from CW.
- Less than 40 per cent of young people who had been out of work for more than three months at application for JGW and were unsuccessful in securing a position through the programme are now in employment.

Introduction

- 7.1 This section of the report addresses the overall performance of JGW against headline indicators alongside an analysis of the outcomes and achievements of participants of the programme.

Analysis of Performance of the Programme against Targets for East Wales (EW) and West Wales and the Valleys (WWV)

7.2 On a pan-Wales basis, the WWV and EW JGW II business plans outline that JGW II aimed to support 8,957 participants. A reprofile⁵³ of the programme took place in 2018 which led to a reduction in profiled expenditure and a corresponding reduction in indicator targets. Table 7.1 below illustrates that the programme has surpassed the revised target for the number of participants engaged in both the West Wales and the Valleys and the East Wales operations. However, the number of participants entering employment on leaving is currently just short of the target (although some placements may not have finished which will lead to an increase in the numbers achieved).

Table 7.1: Performance against Target for West Wales and the Valleys and East Wales

Operation	Outcome	Approved	Revised	Actual
West Wales and the Valleys	Total number of participants	5,419	2,457	2,588*
	Participants entering employment on leaving	3,547	1,655	n/a
East Wales	Total number of participants	3,539	1,355	1,386*
	Participants entering employment on leaving	2,317	785	n/a
Total	Total number of participants	8,958	3,812	3,974⁵⁴
	Participants entering employment on leaving	5,864	2,440	2,294⁵⁵

*Note these actual figures are derived from Management Information. The number of participants entering employment on leaving is drawn from WG published results, and therefore not split by WWV and EW

⁵³ A reprofile of a programme involves adjustments to target outcomes or target spend over a given timeframe

⁵⁴ [Management information on Jobs Growth Wales 2: September 2015 - September 2019](#)

⁵⁵ [Ibid.](#),

7.3 Table 7.2 below compares the headline measures of performance for the JGW 2015-19 Programme (JGW II) on an annual (cumulative) basis with the performance of the private sector strand of the 2012-15 Programme (JGW I). It provides confirmation that there have been fewer applicants for employment opportunities than experienced by the previous programme and that fewer opportunities have been filled as a result (albeit with marginal increases in both elements as the programme has progressed).

7.4 The 2015-19 Programme has, however, been more successful in securing positive outcomes for those participants who have completed opportunities (over 86 per cent of participants compared to 74.9 per cent of participants of the 2012-15 Programme), and has had far fewer early leavers. Where participants have left early, slightly more have secured positive outcomes.

Table 7.2: Headline Indicators of Performance for Jobs Growth Wales⁵⁶

	JGW I (Private sector strand) (Nov 2015)	JGW II – Sept 2017	JGW II – Sept 2018	JGW II – Sept 2019
Job opportunities created and approved	13,935	5,253	6,427	7,197
Applications per job opportunity	19.2	7.0	7.3	7.3
Opportunities filled (%)	86.3%	54.0%	55.0%	55.4%
Percentage of completed opportunities with positive outcomes	74.9%	84.9%	86.6%	86.2%
Early leavers	29.3%	26.2%	14.7%	18.7%
Percentage of early leavers with positive outcomes	28.3%	35.0%	42.0%	30.4%

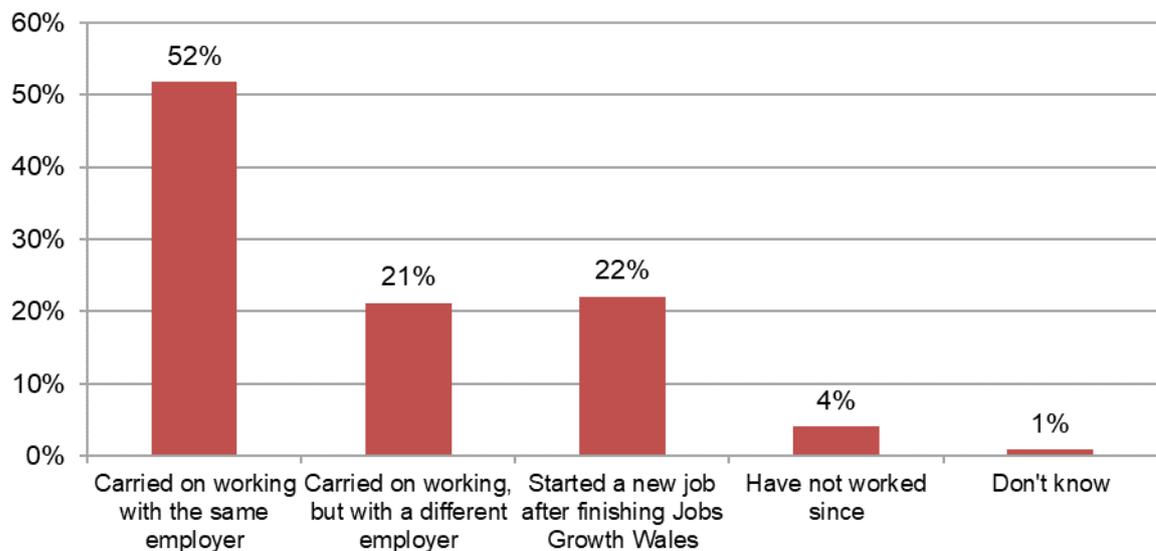
Post completion Career Journeys and Attribution to JGW; Analysis by Different Groups of Participants

7.5 Upon the culmination of their placement, almost three quarters of participants (74 per cent; 163/221) had secured employment, the majority of whom (71 per cent; 116/163) were with the same employer with whom they had

⁵⁶ [Management information on Jobs Growth Wales 2: September 2015 - September 2019](#)

secured a placement (see Figure 7.1 below). In comparison, (whilst recognising the selection bias that undermines the robustness of the comparison group) almost half of the unsuccessful applicants (49 per cent; 200/405) were employed at this point and 40 per cent (161/405) were unemployed. Of the remaining unsuccessful applicants, six per cent (24/405) were in education or training, three per cent (14/405) were undertaking a voluntary, unpaid role or internship, and one per cent (6/405) were unemployed and not looking for work.

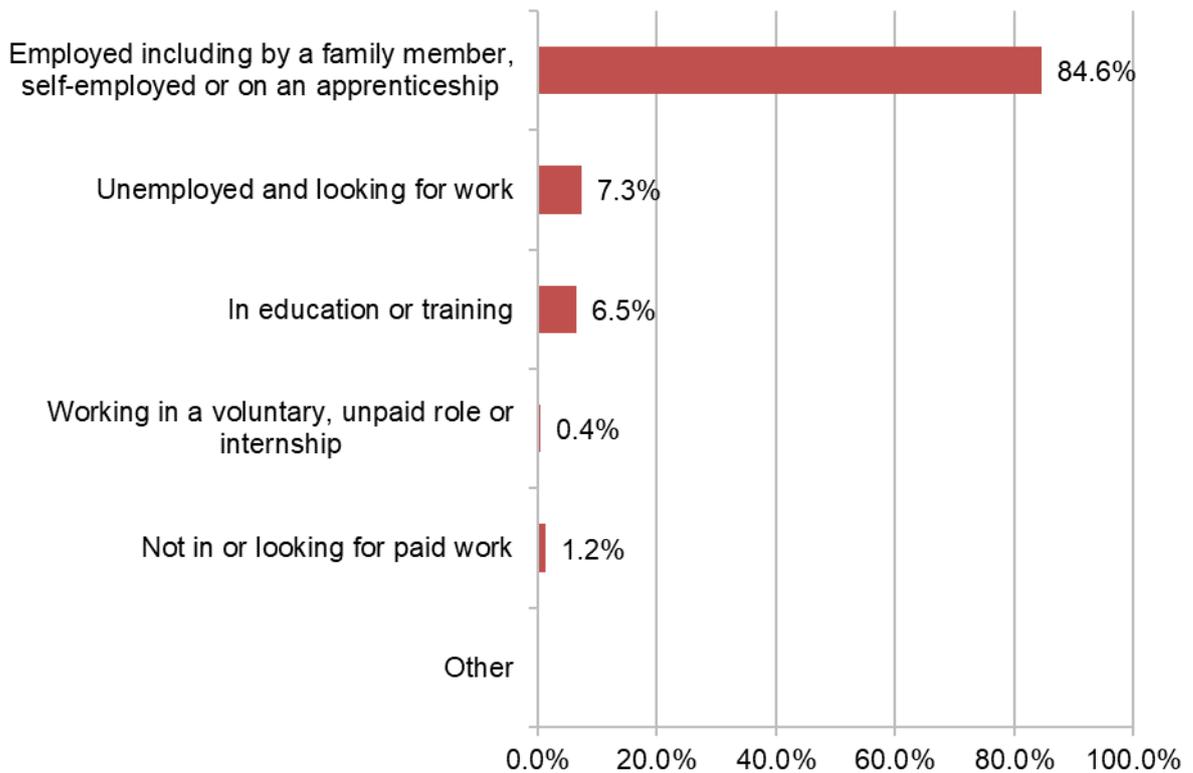
Figure 7.1: Participant Situation at Culmination of JGW Work Placement



Base: ESF Participants Survey (n=223)

7.6 Six months following completion of their placement (and approximately 12 months following their initial application for a post with JGW), the proportion of participants in employment had risen to 80 per cent whilst those unemployed or economically inactive had fallen to 12 per cent of all participants. Twelve months following completion of the employment placement, further increments in rates of employment were evident with over 84 per cent in employment whilst 8 per cent were unemployed or economically inactive (Figure 7.2).

Figure 7.2: 18-Month Post-application Outcome Status, from ESF Participants Survey

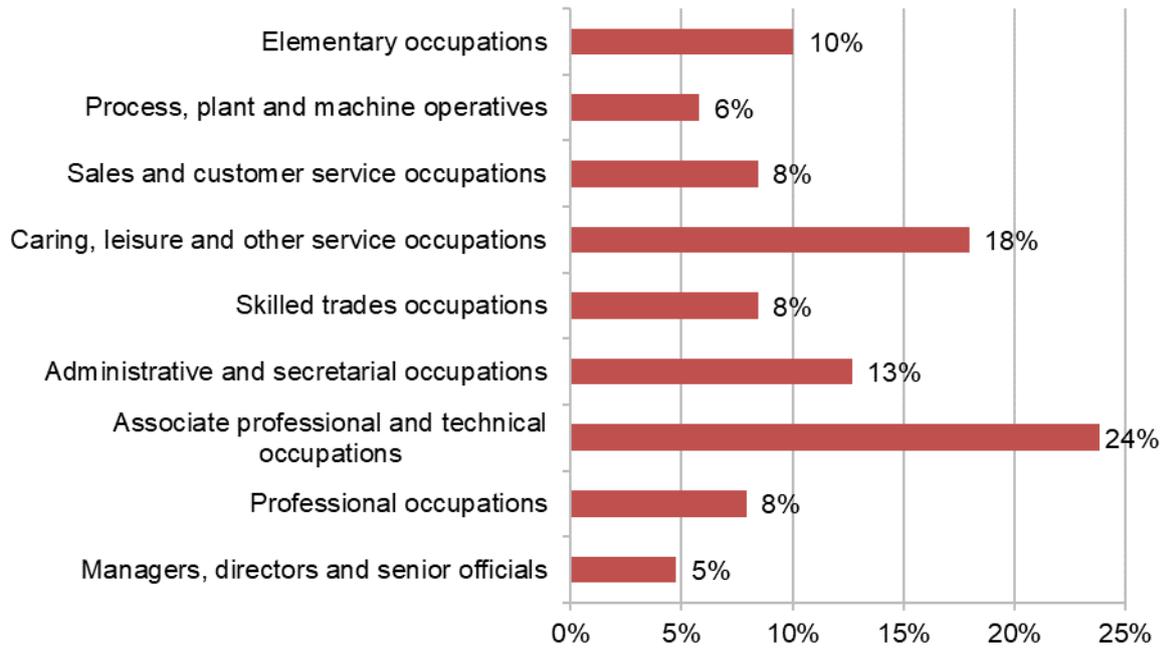


Base: ESF Participants Survey (n=247)

Occupations of Employed Participants

- 7.7 Respondents to the ESF Participants Survey were asked to define their role in relation to Standard Occupational Categories (SOCs) with their distribution being presented in Figure 7.3 below. The figure illustrates that over one third (37 per cent) were operating in posts that were either professional, associate professional or managerial in nature.
- 7.8 In terms of in-job security, four fifths (79 per cent (135/170)) were employed on a permanent contract whilst in-work progression was evident with 28 per cent of respondents (59/190) describing having responsibility for other staff within their current role.

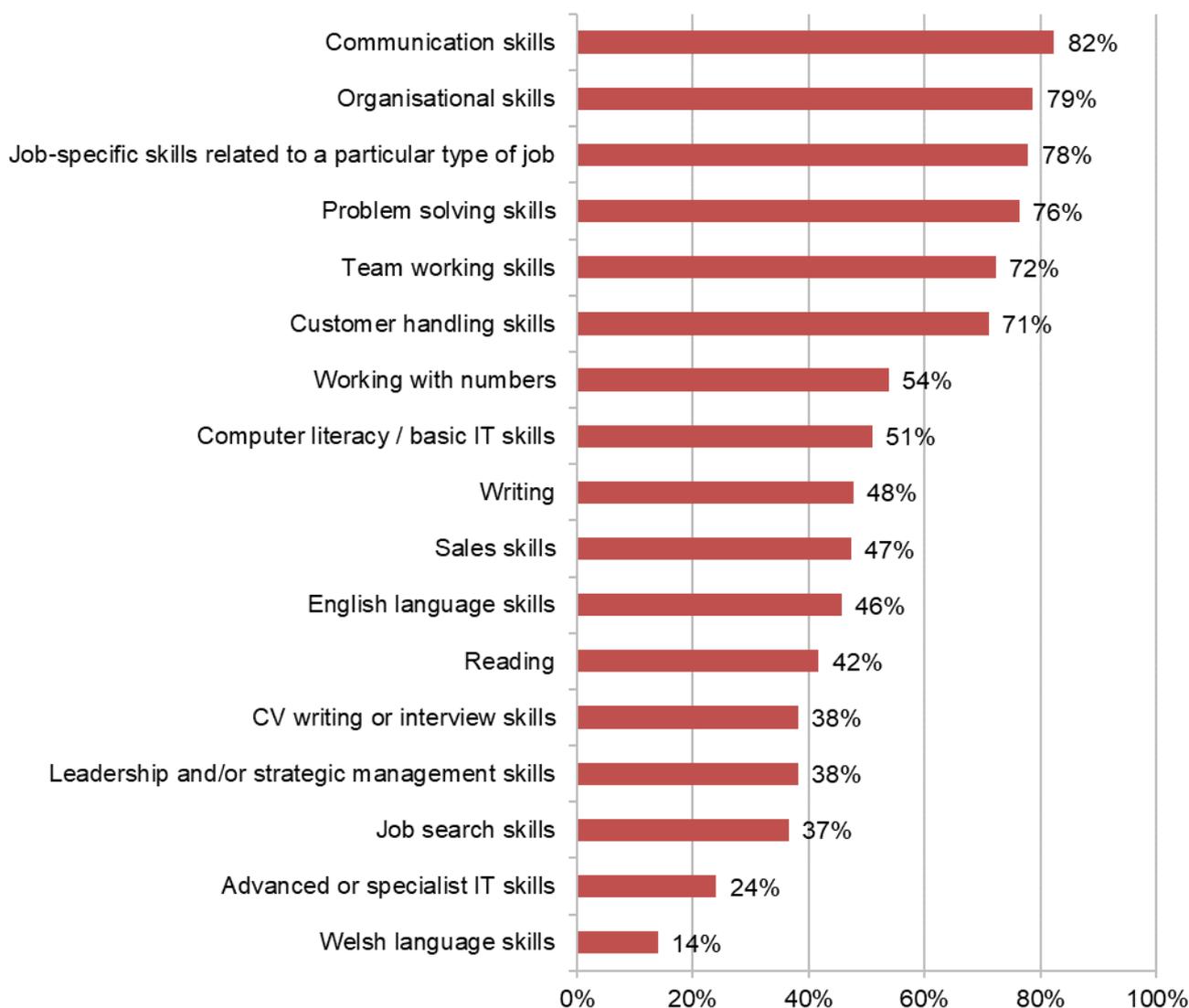
Figure 7.3: ESF Participant-Defined Job Role (SOC)



Base: ESF Participants Survey (n=190)

7.9 JGW participants were asked which of a series of skills they felt they had gained as a result of participating in JGW. Figure 7.4 illustrates that a wide range of skills were noted but that key employability skills in relation to communication, organisation, problem solving, teamwork, and customer handling were particularly prevalent.

Figure 7.4: Participant Perceived Skills Gained from Participating in JGW



Base: ESF Participants Survey (n=249)

Attribution of Outcomes to JGW

7.10 JGW participants were asked to judge the role that the JGW placement played in influencing them securing their current position. Figure 7.5 shows that almost one quarter (23 per cent) of respondents reported that they were in their current job directly because of the course, whilst a further 49 per cent felt it played a role in them securing that position. Of 12 respondents who had subsequently started their own business, two felt that they had started their business directly as a result of the work opportunity, whilst a further eight felt that the experience of JGW had helped them to start their business.

Figure 7.5: What role did your Jobs Growth Wales opportunity play in securing your current job?

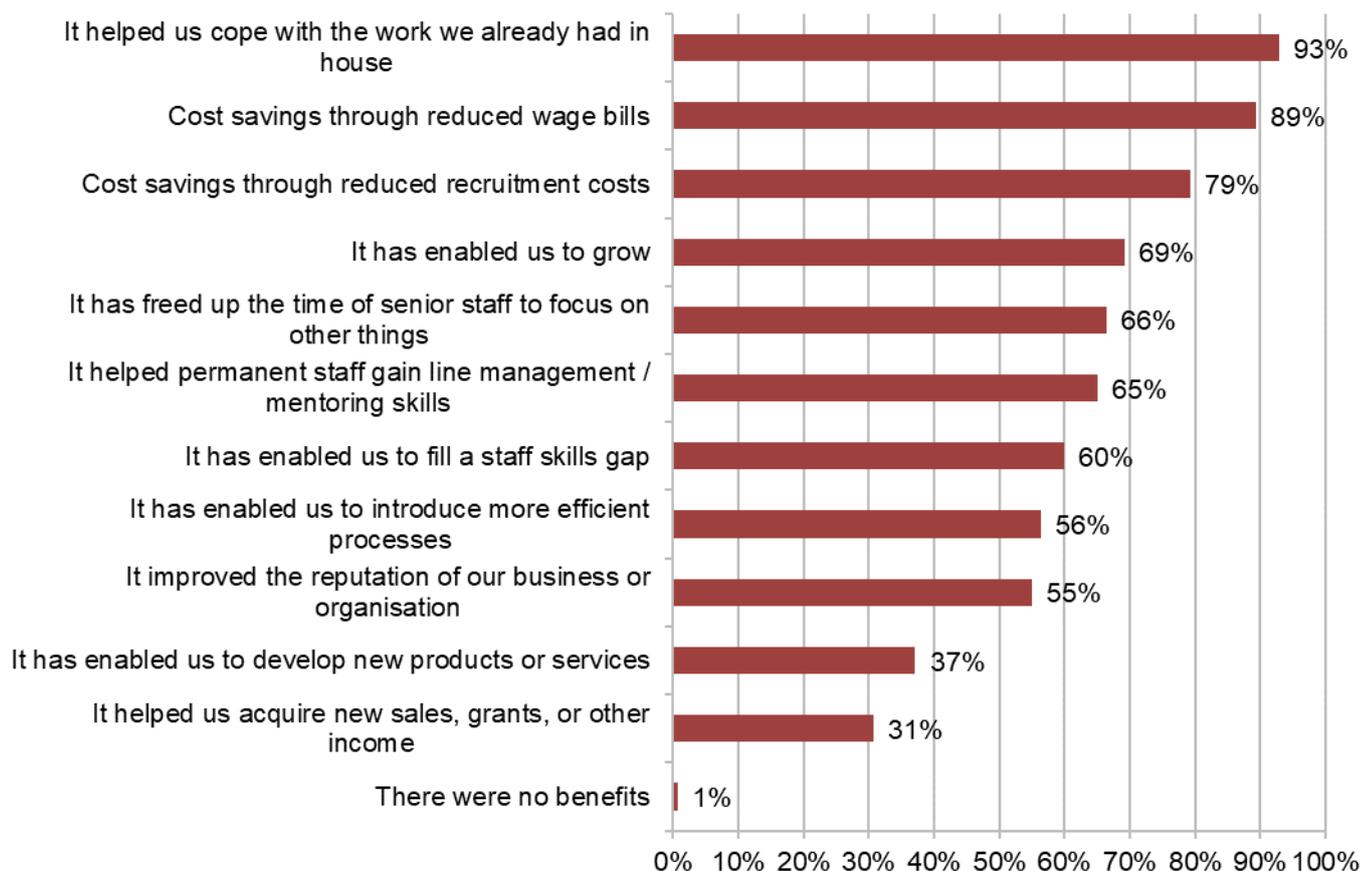


Base: ESF Participants Survey (n=176)

Employer Outcomes and Impacts

7.11 Considering the perceived impact of JGW recruits on their businesses, employers were asked to identify the main benefits that arose from participating in JGW. As illustrated in Figure 7.6 below, the majority of employers suggested that the wage subsidy and resources provided through additional recruits helped to respond to additional demand whilst also providing cost savings through reduced wage bills and costs of recruitment.

Figure 7.6: Which, if any, of the following were the main benefits to your business or organisation as a result of recruiting [a worker/workers] through Jobs Growth Wales?



Base: Wave One and Wave Two Employers Re-interview Surveys combined (n=140). Please note that totals may exceed 100 per cent as employers could choose more than one benefit.

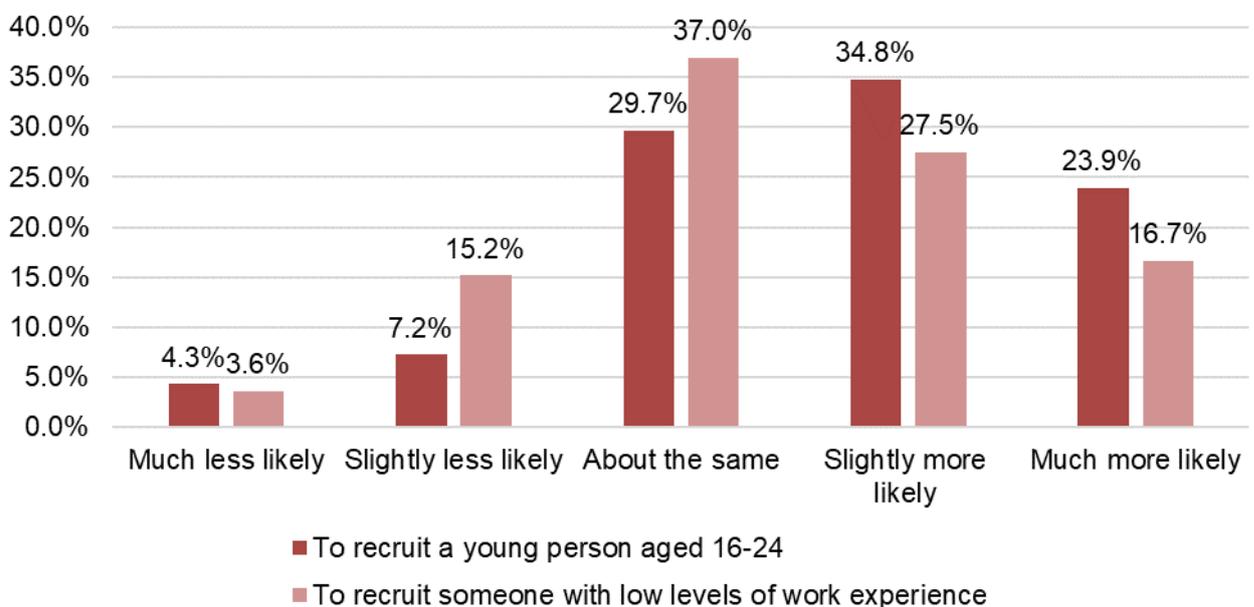
7.12 Of the 43 employers (31 per cent) that stated that recruiting through JGW helped them to acquire new sales, grants and other income, 14 per cent of employers estimated that the role had enabled them to secure between £10,000-£20,000 (6/43) whilst one third of employers estimated that they had secured over £20,000 (14/43) as a result of securing a participant(s) through JGW.

7.13 Amongst the 119 employers that stated their JGW recruits' six-month placement had ended, over two thirds stated that they had offered at least one recruit a permanent position in the same role (68 per cent; 81/119). A further four per cent (5/119) of employers offered permanent positions to JGW participants in other roles within their organisation. Where the participants were offered permanent positions, the employers reported that the vast majority accepted these (94 per cent; 81/86). All employers whose

JGW recruits were still undertaking their six-month work placement stated that they were planning to offer them a permanent position in the same role once the placement had ended (10 employers).

7.14 The tangible effect of JGW upon employers is demonstrated by the changed perceptions of employers after participating in the JGW programme. Figure 7.7 below illustrates that over half of the employers interviewed (59 per cent) are more likely to hire a young person aged between 16-24 because of their experience of the programme, and similarly, almost half of the employers (44 per cent) stated that they are more likely to hire someone with limited work experience as a result of their experience of JGW.

Figure 7.7: As a result of your experiences of recruiting through Jobs Growth Wales, would you say in the future you are more or less likely...



Base: Wave One and Wave Two Employers Re-interview Surveys combined (n=139).

