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# Sainsbury's Outcomes

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Evaluation report-  
Draft until October  
2013

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## **Introduction:**

This document outlines the learning Melton Borough Council has collated from working alongside a large Supermarket, which opened within Melton Borough in 2013.

The document will outline the background to the project, step by step process and the evaluation of those residents who took part in the process.

## **Background:**

Sainsbury's PLC submitted a planning application to Melton Borough for a site on Nottingham Road.

As part of the Community Consultation, Melton Borough Council actively engaged with Residents Groups within the Borough and asked for Sainsbury's to ensure local residents were able to feed into to the process. This approach enabled the Council to shape an agreement that created employment opportunities for local people. The Council furthermore ensured a section 106 was written within the planning agreement for retail employment opportunities, as well as the disposal agreement making reference to employment opportunities for the local community

## **What we did and the learning of planning this Project:**

### **Planning:**

With the initial planning application, the Council were able to identify the potential employment opportunities within Melton Borough.

The Council utilised Resident Involvement Workers, and strong community led links within the Borough to facilitate meetings and therefore consult with the community. Resulting in the council being in a position to facilitate a section 106 agreement.

In developing the section 106 agreement, a group of officers from the across the council services input into the draft document prior to submission. This cross- service approach had previously not been adopted.

In order for the planning agreement to be put into place, the Council negotiated a Section 106 agreement was for 10% minimum employment, to come from the local unemployed. To secure this, Sainsbury's created a filter for application from postcodes within a 7-10 mile radius.

### **Learning:**

- Strong links with planning and employment is key to being proactive to securing outcomes desired, such as employment outcomes.

- Professional and coordinated approach to working with the application in the early stages supports the contract, them signing it, and the future organisation of employment outcomes.

## Organisation of the training

Keeping in contact with the PR Team was crucial to be able to maintain relationships, remain in control of timeframes, and ensure partners were aware of any developments as required.

Once a timeframe was established with Sainsbury's we utilised a partnership group already in place within the Borough to look at how we can engage the community.

Local colleges were asked to put together a programme that could deliver to large numbers who wanted to be trained to work within the retail sector.

A Stakeholder group with Melton Borough Council, Adult Learning, DWP and Loughborough College was established. This informed the date, delivery and training options for residents.

A pre employment training programme was created by Loughborough College and Leicestershire Adult Learning Service to ensure that the unemployed were work ready for customer service and retail work, looking at sector specific and skills for jobs courses.

Melton Borough Council offered a building for this training, and so had possession of an asset that could be utilized for the 6 week training course.

### Learning:

- Have a clear understanding of the Section 106, outcomes required, unemployment statistics, and needs within the community to ensure that delivery will engage with the community.
- Understand the monitoring information required prior to the beginning of the course
- Understand the competition between providers, be clear on boundaries, referrals and numbers.

### Referrals:

Partners were consulted and asked to refer into the programme through the Learning Forum and Stake holder group (DWP, Melton Borough Council, Adult learning Service and Loughborough College). This resulted in 256 referrals into the pre-screening days, to look at their eligibility for funding, literacy and numeracy levels.

Referral partners included: DWP, JHP Employability, Intraining, Working Links, Prince's Trust, Probation, Melton Training Centre, Surestart, Leicestershire Adult Learning Service, Prospects and Self Referrals. See Fig. 6

The training programme from both Adult Learning and Loughborough College is attached in Appendices to this report.

### **Learning:**

- Allocate different weeks to different referral partners, so that you can collate information from them and understand the cohorts effectively
- Keep clear monitoring information on each stage so you can see the drop out rate from enrollment to completion.
- Involve as many partners as you can so you are able to reach all of the community.

### **Partners Involvement:**

To support those furthest from the labour market, Voluntary Action Leicestershire and Clockwise were asked to be involved to support finance and confidence issues for returning to work. They came to Phoenix House each week whilst the course was on and spoke to the learners.

### **Learning:**

- Involving partners is beneficial and creates a more holistic approach for the learners
- In future there would be more partners, however with time constraints this was not possible.
- Partners need a clear remit as to their role, so meetings beforehand will help them to respond appropriately.

## Course outcomes

174 people started the Loughborough College course

168 people completed the Loughborough College Course

60 Learners enrolled on the Adult Learning course

27 Learners attended Adult Learning courses

Each resident that completed the course was guaranteed a job interview. See Appendix 4

### **Learning:**

- Getting the Guaranteed Job Interview illustrates the good working relationships between Melton Borough Council and Sainsbury's, and organisation involved in the process was significant.
- This element requires significant planning, and staffing resources, due to the feedback given to each learner.

### **Employment Outcomes:**

The Construction Company for Sainsbury's agreed to recruit from April Job Fair 2013 through negotiations with Melton Borough Council, this was not contained within s. 106 agreement, which reflects the good working relationships established between all parties on this project. 15 were recruited for the site, from labourers to engineers, of this, 5 were local. Sainsbury's responded extremely positively at every juncture to the effort put into this process

Construction: 5

Retail: 41

## Further Outcomes:

### ICT Support Sessions:

Each resident ( whether they attended the training or not) was offered training sessions at the council to support online applications for Sainsbury's. There were 3 days in total, with 35 people attending

This were advertised through partners only as a drop in session.