7.15 In instances in which employers suggested that they were more likely to hire a young person as a result of engaging with JGW, the most common reason was that young people had fewer preconceived ideas and/or habits, therefore, they were easier to train (31 per cent; 26/84). Other common reasons highlighted by employers were that they have had a positive experience of JGW (15 per cent; 13/84), they were keen to give young people an opportunity to work (13 per cent; 11/84) and in general, they have had a good experience of working with young people in the past (10 per cent; 8/84). In comparison, of the few employers who suggested that they are less

likely to work with young people, this is a result of young people's perceived poor work ethic and commitment to the role (9/16 employers), the need for recruits with more maturity and experience (5/16), and young people's need for too much training and/or supervision (2/16).

'They cause a lot less trouble to be honest, we have a very young team at the moment and the expectation is different. They haven't worked anywhere else and you can mould them into how you expect them to work, no bad habits from other places.'

(Employer, Retail)

'Less likely to employ young people as we had a bad experience overall. Opportunities were given, and they weren't embraced.'

(Employer, Wholesale)

- 7.16 Similarly, where employers were asked to explain why they were more likely to hire individuals with low levels of work experience, it was most commonly highlighted that this was because they were easier to train as a result of fewer preconceived habits (33 per cent; 20/61) and that they were happy to provide the opportunity to work (13 per cent; 8/61). In comparison, where employers have suggested that they are less likely to hire someone with low levels of work experience, this has typically been a result of perceiving said recruits to show a lack of interest (5/15 employers) and/or because employers have limited resources that they are able to dedicate to training (4/15).

'If it's the right person and they have a willingness to learn, energy, focus, enthusiasm, then why not give them a chance?' (Employer, Accommodation & food services)

'I like working with young people as they have a lot of energy and enthusiasm but would prefer them to be a bit more experienced as they take less time to adapt to work and already know the basic expectations.' (Employer, Arts, entertainment, recreation & other services)

7.17 The employers suggested that had they not recruited someone through JGW, they would have looked to hire someone with a similar level of experience through their normal recruitment process (62 per cent; 87/140). Other solutions that employers suggested comprised:

- Using existing staff to complete the work that would have been allocated to a new recruit (44 per cent; 61/140),
- Hiring workers with greater levels of experience through normal recruitment processes (29 per cent; 41/140),
- Hiring new workers at a later date (29 per cent; 40/140), and/or
- Hiring apprentices (14 per cent; 19/140)

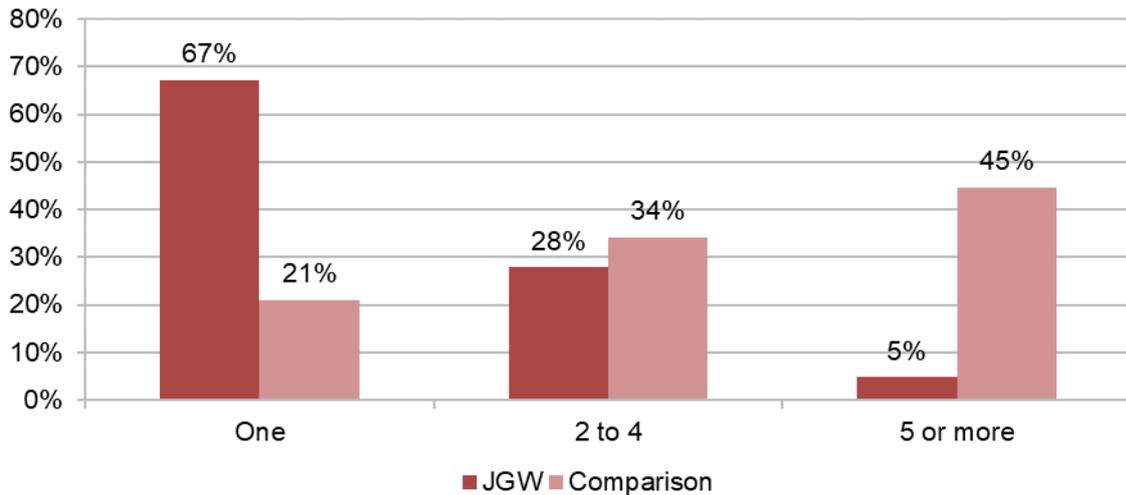
Meanwhile, eight per cent of employers in this instance stated that recruits' work would not have been completed (11/140).

7.18 A minority of employers (38/119) did not make employment offers to JGW recruits after their six-month placement. They suggested that this was the result of participants either being unable to perform tasks to the required standard, requiring too much supervision, or where the participants were leaving to take up a position with another organisation.

Outcomes for those who did not secure a Placement

7.19 The comparison group survey respondents were asked how many positions they applied for through JGW. Figure 7.8 below compares their responses with those of the participant process survey (wherein an equivalent question was asked of participants). It shows that two thirds of participants who were successful secured a position in the first attempt, whereas amongst those who were unsuccessful in securing a position, almost half had applied for five or more posts.

Figure 7.8: How many JGW positions did you apply for?



Base: Participant Process Survey (n=61), Comparison Group Baseline Survey (n=403)

7.20 With such a large proportion of the comparison group applying unsuccessfully for five or more positions through JGW this suggests that they needed additional support prior to engaging with JGW. MAs raised similar concerns for some participants during interviews.

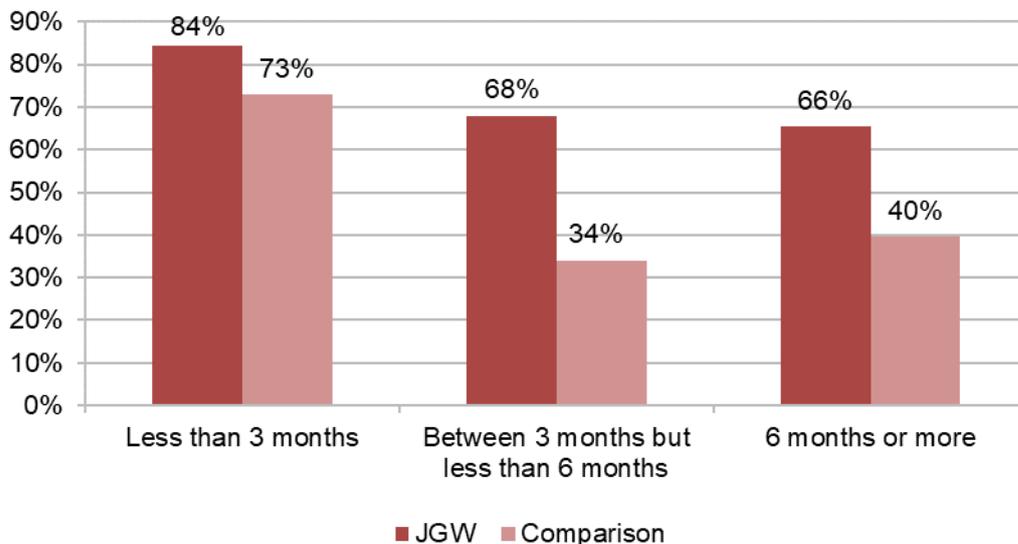
‘The calibre of the young people [is a concern]... They need more support from JCP/Careers Wales with their applications. We’ve never met them unless they’re on our traineeship where we work with our staff’ (Managing Agent)

7.21 Those who were unable to secure a JGW post were asked whether they had received any support from their MA or from CW following an unsuccessful application for a post. A total of 10 per cent (38/395) recalled receiving support from an MA and 16 per cent (66/402) recalled receiving support from Careers Wales. Where subsequent support was received, the vast majority found the support from MAs and CW to be helpful in improving their future job applications (87 per cent; 33/38 and 91 per cent; 59/65 respectively).

7.22 When the respondents to the comparison group were re-interviewed 12 months later, of those who had applied for five or more positions, 38 per cent (27/72) were unemployed approximately 18 months after their initial application to JGW. This compared to an average of 28 per cent (50/177) unemployed across the entire comparison group cohort.

7.23 Figure 7.9 below shows the rates of employment compared to the length of unemployment of participants prior to applying for JGW opportunities. It illustrates a downward trend amongst those participants who secured a job opportunity. However, the downward trend amongst the comparison group is much more severe. This suggests that there were essentially two groups of participants amongst those who did not secure a placement: one cohort close to the labour market who were more likely to have secured an alternative means of employment (which may have been a contributory factor in them not securing a JGW opportunity), and a cohort who appear to be further from the labour market with additional barriers to employment. For those further from the labour market who have gained limited employment success, additional employability support largely unavailable through JGW would likely have been particularly useful, suggesting that JGW was perhaps not the most appropriate support for those individuals.

Figure 7.9: Proportion in Employment at 18 Months Post application by Length of Unemployment prior to JGW Applications



Base: ESF Participants Survey (N=64, 60, 58 respectively) and Comparison Re-Interview (N=63, 40, 53 respectively)

8. Counterfactual Impact Assessment and Cost Benefit Analysis

Section Summary

- There are limitations associated with the comparison group (including selection bias) that undermine the robustness of the counterfactual impact assessment and CBA; therefore, all figures should be treated with caution.
- At 18 months post-application there remains a 21-percentage-point difference in the rates of employment between those who secured a job opportunity through JGW and those who did not.
- Amongst those who were employed 18 months after applying to JGW those who participated in JGW were earning over £3,000 per annum more than employed individuals who had not secured a placement. Furthermore, JGW participants were more likely to be in a secure role (permanent or a fixed term contract of over 12 months) than were employed participants of the comparison group
- The evidence suggests that JGW accelerates participants into employment and in-work progression when compared to those who had not secured a position.
- Over an 18-month period, JGW participants were, on average, likely to earn £11,200 more than an individual from the comparison group.
- Applying a return on investment approach similar to that applied in the 2012-15 evaluation identifies a return on investment of £2.41 per £1 of WG expenditure, rising to £2.61 when benefit payments are included in the analysis.
- Conducting a wider social cost benefit analysis of the programme identifies that JGW participants are net beneficiaries of an estimated £9,900 each, and employers £1,800 each.

Introduction

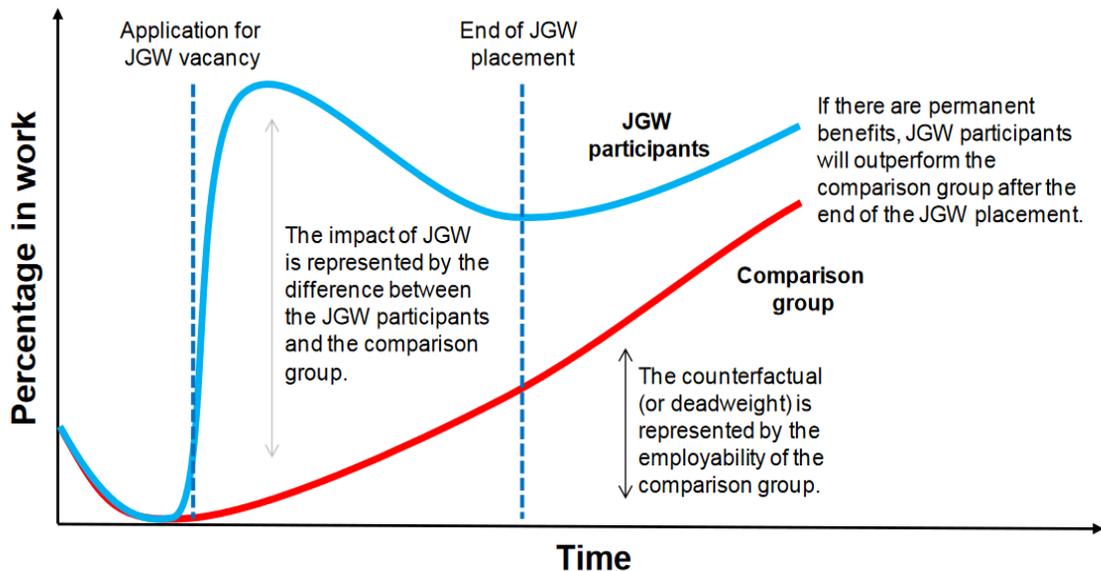
- 8.1 This section of the report compares the journeys and outcomes of those who participated in JGW and those in the comparison group to assess the impact of the programme against an estimated counterfactual (what would have happened in the absence of the programme).
- 8.2 Section 2 of this report outlined the approach to participant engagement and analysis with a particular focus on how the comparison group were identified and engaged through the evaluation. In order to ensure that the two groups (the comparison group of participants and the group of participants in receipt of support) are comparable against observed variables, propensity score

matching was applied so as to ensure that the two groups matched against age, gender, qualification level and extent of paid employment experience prior to enrolment, as well as employment status at baseline (see section 2.12 for further details).

Impact of JGW

8.3 Figure 8.1 below is taken from the evaluation of the 2012-15 programme and provides a useful overview of the theoretical additionality for participants of the programme (in the form of rates of employment over time). Whilst the structure and focus of 2015-19 led to a degree of refinement to the model, for participants the nature of the anticipated impact (the acceleration into employment and the increased wages, productivity and in-work progression) remains the same.

Figure 8.1: JGW Theoretical Impacts over Time⁵⁷:



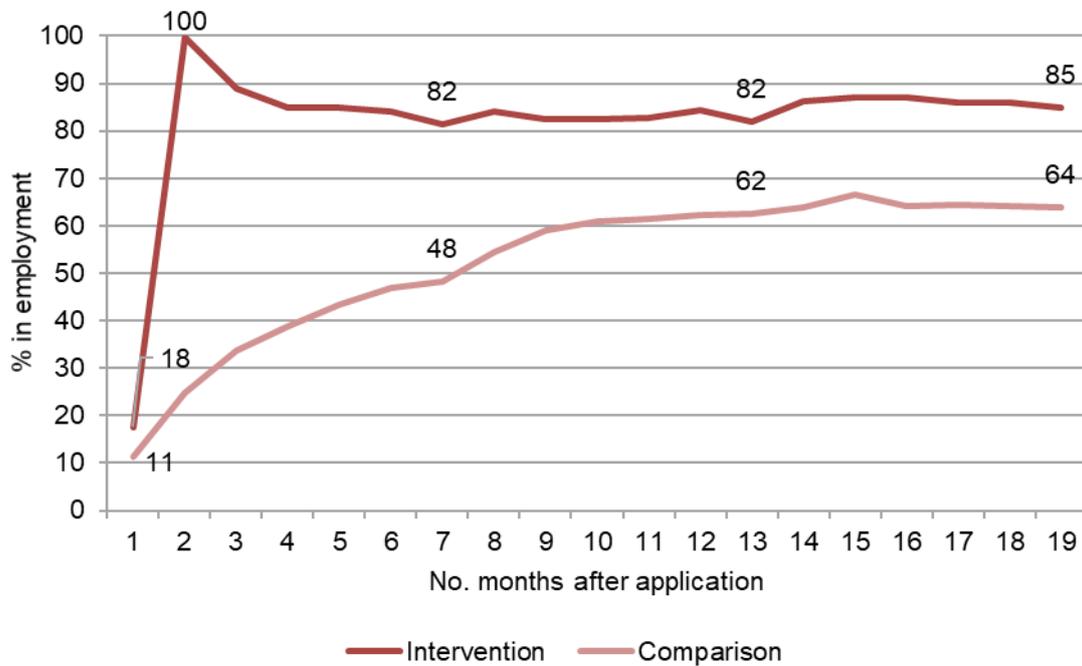
8.4 The comparison group survey and the ESF Participants Survey explored the employment journeys of participants following their application to JGW in considerable detail. Analysis of this data has enabled the employment status of both groups to be categorised on a month-by-month basis. The analysis of rates of employment from both groups for up to 18 months post-application is presented in Figure 8.2 below. It illustrates the anticipated spike in rates of employment for those who secured placements and then the effect of early

⁵⁷ [Ipsos MORI, Wavehill & WISERD \(2016\) Evaluation of Jobs Growth Wales: Final Report, Cardiff, Welsh Government](#)

leavers upon the rate of employment amongst placements. What is more, the figure also illustrates sustained and high employment rates amongst JGW participants, whereby suggesting that the programme has been effective in securing sustainable job opportunities as opposed to those that only ultimately lasted for the duration of the placement.

8.5 Amongst the comparison group a steady increase in the rate of employment is evident, however, at 18 months post-application there remains a 21 percentage point difference in the rates of employment between those who secured a job opportunity through JGW and those who did not.

Figure 8.2: Rates of Employment over Time (Intervention v’s Comparison Group) (%)



8.6 When analysis is undertaken with regard to the average acceleration effect into employment⁵⁸ of participants of JGW, over the first 12 months post-application, the acceleration effect equates to around 5.7 months (this is inflated by the fact that after 12 months post-application disparity in the rates of employment remained).

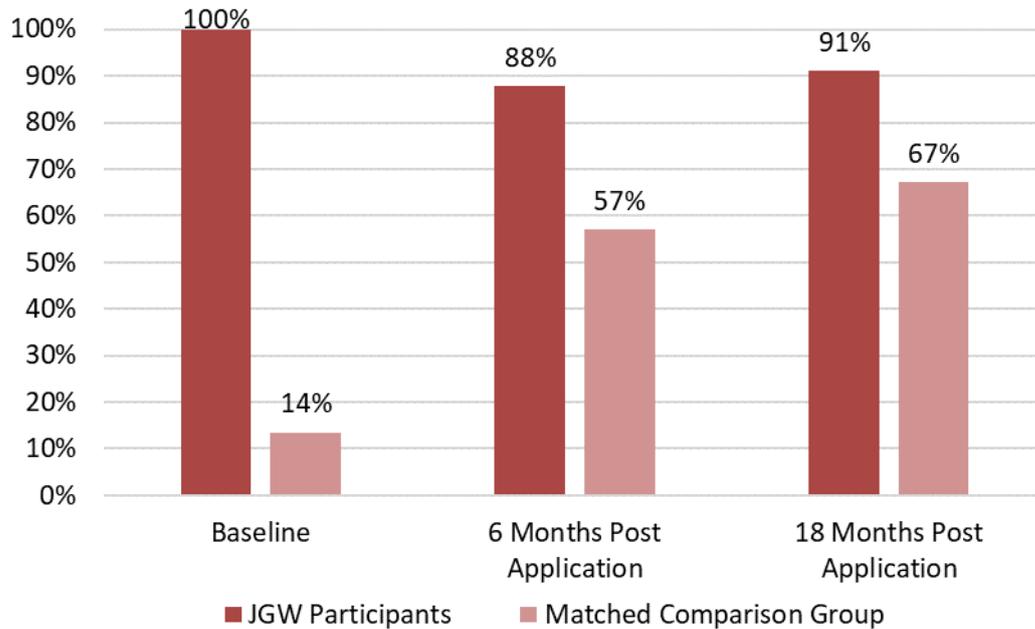
⁵⁸ The ‘acceleration effect’ is based on the assumption that participating in JGW has helped young people to transition into employment more quickly than they would otherwise have done. This has been tested by comparing the time it has taken to transition into employment between the participant group and the comparison group.

- 8.7 Rolling averages were then used to determine the average number of months of employment per individual for a 12-month period, from six months post-application onwards (i.e. months 7-18 inclusive). Whilst the disparity between the intervention group reduces for months 7-18 (and, therefore, after the placement has completed), participants of JGW were, on average, employed for 10 months of the year, whilst the comparison group were employed for 6.4 months of the year.
- 8.8 Table 8.1 below and Figure 8.3 compare the two cohorts on the basis of the proportion who are in some form of employment education or training (and, therefore, expands the focus beyond rates of employment). The margin between the comparison and treatment groups is closer at the six-month stage (than when comparing employment rates alone), whereby suggesting that a larger proportion at this stage were in some form of education. However, 18 months after their initial application for JGW, almost one third of the comparison group were recorded as NEET.

Table 8.1 Estimated Impact at Key Time Points in the Research

	JGW Participants	Matched Comparison Group	Estimated Impact
6 months post-application: proportion in employment or education and training	87.8%	57.0%	30.8%
18 months post-application: proportion in employment or education and training	91.0%	67.2%	23.8%
Annual salary of those employed at 18 months post-application	£16,510	£13,380	£3,130

Figure 8.3: Employment, Education and Training (EET) rates – JGW Participants and Matched Comparison Group



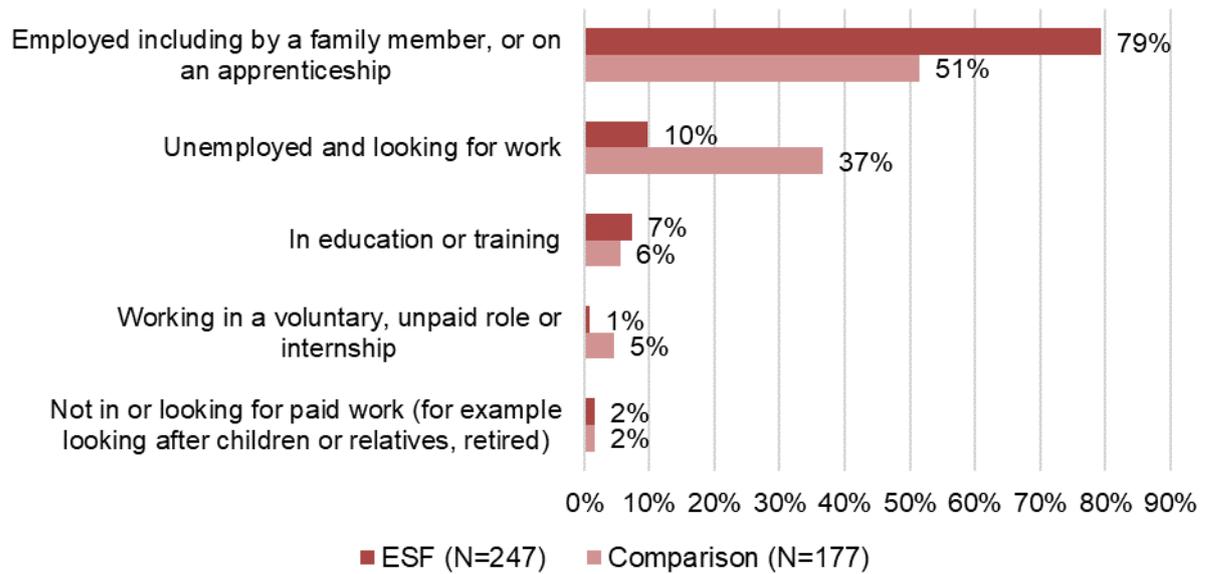
Base: ESF Participants Survey n=247 and Comparison Group Re-interview Survey, n=177

8.9 This analysis suggests that JGWII accelerates young people’s entry into the job market whilst reducing the rate of NEET status amongst the target population. There are also tangible benefits to the self-reported income of those employed through JGW as compared to those in the control group. Employed respondents reported earning £3,130 more, annually, on average than those in the comparison group at 18 months post-application. This suggests that accelerated wage increases and in-work progression could have sustained impacts into the longer term.

Comparing Post-intervention Career Journeys with the Comparison Group

8.10 Breaking down the outcomes of both groups in greater detail, after six months (as expected) participation in JGW significantly reduced the probability of either being unemployed or working in voluntary or unpaid roles. As illustrated in Figure 8.4 below, six months after applying for JGW, 89 per cent of respondents were either in employment or in education and training. It is also important to highlight that at the six-month mark a much greater proportion of the comparison group was unemployed and seeking work.

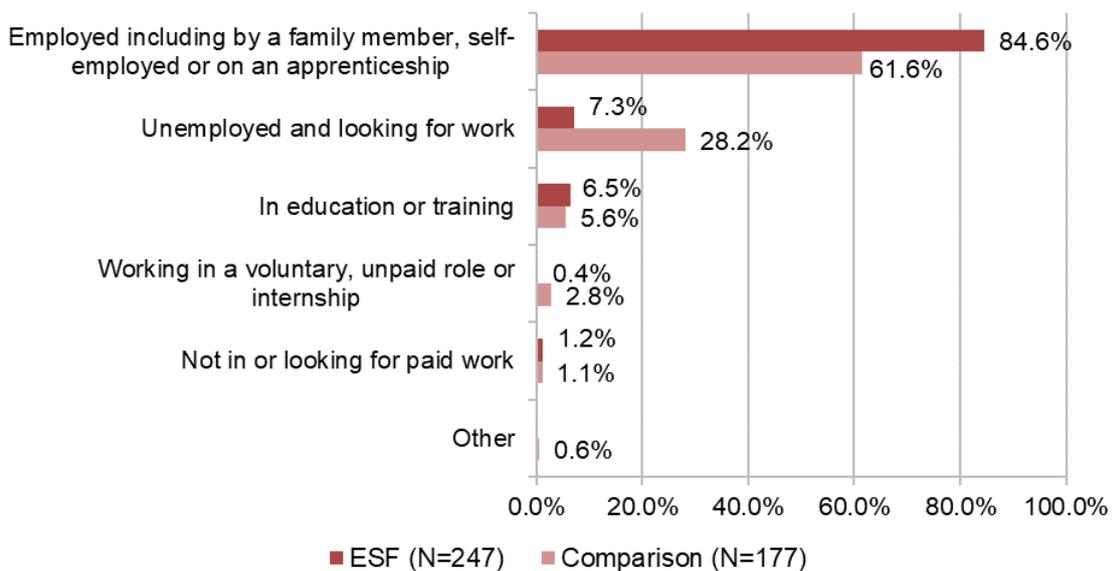
Figure 8.4: Six-Month Post-application Outcome Status, by ESF Participants Survey and Comparison Group Survey



Base: ESF Participants Survey (n=247), Comparison Group Re-interview Survey (n= 177)

8.11 Twelve months later, 18 months following their initial application, similar trends can be identified in Figure 8.5 below. Moreover, whilst there appears to be a reduction in the number of comparison group respondents who state that they are unemployed, this outcome still accounts for almost one third of that group (28 per cent; 50/177), as opposed to seven per cent of JGW participants (18/247).

Figure 8.5: 18-Month Post-application Outcome Status, by ESF Participants Survey and Comparison Group Survey

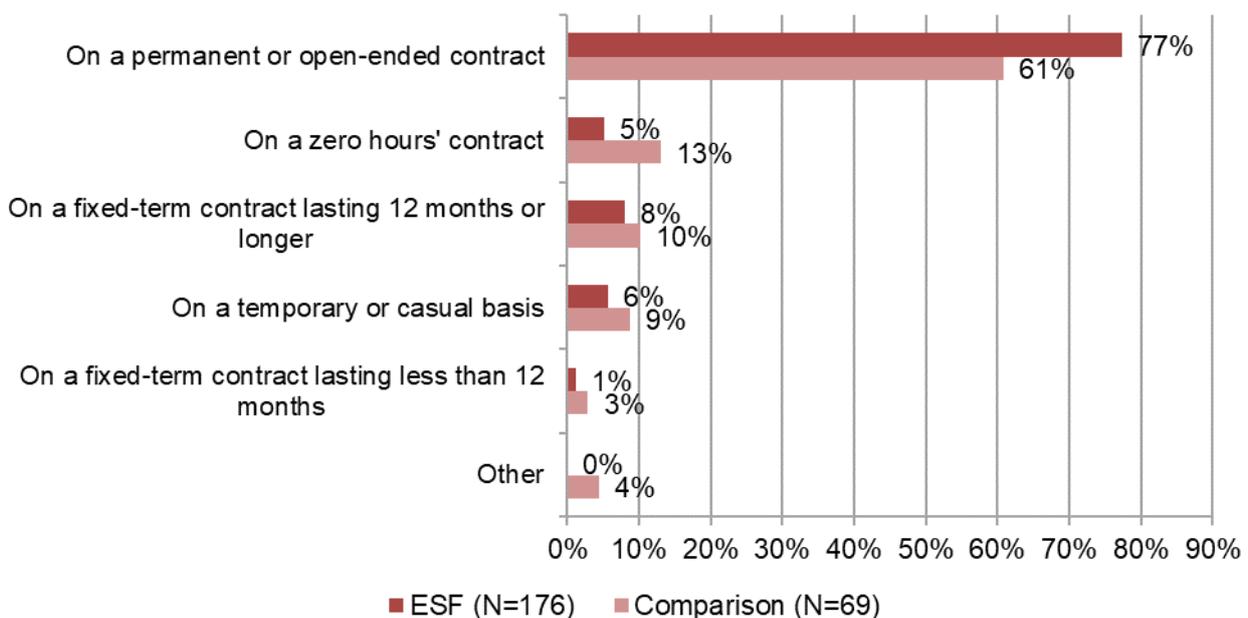


Base: ESF Participants Survey (n=247), Comparison Group Re-interview Survey (n= 177)

8.12 Whilst the benefit and impact of JGW for young people is evidenced through the high proportion of JGW recruits employed after their six-month placement, these are further demonstrated through wages provided at the 18-month mark. The impact analysis suggested that 18 months after initial JGW application, amongst all surveyed respondents, those who engaged in JGW were earning more money per annum than those who did not secure a work placement. Whilst there are other contextual factors that should be taken into consideration, this is demonstrative of the relative impact that JGW can have by enabling young people to secure sustained employment and then progress within the labour market.

8.13 The security of the posts obtained was explored in surveys with both groups. Figure 8.6 below illustrates that, in addition to an increased likelihood of being employed, those who participated in JGW are likely to be in more secure employment. Over three quarters (77 per cent) of those who participated in JGW who are employed stated that their contract was permanent, compared to 61 per cent of those from the comparison group in employment. Conversely, individuals from the comparison group were more than twice as likely to be employed on a zero-hours contracts than those participants of the JGW programme (13 per cent compared to 5 per cent)

Figure 8.6: Employment Contracts amongst JGW Participants and the Comparison Group – 18 Months Post-application (Employed Respondents Only)



Base: ESF Participants Survey (n=176), Comparison Group Re-interview Survey (n= 69),

Barriers to Employment amongst the Unemployed

- 8.14 Those who remained unemployed amongst the participant group and the comparison group were asked what barriers remain to them finding employment. The number of respondents to this question was small but the comparison group was much more likely to report not having relevant work experience as a barrier to finding employment (68 per cent 14/22) than were JGW participants (37 per cent; 14/38). Amongst the comparison group, a lack of relevant work experience remained the most common self-perceived barrier to finding work, whereas for JGW participants it was a lack of appropriate jobs where they live (42 per cent; 16/38).
- 8.15 Furthermore, when tracking the journeys of the comparison group, it is evident that more than one fifth of this group (21 per cent; 37/177) have remained unemployed from the application through to 18 months post-application. These individuals are now long-term unemployed and likely to be further from the labour market as a result of having been out of work for at least 18 months (and for some it constitutes many months more).

Cost Benefit Analysis (CBA)

- 8.16 In order to assess the monetary impacts of the programme, a CBA was completed. A two-stage approach to the CBA was conducted. The first has involved compiling the CBA in a similar manner (and with an economic emphasis) to that undertaken for the 2012-15 Programme. This is to ensure that the two analyses are broadly comparable. The second stage of the analysis considers the socioeconomic costs and benefits for key audiences, including for employers, government and the rest of society.

Economic Benefits

- 8.17 The evidence presented previously within this section has illustrated that participation in JGW leads to an acceleration into sustained employment and suggests an increased progression in work. In doing so, participants have gained economic benefit through additional income over the 18-month post-application period. This is reflected in the analysis of outcomes for the intervention and control groups and suggests the likelihood of a sustained margin in the rates of employment and income beyond 18 months between the participant group and the comparison group.

8.18 By analysing average periods of employment post-application against average earnings it is possible to estimate a net additional benefit in income for participants in the Programme. This is presented in Table 8.2 below with an estimated net additional income benefit to participants on the programme of £11,200. This is much higher than the total net additional income calculated from the 2012-15 Programme. This is primarily due to a number of factors:

- The comparison group for the 2012-15 programme were proportionately employed for longer periods than were the 2015-19 comparison group (with the comparison group, on average, being employed for 67 per cent of the elapsed time since their application in the 2012-15 programme (18 of 27 months) in comparison to 54 per cent of the time in the 2015-19 programme (9.7 of 18 months).
- A larger disparity in the length of employment post-application between the treatment and comparison groups. Over the period of analysis, the comparison group for the 2012-15 programme were employed for 80 per cent of the time that the intervention group were employed (18 months of employment for the comparison group against 22.5 months of employment for the intervention group). In 2015-19 the comparison group were employed for 60 per cent of the time for which the intervention group were employed (9.7 months against 16 months).
- The comparison group secured a higher wage in the 2012-15 programme than did the intervention group (the reverse has been the case in the 2015-19 programme).

Table 8.2: Estimated Additional Income Accruing to JGW Participants

	Intervention	Comparison	Net additional
Months in employment since application	16.0	9.7	
Average monthly earnings	£1,376	£1,115	
Average total earnings since application	£22,014	£10,815	£11,199

8.19 Replicating the approach of the 2012-15 programme, the incomes accrued are assumed to have been uniform over time. Applying the recommended discount rate of 3.5 per cent,⁵⁹ it is estimated that these income benefits had a present value of £42.7m in 2015/16 (Table 8.3 below).

Table 8.3: Present Value of Income Benefits (£m)

	JGW 2012-15 Programme	JGW 2015-19 Programme			
		2015-Sept 17	Oct 17-Sept 18	Oct 18 - Sept 19	Total
Number of JGW vacancies filled	14,984	2,838	698	453	3,989⁶⁰
Total additional income for participants	£66.2m	£31.8m	£7.8m	£5.1m	£44.7m
Discount factor	Multi-year ⁶¹	0.97	0.93	0.9	
Present value of income benefits	£63.6m	£30.8m	£7.3m	£4.6m	£42.7m

8.20 This analysis represents the economic benefits to participants only and overlooks the likely return earned by employers through the acceleration of the employment process and the additional output accrued through the employment of participants.

Fiscal Effects

8.21 The ESF Participants Survey did not include any detail on the welfare benefits accessed by participants; to aid comparability, the comparison group survey also avoided questions of that nature. To be eligible for the programme a participant had to be unemployed. We have included the assumption therefore that any participant who was above the age of 18 and was referred to the programme by Jobcentre Plus (38 percent of

⁵⁹ [HM Treasury \(2018\) *The Green Book – Central Government Guidance on Appraisal and Evaluation*, London, HM Treasury](#)

⁶⁰ [Figures derived from published statistics for Jobs Growth Wales](#)

⁶¹ See previous report for the discount factors included

participants), would be drawing Universal Credit (which equates to £3,021 per year). This reflects the model adopted in the previous evaluation and has been applied as an estimate of the reduction of governmental expenditure on welfare payments.

8.22 Where participants are employed but earning below the Universal Credit allowance threshold,⁶² the in-worker allowance associated with Universal Credit has been netted off the theoretical loss of Universal Credit.

8.23 When the combination of these figures is applied to the intervention group and comparison group it equates to a net additional saving of £688 in benefits over 18 months per person. Under these assumptions, it is estimated that these fiscal savings had a present value (in 2015/16) of £2.6m when extrapolated to the entire programme (Table 8.4 below). It should be acknowledged that these fiscal savings will not accrue directly to the WG (though a share of the expenditures involved would have been funded by taxpayers resident or located in Wales).

Table 8.4: Fiscal Savings

	JGW 2012-15 Programme	JGW 2015-19 Programme			
		2015-Sept 17	Oct 17-Sept 18	Oct 18 - Sept 19	Total
Number of JGW vacancies filled	14,984	2,836	698	452	3.986⁶³
Discount factor	Multi-year ⁶⁴	0.97	0.93	0.9	
Present value of fiscal savings	£7.8m	£1.9m	£0.4m	£0.3m	£2.6m

⁶² For every pound earned above £503 per month, the level of Universal Credit received, falls by 63 pence. See [Universal Credit guidance](#) for further details.

⁶³ [Figures derived from published statistics for Jobs Growth Wales](#)

⁶⁴ See previous report for the discount factors included

Value for Money

8.24 The costs incurred by the WG in the delivery of JGW from 2015-19 are presented in Table 8.5 below. Wage reimbursements were the main form of expenditure in the Programme (as they were in 2012-15) and totalled £14.9m over the programme period. MAs secured £3.6m of payments, whilst the management costs incurred by the WG totalled £0.7m. The present value (in 2015/16) of these costs was estimated to be £17.7m (after adjusting for changes through the use of the HM Treasury GDP Deflator).

Table 8.5: Programme Delivery Costs (£m)

	2015-16	2016-17	2017-18	2018-19	2019-20	Total
Management (£m)	0.2	0.2	0.1	0.1	0.1	0.7
Payments to Managing Agents (£m)	0.3	1.5	1.0	0.5	0.3	3.6
Wage reimbursements (£m)	1.3	8.6	2.5	1.5	1.0	14.9
Total costs (£m)	1.8	10.3	3.6	2.1	1.4	19.2
GDP Deflator	1.00	1.02	1.04	1.06	1.08 ⁶⁵	
Discount factor	1.00	0.97	0.93	0.90	0.87	
Present value of costs (£m)	1.8	9.8	3.2	1.8	1.1	17.7

Source: WG Monitoring Information – provided 15.01.20

8.25 When conducting an analysis of the return on investment based on these results, the present value of the additional income for participants of JGW is estimated to be £42.7m. Including these direct effects, the return on investment is estimated to be **£2.41 per £1 of WG expenditure**.

⁶⁵ Estimate based in inflation rates

- 8.26 When fiscal savings in relation to reductions in benefit payments (£2.6m) are included in a similar manner to the approach adopted in the evaluation of the 2012-15 programme, the present value of the impacts of JGW is estimated to be £46.3m. This equates to an estimated return on investment of **£2.61 per £1 of WG expenditure** (though as noted in the 2015 report, reductions in benefit payments will not represent a direct cashable saving to the WG).
- 8.27 This return on investment analysis suggests a much higher rate of return than for the 2012-15 programme (£1.22 for every £1 of WG expenditure) for the reasons outlined previously within this section. Furthermore, it is important to note that whilst there are limitations associated with the comparison group, this same model in respect of the approach (with similar limitations) was adopted for the 2012-15 programme.

Social Cost Benefit Analysis

- 8.28 A wider social cost benefit analysis has been conducted for JGW to explore in more detail the relative costs and benefits accrued to various stakeholders associated with the programme. The approach follows Treasury and DWP guidance for the assessment of the costs and benefits of employment programmes. The costs and benefits of JGW have been considered from the perspectives of:
- JGW participants
 - Participant employers of the JGW programme
 - The UK Government⁶⁶ (i.e. the governmental budget perspective)
 - Wider society.
- 8.29 The range of costs and benefits considered for each of these audiences is presented in Table 8.6 below (alongside the anticipated influence of these upon the CBA).

⁶⁶ Whilst it is recognised that the investment in the programme is European Funding with Welsh Government match funding, the governmental benefits are initially mainly accrued by the UK Government (through tax receipts and reductions in benefit payments). It is assumed that these benefits do 'trickle down' to Wales through the provision of a larger block grant from the UK Government.

8.30 One element increasingly considered in a social cost benefit analysis is the impact of a programme on wellbeing. Unfortunately, there was little emphasis on wellbeing indicators in the monitoring information or ESF Participants Survey and this aspect has been excluded from the assessment.

Table 8.6: Social Cost Benefit Analysis Overview

Impact of the intervention	Participants	Employers	Government	Society
Programme costs	0	0	-	-
Recruitment savings	0	+	0	0
Increase in output	0	+	0	+
Increase in wages	+	-	0	0
Reduction in benefit payments	-	0	+	0
Increase in tax receipts	-	-	+	0
Increase in travel and childcare costs	-	0	0	-
Reductions in public service costs (healthcare and crime)	0	0	+	+
Redistribution	+	0	0	+

0 represents no benefit or cost, + represents a benefit, - represents a cost

Programme costs (government and society)

8.31 Programme costs have been outlined previously within the report (Table 8.5) and relate to management costs, payments to MAs, and wage reimbursements to employers. Collectively, these equated to a net present value (in 2015/16, i.e. at the start of the programme) of £17.7m.

8.32 Referral costs (in terms of time/resource allocation) are likely to be incurred by Jobcentre Plus and Careers Wales (as the most common routes of referral to the programme). It is assumed that an element of the contractual fee to Careers Wales includes referral whilst it is anticipated that the referral role of Jobcentre Plus forms part of the core role of the Work Coach and that any additional costs are, in this instance, unnecessary.

Employer Costs and Benefits

- 8.33 Employers were asked to estimate the additional expenditure incurred in the training and supervision of JGW participants. A total of 85 per cent (119/140) of employers who responded to the survey described that at the point of engaging with JGW they had pre-existing plans for recruitment (indeed it was a key element in the eligibility check for the programme). To account for the counterfactual (in recognition that employers were planning to recruit anyway) employers were asked to judge whether such a level of supervision or training would be comparable with the recruitment of an entry-level employee through their more traditional means of recruitment and induction processes. Amongst respondent employers, 29 per cent (41/140) described the costs of supervision/training as being additional to that which would have otherwise incurred. When asked to estimate the additional costs incurred through training investment, on average it equated to £980 per participant recruited, which when assigned across all participants, regardless of whether they participated in training, equated to £274 per participant.
- 8.34 Eighty-one per cent (111/140) of respondent employers spoke of savings in the costs associated with recruitment through JGW in comparison to traditional recruitment exercises. However, for an employer to estimate the cost of recruitment and the likely savings that arose is particularly problematic and prone to error. Therefore, whilst savings would indeed have been incurred, with a lack of evidence with which to estimate their scale it was considered prudent to exclude them from the CBA.
- 8.35 Employers were asked about what role the provision of a wage subsidy played in their recruitment plans. Sixty-four per cent (89/140) of employers described how the provision of a wage subsidy had led to an **acceleration** in their plans for recruitment. When asked to estimate the extent of such acceleration, employers described the acceleration effect as equating to around six months on average. When extrapolated so as to represent the entire profile of employers engaged this equates to 3.8 months. These acceleration effects have been factored into the CBA as increased (accelerated) output and increased wage costs, although the latter will have been offset by the provision of the wage subsidy. Wage costs for JGW participants during their placement were not captured through either the MI or

the participant survey. In the absence of these the average salary of employed comparison group respondents in the first six months post-application has been applied.

- 8.36 Amongst 69 per cent of employers (96/140), the provision of a wage subsidy also had an effect on the **scale** of their recruitment plans, with the wage subsidy leading to an increase in the number of personnel whom they planned to recruit. On average (amongst those employers who reported an increase) this equated to 1.9 additional employees per business although it is unclear from the evidence obtained as to when these additional positions would have been recruited anyway. This evidence was derived from the survey question “*Did the Job Growth Wales subsidy lead to an increase in the number of staff you had planned to recruit?*” and when extrapolated to reflect the entire population of employers, it is reasonable to state that **for each subsidised post appointed through JGW an additional 1.3 posts have been created.**
- 8.37 As the wage subsidy for participants was limited to a ceiling of 50 per cent of the National Minimum Wage (NMW), the combination of acceleration effects and the expansion of recruitment plans triggered by the provision of a subsidy through JGW has accelerated employer investment in their plans for growth.
- 8.38 In terms of an increase in output, 31 per cent (43/14) of employers felt that the appointment of JGW staff had led to an increase in sales within their organisation. Where this was the case, it equated to, on average, £25,800 per staff member recruited through the programme. More generally, whilst a range of benefits are cited by employers, it is difficult to quantify the additional output generated by the employment of participants in the absence of verifiable data.
- 8.39 In the absence of quantifiable data on output it is reasonable to make a number of simplifying assumptions. One assumption we have made is that the labour market is perfectly competitive, which means that employers hire workers to the point where the value of their output is equal to the cost of production. Therefore, output is assumed to equal the combination of gross wage payments to workers (arising from the acceleration of employment) and

employers' National Insurance contributions.⁶⁷ These figures have been collated and added to Table 8.7 later within this section.

Increase in Wages

8.40 As identified previously within this section, JGW participants have benefitted from an acceleration into employment and increased annual salaries. To identify the net additional benefit derived from these benefits, the average salary per individual from the comparison group is netted off against the intervention group. This has been undertaken on a month-by-month basis to identify the monthly relative benefit of the programme and the cumulative average benefit derived over an 18-month period since applying for the programme. The benefit has then been annualised using a rolling 12-month average for inclusion within Table 8.7 below.

Tax Revenues

8.41 The level of revenues gained through taxation has increased in the programme as a result of the acceleration effect of the wage subsidy and the higher comparative earnings secured by participants in the programme. The reported annual earnings of JGW participants have been used to identify the additional average PAYE tax incurred per person. The counterfactual scenario has been accounted for in this analysis by subtracting the taxes incurred by the comparison group per person. For National Insurance the same method has been applied to participants, whilst for employers the acceleration effect has been factored into the analysis (in recognition that employers were planning to recruit anyway) so as to identify the net additional rate of National Insurance incurred.

Reduction in Public Service Costs

8.42 There is a series of wider social impacts proven to be a result of transitioning into employment.⁶⁸ One example is that of reduced levels of crime, with research showing a causal link between unemployment, employment and levels of criminal activity, particularly amongst young males. The extent of

⁶⁷ See for instance – DWP (2016) *Work Experience – a quantitative impact assessment*, DWP, London and Borjas, G. (2009). *Labor Economics*, Fifth Edition. McGraw-Hill

⁶⁸ Fujiwara, D. (2013) *The Department for Work and Pensions Social Cost-Benefit Analysis Framework*, London, DWP.

costs has been guided by the DWP's Social Cost Benefit Framework, and has been calculated based on the age and gender distribution of participants who have secured employment, drawing on the acceleration effects and net additional rates of employment for all participants outlined earlier in the report. Applying this analysis leads to an estimated cost saving of £360 per participant per annum.

- 8.43 A further element relates to improved health outcomes, which, in turn, reduce the level of demand with regard to health services. These have been derived from benchmark figures in respect of the reduction in costs per individual who transitions into employment.⁶⁹ This represents a benefit to the government (via reductions in NHS expenditure) and society (as economic resources which had been allocated to healthcare provision can be reallocated to alternative uses) and equates to an estimated saving of £245 per participant per annum. Collectively, the reduction in costs associated with healthcare and crime have been added to the public service cost reduction.

In-work Costs

- 8.44 There is also a series of in-work costs that need to be factored into the CBA. Additional travel and childcare costs arise as a result of participants securing employment. Average annual costs of commuting have been obtained and uprated to 2018 equivalents.⁷⁰ The average annual differential in months employed (using 12-month rolling averages) has then been applied to this annual estimated cost to provide an estimate of the additional costs of travel incurred per individual.
- 8.45 The management information on JGW participants shows that 2.6 per cent (103/4017) of participants were the primary carer for a child. It is unclear as to what age the children were, however, it is reasonable to assume, given the age of participants in JGW, that the majority of these children were of pre-school age. Additional costs of childcare have been estimated by assigning the average differential in months employed to annual costs of childcare⁷¹ for the proportion of participants who are deemed to have children in need of some form of childcare.

⁶⁹ Ibid.,

⁷⁰ Ibid.,

⁷¹ [Coram Childcare Survey 2019](#)

8.46 This also represents a cost to society as the provision of additional travel (estimated to be £190 per person per year) and childcare services (estimated to be £60 per person, per year) diverts economic resources from alternative uses. These estimates are included in Table 8.7 below.

Redistributive Costs and Benefits

8.47 The redistribution of costs and benefits based on Treasury⁷² guidance which formulates an assumption that participants who have a relatively low income value each additional pound more highly than do employers and the average taxpayer (both of whom have a relatively high income compared to the participants). In line with the guidance⁷³, redistributive costs and benefits were estimated by applying a 'welfare weight' of 2.2 to monetary transfers made to the net economic benefit per individual so as to normalise the marginal gains made.

8.48 The estimates for the various costs and benefits have been summarised (to the nearest £50) within Table 8.7 below. The table illustrates a large net benefit to young people participating in the programme, with a net benefit being obtained by employers and wider society (albeit of a smaller scale than that experienced by the participants). The UK Government is a net contributor to the programme, however, given the wider benefits, it would appear, based on these estimates, to be a good investment.

⁷² HM Treasury (2018) The Green Book. HM Treasury

⁷³ Fujiwara, D. (2010) The Department for Work and Pensions Social Cost-Benefit Analysis Framework. DWP.

Table 8.7: Social Cost Benefit Analysis Overview per Participant – (12 Month Average)⁷⁴

Impact of the intervention	Participants	Employers	Government	Society
Programme costs	0	-250	-4,450	-4,450
Increase in wages	7,050	-3,350 ⁷⁵	0	0
Increase in output	0	5,700	0	5,700
Reduction in benefit payments	-1,100	0	1,100	0
Increase in tax receipts	-1,200	-300	1,500	0
Increase in travel and childcare costs	-250	0	0	-250
Reductions in public service costs (healthcare and crime)	0	0	600	600
Redistribution	5,400	0	0	1,900
Net benefit (£)	9,900	1,800	-1,250	3,500

Substitution Effects

- 8.49 The employment effects achieved through the programme may lead to offsetting effects. These are often termed ‘substitution’ effects. For example, if employers are encouraged to recruit 16 to 24 year olds to take advantage of the wage reimbursements on offer through the JGW programme, this may be at the expense of older unemployed individuals.
- 8.50 Detailed analysis was conducted as part of the final evaluation of the 2012-15 programme to examine the relationship between the number of young people filling a JGW vacancy and the number of individuals aged 25 plus living within the same unitary authority area, claiming JSA or Universal Credit. None of the analyses completed provided any evidence that the programme has led to any adverse effects on the employment rates of older

⁷⁴ Figures have been rounded to the nearest £50

⁷⁵ The net additional cost in wages for the 3.8 months acceleration effect for employers (c.£5,200) plus the employer NI (£500) less 3.8 months of wage reimbursement (3750 for 6 months, equates to £2,375)

workers.⁷⁶ A similar analysis was conducted comparing various former regions of the UK and the other home nations with Wales,⁷⁷ once again, none of the analysis provided any evidence that the programme led to adverse effects on the employment rates of older workers. Therefore, with a lack of evidence of substitution effects, the application of sensitivity analysis to account for these effects is unnecessary.⁷⁸

⁷⁶ Ipsos MORI, Wavehill & WISERD (2016) *Evaluation of Jobs Growth Wales: Final Report*, Cardiff, Welsh Government

⁷⁷ Transitions from JSA (claimant count) to Universal Credit have undermined the robustness for measuring rates of unemployment over time through these figures. The labour force survey was used as an alternative source but required the use of wide geographies (former regions and home nations) to secure a robust sample size.

⁷⁸ The DWP Cost Benefit Analysis Framework provides guidance on the application of sensitivity to substitution effects see - Fujiwara, D. (2013) *The Department for Work and Pensions Social Cost-Benefit Analysis Framework*, London, Department for Work and Pensions

9. Conclusions and Recommendations

Introduction

- 9.1 This section reflects on the evidence and analysis presented within the previous sections of the report and identifies a series of recommendations for consideration. The recommendations should inform and assist in the development of future employability and skills programmes.