Total attendance: 35

<b>Barrier:</b>	<b>Number of people with barrier</b>
Email Address Required	4
1-1 Support Required	28

### **Examples of need within the groups:**

2 residents offered 1-1 support to others applying independently.

1 resident had severe mental health issues

2 residents stayed in the Chamber for the entire session from 9:30- 4pm.

1 resident consistently displayed barriers to applying for work, and failed to apply.

### Clockwise outcomes:

<b>Member Enquiries</b>	<b>Volunteer Enquiries</b>	<b>Volunteer Sign Ups</b>	<b>Membership sign-ups</b>	<b>New members applying for other additional products</b>
10	7	1	2	0

- 1 - New member also applied for a Current Account
- 1 – Returning member – Applied and granted a loan.
- 1 – New member also came in to apply for a loan (under process)
- 1 – Prospective member and loan sign up – Name given but has not returned to follow through.
- 1 – Current Account
- 1 – New Volunteer
- 1 – Loan
- 1 – New Loan (under process)

### VAL outcomes:

3 people signed up for Volunteering for a CCTV Operator and 1 signed up as a Community Transport Driver.

### Exit Strategy:

Follow up course for those who were unsuccessful is planned for the 3<sup>rd</sup> September, to be delivered by Loughborough College.

This was offered to all attendees, and partners to refer in.

9 People attended this course.

## Learning from this way of working:

The relationships established early on backed up by the section 106 agreement was a solid basis for what was required. Preparation was key to ensuring that once Sainsbury's were ready the courses were ready to go.

## Training:

Those who enrolled onto the course independently achieved a higher success rate of attending and completing the course

Once on the course, people completed the course, with only 6 not completing the Loughborough Course.

Leicestershire Adult Learning had a higher non complete figure.

Partnership working is key to ensuring that those furthest from the labour market are reached through the services they know and have a relationship with.

More days required within a joint course would enable accredited courses, such as first aid and food hygiene to be added in.

Courses such as First Aid need to be included with whole package, that running two separate courses does not work

Learners have found out that if they have First Aid they will earn more money

Loughborough and Adult learning are working out terms for joint working and joint funding for the future.

Developing a termly programme could be possible, but needs employers backing to be able to draw on funding.

## Guaranteed Job Interviews:

Information provided from Sainsbury's on why people failed, has given us an insight into the needs of the unemployed, and what employers are looking for, This process needs to be in place for all future pre employment training.

Comments made by HR team about the standards of literacy with attention to detail section. Unable to get sight to evidence this however.

## Exit Strategy:

An exit strategy is crucial to ensuring learners are supported from the start to the end of the process, and stakeholders need to be engaged with this process.



IT support offered by the council to help learners apply online showed that email address and basic internet skills for this group was limited

IT support at the Council showed that peers were prepared to help each other

### Other Learning:

Consent to share information needs to be considered from the outset as Loughborough changed after first week to: If you don't not wish to share information please tick the box.

Melton Borough Council had contact from other partners and providers as to how we worked with Sainsbury's to deliver these outcomes, and how to replicate in other areas.

### Sainsbury's Feedback

The learners were enthusiastic to be part of the course, and clearly motivated to work.

Sainsbury's stated that they found the partnership working was excellent, and ensured that 'we gave every person the best and equal chance of securing employment with Sainsbury's'.

Sainsbury's commented that advance planning including the Job Fair and Guaranteed Interviews, meant that communication was key, and ensured positive relationship building for all stakeholders.

Sainsbury's stated that they were impressed by the College, and that the course was designed specifically to Sainsbury's needs.

Sainsbury's stated that working with the Council was a benefit to the recruitment, and support required for such a big build.

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# Findings

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## General Overview

- In total, there were 130 participants to the Sainsbury workshop over 6 weeks period that agreed to information sharing ( total completed 168)

## Age and gender

- 61% of the participants were women (n=71) and 39% were men (n=59)(figure 1 – Gender).
- 129 participants indicated their age (figure 2 – Age)
- 43% of respondents were between the age of 25-49 (56 out of 129). 36% of participants were between the age of 18-24 (46). 21% were above 50 (27) (figure 2 – Age)

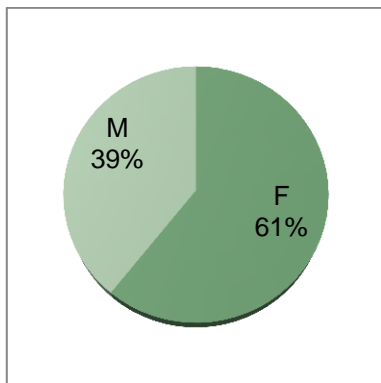


Figure 1 - Gender

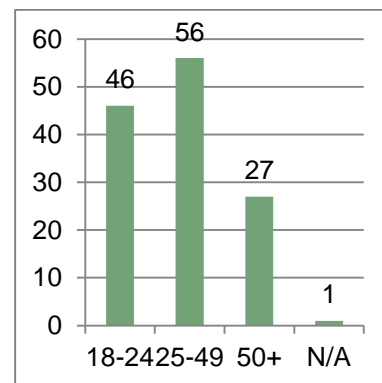


Figure 2 - Age

## Length of Unemployment

- 108 out of 130 participants indicated the length of their unemployment (figure 3 – Length of unemployment responses)
- 59% of respondents were unemployed for less than a year. (64 out of 108 respondents) (figure 4 – Respondents’ length of unemployment)
- 41% of respondents were unemployed for more than 2 years (44 out of 108)
- 87% of respondents were unemployed for less than 5 years (94 out of 108)
- 13% were unemployed for more than 6 years.(14 out of 108)

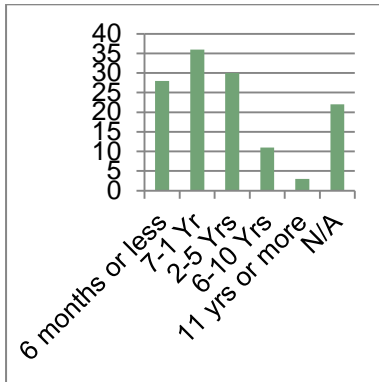


Figure 3 - Length of unemployment responses

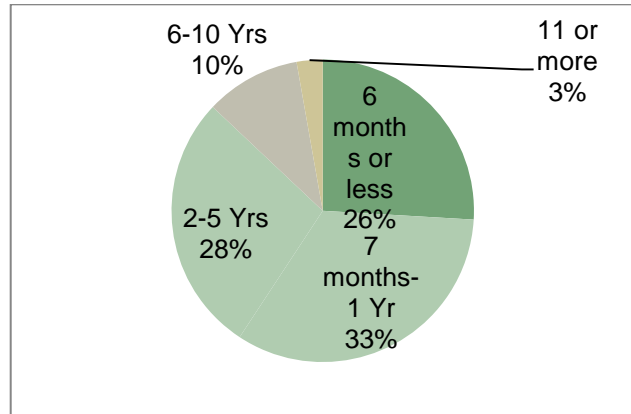


Figure 4 – respondents’ length of unemployment

## Benefits

- 74 out of 130 participants indicated the type of benefits they claim (figure 5 – Benefits claim participants’ responses)
- The majority of respondents claim JSA (88%)

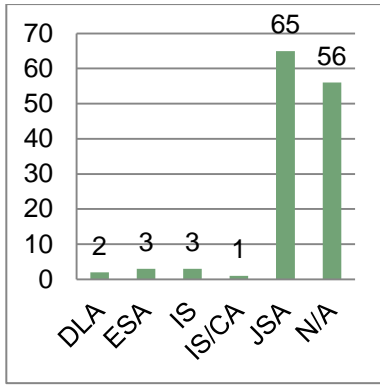


Figure 4 - Benefits claim participants' responses

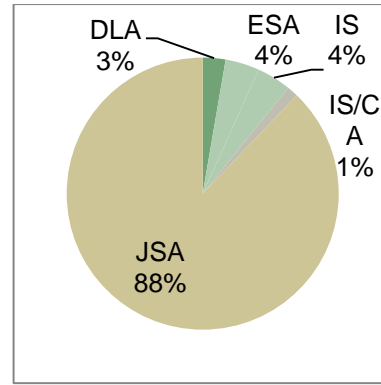


Figure 5 - Respondents' benefits claim

## Referrals

- 57% of the participants were extra attendees (n=75), 43% were referred by various service providers (n=55) (figure 6 – number of referred attendees by service providers)
- Job Centre plus referred the most individuals (n=19, 14%)

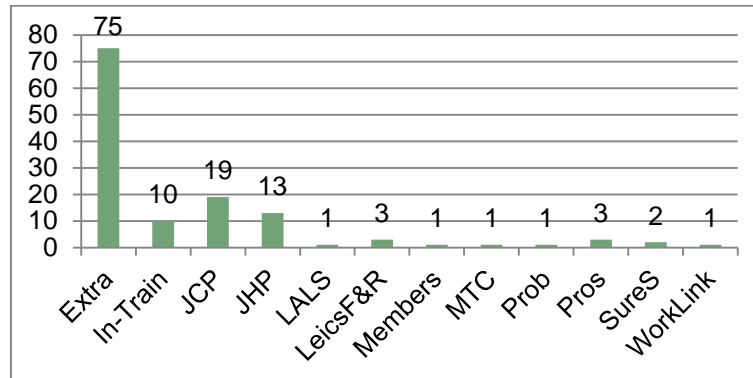


Figure 6 – Number of referred attendees by service providers

## Mosaic

### Mosaic group and profiles

- All participants postcode were run through the Mosaic profiling tool to identify the various mosaic groups and obtained a description of the top ranking mosaic groups and types. 18+ baseline in Melton was used to understand the various propensities (Appendice 1 – Experia report)
- 120 postcodes out of 130 were matched. (figure 7 – Mosaic groups)
- Group K (20%) and B (13.4%) were the top ranking groups (Appendix 1 – Experia report)
- Mosaic type O68, K50 and K51 were the top ranking mosaic types (Appendix 1 – experia report)