Design and Implementation

- 9.2 The 2015-19 JGW Programme represented a shift in design of an existing flagship model for overcoming employability barriers, particularly those associated with a lack of work experience amongst young people. The 2015-19 Programme was more streamlined in structure than the 2012 – 15 Programme, which aided the coordination and consistency of delivery, operating with a tightened eligibility criterion for both participants and employers.
- 9.3 The programme commenced several months after the closure of the 2012-15 programme and initially suffered from a lack of clarity surrounding the approach to delivery, as well as an associated lack of active promotion and marketing. The Business Wales Gateway team were seen to be a key route in engaging employers; however, this approach provided few initial referrals and was met with much frustration from MAs.
- 9.4 At a relatively early stage, following the launch of the operation, the decision was made to reduce the level of wage subsidy from 100 per cent to 50 per cent of the NMW. Given the recovering economy and the tightening labour market, this was an entirely appropriate decision, however its timing, partway through the operation, served to heighten concerns surrounding a lack of clarity associated with the JGW offer.
- 9.5 Collectively, these elements led to a loss of momentum for JGW, which necessitated more active marketing by MAs and, ultimately a national marketing campaign by the WG.

Recommendations

1. To help build early momentum in future employment programmes, clear guidance and a detailed operational delivery model should be established prior to programme launch.
2. To mitigate unintended, negative impacts arising on employment programmes, where changes to delivery models are proposed and implemented, these should be undertaken in a staged process, piloting new ways of operation prior to rolling out across Wales.

Delivery

- 9.6 Whilst JGW has operated with a lower profile of delivery than was anticipated within both the WWV and the EW business plans, the active marketing of the operation appears to have been successful. Of the employers engaged, 69 per cent (167/243) stated that they had not previously been involved in government-funded training programmes.

Employers

- 9.7 Strict eligibility criteria were also applied for employers and required a more extensive due diligence process which led to, what were anecdotally reported as being, high rates of attrition between expressing an interest in the programme and ultimately recruiting through JGW. However, the increase in the quality and sustainability of opportunities provided in comparison to 2012-15 is evident, as (upon the culmination of their placement) almost three quarters of participants (74 per cent; 163/221) had secured employment. The majority of these (71 per cent; 116/163) were with the same employer with whom they had secured the JGW placement. The scrutiny of interested employers was largely delegated to the MAs and illustrated a good degree of trust and partnership in the delivery model. This was undermined somewhat by the request that the judgement for multiple posts be ultimately left to the WG which left some MAs feeling slightly disempowered.

Recommendation

3. To increase the efficiency of programme delivery, MAs or work-based learning providers should be provided greater autonomy across future delivery models to undertake due diligence. This should be integrated within a robust and comprehensive monitoring system to identify any patterns of approach and delivery.

- 9.8 Despite the additional level of scrutiny, the evidence suggests a minority of participants who have been referred to JGW by an employer. This may reflect scenarios in which JGW-registered employers have identified a preferred candidate for a post (through their own means) and then have encouraged them to register for JGW so as to enable them to gain benefits of the wage subsidy. Whilst this approach to recruiting JGW participants does meet the criteria for the operation, it may undermine the level of additionality that is achieved.

Participants

- 9.9 The additional restrictions on participant eligibility were successful in securing the desired profile of participants: further from the labour market, less qualified on average, and experiencing longer periods of unemployment than participants in the previous programme. The strict unemployment criteria, however, which for much of the programme required participants to be unemployed rather than underemployed (working less than 16 hours), created challenges in obtaining an eligibility status, particularly for 18-24 year-olds who were required to be registered as unemployed. Securing an eligibility status was problematic, often taking several weeks. It also acted as a disincentive for some participants with respect to engaging with the programme, with some reportedly being reluctant to register as unemployed.

Recommendations

4. Encouraging adults to register as unemployed (driven by strict criteria for engagement in employability programmes) acts as an additional barrier to engagement and should, where possible, be avoided.
5. The broader eligibility criteria which accommodates underemployment (less than 16 hours per week) should be adopted for future employability programmes.

- 9.10 Where participants were given guidance and support by CW prior to applying for a placement, this led to a change in the aspired job type (65 per cent; 172/265) or career direction (62 per cent; 164/263) for the majority of participants. This suggests that for a large proportion of participants, there was a lack of clarity on career direction or realistic expectations of appropriate employment opportunities before engaging with the JGW.

Recommendation

6. Given its apparent positive impact and influence on career direction, careers advice should form part of early engagement in future employability programmes.

- 9.11 The Careers Wales website was the key vehicle through which participants registered and posts were advertised. Despite being perceived as lacking prominence, its functionality was felt to be a considerable step forward from the previous programme. However, the system felt increasingly dated when compared to commercial job search sites which have benefitted from significant investment in recent years to increase their user-friendliness. That being said, employers and participants were, on the whole, positive towards the website and felt that it played an effective role in the operation of JGW.
- 9.12 The model of delivery for JGW was intentionally streamlined, enabling participants to self-refer, register and apply for opportunities with little or no engagement with an MA, Careers Wales or Jobcentre Plus. Unfortunately, the successful shift to engaging participants who were harder to reach and further from the labour market, combined with a streamlined offer with little or no diagnostic of needs (or associated support), meant that for a significant proportion of those who did not participate in a JGW job, JGW was an inappropriate intervention in which to participate. This had methodological implications for the evaluation.

Recommendation

7. In order to ensure that the individual is referred to the appropriate nature of support that reflects their situation, participation in employability programmes should involve a form of registration, initial engagement and diagnosis of needs/barriers.

- 9.13 For those who did not secure a JGW opportunity there appear to be two cohorts: one close to the labour market who rapidly found employment elsewhere, and another who had applied for multiple opportunities and where a substantial minority remain unemployed. For this cohort, their need for additional support was particularly acute, but as outlined previously, was not met through this streamlined offer. MAs recognised this issue and the most common suggestion for improving JGW was the integration of training support; this was also reflected in the findings within the literature review.

Recommendations

8. In order to broaden the usefulness of an intervention to a wider eligible population, where future wage subsidy interventions are planned, these should be effectively integrated within a wider suite of employability support.

- 9.14 With regard to the unsuccessful applicants, there was a recommendation in the 2012-15 programme that alluded to additional support: ‘reviewing the feedback mechanism so that it is clearer and easier for young people to request feedback as to why they have been unsuccessful in their job application’⁷⁹. The lack of participants citing the receipt of feedback suggests that this recommendation had not been fully implemented.
- 9.15 For employers who were unable to recruit, more than one third cited a lack of work experience. This illustrates a lack of clarity and understanding of the role of JGW, which sought to engage only young people who were unemployed and specifically, in particular, lacked work experience. It perhaps reinforces concerns raised with regard to the clarity of the message associated with JGW early on within the delivery programme.

Outcome and Achievements

- 9.16 Analysis of qualifications, length of unemployment, age, gender and geography identified few, if any patterns that would help to determine whether an individual was more likely to secure employment through JGW. Through applications, during interviewing and then within work placements, feedback from employers on the key traits they sought was consistent. The vast majority of participants had the basic and necessary skills with which to

⁷⁹ Ipsos MORI, Wavehill & WISERD (2016) *Evaluation of Jobs Growth Wales: Final Report*, Cardiff, Welsh Government

secure a post; however, often the key differential between those who were successful in securing posts and those who were not was linked to softer skills associated with self-confidence, attitude, enthusiasm and aspiration. Moreover, these skillsets were the most prominent as areas that participants felt had improved as a result of their participation in JGW.

- 9.17 A lack of independent, objective assessment of the distance from the labour market based on employability skills undermined the robustness of the counterfactual impact assessment. Capturing evidence through an expert careers advisor, work coach or key worker as part of the engagement and diagnostic process with an individual would aid the diagnosis of needs/barriers faced and will strengthen the matching process of any subsequent impact evaluation.

Recommendations

9. Given their apparent influence on employability prospects, future employability schemes should place emphasis on providing support that helps to manage expectations, boost aspirations, strengthen communication and address negative attitudinal behaviours amongst participants.

10. To improve understanding of impact, monitoring for future employability schemes should capture objective, informed assessments of employability skills that could act as supplementary matching indicators in addition to the more traditional socioeconomic traits (unemployment length, qualifications etc.)

- 9.18 The JGW programme has supported almost 4,000 participants into employment and has secured a high rate of placement completions. High employment rates of participants were sustained following these completions, suggesting that the programme has been effective in securing sustainable job opportunities
- 9.19 When trends in participant employment rates are compared with those of the 2012-15 programme (which witnessed a substantial decrease (from 93 per cent to 67 per cent) in employment rates over a two-year period following completion of their placement), it verifies the perception that the posts secured have been of higher quality and are more likely to be sustained. The likelihood of sustained employment beyond the period of evaluation is also

very high, with 85 per cent of those in employment on a permanent or fixed-term (over 12 months) employment contract.

- 9.20 There was clear evidence of work progression, with five per cent reporting that they operate in senior positions, 28 per cent having some form of supervisory or managerial responsibility for staff, and 70 per cent of these individuals attributing this to their participation in JGW.

Cross Cutting Themes

- 9.21 Collectively, these outcomes illustrate the substantial journey the participants have been on and, in doing so, have made tangible contributions to the CCT of Tackling Poverty. The outcomes also illustrate the programme's contribution to the Well-being of Future Generations Act through substantial improvements to the prosperity of the participants and (in all likelihood) their families.
- 9.22 In terms of gender mainstreaming, the existing Management Information provides insufficient evidence to enable a judgement of JGW's success in fulfilling this aspect of the CCTs.

Recommendation 11. To better understand gender mainstreaming, capturing the sector of the organisation where an employment role is taken up by successful applicants will enable the identification of where participants have secured employment in industries in which their gender may be underrepresented.

- 9.23 The 2016 report (of the evaluation of the JGW 2012-15 Programme) recommended the collection of data related to the language needs of vacancies to give further insight into where Welsh language opportunities exist for young people. Evidence on Welsh language needs, however, was primarily captured through the evaluation (rather than through monitoring processes), thereby suggesting that this particular recommendation was not fulfilled.
- 9.24 The prominence of the Welsh language in the day-to-day operations of the private sector employers who participated in the evaluation is, in the context of the Welsh Language Strategy, a positive sign.

- 9.25 One fifth of young people from the comparison group cited their inability to speak fluent Welsh as a barrier to gaining employment. Over half of employers who described Welsh language skills as at least somewhat important to them when hiring a participant, were unable to recruit someone with the necessary Welsh language skills. Collectively this illustrates a potential gap in Welsh language skills amongst unemployed young people.

Recommendations

12. In order to increase levels (and depth) of take up, the economic opportunities of the Welsh language should be promoted to young people.

13. In order to better understand the perceived prevalence of this barrier, the Welsh language should be included in the ESF Participants Survey as an option when asked 'which, if any, of the following things make it difficult currently for you to find work'.

Impact

- 9.26 The results of the impact analysis suggest that JGW had a short-term effect on the employability of participants. Six months following the initial application for a JGW vacancy, it is estimated that 30.8 per cent of participants would not have been in work or training without the programme. The impacts are sustained at 18 months, improving employment and training outcomes for 23.8 per cent of participants.
- 9.27 The sustained employment and work progression rates of JGW participants is particularly impressive. Participants who secured a JGW opportunity and at re-interview were employed earned on average over £3,000 more annually than those in employment amongst the comparison group.
- 9.28 Due to the design of the evaluation, including the 12-month follow-up through the ESF Participants Survey, this evaluation was not sensitive to the possible longer-term impacts of participation in JGW. It is possible that with more time the observed variation in the outcomes between the intervention and matched comparison groups could have dissipated. The results do suggest, however, that at 18 months, JGW had a meaningful and sustained impact on the outcomes of participants, including for both earnings progression and employment. Collectively, this suggests that the refinements to the design of

the JGW programme have resulted in an intervention that is more impactful on programme participants than that achieved through the 2012-15 programme.

Future Research

- 9.29 The ESF Participants Survey is a useful, consistent approach to capturing data on longer term outcomes from programme participants. The inclusion of a module of specific questions associated with each project was a welcome addition. However, the design of these questions needs to be undertaken at an appropriate time, following completion of the evaluation framework, with input from the programme evaluators. This would help to adopt the most appropriate questions for the evaluation within the survey.
- 9.30 The implementation of the ESF survey has led to the WG encouraging a reduction in the scale of data captured from participants in the midst of support. The typical size and the time lapse between fieldwork through the current model of delivery of the participant survey should leave a minimal risk of consultation fatigue. With a minimal risk of consultation fatigue, the implementation of the participants survey should have little or no impact on the scale of formative or process related research conducted as part of an evaluation.

Recommendation

14. In order to provide a more comprehensive baseline upon which the ESF Participants Survey can build, evaluations should increase engagement with participants in receipt of their support and/or the wider capture of monitoring data whilst participants are supported.

- 9.31 The range of matching indicators between the intervention and comparison group were rather limited and somewhat restricted by pre-established management information systems and the nature of questions asked through the ESF Participants Survey.
- 9.32 Furthermore, the evaluation has identified that one of the most commonly cited aspects that influenced employer decisions for participants related to attitudinal factors. Monitoring of attitudinal indicators for individuals (ideally conducted through an objective, informed approach by a professional adviser

or key worker) would have helped to measure the distance travelled or progress towards employment for all participants. Consistent use of indicators of this nature would have enabled the impact assessment to control for these elements as part of the matching process.

- 9.33 Wellbeing indicators are also increasingly recognised as useful (albeit subjective) factors influenced by progression towards and into employment. They are gaining widespread usage across a range of interventions and would prove useful additions to measuring impact and judging return on investment as would the capture of welfare benefits of participants upon their engagement on a programme.

Recommendations

15. In order to strengthen the robustness of the evaluation approach, we recommend a number of steps. In the research design phase, determining what factors are likely to influence outcomes should be mapped out and prioritised for importance and ease of collation. In turn, these should where possible, influence the design of management information (monitoring) and evaluation systems.

16. In order to strengthen the assessment of impact derived from an employability intervention, we recommend a consistent capture of soft (including attitudinal) indicators, ideally assessed by a professional adviser/key worker (to increase consistency of measurement).

17. In order to aid the assessment of the wider social and economic benefit of employability interventions and to increase the richness and breadth of evidence for measuring the impact of an intervention, wellbeing indicators should be captured in monitoring and evaluation systems.

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Annex 1: Research Tools

Discussion Guide: Scoping Interviews – WG Stakeholders

This document

First of all, thank you for agreeing to be interviewed.

This is a guide for the discussion that we would like to undertake with you as part of the above evaluation. We would be grateful if you can find a few minutes to read it in advance of the discussion. It includes some background information about the evaluation and also a list of questions that we would like to discuss with you. This discussion guide is however exactly that - a *guide* to the issues that we would like to discuss during the meeting. We would, of course, be happy to discuss any other issues which you feel are relevant.

Some background

The aim of the evaluation is to assess the effectiveness, efficiency and impact of the 2015 -2018 Jobs Growth Wales programme for the period June 2015 to March 2018. The focus of the evaluation will be on the performance and impact of the programme, with some review of the programme design and delivery processes.

This interview forms part of the scoping phase for the research. Scoping consultations provide the opportunity to explore the rationale for an intervention and specific elements of its design. The consultation also provides an opportunity to discuss the priorities for the research and what key information may be available to aid the evaluation.

Any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you unless we have your explicit permission to do so. It is also important to note that the team undertaking the evaluation *do not* work for the Welsh Government or any of the organisations that are involved in the delivery or funding of this project. This is an *independent* evaluation.

Questions for discussion

1. Please provide an outline of your role and responsibilities and how these relate to the Jobs Growth Wales Programme?
2. What is the rationale for Jobs Growth Wales?
 - *Is this still sound in the current economic climate?*
 - *Is it appropriate to focus on young people?*
3. Please outline your experience of the implementation process of the 2015-18 programme:
 - To what extent did it reflect your expectations?
 - What were the particular strengths of the implementation process?
 - What were the particular challenges of the implementation process?
4. Please outline, as you understand it, the processes associated with programme delivery, specifically:
 - individuals registering for Jobs Growth Wales
 - confirming participant eligibility
 - engaging / appraising employers
 - Identifying potential opportunities
 - quality assuring work opportunities
 - for promoting opportunities to young people
 - filling those opportunities, and
 - mentoring young people who fill those opportunities
 - supporting young people who are unsuccessful
5. To the best of your knowledge in what ways, (if at all), do the processes of the project differ between those aged 16-18 and those aged 18-24?
6. What has been done to raise awareness of the programme amongst eligible young people?
7. How does the project and the services you offer align with other projects of a similar nature?

8. Overall, how do you feel the programme is performing?
 - What do you consider to be its key strengths?
 - What have been the key challenges?
 - What (if anything) has been done to overcome the challenges encountered?
 - (Prompt) What is being done to boost the number of opportunities available?
9. What gaps (if any) are there in the model of delivery adopted for the project?
10. What are the key risks associated with the delivery model of JGW which may impact on the success of the project in delivering the target outcomes?
11. In line with the European Union's cross-cutting themes (equal opportunities, sustainable development, and tackling poverty), how do you think the project can address these, how will this work in practice?
 - *Are particular employers/particular sectors where expansion is forecast being targeted?*
12. To the best of your knowledge, how effective has the programme been at promoting and delivering in the Welsh Language?
13. What are the main lessons you have learned so far?
14. Is there anything you were expecting me to ask you about that we haven't covered?
15. Is there anything else we should be aware of or that you would like us to specifically focus on as part of the evaluation?

Thank you for your time

Discussion Guide: Scoping Interviews – Managing Agents

This document

First of all, thank you for agreeing to be interviewed.

This is a guide for the discussion that we would like to undertake with you as part of the above evaluation. We would be grateful if you can find a few minutes to read it in advance of the discussion. It includes some background information about the evaluation and also a list of questions that we would like to discuss with you. This discussion guide is however exactly that - a *guide* to the issues that we would like to discuss during the meeting. We would, of course, be happy to discuss any other issues which you feel are relevant.

Some background

The aim of the evaluation is to assess the effectiveness, efficiency and impact of the 2015 -2018 Jobs Growth Wales programme for the period June 2015 to March 2018. The focus of the evaluation will be on the performance and impact of the programme, with some review of the programme design and delivery processes.

This interview forms part of the scoping phase for the research. Scoping consultations provide the opportunity to explore the rationale for an intervention and specific elements of its design. The consultation also provides an opportunity to discuss the priorities for the research and what key information may be available to aid the evaluation.

Any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you unless we have your explicit permission to do so. It is also important to note that the team undertaking the evaluation *do not* work for the Welsh Government or any of the organisations that are involved in the delivery or funding of this project. This is an *independent* evaluation.

Questions for discussion

1. Please provide an outline of your role and responsibilities and how these relate to the Jobs Growth Wales Programme?
2. What is the rationale for Jobs Growth Wales?
 - *Is this still sound in the current economic climate?*
 - *Is it appropriate to focus on young people?*
3. The Jobs Growth Wales Programme (2015-18) is an intervention that builds on its predecessor. The programme has adopted a number of refinements. Could you provide your perspective on the rationale behind the adoption of these refinements?
(to include):
 - Reduction in the number of strands to focus on private sector intervention
 - Reduction in the number of Managing Agents
 - Reduction in the subsidy rate (implemented part-way through delivery)
 - Reduction in the target number of opportunities
 - Any other refinements of note
4. To what extent were other stakeholder/stakeholder organisations involved in debating/defining these refinements?
5. Were other, alternative options for design and delivery considered? What were the nature of these? *(prompt regarding considerations for any targeting of young people with (for example) particular protective characteristics/longer term u/e etc)*
6. Please outline your experience of the implementation process of the 2015-18 programme:
 - To what extent did it reflect your expectations?
 - What were the particular strengths of the implementation process?
 - What were the particular challenges of the implementation process?

7. Please outline, as you understand it, the processes associated with programme delivery, specifically:
- individuals registering for Jobs Growth Wales
 - confirming participant eligibility
 - engaging / appraising employers
 - Identifying potential opportunities
 - quality assuring work opportunities
 - for promoting opportunities to young people
 - filling those opportunities, and
 - mentoring young people who fill those opportunities
 - supporting young people who are unsuccessful
8. To the best of your knowledge in what ways, (if at all), do the processes of the project differ between those aged 16-18 and those aged 18-24?
9. What has been done to raise awareness of the programme amongst eligible young people?
10. In line with the European Union's cross-cutting themes (equal opportunities, sustainable development, and tackling poverty), how do you think the project can address these, how will this work in practice?
- *Are particular employers/particular sectors where expansion is forecast being targeted?*
11. To the best of your knowledge, how effective has the programme been at promoting and delivering in the Welsh Language?
12. Overall, how do you feel the programme is performing?
- What do you consider to be its key strengths?
 - What have been the key challenges?
 - What (if anything) has been done to overcome the challenges encountered?
 - (Prompt) What is being done to boost the number of opportunities available?
13. What gaps (if any) are there in the model of delivery adopted for the project?

14. What are the key risks associated with the delivery model of JGW which may impact on the success of the project in delivering the target outcomes?
15. What are the main lessons you have learned so far?
16. What are the current plans for the forward/exit strategy for JGW on completion of the project?
17. Is there anything you were expecting me to ask you about that we haven't covered?
18. Is there anything else we should be aware of or that you would like us to specifically focus on as part of the evaluation?

Thank you for your time

Management and Delivery Discussion Guide (Managing Agents & Careers Wales)

INTRODUCTION & BACKGROUND

Thank you for agreeing to be interviewed.

This is a guide for the discussion that we would like to undertake with you as part of the above evaluation. We would be grateful if you can find a few minutes to read the guide in advance as it includes some background information about the evaluation and also a list of questions that we would like to discuss with you. This discussion guide is however exactly that - a guide to the issues that we would like to explore during the meeting. We would, of course, be happy to talk about any other issues which you feel are relevant.

Some background to begin with. Wavehill, has been commissioned by the Welsh Government to undertake an evaluation of the latest iteration of their Jobs Growth Wales (JGW) programme (2015-2018). As you will be aware, JGW is aimed at unemployed young people aged 16-24 giving them valuable work experience for a 6-month period, paid at or above National Minimum Wage for between 25 and 40 hours per week.

The aim of the evaluation is to assess the effectiveness, efficiency and impact of the current iteration of the JGW programme. The focus of the evaluation will be on the performance and impact of the programme, with some review of the programme design and delivery processes.

We are seeking to engage with a wide range of stakeholders involved with JGW in a range of different ways. As a result, some of the issues covered in this discussion guide may not be directly applicable to your role. If this is the case, we can obviously ignore those issues and focus on those most applicable to you.

Please note that your responses and any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you unless we have your explicit permission to do so.

Questions for Discussion

1. Please provide an outline of your role and responsibilities in relation to the Jobs Growth Wales Programme?
 - 1a) How long have you been involved with the programme?
 - 1b) Are there others within your team that are also delivering the programme? How is the team structured?

2. What do you consider to be the rationale for Jobs Growth Wales?
 - *Is this still sound in the current economic climate?*
 - *Is it appropriate to focus on young people?*

3. Please describe, the processes you/your organisation adopts in association with programme delivery, specifically:
 - If you engage young people directly
 - Individuals registering for Jobs Growth Wales
 - Confirming participant eligibility
 - Engaging / appraising employers
 - Identifying potential opportunities
 - Quality assuring work opportunities
 - For promoting opportunities to young people
 - Filling those opportunities, and
 - Mentoring young people who fill those opportunities
 - Supporting young people who are unsuccessful
 - 3a) Has the detail in the approach taken changed in any way during the delivery of the programme? For what reasons?
 - 3b) Are there any other processes that are important elements in the delivery of JGW?

4. To the best of your knowledge in what ways, (if at all), do the processes of the project differ between those aged 16-18 and those aged 18-24?

5. What do you consider to be the strengths in the design of the programme? Are there any areas for improvement?

6. Were you involved in the previous programme? (Yes/No) *If Yes* – how does the delivery model compare with that used in the previous programme? *If No go to question 8*
 - 6a) What elements in your opinion have improved the offer?
 - 6b) What elements have worsened the offer?
7. *(if yes to question 6)* From your perspective, what impact if any has the reduction in the number of Managing Agents had on the delivery of the Jobs Growth Wales Programme?
8. (All respondents) From your perspective, what impact, if any, has the reduction in wage subsidy had on the delivery of the Jobs Growth Wales Programme?
9. To what extent did (Managing Agents) benefit from employer vacancies sourced through Business Wales?
10. How useful/user friendly do you find the Careers Wales Jobs Site to be?
11. What has been done to raise awareness of the programme amongst eligible young people?
 - In your opinion, how effective has this approach been?
12. How does the project and the services you offer align with other projects of a similar nature?
 - To what extent are progression routes to Apprenticeships/Traineeships promoted/pursued?
13. What nature of support do you gain from your contract manager?
14. Overall, how do you feel the programme is performing?
 - What do you consider to be its key strengths?
 - What have been the key challenges?
 - What (if anything) has been done to overcome the challenges encountered?

- (Prompt) What is being done to boost the number of opportunities available?
15. Are any patterns in performance emerging? For example, are certain participants more successful than others in securing opportunities, or are employers from certain sectors more readily engaging with the programme?
 16. What gaps (if any) are there in the model of delivery adopted for the project?
 17. What are the key risks associated with the delivery model of JGW which may impact on the success of the project in delivering the target outcomes?
 18. European funded projects such as JGW must incorporate the **cross-cutting themes**⁸⁰. How has the programme to date met or delivered those themes?
 - Equal opportunities and gender mainstreaming
 - Sustainable development (e.g. ensured participants are supported to enter sectors/industries and careers that are likely to be long lasting)
 - Tackling poverty and social exclusion
 19. Does the programme take any action specifically to promote **Welsh language skills**? If so, how effective is that activity?
 20. What are the main lessons you have learned so far?
 21. Looking to the future, which, if any, elements of the JGW programme should be maintained and why? What, if any changes would you introduce and why?
 22. Is there anything you were expecting me to ask you about that we haven't covered?
 23. Is there anything else we should be aware of or that you would like us to specifically focus on as part of the evaluation?