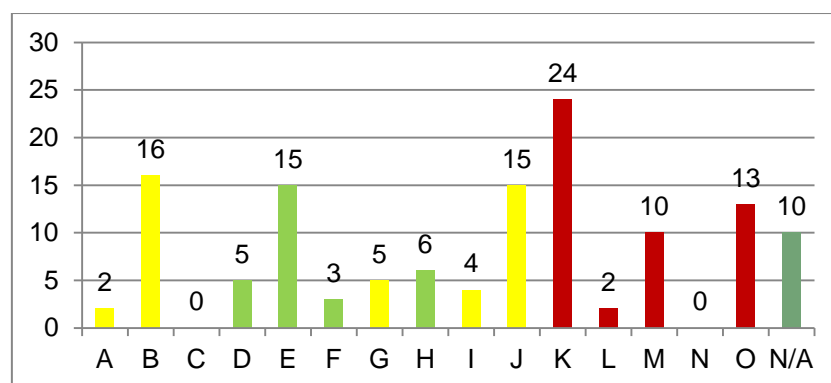


Figure 7 - Mosaic Group

### Likelihood to self serve

- In line with the definition of the various cohorts' likelihood to self serve, 41% of the respondents were unlikely to self serve (49 out of 120)

- 35% of the respondents were neutral to self serve according to their postcode address (40 out of 120)
- 24% of the respondents were likely to self serve according to their postcode address (27 out of 120)

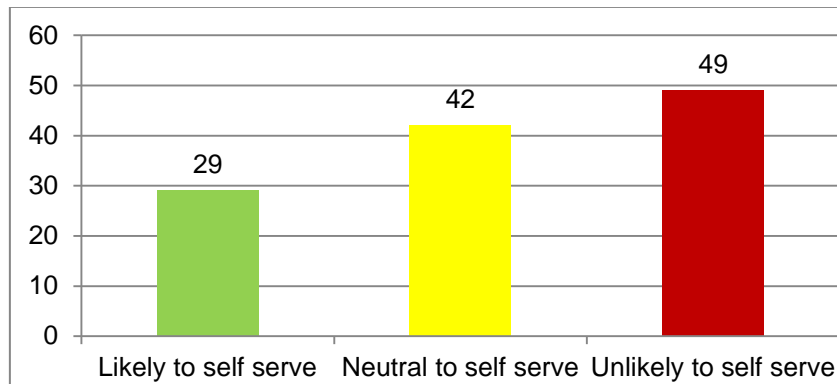


Figure 8 - Cohorts

## Location

### Ward Breakdown

- 98 participants postcodes were matched with ward areas within the town of Melton (75%)
- 18 were from outside Melton and live within the borough (14%)
- 14 participants' postcode did not match with any of the wards (11%)

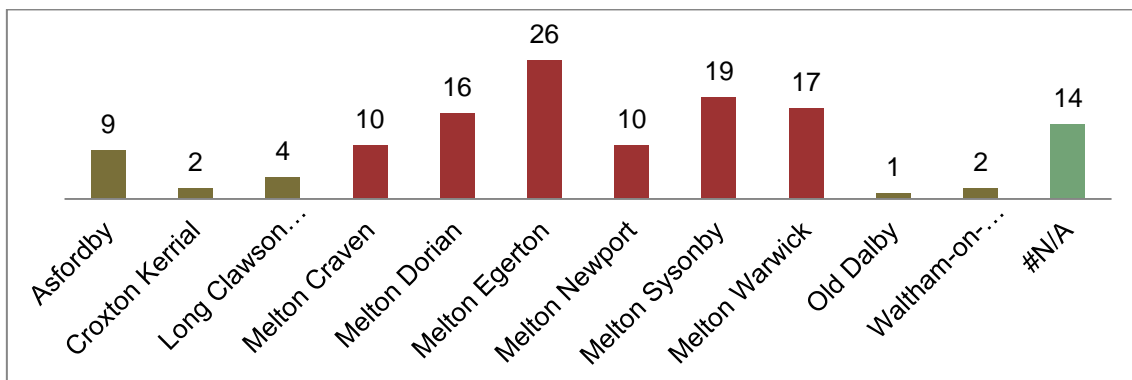
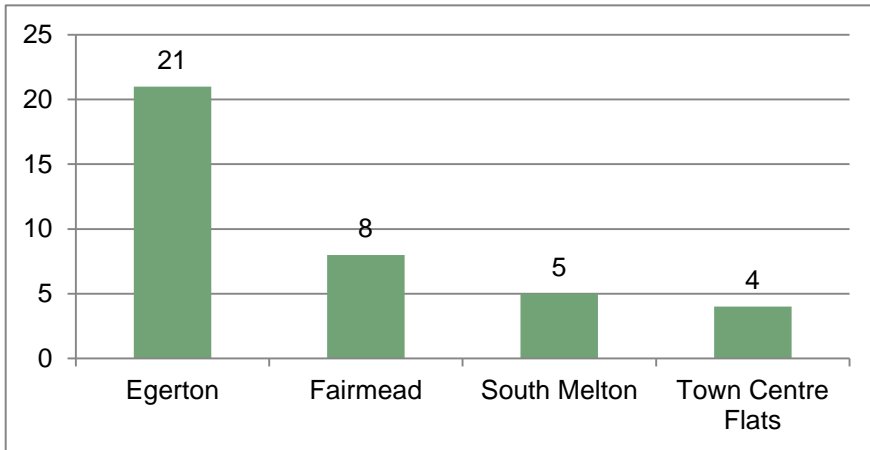


Figure 9 - Ward Breakdown

### Priority Neighbourhood

- 29% of the participants live in priority neighbourhood (38 out of 130).
- The majority of them live in Egerton.



**Figure 10 - Priority neighbourhood**

## Impact of the programme on participants

### General overview

The distance travelled between the score at the start of the programme and at the end has been positive. Please find below a table ranking the various score and difference.

		Score at start of programme	Ranking	Perception score at start of programme	Score at end of programme	Ranking	Difference	Ranking	SCORE	Average	Median	Mode	Final ranking
Q 1	How confident do you feel communicating with others?	7.38	8	7.29	8.90	7	1.52	2	17	5.6	7	-	8
Q 2	How confident do you feel working as part of a team?	8.11	7	7.94	9.21	5	1.1	3	16	5.3	5	-	5
Q 3	How ready do you feel to return to work?	9.11	1	8.14	9.38	1	0.27	9	11	3.7	1	1	1
Q 4	I am aware of how I behave	9.06	2	8.56	9.35	3	0.29	8	13	4.4	3	-	3
Q 5	I am aware of how others behave	8.64	3	8.53	9.18	6	0.55	7	16	5.3	6	-	6
Q 6	I know how my behaviour affects other people	8.62	5	8.33	9.18	6	0.57	6	17	5.6	6	6	7
Q 7	I know how other people's behaviour affects me	8.63	4	X 9.25	9.25	4	0.63	5	13	4.4	4	4	4
Q 8	How strongly do you rate your interview skills?	6.58	9	6.39	8.12	8	1.54	1	18	6	8	-	9
Q 9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.12	6	6.39	9.20	2	1.08	4	12	4	4	-	2

Table 1 - General overview - distance travelled between start and end of the programme

(x = perception on score at start of programme > score at start of the programme)

#### Score at the start of the programme

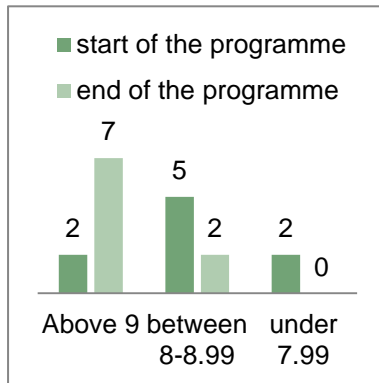
- the question on the readiness of participants to return to work (Q3) had the highest average score
- The questions which received the lowest average score were on individuals level of confidence in communicating with others (Q1) and how strongly do they rate their interviews skills (Q8).

#### Score at the end of the programme

- 2 average score under 9



## Comparison start and end of the programme



By comparing average score at the start and end of the programme, it can be clearly recognized how the programme had a positive impact on individuals.

## Final Ranking & Difference

- The programme had the most impact on individuals perception of their communication and interview skills (Q1, Q8)
- The difference between the score at the start and end of the programme was the lowest for the readiness of individuals to return to work (Q3). It had however in the final ranking the best score.

# Discussion

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## Key Areas to consider:

56% of attendees gave information re: benefit, with 88% stating JSA. Only 7% stated that they were on ESA or DLA. DWP will be monitoring those signing off and their benefit to get a clearer understanding.

49 out of 130 ( 37.7%) of attendees fall into the K- O category within Universal Credit Pilot. 13% of these attended sessions at the council to support with online applications, and of these 8% required 1-1 support with the online process. Illustrating that the unemployed are also unlikely to self serve, and a minority of these need substantial support with IT<sup>1</sup>.

Out of the 3 stakeholders (JHP, DWP and In training) with primary interest in worklessness, only 42 out of 130 (32%) completed the programme. 75 (57%) of attendees who self referred completed the programme, illustrating that they were motivated to find work.

Egerton Ward had highest attendance with 26/130 completing course, demonstrating that community who asked for the s.106 had highest participant rate.

In regards to Literacy and Numeracy, with 190 being assessed for Numeracy levels, 33.3% were assessed at Level 1 and Level 2 (D-G and A-C GCSE Grades). Literacy levels were assessed 30% Level 1 and 2 ( D-G and A-C GCSE Grades). Week 3 had highest levels (1 and 2) of Literacy ( 56%) and Numeracy ( 50%). Week 3 had 13/ 2 (59%) as attendees who were not referred by a service.