⁸⁰ [Guidance on the CCTs](#)

Strategic Stakeholder – Discussion Guide

INTRODUCTION & BACKGROUND

Thank you for agreeing to be interviewed.

This is a guide for the discussion that we would like to undertake with you as part of the above evaluation. We would be grateful if you can find a few minutes to read the guide in advance as it includes some background information about the evaluation and also a list of questions that we would like to discuss with you. This discussion guide is however exactly that - a guide to the issues that we would like to explore during the meeting. We would, of course, be happy to talk about any other issues which you feel are relevant.

Some background to begin with. Wavehill, has been commissioned by the Welsh Government to undertake an evaluation of the latest iteration of their Jobs Growth Wales (JGW) programme (2015-2018). As you will be aware, JGW is aimed at unemployed young people aged 16-24 giving them valuable work experience for a 6-month period, paid at or above National Minimum Wage for between 25 and 40 hours per week.

The aim of the evaluation is to assess the effectiveness, efficiency and impact of the current iteration of the JGW programme. The focus of the evaluation will be on the performance and impact of the programme, with some review of the programme design and delivery processes.

We are seeking to engage with a wide range of stakeholders involved with JGW in a range of different ways. As a result, some of the issues covered in this discussion guide may not be directly applicable to your role. If this is the case, we can obviously ignore those issues and focus on those most applicable to you. We anticipate these interviews lasting around 30 minutes.

Please note that your responses and any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you unless we have your explicit permission to do so.

If you would like further information regarding this evaluation, how your data will be used and your rights under data protection laws please visit <http://www.wavehill.com/jgwstakeholderpn2018>

If you have any comments or would like to discuss any issue in relation to this evaluation, you can contact Oliver Allies at Wavehill who is leading the team undertaking the evaluation (oliver.allies@wavehill.com | 01545 571711) or, alternatively, you can contact Tom Higgins who is the project manager for the evaluation for the Welsh Government (thomas.higgins@gov.wales | 03000 257811).

Questions for discussion

1. To begin the discussion, please **introduce yourself and your role** and what engagement you have with the JGW II programme.
2. What do you understand as being the current **rationale** for JGWII?
 - A. Is this still sound in the current economic climate?
 - B. Is it appropriate to focus on young people?
3. Overall, how do you feel the programme is performing?
 - A. What do you consider to be its key strengths?
 - B. What have been the key challenges?
4. What gaps (if any) do you consider there to be in the model of delivery adopted for the project?
5. How does JGWII fit with (and contribute to) the **policy** priorities as set out within the current Programme for Government? What, if anything could be done to improve the fit of the programme to the priorities set out in the Programme for Government?
6. How does the programme fit with and deliver the goals set out within the Well-being of Future Generations Act?

7. European funded projects such as JGWII must incorporate the **cross-cutting themes**⁸¹. How has the programme to date met or delivered those themes?
 - A. Equal opportunities and gender mainstreaming
 - B. Sustainable development (e.g. ensured participants are supported to enter sectors/industries and careers that are likely to be long lasting)
 - C. Tackling poverty and social exclusion
 - D. Welsh Language

8. To what extent does JGWII fit with the policy objectives of your organisation?

9. In your view, does JGWII **avoid duplication, complement and add-value** to the other support (particularly apprenticeship and traineeship provision) which is potentially available to the target group for this programme? If you agree that it does, please explain why that is the case. If don't agree, please also explain your answer

10. Looking to the future, which, if any, elements of the JGW programme should be maintained and why? What, if any changes would you introduce and why?

11. **To close**, do you have anything to add on an issue we've discussed or would you like to raise an issue we have not discussed?

Thank you for your time

⁸¹ [Guidance on the CCTs](#)

JGW Participant Process Interview Discussion Guide – Depth Interviews

Good morning, afternoon, evening. My name is from Wavehill, a research and evaluation consultancy. Please could I speak to <NAMED RESPONDENT>?

The Welsh Government have commissioned Wavehill to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment and we were provided your contact details by the Welsh Government. As part of the evaluation we wish to speak to you, as someone who secured a position through the programme.

The Jobs Growth Wales Programme

JGW aims to give unemployed young people aged 16-24 work experience for a 6-month period paid at or above national Minimum Wage. The programme targets 16-24-year olds who are registered unemployed but not on the DWP Work Programme.

The Evaluation

This evaluation seeks to assess the performance and impact of the programme between 2015 and 2019.

Your views are very important in helping the Welsh Government to understand the effectiveness of the programme in helping young people into work. The interview will take about 15 minutes. Participation in the survey is voluntary, though we very much hope you will take part.

Any comments that you make will be confidential and the information you provide will only be used for research and evaluation purposes. Comments that you make will not be attributed to you. This means it will be impossible for anyone to identify you from any published reports because information will be anonymised.

Wavehill will make a written record of the discussion during the interview. Interviews may also be digitally recorded to aid with the note taking process (your permission will be sought if this is the case). Recorded calls are kept for a period of 12 months before being automatically deleted unless someone specifically asks for them to be deleted sooner. Wavehill will delete the information you provide and all personal data relating to this research within three months of the end of the evaluation.

It is also important to note that the team undertaking the evaluation do not work directly for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project.

This is an independent evaluation.

Please note: if you would like further information regarding this project, how your data will be used and your rights under data protection laws please visit www.wavehill.com/participantsprocessprivacy

If necessary

All information collected will be treated in the strictest confidence. Any results from this survey will be published in an anonymised format.

We work strictly within the Market Research Society Code of Conduct

Respondent details were supplied to us by the Welsh Government. Participation in the study is completely voluntary, though we very much hope you will take part.

Are you happy to continue with the interview? Please note you can choose to end the interview at any time.

- Yes
- No - end survey

1 Would you like to conduct the interview in Welsh or English? *(if Welsh interviewer to conduct in Welsh (if fluent in Welsh or pass to a Welsh speaking interviewer if available or agree a time as to when a Welsh speaking interview could call them).*

- English
- Welsh

2 Our records show that you were successful in applying for a job through Jobs Growth Wales in [month and year], can you confirm if this is correct?

- Yes
- No - end the survey

3 What were your circumstances at the time of your first application for a JGW job?

3a What kind of work experience did you have at the time?

3b What experience had you of looking for work and what barriers were you facing to finding employment

4 How did you first hear about the Jobs Growth Wales programme?

5 What motivated you to apply for a job through the Jobs Growth Wales programme?

5a How did you think Jobs Growth Wales could help you?

5b What was attractive about the jobs advertised through Jobs Growth Wales?

5c Were you looking for other jobs at the same time? Did you turn any down (If so, why?)?

Registering on the JGW Website

6 How easy or difficult was it for you to register on the JGW website?

6a Was there anything about the website that could be improved? How easy was it to find vacancies that you were interested in through the website?

Applying for Jobs

7 How many and what kind of Jobs Growth Wales jobs did you apply for? Why those jobs in particular? (*probe: advice from Careers Wales, advice from managing agent*)

8 How straightforward was the process of applying for jobs?

9 Did you receive any help with the application process?

- Yes
- No

Display This Question:

If Did you receive any help with the application process? = Yes

Q9aa If yes, who provided this support, of what nature and how useful did you find it?

Display This Question:

If Did you receive any help with the application process? = Yes

Q9a Were you offered a choice as to whether you wanted this support in English or Welsh?

- English
- Welsh
- Combination English / Welsh
- Can't remember / don't know

Display This Question:

If Did you receive any help with the application process? = Yes

Q9b Would you have preferred the support to be in...

- English
- Welsh
- Combination English / Welsh
- Can't remember / don't know

Display This Question:

If Did you receive any help with the application process? = Yes

Q9c If a different language to that which they were supported in probe for what impact this has had.

10 How easy or difficult was it to use the website to apply for jobs? What improvements could be made?

11 How many interviews were you invited to?

11a How were you told about being invited to interviews? Did this seem the most appropriate way to told this?

11b Did you reject any jobs you were offered and if so, what influenced your decision?

11c If you were unsuccessful at an interview did you get any feedback why? If so, what feedback did you receive/if not, would feedback have been useful?

Following your appointment

12 Do you recall the name of the Managing Agent/Training Provider that has worked with you in the lead up to, and during your employment opportunity?

- Yes
- No

Display This Question:

If Do you recall the name of the Managing Agent/Training Provider that has worked with you in the le... =
Yes

12a If yes – what was their name

Display This Question:

If Do you recall the name of the Managing Agent/Training Provider that has worked with you in the le... =
No

12b If no – reference name on database as a prompt to help them recollect (*please note whether they were able to recollect this or not*)

13 Were you given any support/advice from the managing agents prior to commencing the JGW job?

- Yes
- No

Display This Question:

If Were you given any support/advice from the managing agents prior to commencing the JGW job? =
Yes

Q13a If yes, what support / advice were you given? How useful was this?

Display This Question:

If Were you given any support/advice from the managing agents prior to commencing the JGW job? = No

Q13b If no advice, would you have benefited from advice?

14 Did you meet again with the employer prior to commencing the position?

- Yes
- No

Display This Question:

If Did you meet again with the employer prior to commencing the position? = Yes

14a If yes what did you discuss at the meeting, how useful was this pre-meeting? Did the managing agent also attend?

Display This Question:

If Did you meet again with the employer prior to commencing the position? = No

14b If no – do you think in hindsight a pre-meeting prior to the role commencing would have been useful?

15 What job did you secure through JGW? What kind of tasks and responsibilities did/do you have?

15a Has the job role matched the description you applied for? *(if it hasn't probe in what ways it differs)*

15b Had you done this type of work before? How familiar were you with these type of tasks/responsibilities prior to commencing the opportunity?

Q15c How much are you getting paid? *Including any overtime, bonuses, commissions or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on?*

- £
- Don't know
- Refused

Display This Question:

If How much are you getting paid? & nbsp; Including any overtime, bonuses, commissions, or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on? £ Is Not Empty

Q15ci Is that....

- Per Year
- Per month
- Per week
- Hourly figure

Display This Question:

If Is that.... = Hourly figure

Q15cii So what would that total in an average week?

- £
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If How much are you getting paid? Including any overtime, bonuses, commissions or tips but BEFORE an... = Don't know

Or How much are you getting paid? Including any overtime, bonuses, commissions or tips but BEFORE an... = Refused

Q15ciii Could you give an approximate or rough figure...

- Per year
- Per month
- Per week
- DO NOT READ OUT: Don't know / Refused

Display This Question:

If Could you give an approximate or rough figure... = Per year

Q15civ Annually

- Less than £2,000
- £2,000 to £3,999
- £4,000 to £4,759
- £4,760 to £5,999
- £6,000 to £7,999
- £8,000 to £9,999
- £10,000 to £11,999
- £12,000 to £14,999
- £15,000 to £17,999
- £18,000 to £20,999
- £21,000 to £23,999
- £24,000 to £26,999
- £27,000 to £29,999
- £30,000+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Could you give an approximate or rough figure... = Per month

Q15cv Monthly

- Less than £166
- £166 to £333
- £334 to £396
- £397 to £499
- £500 to £666
- £667 to £832
- £833 to £999
- £1,000 to £1,249
- £1,250 to £1,499
- £1,500 to £1,749
- £1,750 to £1,999
- £2,000 to £2,249
- £2,250 to £2499
- £2,500+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Could you give an approximate or rough figure... = Per week

Q15cvi Weekly

- Less than £38
- £38-£76
- £77-£91
- £92-£114
- £115-£153
- £154-£192
- £193-£230
- £231-£289
- £290-£346
- £347-£403
- £404-£461
- £462-£519
- £520-£577
- £578+
- DO NOT READ OUT: Don't know
- Refused

15d Have there been any opportunities for progression and development? (*if so what were they*)

Q15di What types of training have you received? Did the training help you work more effectively? If so, in what way?

15e Has the opportunity met your expectations? (*probe as to why it has/hasn't*)

15f What, if anything, have you learnt through the role?

16 Have you been contacted by your (training provider/managing agent) since commencing the role?

- Yes
- No

Display This Question:

If Have you been contacted by your (training provider/managing agent) since commencing the role? = Yes

16a If yes, how do they typically contact you (by email/phone etc)

Display This Question:

If Have you been contacted by your (training provider/managing agent) since commencing the role? = Yes

16b How many times have they been in touch?

Display This Question:

If Have you been contacted by your (training provider/managing agent) since commencing the role? = Yes

16c At what point in your 6 month job opportunity have they contacted you?

Display This Question:

If Have you been contacted by your (training provider/managing agent) since commencing the role? = Yes

16d What types of things did they discuss with you when they have gotten in touch? Has this been useful?

Display This Question:

If Have you been contacted by your (training provider/managing agent) since commencing the role? = No

16e If no, would you like to have been contacted by them? Why/why not?

17 What benefits do you feel you are getting from your job role? (*probe.*)

(a.) developed new skills (what skills) (b.) benefitted from practical work experience (in what way/give examples (c.) it helped improve confidence (d.) helped plan for future career (e.) helped strengthen job prospects (in what way)

18 Have you encountered any issues in the job? (*probe for what these are etc.*)

19 Has the 6-month opportunity now come to an end?

- Yes
- No I'm still in the position
- No I have left early

Display This Question:

If Has the 6-month opportunity now come to an end? = Yes

19a If yes, was your position made permanent? Why/why not?

Display This Question:

If Has the 6-month opportunity now come to an end? = Yes

19b If yes, did you have an exit interview – *what was discussed and how useful did you find this?*

Display This Question:

If Has the 6-month opportunity now come to an end? = Yes

Or Has the 6-month opportunity now come to an end? = No, I have left early

19c Has the managing agent contacted you since you ended your placement? What did you discuss and how has this helped you?

Display This Question:

If Has the 6-month opportunity now come to an end? = Yes

Or Has the 6-month opportunity now come to an end? = No, I have left early

19d Did you get a job with a different employer? Do you think your experience from the Jobs Growth Wales helped you to obtain this job?

Display This Question:

If Has the 6-month opportunity now come to an end? = No, I'm still in the position

20 (If still in the midst of the opportunity) How likely do you think it is that you will complete the opportunity? Why do you say that?

Display This Question:

If Has the 6-month opportunity now come to an end? = No, I'm still in the position

21 If you are offered the role permanently at the end of the six months do you think you will take it? Why do you say that?

22 Has the JGW opportunity had any other impact on your life that we haven't already discussed (*and if so what?*)

23 Is there anything else you would like to tell me about your experience of Jobs Growth Wales?

Thank you the survey is now complete

JGW II: Young Person Survey – Unsuccessful Applicants – Comparison Group (274-17) Dec 18

The Welsh Government have commissioned Wavehill to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment. We were provided your contact details by the Welsh Government. As part of this we wish to speak to you, as someone who applied for a job through the programme/registered for the programme via the Careers Wales website. We understand that you did not secure a position through the programme however we would still very much value your opinions on the process involved.

The Jobs Growth Wales Programme

JGW aims to give unemployed young people aged 16-24 work experience for a 6-month period paid at or above national Minimum Wage. The programme targets 16-24-year olds who are registered unemployed but not on the DWP Work Programme.

The Evaluation

This evaluation seeks to assess the performance and impact of the programme between 2015 and 2019. Your views are very important in helping the Welsh Government to understand the effectiveness of the programme in helping young people into work. The interview will take about 10 minutes. Participation in the survey is voluntary, though we very much hope you will take part.

Any comments that you make will be confidential and the information you provide will only be used for research and evaluation purposes. Comments that you make will not be attributed to you. This means it will be impossible for anyone to identify you from any published reports because information will be anonymised.

It is also important to note that the team undertaking the evaluation do not work for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project.

This is an independent evaluation.

Please note: if you would like further information regarding this project, how your data will be used and your rights under data protection laws please see JGW webpage <http://www.wavehill.com/jgweng> or <http://www.wavehill.com/jgwcym>

Are you happy to continue with the interview? *Please note you can end the interview at any time if you decide you do not want to continue.*

- Yes
- No - end the survey

Would you like to conduct the interview in Welsh or English?

- English
- Welsh

Q1 At the time you made your first application for a JGW vacancy, what was your working status? Were you...

- Looking for work/unemployed
- In part time education
- Other
- Refused

Display This Question:

If At the time you made your first application for a JGW vacancy, what was your working status? Were... = Other

Q1a Other, please state

Q2 At the time you made your first application for a JGW vacancy, approximately how long had you been out of work?

- Less than 3 months
- Between 3 and 6 months
- Between 6 and 12 months
- More than 12 months but less than 2 years
- Between 2 years but less than 3 years
- 3 years or more

At the time you made your first application for a JGW vacancy, what was your working status? Were... = Other

- DO NOT READ OUT: Not applicable

Q3 At the time you made your first application for a JGW vacancy, did any of the following things make it difficult for you to find work...

- Not having the right qualifications
- Not having the right skills
- Not having relevant work experience
- Not being able to afford childcare
- Having caring responsibilities
- Health problems
- Your age
- Alcohol or drug dependency
- Having a criminal record
- No appropriate jobs where you live
- Hard to get to appropriate work
- You only wanted to work part time
- Believing you would not be better off financially in work
- Not being able to speak fluent Welsh

- Were there any other reasons why it was difficult for you to find work?
- DO NOT READ OUT: Don't know
- DO NOT READ OUT: None of these

Display This Question:

If At the time you made your first application for a JGW vacancy, did any of the following things ma... = Were there any other reasons why it was difficult for you to find work?

Q3a Any other reason(s) why it was difficult for you to find work, please specify.

Q4 Approximately how many months of experience in paid work, if any, did you have at the time of your first application for a Jobs Growth Wales vacancy?

Q5 Please tell me what was the highest educational or professional qualification you had obtained at the time of your first Jobs Growth Wales application **(Researcher Probe: What type of qualification was this? What level? What grade?)** (If Degree: Was this a foundation degree, an undergraduate, a master's or a doctoral degree? If NVQS / GNVQs: probe what level? If GCSEs, A levels or O Level: how many grade A-C? How many grade D or below?)

Q5i INTERVIEWER TO NOTE: THIS INFORMATION WILL BE AVAILABLE ON A CRIB SHEET, BUT PLEASE NOTE:

- GCSEs at grades 3,2,1 or grades D,E,F,G should be considered Level 1
- GCSEs at grades 9,8,7,6,5,4 or A*, A, B, C should be considered Level 2
- Levels at grades A,B and C are considered Level 2
- A levels and AS levels should be considered Level 3
- Higher National Certificates (HNC) should be considered Level 4
- Higher National Diplomas (HND) should be considered Level 5
- Degrees (excluding foundation and master's) should be considered Level 6
- Foundation degrees are Level 5
- Master's degrees are Level 7
- Doctorates are Level 8

Q5a Just to check, what was the level of this qualification?

- Entry Level
- Level 1
- Level 2
- Level 3
- Level 4
- Level 5
- Level 6
- Level 7
- Level 8
- Other
- DO NOT READ OUT: Don't know

Display This Question:

If Just to check, what was the level of this qualification? = Other

Q5b Other, please specify

Q6 How did you first hear about Jobs Growth Wales?

- Employer
- Job Centre Plus (including Work Programme)
- Family member or friend
- Schools / careers teacher
- Careers Wales advisor
- The Skills Gateway helpline
- The Skills Gateway website
- Television, radio or newspapers
- Social media
- Other
- DO NOT READ OUT: Can't remember

Display This Question:

If How did you first hear about Jobs Growth Wales? = Other

Q6a Other, please specify

Q7 Did you receive any advice or guidance from Careers Wales before participating in Jobs Growth Wales?

- Yes
- No
- DO NOT READ OUT: Don't know

Display This Question:

If Did you receive any advice or guidance from Careers Wales before participating in Jobs Growth Wales?

= Yes

Q8 As a result of the advice / guidance you received from Careers Wales before participating in Jobs Growth Wales did you...

	Yes	No	Don't know
Apply for jobs in different roles or occupations than you had planned?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apply for work in a different sector than you had planned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If As a result of the advice / guidance you received from Careers Wales before participating in Jobs... =

Apply for jobs in different roles or occupations than you had planned? [Yes]

Q9 Did you take a job in these different roles/occupations based on the advice or guidance you received from Careers Wales?

- Yes
- No
- DO NOT READ OUT: Don't know

Display This Question:

If As a result of the advice / guidance you received from Careers Wales before participating in Jobs... = Apply for work in a different sector than you had planned [Yes]

Q9a Did you take a job in these different sectors based on the advice or guidance you received from Careers Wales?

- Yes
- No
- DO NOT READ OUT: Don't know

Q10 How straightforward was the process for registering on the Careers Wales Job Site?

- Very
- Quite
- Not very
- Not at all

Q11 According to our database, your first application for Jobs Growth Wales was in $\{e://Field/Month\} \{e://Field/Year\}$. Is this correct? **If not change the date in the box**

- Month
- Year

Q12 How many Jobs Growth Wales vacancies did you apply for in total?

Q13 Did you receive any support or guidance from a Training Provider / Managing Agent after having submitted an unsuccessful Jobs Growth Wales application?

- Yes
- No
- DO NOT READ OUT: Don't know

Display This Question:

If Did you receive any support or guidance from a Training Provider / Managing Agent after having su... = Yes

Q13a How helpful, if at all, was this support in improving your job applications?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- DO NOT READ OUT: Don't know

Display This Question:

If Did you receive any support or guidance from a Training Provider / Managing Agent after having su... = Yes

Q13b Open comment box for Q13 [i.e. if the interviewee refers to more than one provider (e.g. Wavehill learning were really supportive but WHITS didn't contact me at all)].

Q14 Did you receive any support or guidance from **Careers Wales** after having submitted an unsuccessful Jobs Growth Wales application?

- Yes
- No
- DO NOT READ OUT: Don't know

Display This Question:

If Did you receive any support or guidance from Careers Wales after having submitted an unsuccessful...

= Yes

Q14a How helpful, if at all, was this support in improving your job applications?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- DO NOT READ OUT: Don't know
- DO NOT READ OUT: Not applicable

Display This Question:

If Did you receive any advice or guidance from Careers Wales before participating in Jobs Growth Wales?

= Yes

Q14b Was the support you received from Careers Wales offered in...

- Welsh only
- English only
- A combination of Welsh and English
- DO NOT READ OUT: Can't remember / don't know

Display This Question:

If Did you receive any advice or guidance from Careers Wales before participating in Jobs Growth Wales?

= Yes

Q14c Before engaging with Jobs Growth Wales, were you offered a choice for the support to be provided in

- Welsh only
- English only
- A combination of Welsh and English
- DO NOT READ OUT: Can't remember / Don't know

Display This Question:

If Did you receive any advice or guidance from Careers Wales before participating in Jobs Growth Wales?

= Yes

Q14d Would you have preferred the support to be provided in...?

- Welsh only
- English only
- A combination of Welsh and English
- DO NOT READ OUT: Don't know

Q15 I would like to get a few details about what you are doing at the moment. Which of the following do you think of as your main activity... INTERVIEWER NOTE: PLEASE ENSURE ALL CODES ARE ALL READ OUT BEFORE TAKING RESPONSE IF ON MATERNITY/PATERNITY LEAVE or WAITING TO START A NEW JOB code AS IN

EMPLOYMENT IF WAITING FOR A TRAINING COURSE TO START OR ON A
TRAINEESHIP CODE AS IN EDUCATION OR TRAINING

- Employed including by a family member, or on an apprenticeship
- Unemployed and looking for work
- In education or training
- Working in a voluntary, unpaid role or internship
- Not in or looking for paid work (*for example looking after children or relatives, retired*)
- DO NOT READ OUT: Don't know
- Other

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Other

Q15a Other, please specify

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q16 And which of the following types of employment are you in?

INTERVIEWER: READ OUT ALL

- Working for an employer (including family employer) in a paid role
- Working in a family business without being paid
- Self employed
- On an apprenticeship
- Other
- DO NOT READ OUT: Don't know

Display This Question:

If And which of the following types of employment are you in? INTERVIEWER: READ OUT ALL = Other

Q16a Other, please specify

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = In education or training

Q17 Which of the following types of education or training are you currently doing... Are you...?

INTERVIEWER: READ OUT ALL

- In school
- In college full time – *16 hours or more a week*
- In college part time – *less than 16 hours a week*
- On a course whilst in work
- On a traineeship
- In university
- Other
- DO NOT READ OUT: Don't know

Display This Question:

Q17a Other, please specify

Q18 Earlier you said you applied for a JGW vacancy in Since then have you been the whole time, or have you had periods doing other things such as INTERVIEWER: READ OUT ALL.

- Just the one thing the whole time
- Had period doing other things
- DO NOT READ OUT: Can't remember

Display This Question:

If Which of the following types of education or training are you currently doing... Are you...? INTER... = In college full time – *16 hours or more a week*

And Earlier you said you applied for a JGW vacancy in $\{q://QID31/ChoiceGroup/AllChoicesTextEntry\}$ Si... = Just the one thing the whole time
Or If

Which of the following types of education or training are you currently doing... Are you...? INTER... = On a traineeship
.tooltip {position: relative; display: inline-block; border-bottom: 1px dotted black;}.tooltip .tooltiptext {visibility: hidden; width: 200px; top: 100%; left: 40%; background-color: black; color: #fff; text-align: center; border-radius: 6px; padding: 5px 0; position: absolute; z-index: 1;}.tooltip:hover .tooltiptext {visibility: visible;}<i class="fa fa-info-circle"></i> These generally involve individuals spending at least a few weeks with businesses or other organisations in order to gain practical work experience ahead of taking up regular employment

And Earlier you said you applied for a JGW vacancy in $\{q://QID31/ChoiceGroup/AllChoicesTextEntry\}$ Si... = Just the one thing the whole time
Or If

Which of the following types of education or training are you currently doing... Are you...? INTER... = In school

And Earlier you said you applied for a JGW vacancy in $\{q://QID31/ChoiceGroup/AllChoicesTextEntry\}$ Si... = Just the one thing the whole time

Q19 Can you confirm in which month/year the course / employment started? (e.g. January 2000)

- Month
- Year

Display This Question:

If Earlier, you said you applied for a JGW vacancy in $\{q://QID31/ChoiceGroup/AllChoicesTextEntry\}$ Si... = Had period doing other things

20 So prior to was your main activity...

- Paid work
- Education or Training
- Unemployed and looking for work
- None of these
- DO NOT READ OUT: Don't know

Display This Question:

If So prior to $\{q://QID41/ChoiceGroup/SelectedChoices\}$ was your main activity... = Paid work

Or So prior to $\{q://QID41/ChoiceGroup/SelectedChoices\}$ was your main activity... = Education or Training

Or So prior to $\{q://QID41/ChoiceGroup/SelectedChoices\}$ was your main activity... = Unemployed and looking for work

Q21 And when did this commence? (THE INFORMATION BELOW IS NOT SEEDED, PLEASE ENSURE YOU CAPTURE THE CORRECT DATE)

- Month
- Year

Display This Question:

If So prior to $\{q://QID41/ChoiceGroup/SelectedChoices\}$ was your main activity... = Paid work
Or So prior to $\{q://QID41/ChoiceGroup/SelectedChoices\}$ was your main activity... = Education or Training
Or So prior to $\{q://QID41/ChoiceGroup/SelectedChoices\}$ was your main activity... = Unemployed and looking for work

Q21a And when did it last until? (THE INFORMATION BELOW IS NOT SEEDED, PLEASE ENSURE YOU CAPTURE THE CORRECT DATE)

- Month
- Year

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Not in or looking for paid work *(for example looking after children or relatives, retired)*

Q22 You mentioned earlier that you are not looking for work currently... Are you not looking for work for any of the following reasons...?

- Long term-health problem or disabled
- Retired
- Doing unpaid voluntary work
- Not needing or wanting employment
- Not looking for work as there are no jobs available
- Looking after the family, home or caring for dependents
- Alcohol / drug dependency
- Other
- DO NOT READ OUT: Can't remember

Display This Question:

If You mentioned earlier that you are not looking for work currently... Are you not looking for work... = Other

Q22a Any other reason(s) why you are not looking for a job, please specify

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Unemployed and looking for work

Q23 Which, if any, of the following things make it difficult currently for you to find work...

- Not having the right qualifications
- Not having the right skills
- Not having relevant work experience
- Not able to afford childcare
- Having caring responsibilities
- Health problems
- Your age
- Alcohol or drug dependency
- Having a criminal record
- No appropriate jobs where you live
- Hard to get to appropriate work
- You only wanting to work part time
- Believing you would not be better off financially in work
- Other
- Not being able to speak fluent Welsh
- DO NOT READ OUT: Don't know
- DO NOT READ OUT: None of these

Display This Question:

If Which, if any, of the following things make it difficult currently for you to find work... = Other

Q23a Any other reasons why it was difficult for you to find work, please specify

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q24 What is your current job title and what are your main duties or responsibilities?

- Current Job title
- Main duties/responsibilities

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q25 When did your current job start?

- Month
- Year

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q26 Is the job

- On a permanent or open-ended contract
- On a fixed-term contract lasting 12 months or longer
- On a fixed-term contract lasting less than 12 months
- On a temporary or casual basis
- On a zero hours' contract
- Other

Display This Question:

If Is the job = Other

Q26a Other, please specify

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q27 How many hours a week do you usually work – on average, not counting meal breaks but including any paid overtime? INTERVIEWER - WRITE IN & CODE USING BANDINGS

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q27a Coding for Q27

- Less than 16 hours
- 16 to 39 hours
- 40 or more hours
- DO NOT READ OUT: Don't know

Display This Question:

If Coding for Q27 = Less than 16 hours

Q27b (if less than 16 hours) You said you are working part time, would you prefer to be working on a full-time basis?

- Yes
- No
- DO NOT READ OUT: Don't know

Display This Question:

If I would like to get a few details about what you are doing at the moment. Which of the following... = Employed including by a family member, or on an apprenticeship

Q28 Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on?

- £
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on? £ Is Not Empty

Q28a Is that....

- Per Year
- Per month
- Per week
- Hourly figure

Display This Question:

If Is that... = Hourly figure

Q28b So what would that total in an average week?

- £
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or ti... = •

DO NOT READ OUT: Don't know

Or Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or ti... =

Refused

Q28c Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL)

- Per year
- Per month
- Per week
- DO NOT READ OUT: Don't know / Refused

Display This Question:

If Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL) = Per year

Q28d Annually

- Less than £2,000
- £2,000 to £3,999
- £4,000 to £4,759
- £4,760 to £5,999
- £6,000 to £7,999
- £8,000 to £9,999
- £10,000 to £11,999
- £12,000 to £14,999
- £15,000 to £17,999
- £18,000 to £20,999
- £21,000 to £23,999
- £24,000 to £26,999
- £27,000 to £29,999
- £30,000+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL) = Per month

Q28e Monthly

- Less than £166
- £166 to £333
- £334 to £396
- £397 to £499
- £500 to £666
- £667 to £832
- £833 to £999
- £1,000 to £1,249
- £1,250 to £1,499
- £1,500 to £1,749
- £1,750 to £1,999
- £2,000 to £2,249
- £2,250 to £2499
- £2,500+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

*If Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL) = Per week
Or So what would that total in an average week? = • DO NOT READ OUT: Don't know*

Q28f Weekly

- Less than £38
- £38-£76
- £77-£91
- £92-£114
- £115-£153
- £154-£192
- £193-£230
- £231-£289
- £290-£346
- £347-£403
- £404-£461
- £462-£519
- £520-£577
- £578+
- DO NOT READ OUT: Don't know
- Refused

Q29 Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all positive' and '10' is 'extremely positive'....)

	0	1	2	3	4	5	6	7	8	9	10
I feel positive about my work-related skills	<input type="radio"/>						<input type="radio"/>		<input type="radio"/>		<input type="radio"/>
I feel positive about my work prospects overall	<input type="radio"/>						<input type="radio"/>		<input type="radio"/>		<input type="radio"/>
I feel positive about my chances of finding satisfying work	<input type="radio"/>						<input type="radio"/>		<input type="radio"/>		<input type="radio"/>
I feel positive about my future pay prospects	<input type="radio"/>						<input type="radio"/>		<input type="radio"/>		<input type="radio"/>
I feel positive about my ideas on what to do in life	<input type="radio"/>						<input type="radio"/>		<input type="radio"/>		<input type="radio"/>

Display This Question:

If Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [6]

(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [7]

(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [8]

(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [9]

(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [10]

(Count) > 0

Q30 To what extent do you think participating in Jobs Growth Wales has contributed to this

	To a large extent	To some extent	Not at all	Don't know
Your work-related skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your work prospects overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your chances of finding satisfying work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future pay prospects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ideas about what to do in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q31 Thank you for taking part in this survey. Your views are feeding into a body of research that is very important in helping the Welsh Government to understand the effectiveness of Jobs Growth Wales. Wavehill will be carrying out follow-up research over the next 12-18 months as part of its evaluation of Jobs Growth Wales, and it would help us greatly if we could speak to you again in the future about how you have got on. Would you be willing for Wavehill to re-contact you for further research as part of this project in the next 12 months?

- Yes
- No

Display This Question:

If Thank you for taking part in this survey. Your views are feeding into a body of research that is... = Yes

Q31a Researcher record the following information

- Name
- Telephone Number(s)

Q32 And would you be willing for us to link your responses in this survey with government data sets about employment in the UK and Wales, and with other data we are collecting as part of this evaluation?

- Yes
- No

Thank you for your time. The survey is now complete

Jobs Growth Wales II Unsuccessful applicant comparison group re-interview survey (274-17) July 19

The Evaluation

In order to fulfil its public task (in accordance with section 60 of the Government of Wales Act 2006) to improve economic and social well-being in Wales, the Welsh Government is asking you to contribute to the evaluation of Jobs Growth Wales (JGW) by seeking your views and experiences of the programme.

The Jobs Growth Wales Programme

JGW aims to give unemployed young people aged 16-24 work experience for a 6-month period paid at or above national Minimum Wage. The programme targets 16-24-year olds who are registered unemployed but not on the DWP Work Programme.

Background

We are conducting a follow-up survey on behalf of the Welsh Government as part of an evaluation of Jobs Growth Wales. We spoke to you around 12 months ago as we understand that you did not secure a position through the programme. On completion of the interview you expressed a willingness for a brief interview in 12 months' time so that we could how your life has changed, hence this call. We would still very much value your reflections on the programme and are interested to know about your current situation.

Your views are important as they help the Welsh Government to understand the effectiveness of Jobs Growth Wales in helping young people into work. It should take around 10 minutes to complete the survey. Participation in the survey is voluntary, though we very much hope you will take part.

Please note: if you would like further information regarding this project, how your data will be used and your rights under data protection laws please see

<https://www.wavehill.com/jgw-evaluation-comparisongroup>

Confidentiality

The data collected will be stored securely on our (Wavehill's) systems until 3 months after project completion. Any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you. This means it will be impossible for anyone to identify you from any published reports because information will be anonymised.

It is also important to note that the team undertaking the evaluation do not work for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project. This is an independent evaluation

The interview should take approximately 15 minutes, are you happy to continue with the interview?

Please note you can end the interview at any time if you decide you do not want to continue.

- Yes
- No - end the survey

If necessary

The European Social Fund helps finance courses and provision that aim to improve work-related skills. This can include training in or out of the classroom; work experience; and personal and social development.

You may have been on a course without realising that it was funded through the European Social Fund. All information collected will be treated in the strictest confidence. Any results from this survey will be published in an anonymised format.

Would you like to conduct the interview in Welsh or English?

- English
- Welsh - *CHECK IF WELSH SPEAKER AVAILABLE AND TRANSFER TO THAT INTERVIEWER, IF UNAVAILABLE TAKE DETAILS AND AGREE TIME TO CALL BACK*

Q5 Can I just confirm that your first application for Jobs Growth Wales was in?

- Yes
- No

Display This Question:

If Can I just confirm that your first application for Jobs Growth Wales was in \${e://Field/APPMonth}... = No

Q6 Can you please confirm which month and year you first applied for a Jobs Growth Wales role? (If they can't answer put DK In both boxes)

- Month
- Year

Q7 Last time we spoke, you told us that you had applied for JGW vacancies.

Have you applied for any more JGW vacancies since then?

- Yes
- No

Display This Question:

If Last time we spoke, you told us that you had applied for \${e://Field/Number%20of%20vacancies} JGW... = Yes

Q8 How many vacancies have you applied for since we last spoke?

Display This Question:

If Last time we spoke, you told us that you had applied for \${e://Field/Number%20of%20vacancies} JGW... = Yes

Q9 What was the outcome of your last application for the JGW vacancy?

- Successful
- Unsuccessful

Display This Question:

If What was the outcome of your last application for the JGW vacancy? = Successful

Q10 Please provide details of your successful application

Display This Question:

If What was the outcome of your last application for the JGW vacancy? = Successful

Q11 Thank you for your time. The survey is now complete

Please close the survey

Q12 Have you engaged with any other Welsh Government, Careers Wales, College or Training Provider programmes since we last spoke?

- Yes
- No
- Don't know

Display This Question:

If Have you engaged with any other Welsh Government, Careers Wales, College or Training Provider pro... = Yes

Q13 Please provide details of the programme

Q14 Last time we spoke you said that you were Is this still the case?

Interviewer note: Please ensure that if interviewee is 'Employed', 'In education or training' or 'working in a voluntary, unpaid role or internship' that this is the same role or course as they were previously doing. If it is not, please select 'No'. e.g. If employed but in a different job select 'No' and choose 'Employed' in next question.

- Yes
- No

Display This Question:

If Last time we spoke, you said that you were $\{e://Field/doing\%20last\%20time\%20spoke\}$. Is this st... = No

Q15 Which of the following would you describe as your main activity?

Interviewer note: Please read out codes and single code. If the interviewee is on maternity or paternity leave or waiting to start a new job then please code as 'Employed including by a family member, or on an apprenticeship'.

If interviewee is waiting for a training course to start or on a Traineeship code as 'In education or training.'

- Employed including by a family member, or on an apprenticeship
- Unemployed and looking for work
- In education or training
- Working in a voluntary, unpaid role or internship
- Not in or looking for paid work (for example looking after children or relatives, retired)
- DO NOT READ OUT: Other
- DO NOT READ OUT: Don't know
- In part time education
- Other
- Refused

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = Other

Q16 Other, please state

Display This Question:

If Last time we spoke, you said that you were $\{e://Field/doing\%20last\%20time\%20spoke\}$. Is this st... = Yes

And I would like to get a few details about what you are doing at the moment. Which of the following do you think of as your main activity? INTERVIEWER NOTE: PLEASE ENSURE ALL CODES ARE ALL READ OUT BEFORE TAKING RESPONSE IF ON MATERNITY/PATERNITY LEAVE or WAITING TO START A NEW JOB code AS IN EMPLOYMENT IF WAITING FOR A TRAINING COURSE TO START OR ON A TRAINEESHIP CODE AS IN EDUCATION OR TRAI = Employed including by a family member, or on an apprenticeship

Q17 Is your job title still

- Yes
- No

Display This Question:

*If Is your job title still $\{e://Field/Job\%20title\}$? = No
Or Which of the following would you describe as your main activity? Interviewer note: Please read o... = Employed including by a family member, or on an apprenticeship*

Q18 What is your job title and what are your main duties or responsibilities?

- Job title:
- Main duties/responsibilities:

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = Employed including by a family member, or on an apprenticeship

Q19 When did your current job start?

- Month
- Year

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... =
Employed including by a family member, or on an apprenticeship

Or If

Last time we spoke you said that you were \${e://Field/doing%20last%20time%20spoke}. Is this st... =
Yes

And I would like to get a few details about what you are doing at the moment. Which of the following do
you think of as your main activity â€¦ INTERVIEWER NOTE: PLEASE ENSURE ALL CODES ARE ALL
READ OUT BEFORE TAKING RESPONSE IF ON MATERNITY/PATERNITY LEAVE or WAITING TO
START A NEW JOB code AS IN EMPLOYMENT IF WAITING FOR A TRAINING COURSE TO START OR
ON A TRAINEESHIP CODE AS IN EDUCATION OR TRAI = Employed including by a family member, or on
an apprenticeship

Q20 Is the job:

- On a permanent or open-ended contract
- On a fixed-term contract lasting 12 months or longer
- On a fixed-term contract lasting less than 12 months
- On a temporary or casual basis
- On a zero hours' contract
- Other

Display This Question:

If Is the job: = Other

Q21 If other, please specify

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... =
Employed including by a family member, or on an apprenticeship

Or If

Last time we spoke you said that you were \${e://Field/doing%20last%20time%20spoke}. Is this st... =
Yes

And I would like to get a few details about what you are doing at the moment. Which of the following do
you think of as your main activity €¦ INTERVIEWER NOTE: PLEASE ENSURE ALL CODES ARE ALL
READ OUT BEFORE TAKING RESPONSE IF ON MATERNITY/PATERNITY LEAVE or WAITING TO
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ON A TRAINEESHIP CODE AS IN EDUCATION OR TRAI = Employed including by a family member, or on
an apprenticeship

Q22 How many hours a week do you usually work – on average, not counting meal breaks but including any paid overtime?

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... =
Employed including by a family member, or on an apprenticeship

Or If

Last time we spoke you said that you were \${e://Field/doing%20last%20time%20spoke}. Is this st... =
Yes

And I would like to get a few details about what you are doing at the moment. Which of the following do
you think of as your main activity â€¦ INTERVIEWER NOTE: PLEASE ENSURE ALL CODES ARE ALL

READ OUT BEFORE TAKING RESPONSE IF ON MATERNITY/PATERNITY LEAVE or WAITING TO START A NEW JOB code AS IN EMPLOYMENT IF WAITING FOR A TRAINING COURSE TO START OR ON A TRAINEESHIP CODE AS IN EDUCATION OR TRAI = Employed including by a family member, or on an apprenticeship

Q23 Interviewer note: Do not read out codes, single code.

- Less than 16 hours
- 16 to 39 hours
- 40 or more hours
- Don't know

Display This Question:

If Interviewer note: Do not read out codes, single code. = Less than 16 hours

Q24 You said you are working part time, would you prefer to be working on a full-time basis?

- Yes
- No
- Don't know

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = Employed including by a family member, or on an apprenticeship

Or If

Last time we spoke you said that you were {e://Field/doing%20last%20time%20spoke}. Is this st... = Yes

And I would like to get a few details about what you are doing at the moment. Which of the following do you think of as your main activity? INTERVIEWER NOTE: PLEASE ENSURE ALL CODES ARE ALL READ OUT BEFORE TAKING RESPONSE IF ON MATERNITY/PATERNITY LEAVE or WAITING TO START A NEW JOB code AS IN EMPLOYMENT IF WAITING FOR A TRAINING COURSE TO START OR ON A TRAINEESHIP CODE AS IN EDUCATION OR TRAI = Employed including by a family member, or on an apprenticeship

Q25 Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on?

Interviewer note: Prompt as necessary ·If unclear on this ask, 'is that per year, month or week?'. If they give an hourly figure ask, 'so what would that total in an average week? · If they don't know/refuse ask, 'could you give an approximate or rough figure, per year, month or week?'

- £
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or ti... £ Is Not Empty

Q26 Is that....

- Per Year
- Per month
- Per week

Display This Question:

If Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or ti... = DO NOT READ OUT: Don't know

Or Please can you tell me what your gross pay is, including any overtime, bonuses, commissions or ti... = Refused

Q27 Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL)

- Per year
- Per month
- Per week
- DO NOT READ OUT: Don't know / Refused

Display This Question:

If Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL) = Per week

Q28 Weekly

- Less than £38
- £38 to £76
- £77 to £91
- £92 to £114
- £115 to £153
- £154 to £192
- £193 to £230
- £231 to £289
- £290 to £346
- £347 to £403
- £404 to £461
- £462 to £519
- £520 to £577
- £578+
- DO NOT READ OUT: Don't
- Refused

Display This Question:

If Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL) = Per month

Q29 Monthly

- Less than £166
- £166 to £333
- £334 to £396
- £397 to £499
- £500 to £666
- £667 to £832
- £833 to £999
- £1,000 to £1,249
- £1,250 to £1,499
- £1,500 to £1,749
- £1,750 to £1,999
- £2,000 to £2,249
- £2,250 to £2499
- £2,500+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Could you give an approximate or rough figure... (INTERVIEWER: READ OUT ALL) = Per year

Q30 Annually

- Less than £2,000
- £2,000 to £3,999
- £4,000 to £4,759
- £4,760 to £5,999
- £6,000 to £7,999
- £8,000 to £9,999
- £10,000 to £11,999
- £12,000 to £14,999
- £15,000 to £17,999
- £18,000 to £20,999
- £21,000 to £23,999
- £24,000 to £26,999
- £27,000 to £29,999
- £30,000+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = In education or training

Q31 Which of the following types of education or training are you currently doing? Are you...?

- In school
- In college full time – 16 hours or more a week
- In college part time – less than 16 hours a week
- On a course whilst in work
- On a traineeship
- ADD IF NECESSARY: These generally involve individuals spending at least a few weeks with businesses or other organisations in order to gain practical work experience ahead of taking up regular employment
- DO NOT READ OUT: In university
- Other
- DO NOT READ OUT: Don't know

Display This Question:

If Which of the following types of education or training are you currently doing? Are you...? = Other

Q32 If other, please specify

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = In education or training

Q33 When did your course start?

- Month
- Year

Display This Question:

If Last time we spoke, you said that you were $\{e://Field/doing%20last%20time%20spoke\}$. Is this st... = No

Q34 Except from the activity we have already mentioned since you applied for a JGW vacancy in have you had periods doing other things such as?

- No - Just the activity/activities mentioned for the whole time
- Yes - Had period doing other things
- DO NOT READ OUT: Can't remember

Display This Question:

If Except from the activity we have already mentioned ($\{q://QID7/ChoiceGroup/SelectedChoices\}$), sin... = Yes - Had period doing other things

Q35 So prior to was your main activity paid work, education or training, being unemployed and looking for work or none of these?

- Paid work
- Education or training
- Unemployed and looking for work
- None of these
- DO NOT READ OUT: Don't know

Display This Question:

If Except from the activity we have already mentioned ({q://QID7/ChoiceGroup/SelectedChoices}), sin... = Yes - Had period doing other things

Q36 And when did this commence?

- Month
- Year

Display This Question:

If Except from the activity we have already mentioned ({q://QID7/ChoiceGroup/SelectedChoices}), sin... = Yes - Had period doing other things

Q37 And when did it last until?

- Month
- Year

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = Not in or looking for paid work (for example looking after children or relatives, retired)

Q38 You mentioned earlier that you are not looking for work currently... Are you not looking for work for any of the following reasons.....

Interviewer note: Please read out codes, multiple code.

- Long term-health problem or disabled
- Retired
- Doing unpaid voluntary work
- Not needing or wanting employment
- Not looking for work as there are no jobs available
- Looking after the family, home or caring for dependents
- Alcohol / drug dependency
- Other
- DO NOT READ OUT: Can't remember

Display This Question:

If You mentioned earlier that you are not looking for work currently... Are you not looking for work... = Other

Q39 If other, please specify

Display This Question:

If Which of the following would you describe as your main activity? Interviewer note: Please read o... = Unemployed and looking for work

Q40 Which, if any, of the following things make it difficult currently for you to find work...

- Not having the right qualifications
- Not having the right skills
- Not having relevant work experience
- Not being able to afford childcare
- Having caring responsibilities
- Health problems
- Your age
- Alcohol or drug dependency
- Having a criminal record
- No appropriate jobs where you live
- Hard to get to appropriate work
- You only wanted to work part time
- Believing you would not be better off financially in work
- Not being able to speak fluent Welsh
- Were there any other reasons why it was difficult for you to find work?
- DO NOT READ OUT: Don't know
- DO NOT READ OUT: None of these

Display This Question:

If Which, if any, of the following things make it difficult currently for you to find work... = Were there any other reasons why it was difficult for you to find work?

Q41 Were there any other reasons why it was difficult for you to find work

Q42 Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all positive' and '10' is 'extremely positive'....)

	0	1	2	3	4	5	6	7	8	9	10
I feel positive about my work-related skills									<input type="radio"/>		
I feel positive about my work prospects overall									<input type="radio"/>		
I feel positive about my chances of finding satisfying work									<input type="radio"/>		
I feel positive about my future pay prospects									<input type="radio"/>		
I feel positive about my ideas on what to do in life									<input type="radio"/>		

Display This Question:

If Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [6]
(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [7]
(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [8]
(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [9]
(Count) > 0

Or Please answer the following questions using a scale of ('0' to '10' where '0' is 'not at all posi... [10]
(Count) > 0

Q43 To what extent do you think participating in Jobs Growth Wales has contributed to this

	To a large extent	To some extent	Not at all	Don't know
Your work-related skills	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Your work prospects overall	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Your chances of finding satisfying work	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
Future pay prospects	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>

Q44 Would you be willing for us to link your anonymised responses in this survey with other data we are collecting as part of this evaluation

- Yes
- No

Thank you for your time. The survey is now complete

JGWII: Young Person - early leavers discussion guide (274-17) July 18

Good morning, afternoon, evening. My name is from Wavehill, a research and evaluation consultancy. Please could I speak to <NAMED RESPONDENT>?

The Welsh Government have commissioned Wavehill to evaluate its Jobs Growth Wales programme in order to understand how effective it is in helping youth employment and we were provided your contact details by the Welsh Government. As part of the evaluation we wish to speak to you, as someone who secured a position through the programme but didn't complete the 6-month period of work offered to you.

The Jobs Growth Wales Programme

JGW aims to give unemployed young people aged 16-24 work experience for a 6-month period paid at or above national Minimum Wage. The programme targets 16-24-year olds who are registered unemployed but not on the DWP Work Programme.

The Evaluation

This evaluation seeks to assess the performance and impact of the programme between 2015 and 2019. Your views are very important in helping the Welsh Government to understand the effectiveness of the programme in helping young people into work. The interview will take about 15 minutes. Participation in the survey is voluntary, though we very much hope you will take part.

Any comments that you make will be confidential and the information you provide will only be used for research and evaluation purposes. Comments that you make will not be attributed to you. This means it will be impossible for anyone to identify you from any published reports because information will be anonymised.

Wavehill will make a written record of the discussion during the interview. Interviews may also be digitally recorded to aid with the note taking process (your permission will be sought if this is the case). Recorded calls are kept for a period of 12 months before being automatically deleted unless someone specifically asks for them to be deleted sooner. Wavehill will delete the information you provide and all personal data relating to this research within three months of the end of the evaluation.

It is also important to note that the team undertaking the evaluation do not work for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project.

This is an independent evaluation.

Please note: if you would like further information regarding this project, how your data will be used and your rights under data protection laws please visit www.wavehill.com/earlyleaversprivacynotice.

If necessary

All information collected will be treated in the strictest confidence. Any results from this survey will be published in an anonymised format. We work strictly within the Market

Research Society Code of Conduct

Are you happy to continue with the interview? Please note you can chose to end the interview at any time.

- Yes
- No - end survey

1 Would you like to conduct the interview in Welsh or English? *(if Welsh interviewer to conduct in Welsh (if fluent in Welsh or pass to a Welsh speaking interviewer if available or agree a time as to when a Welsh speaking interview could call them).*

- English
- Welsh

2 Our records show that you applied for a job through Jobs Growth Wales in [month and year] – and you began that opportunity but ultimately left the opportunity early, prior to the end of the six months, can you confirm that this is correct?