Weeks 4 and 6 had highest number of Worklessness Provider referrals, with 54% and 63% respectively.

The distance travelled between the start and end of the programme was the most important for questions answered by 18-24 years old. It suggests a positive impact of the programme on this particular group confidence, particularly in communicating with others and working in a team.

The elements of Guaranteed Job Interviews which required listening skills<sup>2</sup> reflected that the knowledge and skills to pass these elements were limited within the programme, and unemployed require further support in these areas.

Evaluation to look at positive impact on 18-24 years olds show that confidence in communicating with others and working within a team.

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<sup>1</sup> Linking to the Universal Credit Pilot who surveyed Cohorts 1 and 2, 120/ 861 required assistance to complete Council Tax Support, which are the cohorts most likely to self serve.

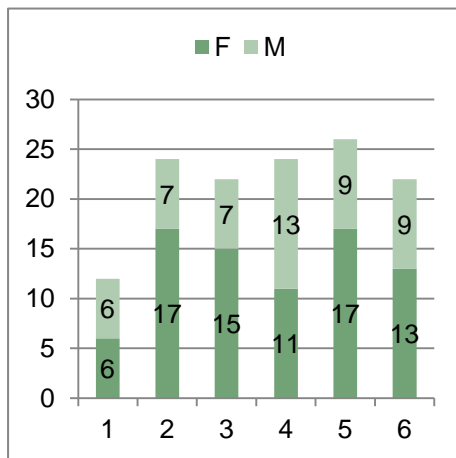
<sup>2</sup> Customer Service number of fails 39/40 and Attention to detail 35/40 fails

# Appendices

## 1. Breakdown of Monitoring Information. Analysis of the week cohorts

130 participants were divided into 6 groups.

- Smallest group : 12 (week 1)

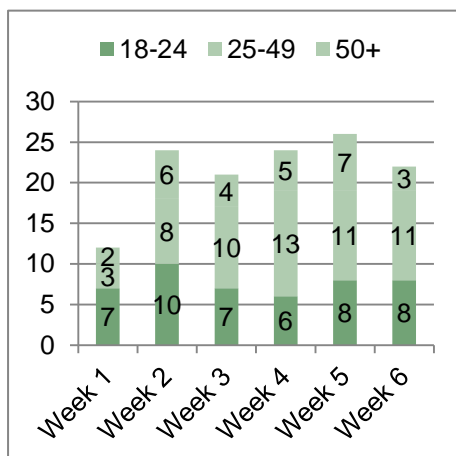


- Largest group: 26 (week 2)
- Average: 22
- Mode: 24

### Age & Gender

- Week 1 is the smallest group and had an equal number of men and women.
- In Week 2, 17 out of 24 (70%) were women. It is the largest proportion of women (70%) across the various weeks.
- In Week 3, 15 out of 22 were women (68%)

- In Week 4, 13 out of 24 attendees were men. It is the only week with a larger proportion of men (54%).
- In Week 5, 17 out of 26 attendees were women (65%)
- In Week 6, 13 out of 22 attendees were women (59%)



Week 1 and 2 had a larger number of individuals between the age of 18-24.

- In Week 1, 7 out of 12 were between the age of 18 and 24(58%)
- In Week 2, there were 10 out of 24 were between the age of 18-24 (42%).

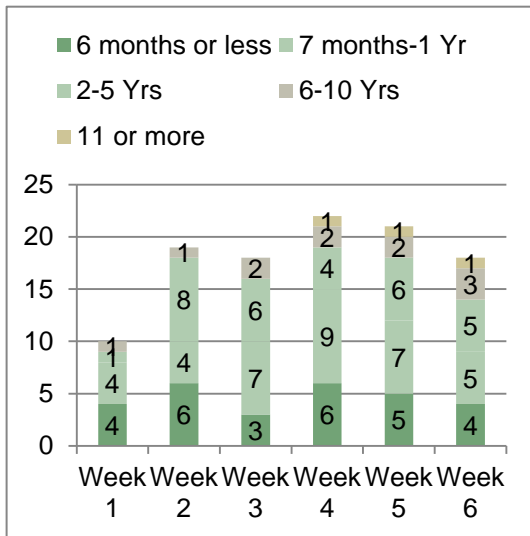
All the other weeks had a more important number of individuals between the age of 25-49.

- In Week 3, 10 out 22 were between 25-49 years old (47%)

- In Week 4, 13 out of 24 attendees were 25-49 years old (54%). It is the largest proportion of 25-49 years old across the various weeks.
- In Week 5, 11 out of 26 were between the age of 25-49 years old (42%)

- In week 6, 11 out of 22 were between the age of 25-49 (50%).