- Yes
- No - end survey

3 What were your circumstances at the time of your first application for a JGW job?

3a What kind of work experience did you have at the time?

3b What experience had you of looking for work and what barriers were you facing to finding employment

Q4 What motivated you to apply for a job through the Jobs Growth Wales programme?

Q4a How did you think Jobs Growth Wales could help you?

Q4b What was attractive about the jobs advertised through Jobs Growth Wales?

Q4c Were you looking for other jobs at the same time? Did you turn any down? If turned jobs down, why?

Q5 Can you talk me through the job application process?

6 How many and what kind of Jobs Growth Wales jobs did you apply for? Why did you apply for these jobs in particular? *(probe: advice from Careers Wales, advice from managing agent)*

6a How straightforward was the process of applying for jobs? Did you feel the questions you had to answer were relevant? How easy or difficult were they to answer?

7 Did you receive any help with the application process?

- Yes
- No

Display This Question:

If Did you receive any help with the application process? = Yes

7aa if yes, who provided this support, of what nature and how useful did you find it?

Display This Question:

If Did you receive any help with the application process? = Yes

7a Were you offered a choice as to whether you wanted this support in English or Welsh?

- English
- Welsh
- Combination of English / Welsh
- Can't remember / don't know

Display This Question:

If Did you receive any help with the application process? = Yes

Q7ai Would you have preferred the support to be in...

- English
- Welsh
- Combination of English / Welsh
- Can't remember / don't know

Display This Question:

If Did you receive any help with the application process? = Yes

Q7aai If a different language to that which they were supported in probe for what impact this has had.

7c How easy or difficult was it to use the website to apply for jobs? What improvements could be made?

Following your appointment

8 Do you recall the name of the Managing Agent/Training Provider that has worked with you in the lead up to, and during your employment opportunity

- Yes
- No

Display This Question:

If Do you recall the name of the Managing Agent/Training Provider that has worked with you in the le... = Yes

8a If yes – what was their name

Display This Question:

If Do you recall the name of the Managing Agent/Training Provider that has worked with you in the le... = No

8b If no – reference name on database as a prompt to help them recollect (*please note whether they were able to recollect this or not*)

9 Were you given any support/advice from the managing agents prior to commencing the JGW job?

- Yes
- No

Display This Question:

If Were you given any support/advice from the managing agents prior to commencing the JGW job? = Yes

Q9a If yes, what support / advice were you give? How useful was this?

Display This Question:

If Were you given any support/advice from the managing agents prior to commencing the JGW job? = No

Q9b If no advice, would you have benefited from advice?

10 Did you meet again with the employer prior to commencing the position?

- Yes
- No

Display This Question:

If Did you meet again with the employer prior to commencing the position? = Yes

10a If yes, what did you discuss at the meeting, how useful was this pre-meeting? Did the managing agent also attend?

Display This Question:

If Did you meet again with the employer prior to commencing the position? = No

10b If no, do you think in hindsight a pre-meeting prior to the role commencing would have been useful?

11 What kind of work were you doing? What kind of tasks and responsibilities did you have?

11a Had you done this type of work before? Were you comfortable with what you were being asked to do?

11b How much did you get paid? *Including any overtime, bonuses, commissions or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on?*

- £
- Don't know
- Refused

Display This Question:

If If How much did you get paid? Including any overtime, bonuses, commissions or tips but BEFORE any deductions for tax, national insurance, pension contributions and so on? £ Is Not Empty

Q11c Is that....

- Per Year
- Per month
- Per week
- Hourly figure

Display This Question:

If Is that... = Hourly figure

Q11d So what would that total in an average week?

- £
- DO NOT READ OUT: Don't know
- Refused

Display This Question:

If How much did you get paid? Including any overtime, bonuses, commissions or tips but BEFORE any d... = Don't know

Or How much did you get paid? Including any overtime, bonuses, commissions or tips but BEFORE any d... = Refused

Q11e Could you give an approximate or rough figure...

- Per year
- Per month
- Per week
- DO NOT READ OUT: Don't know / Refused

Display This Question:

If Could you give an approximate or rough figure... = Per year

Q11f Annually

- Less than £2,000
- £2,000 to £3,999
- £4,000 to £4,759
- £4,760 to £5,999
- £6,000 to £7,999
- £8,000 to £9,999
- £10,000 to £11,999
- £12,000 to £14,999
- £15,000 to £17,999
- £18,000 to £20,999

- £21,000 to £23,999
- £24,000 to £26,999
- £27,000 to £29,999
- £30,000+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:
If Could you give an approximate or rough figure... = Per month

Q11g Monthly

- Less than £166
- £166 to £333
- £334 to £396
- £397 to £499
- £500 to £666
- £667 to £832
- £833 to £999
- £1,000 to £1,249
- £1,250 to £1,499
- £1,500 to £1,749
- £1,750 to £1,999
- £2,000 to £2,249
- £2,250 to £2499
- £2,500+
- DO NOT READ OUT: Don't know
- Refused

Display This Question:
If Is that... = Per week

Q11h Weekly

- Less than £38
- £38-£76
- £77-£91
- £92-£114
- £115-£153
- £154-£192
- £193-£230
- £231-£289

- £290-£346
- £347-£403
- £404-£461
- £462-£519
- £520-£577
- £578+
- DO NOT READ OUT: Don't know
- Refused

12 What were the opportunities for progression and development?

12a What types of training did you receive? What did you learn? How did this training help you work more effectively?

Leaving your appointment

13 We understand that you left the opportunity before the six months were complete, could you outline the reasons why? (*Probe as to whether they were dismissed or left the job early (and if so for what reasons)*)

Q13aa Coding for Q13

- Dismissed
- Left the job early
- Left for another position
- Issues encountered with employer
- Other

13a Did you expect the job to be made permanent?

- Yes
- No

*Display This Question:
If Coding for Q13 = Left for another position*

13b (if left job for another position) What type of role did you leave for?

*Display This Question:
If Coding for Q13 = Left for another position*

13c For what reasons were you attracted to this role?

*Display This Question:
If Coding for Q13 = Left for another position*

13d To what extent do you believe the experience you had through the JGW programme contributed to you securing that position? (and why do you say this)

*Display This Question:
If Coding for Q13 = Left for another position*

13e How does the role compare to the position you had through JGW (probe for if there is more career/training opportunities, whether the role is more interesting etc).

*Display This Question:
If Coding for Q13 = Left for another position*

13f Are you still in that job now

- Yes
- No

*Display This Question:
If Are you still in that job now = No*

13g (if no) what are you doing now?

*Display This Question:
If Coding for Q13 = Issues encountered with employer*

14 (if any issues encountered with the employer) Did you bring any of these issues to the attention of your line manager or someone else at your employer?

- Yes
- No

*Display This Question:
If (if any issues encountered with the employer) Did you bring any of these issues to the attention... = Yes*

14a (If yes) Did they provide an support/or advice in response

*Display This Question:
If Coding for Q13 = Issues encountered with employer*

15 What role (if any) did the training provider/mentor play in trying to address the issues encountered? How was this support provided? How useful was this?

*Display This Question:
If Coding for Q13 = Dismissed*

16 (if dismissed) Were the reasons for your dismissal explained to you? What were they?

*Display This Question:
If Coding for Q13 != Left for another position*

17 What did you do after the JGW position?

*Display This Question:
If Coding for Q13 != Left for another position*

18 What are you doing now? (probe if in employment for type of role & whether this is similar to JGW role etc)

*Display This Question:
If Coding for Q13 != Left for another position*

19 Would you have wanted to stay in your JGW job?

- Yes
- No
- Don't know
-

*Display This Question:
If Coding for Q13 != Left for another position*

19a Is there anything that could've been done to help you stay in your job?

Benefits of JGW – All

20 What benefits do you think you got from your Jobs Growth Wales Job? (*probe as to whether) developed new skills (what skills) benefitted from practical work experience (in what way/give examples) it helped improve confidence, helped plan for future career, helped strengthen job prospects (in what way)*)

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

22 Has JGW had any other impacts on your life that we haven't spoken about (if so what?)

23 Is there anything else you would like to tell me about your experience of Jobs Growth Wales?

Thank you for your time. The survey is now complete

JGW - Employer Discussion Guide – Depth - Process Orientated

We are conducting a survey on behalf of the Welsh Government as part of an evaluation of Jobs Growth Wales. We understand that you have recruited individuals through the Jobs Growth Wales Programme and were provided your contact details by the Welsh Government.

Could I please confirm that you are the person within your organisation who organised recruitment through Jobs Growth Wales since March 2018?

IF NOT, REQUEST TO SPEAK TO THE PERSON WHO DID ORGANISE RECRUITMENT THROUGH JOBS GROWTH WALES. REPEAT INTRO IF REQUIRED. IF INDIVIDUAL HAS LEFT PLEASE ASK IF THERE IS ANYONE ELSE WHO IS AVAILABLE WHO HAS HAD CLOSE INVOLVEMENT WITH THE JOBS GROWTH WALES PLACEMENTS, IF NOT, END SURVEY

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

It should take around 20 minutes to complete the survey. Participation in the survey is voluntary, though we very much hope you will take part.

The data you provide will only be used for research and evaluation purposes.

Any personal information collected as part of the evaluation is kept confidential. Your answers to the survey will not be made public in a way that could lead to you or your organisation being identified. Wavehill will produce a report based on the data but this will not identify any individuals or organisations.

Wavehill will make a written record of the discussion during the interview. Interviews may also be digitally recorded to aid with the note taking process (your permission will be sought if this is the case). Recorded calls are kept for a period of 12 months before being automatically deleted unless someone specifically asks for them to be deleted sooner. Wavehill will delete the information you provide and all personal data relating to this research within three months of the end of the evaluation.

It is also important to note that the team undertaking the evaluation do not work for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project.

This is an independent evaluation.

If you would like further information regarding this project, how your data will be used and your rights under data protection laws please visit www.wavehill.com/jgwemployerseng

Are you happy to continue with the survey? Please note you can end the interview at any time if you decide you do not want to continue.

- Yes
- No

Display This Question:

If Are you happy to continue with the survey? Please note you can end the interview at any time if y... = No

Thank you for your time.

To exit this survey, you can close this tab in your browser.

Would you like to conduct the interview in Welsh or English? (if Welsh check availability of Welsh speaking interviewers, if none available, agree a time to call back to conduct the interview)

- English
- Welsh

Q1 Can you tell me a little bit about your organisation? What products do you develop/what services do you provide?

Q1a What is your role within the organisation?

Q2 Is your business or organisation located on a single site, or spread over multiple sites?

- Single
- Multiple
- Don't know

Display This Question:

*If Is your business or organisation located on a single site, or spread over multiple sites? = Single
Or Is your business or organisation located on a single site, or spread over multiple sites? = Don't know*

Q3 How many people does your organisation employ in total?

Display This Question:

If Is your business or organisation located on a single site, or spread over multiple sites? = Multiple

Q3a How many people does your organisation employ in total? If at multiple sites clarify whether this figure is for site or whole organisation

- How many at your site
- How many in total across all sites

Q4 How did you first hear about Jobs Growth Wales?

Q4a Can you recall roughly how long ago this was?

Q5 Why did your business or organisation decide to recruit through Jobs Growth Wales?
Prompt: How important was the wage contribution to your organisation? Did it encourage you to take part in this scheme in particular?

Q6 Can you tell me about your organisation's recruitment plans prior to hearing about JGW?

Q6a What recruitment challenges were you facing?

Q6b Were you aiming to recruit new staff anyway?

- Yes
- No

Display This Question:
If Were you aiming to recruit new staff anyway? = Yes

Q6c Did you have a specific role(s) in mind at the time? What were these roles?

Display This Question:
If Were you aiming to recruit new staff anyway? = Yes

Q7 Once you had decided to engage with the JGW Programme did that influence the type of person you were looking to hire?

- Yes
- No

Display This Question:
If Once you had decided to engage with the JGW Programme did that influence the type of person you w... = Yes

Q7a If it did, in what ways did it influence the type of person you were looking to hire?

Q8 Can you recall the name of the organisation (managing agent/training provider) that has provided you with support through the programme? (if they can't recall prompt with names, if not leave blank) (*Educ8 Group, Aspiration Training, TSW Training, ITEC Training, Cambrian Training, Coleg Llandrillo, NW Training, ADT Ltd, Acorn (ALS)*)

Q8a What type of support have they provided to you/your organisation throughout the recruitment and employment process?

Q8b Was support offered in different languages (either English or Welsh) ?

Q8c Would you have preferred support in a different language?

- Yes
- No

Q8c In what ways (if at all) did you find the support useful?

Recruitment Process

Q9 How did you find the process of advertising vacancies with JGW?

Q9a How useful/usable have you found the Careers Wales Job Site where the vacancies are advertised?

Q9b What help or guidance did you receive from the managing agent?

Q9c How useful was this advice?

Q9d Would you have benefitted from more support?

Q9e Did the Managing Agent discuss the potential benefits of recruiting someone with Welsh language skills?

Q9f What aspects of the process could have been improved?

Q10 How did the applicants for the positions you advertised through the programme compare to your expectations? (probe around the number of applications and the quality of applications received)

Q10a What were the most important factors you took into account when deciding which candidate(s) to offer a Jobs Growth Wales job to? (probe, were they looking for specific: skills, qualifications, previous experience, personal characteristics (enthusiasm etc))

Q10b Where you rejected applicants what were the problems? (probe: quality of applications (e.g. spelling & grammar/presentation), skills, qualifications, work experience & personal characteristics (enthusiasm etc))

Q11 Could you describe how you went about selecting candidate(s) for the JGW position? (probe as to whether it involved an interview, if not what they were looking for in an application and how many employees were involved in reviewing the application(s).

Q12 Compared to a typical recruitment process, how did using the JGW programme to secure an employee compare? (probe around cost and ease of recruitment)

Q13 Have you participated in JGW previously (before 2015)?

- Yes
- No

Display This Question:

If Have you participated in JGW previously (before 2015)? = Yes

Q13a How did your recent experience of JGW compare with your previous experience??

Q14 How many employees have you recruited through JGW?

Q15 With regards to the employee(s) recruited through JGW, what types of roles have they been appointed to? What tasks did/do they typically undertake in these roles?

Q15a What types of training have you provided?

Q15b How prepared do you feel they were for work?

Q15c How have they performed in their roles?

Q16 Have you encountered any issues as a result of hiring a young person through JGW? (probe for the nature of these)

Q16a Have you requested support from the Managing Agent to resolve any issues?

- Yes
- No

Display This Question:

If Have you requested support from the Managing Agent to resolve any issues? = Yes

Q16b How helpful have they been?

Impact related questions

Q61 Do you think you would offer a similar placement if the Welsh Government did not make a contribution to wages? Why/Why not?

Q17 How would your organisation/business have completed the work done by the employee, had you not hired a young person through Jobs Growth Wales?

Q18 What positive impacts has participating in Jobs Growth Wales had on your business?

Q19 What negative impacts has participating in Jobs Growth Wales had on your business?

Q20 Has your experience of Jobs Growth Wales changed your attitude towards hiring young people?

- Yes
- No

Display This Question:

If Has your experience of Jobs Growth Wales changed your attitude towards hiring young people? = Yes

Q20a In what ways?

Display This Question:

If Has your experience of Jobs Growth Wales changed your attitude towards hiring young people? = Yes

Q20b Has this fed through into changes in your recruitment plans/policies?

Display This Question:

If Has your experience of Jobs Growth Wales changed your attitude towards hiring young people? = No

Q20c In what ways?

Q21 Would your organisation participate in a Welsh Government skills, training or employment programme again in the future?

- Yes
- No

Display This Question:

If Would your organisation participate in a Welsh Government skills, training or employment programm... = Yes

Q21a Why?

Display This Question:

If Would your organisation participate in a Welsh Government skills, training or employment programm... = No

Q21b Why not?

Q22 Were there any impacts of the programme for your organisation that we haven't covered today?

Q23 Is there anything else we should be aware of while conducting this evaluation?

Thank you, the survey is now complete

JGW II: Employers Survey - Wave 2 - Baseline (274-17) Jan 19

We are conducting a survey on behalf of the Welsh Government as part of an evaluation of Jobs Growth Wales. We understand that you have recruited individuals through the Jobs Growth Wales Programme and were provided your contract details by the Welsh Government.

Could I please confirm that you are the person within your organisation who organised recruitment through Jobs Growth Wales since October 2017? IF NOT, REQUEST TO SPEAK TO THE PERSON WHO DID ORGANISE RECRUITMENT THROUGH JOBS GROWTH WALES. REPEAT INTRO IF REQUIRED. IF INDIVIDUAL HAS LEFT PLEASE ASK IF THERE IS ANYONE ELSE WHO IS AVAILABLE WHO HAS HAD CLOSE INVOLVEMENT WITH THE JOBS GROWTH WALES PLACEMENTS, IF NOT, END SURVEY

Your views are important as they help the Welsh Government to understand the effectiveness of Jobs Growth Wales in supporting Welsh organisations and businesses and helping young people into work. It should take around 10 minutes to complete the survey. Participation in the survey is voluntary, though we very much hope you will take part.

Any comments that you make will be confidential and the information you provide will only be used for research and evaluation purposes. Wavehill will produce a report based on this research for Welsh Government that will be published, any information you provide will not be attributed to you or your organisation and it will not be possible to identify you in the report. Wavehill will also provide Welsh Government with an anonymised version of your answers which will be used for research purposes only.

Wavehill will delete all personal data from this research within three months of the end of the contract. It is also important to note that the team undertaking the evaluation do not work for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project. This is an independent evaluation.

The contact for this survey at Welsh Government is Tom Higgins Telephone: 0300 257811 Email: thomas.higgins@gov.wales

Please note: for a full privacy notice with further information regarding this project, how your data will be used and your rights under data protection laws please see JGW webpage www.wavehill.com/jgwemployerbaselinewave2

Display This Question:

If If Q6. How many people does your organisation employ in total? - If unsure refer to bandings at 6a. Text Response Is Empty

Q6a. (If unsure) Which of the following bandings would you say total employment for your organisation falls under? - *Only ask if unsure at Q6.*

- Less than 10
- 10 to 49
- 50 to 249
- Over 250

Display This Question:

If Is your business or organisation located on a single site, or spread over multiple sites? = Multiple

Q7. (if multiple sites) And how many people does your organisation employ at your site?
If unsure refer to bandings at 7a.

Display This Question:

*If Is your business or organisation located on a single site, or spread over multiple sites? = Multiple
And And Q7. (if multiple sites) And how many people does your organisation employ at your site? If
unsure refer to bandings at 7a. <o:p></o:p> Text Response Is Empty*

Q7a. Which of the following bandings would you say the number of employees at your site falls under?

Only ask if unsure at Q7

- 2 to 4
- 5 to 9
- 10 to 24
- 25 to 49
- 50 to 249
- Over 250
- Don't know

Display This Question:

If Is your business or organisation located on a single site, or spread over multiple sites? = Multiple

When answering the questions in this survey, please think about your site unless otherwise specified.

Q8 How did you first hear about the Jobs Growth Wales programme?

- I was approached directly by a training provider
- I was approached directly by a University or Higher Education Institution
- I was approached by a third sector organisation or charity

- Through an employer networking event
- Chamber of commerce
- A Business Wales business advisor (including Business Wales Regional Centre)
- Television or radio
- Leaflet or other advertising
- Jobs Growth Wales website
- Careers Wales website
- Through participating in another Welsh Government skills or training programme, such as Traineeships, Apprenticeship or Lift Programme
- Other
- Don't know / can't remember

Display This Question:

If How did you first hear about the Jobs Growth Wales programme? = Other

Q8a Other, please specify

Q9 Over the last 12 months how would you describe your plans for the business or organisation?

Were you planning to...?

- Grow from your existing customer base
- Move into new markets within the UK
- Move into new markets in the EU or internationally
- Maintain current levels of sales
- Reduce sales
- Don't know/can't remember
- Not applicable

Q10 Not including those advertised through JGW, over the last 12 months approximately how many vacancies have you had? (Enter number figure – if = 0 /don't know move on to Q11)

Display This Question:

If Not including those advertised through JGW, over the last 12 months approximately how many vacancies have you had? (Enter number figure – if = 0 /don't know move on to Q11) Text
Response Is Greater Than or Equal to 1

Q10a. What proportion of those have you managed to recruit for (if don't know q11) %

Display This Question:

If Q10a. What proportion of those have you managed to recruit for (if don't know q11) %
Text Response Is Greater Than or Equal to 1

Q10b. Approximately what proportion of these vacancies were filled by individuals under the age of 25? %

Q10c Prior to hearing about Jobs Growth Wales were you aiming to recruit staff anyway?

- Yes
- No

Q11 How would you describe your business or organisation's short-term recruitment plans prior to hearing about Jobs Growth Wales? *Read out all with multiple response.*

- We were planning to recruit temporary staff at an entry level
- We were planning to recruit permanent staff at entry level
- We were planning to recruit experienced temporary staff
- We were planning to recruit experienced permanent staff
- We were planning to recruit apprentices
- None of these - we had no recruitment plans
- Don't know/can't remember

Q12. Why did your business or organisation decide to recruit through Jobs Growth Wales?

Please tell me all the reasons. (*subsequent coding*)

Q12a Coding for Q12

- We had insufficient staff capacity to cope with our workload
- Temporary recruits would help free up time to pursue other projects
- We could not afford to recruit and train inexperienced staff through normal recruitment mechanisms
- We wanted to avoid the costs of recruiting new staff
- We wanted assistance with recruiting entry level staff
- We wanted to help young people gain work experience
- The financial assistance with wages was attractive
- Other

*Display This Question:
If Coding for Q12 = Other*

Q12b Other, please specify

Q13 Before deciding to recruit through Jobs Growth Wales, had your business or organisation previously participated in Welsh and/or UK Government-funded skills and training programmes?

- Yes
- No
- Don't know
-

Q14 At the beginning of the process, how many young people did your business or organisation want to recruit through the Jobs Growth Wales programme? *Researcher: Please leave this box blank if they cannot provide a figure*

Q15 To what extent do you agree that it was straightforward to register your organisation on the Careers Wales website?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- No opinion
- Don't know

Q16 Do you recall the name of the Managing Agent that worked with you on your recruitment through Jobs Growth Wales II?

- Yes
- No

Display This Question:

If Do you recall the name of the Managing Agent that worked with you on your recruitment through Job...
= Yes

Q16a Please record the name of the Managing Agent below:

Display This Question:

If Do you recall the name of the Managing Agent that worked with you on your recruitment through Job...
= No

Q16b Did you work with one of the following Managing Agents:

- Educ8 Group
- Aspiration Training
- TSW Training
- ITEC Training
- Cambrian Training
- Coleg Llandrillo
- NW Training
- ADT Ltd
- ALS (Acorn Learning Services)
- ISA training
- Other

Display This Question:

If Did you work with one of the following Managing Agents: = Other

Q16bb Other, please specify

Display This Question:

If Do you recall the name of the Managing Agent that worked with you on your recruitment through Job...

= Yes

Or Did you work with one of the following Managing Agents: != Other

Q16c How useful was this (on a scale of 1 to 5 - 1 being of no use and 5 being very useful)

- 1
- 2
- 3
- 4
- 5

Display This Question:

If Do you recall the name of the Managing Agent that worked with you on your recruitment through Job...

= Yes

Or Did you work with one of the following Managing Agents: != Other

Q16d Did the advice lead to you making changes to the job description?

Display This Question:

If Do you recall the name of the Managing Agent that worked with you on your recruitment through Job...

= Yes

Or Did you work with one of the following Managing Agents: != Other

Q16e Was the potential benefit of recruiting someone with Welsh language skills discussed?

Q17 In total, how many vacancies did you advertise through Jobs Growth Wales?

Researcher: Please leave this box blank if they cannot provide a figure

Display This Question:

If In total, how many vacancies did you advertise through Jobs Growth Wales?<o:p></o:p> Researcher:

Please leave this box blank if they cannot provide a figure Text Response Is Not Empty

Q17a Were these typically advertised:

- In English
- Bilingually
- In Welsh

Display This Question:

If Were these typically advertised: = Bilingually

Or Were these typically advertised: = In Welsh

Q17b (if bilingual /Welsh) Did you require any support to translate the adverts?

- Yes
- No

Display This Question:

If (if bilingual /Welsh) Did you require any support to translate the adverts? = Yes

Q17c How useful was this?

- Very useful
- Quite useful
- Not very useful
- Not at all useful

Display This Question:

If How useful was this? = Not very useful

Or How useful was this? = Not at all useful

Q17d (if not very/not at all) Why do you say this?

Q18 When you decided to recruit via JGW, what did you envisage would happen at the end of the six-month temporary job or jobs?

- All or some temporary posts would become permanent
- Recruits would move onto other roles within my business or organisation
- We would offer recruits apprenticeships
- Recruits would stop working at my organisation
- Don't know/hadn't thought about it

Q19 On average, how many applications did you receive for each vacancy you advertised? *Researcher: Please leave this box blank if they cannot provide a figure*

Q20 To what extent do you agree that the applications provided enough information to help you decide who to interview

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- No opinion

Q21 On average, how many candidates did you decide to interview for each vacancy?

Researcher: Please leave this box blank if they cannot provide a figure

Q22 Did you manage to fill all of the vacancies that you advertised through Jobs Growth Wales?

- Yes
- No
- Don't know

Q23. What were the most important factors you took into account when deciding which candidate(s) to offer a Jobs Growth Wales job(s)?