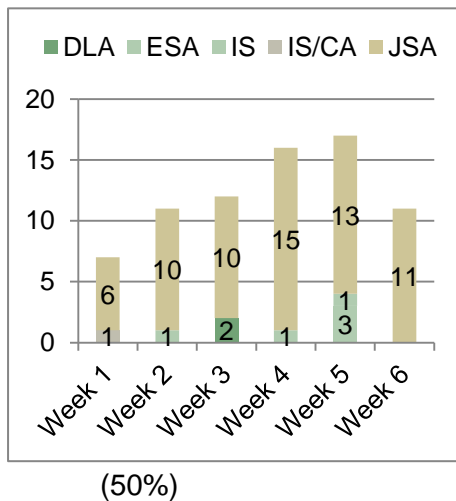
## Length of unemployment



- In Week 1, 8 out of 10 respondents were in unemployment for less than a year (80%).
- In Week 2, 10 out of 19 respondents were in unemployment for less than a year (52%)
- In Week 3, 10 out of 18 respondents were in unemployment for less than a year (55%)
- In week 4, 15 out of 24 were in unemployment for less than a year (62%). It is the largest number of individuals in unemployment for less than a year across the various week (n=15)

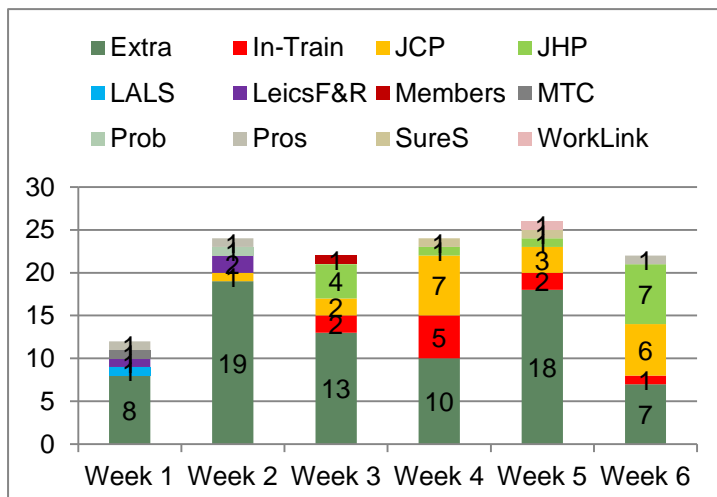
- In Week 5, 11 out of 21 respondents were in unemployment for less than year (52%).

## Benefits



- In week 1, 7 out of 12 were claiming benefits (58%)
- In Week 2, 11 out of 24 were claiming benefits (46%)
- In week 3, 12 out of 22 were claiming benefits (55%)
- In week 4, 16 out of 24 were claiming benefits (67%). It is the largest proportion of individuals claiming benefits across the various weeks.
- In week 5, 15 out of 26 were claiming benefits (58%)
- In week 6, 11 out of 22 were claiming benefits

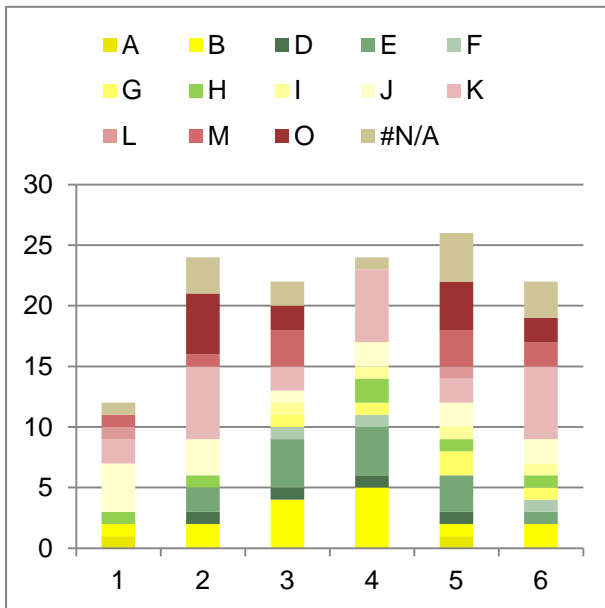
## Referrals



- In Week 1, 8 out of 12 were extra attendees (67%)
- In Week 2, 19 out of 24 were extra attendees. It is the biggest proportion of extra attendees across the various weeks (79%).
- In Week 3, 13 out of 22 were extra attendees (59%)

- In week 4, 10 out of 24 were extra attendees (42%). There were the largest number of referrals from JCP (n=7) across the various weeks
- In week 5, 18 out of 26 were extra attendees (69%)
- In Week 6, 15 out of 22 respondents were referred by various service providers (68%),

## Mosaic



- In Week 1, more than 50% of attendees were neutral to self serve, the most important proportion of attendees from a same mosaic group was from group J (33%).

- In Week 2, 12 out of 24 were unlikely to self serve (50%). It was largest number of unlikely to self serve across the various weeks.