Q23a Coding for Q23

- Characteristics of candidates, such as age
- Educational background and qualifications of candidates
- Whether candidates had skills required to do job effectively
- Previous work experience of candidates
- Duration of unemployment of candidates
- Personal attributes of candidates, such as confidence
- Fit of candidates with existing staff
- Their CV
- The recruitment selection criteria for your business or organisation
- The way they present themselves
- Ability to turn up on time
- Other
- Don't know/can't remember

*Display This Question:
If Coding for Q23 = Other*

Q23b Other, please specify

Q24 To what extent is the Welsh language used in the day-to-day operation of your company?

- Not at all
- To some extent
- To a great extent
- Unsure

*Display This Question:
If To what extent is the Welsh language used in the day-to-day operation of your company? = To some extent
Or To what extent is the Welsh language used in the day-to-day operation of your company? = To a great extent*

Q24a In which of the following ways is the Welsh language used?

- Answer the phones or offer basic greetings in Welsh
- Conversing or communicating with clients / customers in Welsh
- Through the provision of bilingual information/marketing
- Staff talk to each other in Welsh
- Provide our services in Welsh
- Conversing with suppliers of goods/services
- Any other ways?

Display This Question:

If In which of the following ways is the Welsh language used? = Any other ways?

Q24ai Please specify what other ways Welsh is used.

Q25 How important to your organisation was securing an individual with Welsh language skills?

- Not at all important
- Somewhat important
- Very important

Display This Question:

If How important to your organisation was securing an individual with Welsh language skills? = Somewhat important

Or How important to your organisation was securing an individual with Welsh language skills? = Very important

Q25a (somewhat/very important) Were you able to secure a young person(s) with the appropriate language skills?

Q26 In total, how many employees has your business or organisation recruited through Jobs Growth Wales? *Researcher: Please leave this box blank if they cannot provide a figure*

Q26a Did the Job Growth Wales subsidy lead to any of the following:

	Yes	No
An increase in the number of staff you had planned to recruit	<input type="radio"/>	<input type="radio"/>
An acceleration in your recruitment process	<input type="radio"/>	<input type="radio"/>

Display This Question:

If Did the Job Growth Wales subsidy lead to any of the following: = An increase in the number of staff you had planned to recruit [Yes]

Q26ai For how many?

Display This Question:

If Did the Job Growth Wales subsidy lead to any of the following: = An acceleration in your recruitment process [Yes]

Q26aiii By approximately how many months (**on average if more than one employee recruited**) did the JGW subsidy accelerate your plans for recruitment ?

Q27 In terms of the applicants for JGW opportunities did you find them to be:

- Better than you had expected
- Worse than expected
- As expected

Display This Question:

*If In terms of the applicants for JGW opportunities did you find them to be: = Better than you had expected
Or In terms of the applicants for JGW opportunities did you find them to be: = Worse than expected*

Q27a (If better/worse than expected) In what particular ways?

Q28a What elements did you find lacking amongst unsuccessful candidates:

a. At application

Q28b b. At interview

Display This Question:

If Did you manage to fill all of the vacancies that you advertised through Jobs Growth Wales? = No

Q29 (for those who didn't recruit all they hoped to) Why could you not fill the all of the vacancies that you advertised through Jobs Growth Wales? *Open answer and subsequent coding*

Display This Question:

If Did you manage to fill all of the vacancies that you advertised through Jobs Growth Wales? = No

Q29a Coding for Q29

- We did not receive enough applications
- The quality of applicants was too low
- There was a change of circumstances and we could no longer recruit a temporary worker through Jobs Growth Wales
- Other
- Don't know/can't remember

Display This Question:

If Coding for Q29 = Other

Q29b Other, please specify.

Display This Question:

If Coding for Q29 = The quality of applicants was too low

Q29c (if quality of applicants low) In what ways was the quality of applicants low, would you say they were lacking:

- The skills you were looking for
- The qualifications you were looking for
- The work experience you were look for
- Or do applicants tend to have poor attitudes motivation and /or personality
- Other

Display This Question:

If (if quality of applicants low) In what ways was the quality of applicants low, would you say they... = Other

Q29d Other, please specify.

Display This Question:

If Did you manage to fill all of the vacancies that you advertised through Jobs Growth Wales? = No

Q30 Q30 What did you do to fill the position or positions that you couldn't fill through Jobs Growth Wales?

Open answer, subsequent coding

Display This Question:

If Did you manage to fill all of the vacancies that you advertised through Jobs Growth Wales? = No

Q30a Coding for Q30. DO NOT READ OUT.

- We filled all positions through normal recruitment mechanisms
- We filled some positions through normal recruitment mechanisms
- We left the position(s) unfilled
- We moved someone internally
- Other
- Don't know/can't remember

Display This Question:

If Coding for Q30. DO NOT READ OUT. = Other

Q30a Other, please specify

Q31 Would you be willing to briefly speak to us in 6 months time to gather your reflections on the JGW participants recruited?

- Yes
- No

Display This Question:

If Would you be willing to briefly speak to us in 6 months time to gather your reflections on the JG... = Yes

Q32 Researcher please record the following information

- Name
- Telephone Number

Thank you for your time, the survey is now complete

A JGW II: Employers Survey – Re-Interview Survey

The Evaluation In order to fulfil its public task (in accordance with section 60 of the Government of Wales Act 2006) to improve economic and social well-being in Wales, the Welsh Government is asking you to contribute to the evaluation of Jobs Growth Wales (JGW) by seeking your views and experiences of the programme.

The evaluation will review the effectiveness of the programme to date, evidencing impact and lessons learnt, and inform the focus of future delivery. It will focus on the design of the programme, assessing the strengths of the current delivery model and highlighting any factors which may have impeded or enhanced the effectiveness of delivery.

Jobs Growth Wales

The programme, originally launched in 2012 and reshaped in 2015, is central to the Welsh Government's response to youth unemployment, supporting young people aged 16 to 24 by providing wage subsidised work experience for 6 months with private sector employers.

Background

We are conducting a survey on behalf of the Welsh Government as part of an evaluation of Jobs Growth Wales. We spoke to you or a colleague around 6 months ago as you had recruited individuals through the Jobs Growth Wales programme. Your contact details were originally provided to us by the Welsh Government. On completion of the interview you/your colleague expressed a willingness for a brief interview in 6 months' time to gather your reflections on the JGW participants recruited, hence this call.

Your views are important as they help the Welsh Government to understand the effectiveness of Jobs Growth Wales in supporting Welsh organisations and businesses and helping young people into work. It should take around 10 minutes to complete the survey. Participation in the survey is voluntary, though we very much hope you will take part.

Please note: if you would like further information regarding this project, how your data will be used and your rights under data protection laws please see <https://www.wavehill.com/jgw-evaluation-employer>

Confidentiality

The data collected will be stored securely on our (Wavehill's) systems until 3 months after project completion. Any comments that you make will be confidential and the information you provide will only be used for the purposes of this evaluation. Comments that you make will not be attributed to you. This means it will be impossible for anyone to identify you from any published reports because information will be anonymised.

It is also important to note that the team undertaking the evaluation do not work for the Welsh Government, your employer or any of the organisations that are involved in the delivery or funding of this project. This is an *independent* evaluation

Q1 Are you happy to continue with the survey?

- Yes
- No - End Survey

Q2 Would you prefer to conduct the survey in Welsh/English?

- English
- Welsh - *CHECK IF WELSH SPEAKER AVAILABLE AND TRANSFER TO THAT INTERVIEWER, IF UNAVAILABLE TAKE DETAILS AND AGREE TIME TO CALL BACK*

Q3 Last time we spoke to you, you said you had recruited people through the Jobs Growth Wales programme since 2016. Have you recruited anyone else through JGW since?

- Yes
- No

Q3a Research Team, change this figure if their number of JGW recruits is different from when we last spoke to them. Otherwise please leave as it is.

Q4 Thinking back to before you heard about Jobs Growth Wales, were you aiming to recruit staff anyway?

- Yes
- No
- Not sure/ Can't recall

Q5 Again, thinking back to when you first heard about Jobs Growth Wales did you think the subsidy would lead to an increase in the number of staff you had planned to recruit?

- Yes
- No
- Not sure/ Can't recall

Display This Question:

If Again, thinking back to when you first heard about Jobs Growth Wales did you think the subsidy wo... =
Yes

Q5i How many members of staff?

Q5a Again, thinking back to when you first heard about Jobs Growth Wales did you think the subsidy would lead to an acceleration in your recruitment processes?

- Yes
- No
- Not sure/ Can't recall

Display This Question:

If Again, thinking back to when you first heard about Jobs Growth Wales did you think the subsidy wo... =
Yes

Q5ai By approximately how many months (on average if more than one employee recruited) did the JGW subsidy accelerate your plans for recruitment?

Display This Question:

If Again, thinking back to when you first heard about Jobs Growth Wales did you think the subsidy wo... =
No

Q5b Would this job have existed in your business or organisation, if you had not initially recruited a worker through Jobs Growth Wales?

- Yes
- No
- Not sure/ Can't recall

Display This Question:

*If If Research Team, change this figure if their number of JGW recruits is different from when we last...
Text Response Is Greater Than 1*

Q6 You mentioned that you recruited number of employees through JGW. How many, if any, of the temporary employees you recruited through Jobs Growth Wales left before the end of their 6-month contracts?

Display This Question:

*If If You mentioned that you recruited \${q://QID5/ChoiceTextEntryValue} number of employees through JGW. How many, if any, of the temporary employees you recruited through Jobs Growth Wales left before t...
Text Response Is Greater Than 0*

Q6a To your knowledge, for what reason(s) did they leave early?

- Dismissed
- They left for another job
- We came to an agreement that they should leave the role early due to issues encountered with the role
- We came to an agreement that they should leave the role early due to personal issues for that individual
- Other

Display This Question:

If To your knowledge, for what reason(s) did they leave early? = Other

Q6ai If other, please specify

Display This Question:

If To your knowledge, for what reason(s) did they leave early? = Dismissed

Q6ai How many were dismissed?

Display This Question:

If To your knowledge, for what reason(s) did they leave early? = They left for another job

Q6aii How many left for another job?

Display This Question:

*If To your knowledge, for what reason(s) did they leave early? = Dismissed
Or To your knowledge, for what reason(s) did they leave early? = We came to an agreement that they should leave the role early due to issues encountered with the role*

Q6c Could you briefly describe the issues that led to this? (*Dismissal/issues encountered with the role*)

Display This Question:

*If If Research Team, change this figure if their number of JGW recruits is different from when we last...
Text Response Is Equal to 1*

Q7 Did the employee you recruited through Jobs Growth Wales leave early?

- Yes
- No

Display This Question:

If Did the employee you recruited through Jobs Growth Wales leave early? = Yes

Q7a Why did they leave early?

Display This Question:

If Did the employee you recruited through Jobs Growth Wales leave early? = Yes

Q7b At roughly what point within their placement did they leave? (*How many months in*)

Q8 What type of work did the Jobs Growth Wales recruit/majority of Jobs Growth Wales recruits perform? *Read out and tick all that apply*

- Basic administrative, clerical or manual tasks to support permanent staff
- Tasks and responsibilities associated with entry level positions in your workplace
- Tasks and responsibilities associated with experienced positions in your workplace
- A role supporting the delivery of a specific project or investment outside the routine activities of your business or organisation
- Other type of role
- Don't know DON'T READ

Display This Question:

*If What type of work did the Jobs Growth Wales recruit/majority of Jobs Growth Wales recruits perform... =
Other type of role*

Q8a If other, please explain

Q9 At the point of commencing their JGW opportunity which of the following best describes the worker/majority of workers you recruited? *Read out and tick one*

- They had all the skills, education and work experience required to effectively perform the role
- They had sufficient skills and education for the role, but needed work experience
- They had fundamental skills gaps such as basic literacy and numeracy that hindered their ability to perform the role
- Other
- Don't know/Can't remember DONT READ

Display This Question:

If At the point of commencing their JGW opportunity which of the following best describes the worker... = Other

Q9a If other, please specify

Q10 And which of the following best describes their training needs to make an effective contribution to the organisation? Did the recruit(s) require...?

- No training
- Minimal training
- Moderate amount of training
- Significant amount of training
- Don't know/Can't remember DONT READ

Q11 Did [the worker/those workers you] recruited through Jobs Growth Wales receive any of the following types of training during their six-month job opportunity?

- Informal on-the-job training including mentoring
- Formal off-the-job health and safety training
- Formal off-the-job training to improve skills required for the job
- Formal off-the-job training about the company including induction training
- They did not receive any training
- Other
- Don't know/Can't remember DONT READ

Display This Question:

If Did [the worker/those workers you] recruited through Jobs Growth Wales receive any of the followi... = Other

Q11a If other, please specify

Q12 How many days of off-the-job skills training have you provided [the worker/on average for each worker] you recruited through Jobs Growth Wales? *By off the job skills training mean training away from recruits' immediate work positions, whether on your/the organisations premises or elsewhere.*

- Less than 1 day
- 1 day
- 2 days
- 3-4 days
- 5-6 days
- 7-8 days
- 9-10 days
- 11-15 days
- 16-20 days
- More than 20 days
- Don't know/Can't remember DONT READ

Q12b Did the recruit require more training than other staff recruited into similar roles?

- Yes - for all
- No
- Have never recruited staff into similar roles
- Yes - for some

Display This Question:

If Did the recruit require more training than other staff recruited into similar roles? = Have never recruited staff into similar roles

Q12c Did the recruit require more training than you expected?

- Yes - for all
- No
- Yes - for some

Display This Question:

If Did [the worker/those workers you] recruited through Jobs Growth Wales receive any of the followi... = Formal off-the-job health and safety training

Or Did [the worker/those workers you] recruited through Jobs Growth Wales receive any of the followi... = Formal off-the-job training to improve skills required for the job

Or Did [the worker/those workers you] recruited through Jobs Growth Wales receive any of the followi... = Formal off-the-job training about the company including induction training

Q13 To date, have you incurred any additional financial costs as a result of the off-the-job skills training you provided –costs that you have specifically incurred because you hired [a worker/workers] through Jobs Growth Wales? *This includes any costs incurred from internal staff who delivered the training being taken away from their day-to-day work, as well as any fees to external providers of training courses.*

- Yes
- No
- Don't know/Can't remember DONT READ

Display This Question:

If To date, have you incurred any additional financial costs as a result of the off-the-job skills t... = Yes

Q13a Approximately, what is the total additional training cost for [your/all of your] Jobs Growth Wales [recruit/recruits] to date?

- Less than £300
- £300 to £499.99
- £500 to £799.99
- £800 to £999.999
- £1000 to £1499.99
- £1500 to £1999.99
- £2000 to £4999.99
- £5000 or more
- Don't know/Can't remember DONT READ

Display This Question:

If If Research Team, change this figure if their number of JGW recruits is different from when we last...

Text Response Is Greater Than or Equal to 2

Q14 On average, for all those recruited through Jobs Growth Wales, approximately how many hours per week did line managers spend supervising [the recruit/each recruit], hours that would otherwise have been spent doing their day-to-day job? Please provide number of hours per week

Display This Question:

If If Research Team, change this figure if their number of JGW recruits is different from when we last...

Text Response Is Equal to 1

Q15 Approximately how many hours per week did line managers spend supervising the recruit, hours that would otherwise have been spent doing their day-to-day job? Please provide number of hours

Q16 Did the recruit require more supervision than other staff recruited into similar roles?

- Yes
- No
- Have never recruited staff into similar roles

Display This Question:

If Did the recruit require more supervision than other staff recruited into similar roles? = Have never recruited staff into similar roles

Q16a Did the recruit require more supervision than you expected?

- Yes
- No

Q17 If you had not recruited someone through the Jobs Growth Wales programme, how would their work have been completed? Would you have...

- Hired workers with similar levels of experience through normal recruitment processes
- Hired apprentices
- Hired workers with greater levels of experience through normal recruitment processes
- Hired workers at a later date
- Used existing staff to complete the work that would have been allocated to them
- Their work would not have been completed
- Other
- Don't know/Can't remember DONT READ

Display This Question:

If If you had not recruited someone through the Jobs Growth Wales programme, how would their work ha... = Other

Q17a If other, please specify

Q18 Which, if any, of the following were the main benefits to your business or organisation as a result of recruiting [a worker/workers] through Jobs Growth Wales? *Please read all choices out. Multiple response – answer categories will be randomised*

- Cost savings through reduced recruitment costs
- Cost savings through reduced wage bills
- It has freed up the time of senior staff to focus on other things
- It has enabled us to introduce more efficient processes
- It has enabled us to develop new products or services
- It helped us acquire new sales, grants, or other income
- It improved the reputation of our business or organisation
- It helped permanent staff gain line management / mentoring skills
- It helped us cope with the work we already had in house
- It has enabled us to grow
- It has enabled us to fill a staff skills gap
- Other
- There were no benefits
- Don't know/Can't remember DONT READ

Display This Question:

If Which, if any, of the following were the main benefits to your business or organisation as a resu... = Other

Q18a If other, please specify

Display This Question:

If Which, if any, of the following were the main benefits to your business or organisation as a resu... = It helped us acquire new sales, grants, or other income

Or Which, if any, of the following were the main benefits to your business or organisation as a resu... = It has enabled us to grow

Q19 Approximately how much additional income, grants or sales were you able to secure during the period the Jobs Growth Wales [recruit was/recruits were] working for your business or organisation?

- Please enter value in £s

Q20 Reflecting on the worker/workers you recruited through Jobs Growth Wales, what would you describe as the main disadvantages (if any) in hiring staff through the scheme? *Open answer, coding categories to follow– emphasis on those specifically recruited through JGW rather than the recruitment of staff more generally*

Q20a Coding for Q20 - Multiple choice

- Recruits required too much training
- Recruits did not fit well with the existing team
- Recruits required too much supervision
- Recruits were not sufficiently disciplined / did not work hard enough / did not have a good working ethos
- Recruits were too inexperienced to perform their role effectively
- Recruits were a burden on senior staff time
- The skills levels of recruits were too low to perform their role effectively
- Recruits had a damaging effect on business or organisational performance
- Recruits did not stay with the business/organisation for very long
- Other
- There were no disadvantages
- Don't know/Can't remember DONT READ Display This Question:

If Coding for Q20 - Multiple choice = Other

Q20ai If other, please specify

Display This Question:

If If You mentioned that you recruited $\{q://QID5/ChoiceTextEntryValue\}$ number of employees through JGW... Text Response Is Less Than $\{q://QID5/ChoiceTextEntryValue\}$ Or Did the employee you recruited through Jobs Growth Wales leave early? = No

Q21 Has / Have the six-month placement(s) with Jobs Growth Wales come to an end?
(Even if all/some of these workers are still with your organisation)

- Yes for all jobs

If Researcher record the number of employees recruited below: Text Response Is Greater Than or Equal to 2

- Yes- for some jobs
- No
- Don't know

Display This Question:

If If Research Team, change this figure if their number of JGW recruits is different from when we last... Text Response Is Greater Than or Equal to 2

Q22 What happened at the end of the six-month contracts? Can you tell me how many recruits you...Please enter number

- _____ Offered permanent positions in the same roles
- _____ Offered permanent positions in different roles
- _____ Offered further temporary contracts
- _____ Offered apprenticeships
- _____ Did not offer any further employment
- _____ N/A - left before the end of their 6-month contract

Display This Question:

*If Research Team, change this figure if their number of JGW recruits is different from when we last...
Text Response Is Equal to 1*

Q23 What happened at the end of the six-month contract?

- Recruit was offered a permanent position in the same role
- Recruit was offered a permanent position in a different role
- Recruit was offered a further temporary contract
- Recruit was offered an apprenticeship
- Recruit was not offered any further employment
- Don't know/Can't remember DONT READ
- N/A - left before the end of their 6-month contract

Display This Question:

*If What happened at the end of the six-month contracts? Can you tell me how many recruits you...Please... [Offered permanent positions in the same roles] > 0
Or What happened at the end of the six-month contracts? Can you tell me how many recruits you...Please... [Offered permanent positions in different roles] > 0
Or What happened at the end of the six-month contracts? Can you tell me how many recruits you...Please... [Offered further temporary contracts] > 0
Or What happened at the end of the six-month contracts? Can you tell me how many recruits you...Please... [Offered apprenticeships] > 0*

Q24 Did any of your recruits accept their offers?

- Yes, all
- Yes, some
- No
- Recruits are currently considering the offer
-

Display This Question:

*If Did any of your recruits accept their offers? = Yes, all
Or Did any of your recruits accept their offers? = Yes, some*

Q24a Please specify how many recruits accepted their offers?

Display This Question:

*If What happened at the end of the six-month contract? != Recruit was not offered any further employment
Or What happened at the end of the six-month contract? != N/A - left before the end of their 6-month contract
And If*

If Research Team, change this figure if their number of JGW recruits is different from when we last... Text Response Is Equal to 1

Q24c Did the recruit accept the offer?

- Yes
- No
- Recruit is currently considering the offer

Display This Question:

If What happened at the end of the six-month contracts? Can you tell me how many recruits you...Please... [Did not offer any further employment] > 0

Or If

What happened at the end of the six-month contract? = Recruit was not offered any further employment

Q25 For what reasons did you decide not to retain [the recruit/some of the recruits/all of the recruits] you hired through Jobs Growth Wales

- There was insufficient work for the recruits to do
- Recruits were unable to perform the tasks required for their position to a sufficient standard
- Recruits left to join another organisation
- Recruits did not fit well with the existing team
- Recruits required too much supervision
- Recruits were not sufficiently disciplined or did not work hard enough
- Cannot afford to pay wages for additional staff
- Other
- Don't know/Can't remember DONT READ

Display This Question:

If For what reasons did you decide not to retain [the recruit/some of the recruits/all of the recrui... = Other

Q25a If other, please specify

Display This Question:

If Has / Have the six-month placement(s) with Jobs Growth Wales come to an end? (Even if all/some of... = No

Or Has / Have the six-month placement(s) with Jobs Growth Wales come to an end? (Even if all/some of... = Yes- for some jobs

And If

If Research Team, change this figure if their number of JGW recruits is different from when we last... Text Response Is Greater Than or Equal to 2

Q26 What do you plan to do at the end of the six-month contract(s)?

Can you tell me if you are planning to...

	Offer permanent position[s] in the same role[s]	Offer permanent position[s] in different role[s]	Offer further temporary contracts	Offer apprenticeships INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training	Not offer further employment
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know DONT READ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Display This Question:

If Has / Have the six-month placement(s) with Jobs Growth Wales come to an end? (Even if all/some of... = No

Or Has / Have the six-month placement(s) with Jobs Growth Wales come to an end? (Even if all/some of... = Yes- for some jobs

And If

If Research Team, change this figure if their number of JGW recruits is different from when we last... Text Response Is Greater Than or Equal to 2

Q27 What do you plan to do at the end of the six-month contract(s)?

Can you tell me how many recruits you plan to...

What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Offer permanent position[s] in the same role[s]]

_____ Offer permanent position[s] in the same role[s]

What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Offer permanent position[s] in different role[s]]

_____ Offer permanent position[s] in different role[s]

What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Offer further temporary contracts]

_____ Offer further temporary contracts

What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Offer apprenticeships INTERVIEWER NOTE: Make sure they understand an Apprenticeship is a nationally recognised training programme combining real work with learning and training]

_____ Offer apprenticeships

What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Not offer further employment]

_____ Not offer further employment

Display This Question:

If What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Not offer further employment]

Q28 You mentioned that you do not plan to retain [your/some of/ all of] the recruit[s] you hired through Jobs Growth Wales. For what reasons have you chosen not to do this? *Open answer, coding categories below*

Display This Question:

If What do you plan to do at the end of the six-month contract(s)? Can you tell me if you are planni... = Yes [Not offer further employment]

Q28a Multiple choice coding categories for Q28

- There is insufficient work for the recruits to do
- Recruits are unable to perform the tasks required for their position to a sufficient standard
- Recruits plan to leave to join another organisation
- Recruits do not fit well with the existing team
- Recruits require too much supervision
- Recruits are not sufficiently disciplined or do not work hard enough
- Cannot afford to pay wages for additional staff
- Other
- Don't know/Can't remember DONT READ

Display This Question:
If Multiple choice coding categories for Q28 = Other

Q28b If other, please specify

Q29 As a result of your experiences of recruiting through Jobs Growth Wales, would you say in the future you are more or less likely to recruit...

	Much more likely	Slightly more likely	About the same	Slightly less likely	Much less likely	Don't know DONT READ
a) Young people [16 to 24 years]?	<input type="radio"/>					
b) Those with low levels of work experience?	<input type="radio"/>					

Q29c Why do you say that?

Q30 Did the individual(s) you recruit have Welsh language skills?

- Yes - all
- Yes - some
- None
- Don't know/Can't remember DONT READ

Display This Question:
If Did the individual(s) you recruit have Welsh language skills? = Yes - all
Or Did the individual(s) you recruit have Welsh language skills? = Yes - some

Q30a In which of the following ways were they using the Welsh language?

- Answer the phones or offer basic greetings in Welsh
- Conversing or communicating with clients / customers in Welsh
- Through the provision of bilingual information/marketing
- Staff talk to each other in Welsh
- Provide our services in Welsh
- Conversing with suppliers of goods/services
- Any other ways?

Display This Question:

If In which of the following ways were they using the Welsh language? = Any other ways?

Q30b If other, please specify

Q31 Is your organisation still based in Wales?

- Yes
- No
- Don't know DONT READ

Q32 Approximately what percentage...

	0%	1 to 20%	21 to 40%	41 to 60%	61 to 80%	81 to 99%	100%	Don't know DONT READ
Of your site's purchases (by value) are from suppliers based in Wales?	<input type="radio"/>							
Of your main competitors by market share, are based in Wales?	<input type="radio"/>							
Of your sales are to customers based in Wales?	<input type="radio"/>							

The survey is now complete, thank you for your time