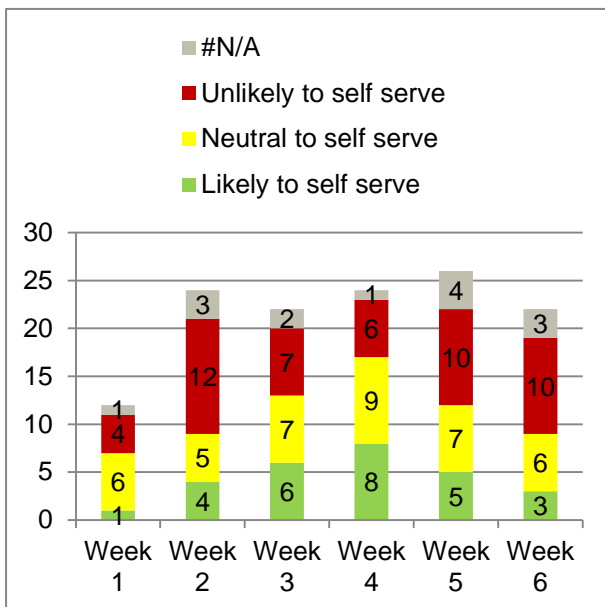
- In Week 3, it had approximately the same number of individuals in each cohort.

- In Week 4, it had the largest number of individuals who are neutral to self serve (n=8) and likely to self serve (n=9) across the various weeks. Week 4 had no individuals from group O.

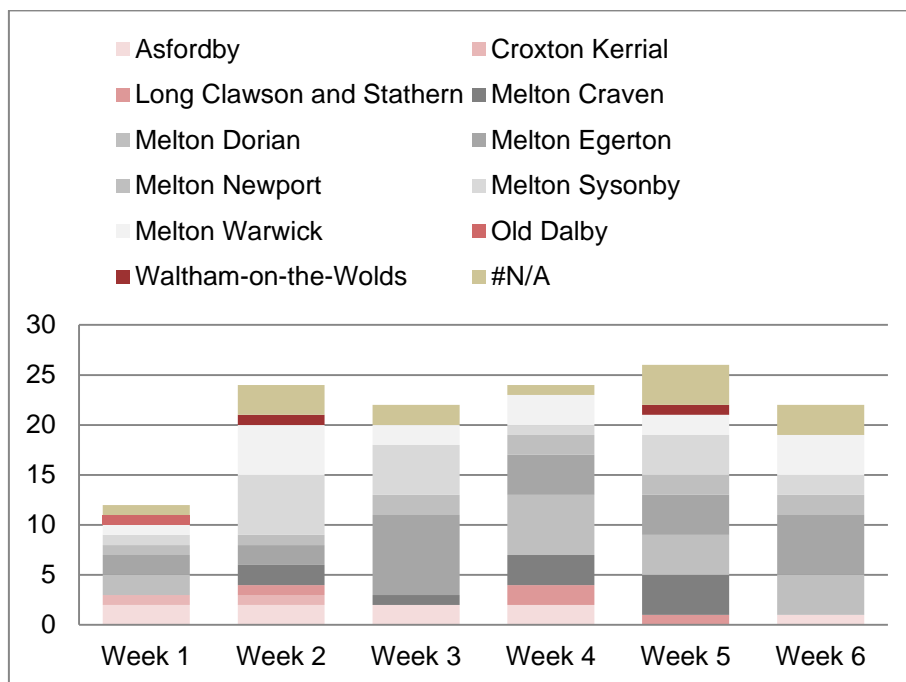
- In Week 5, 10 out of 26 were unlikely to self serve.

- In Week 6, 10 out of 22 were unlikely to self serve (45%).

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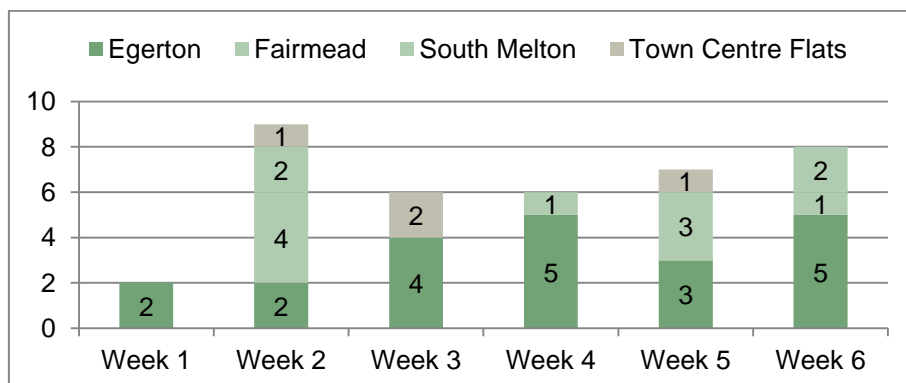


## Ward Breakdown



- In Week 1, 7 out of 12 live in Melton Mowbray (58%)
- In week 2, 16 out of 24 live in Melton mowbray (67%). 25% of attendees were from Melton Sysonby.
- In Week 3, 18 out of 22 live in Melton Mowbray (82%). 36% of attendees were from Egerton
- In Week 4, 19 out of 24 live in Melton Mowbray (79%). 23% of attendees were from Melton Dorian.
- In Week 5, 20 out of 26 live in Melton Mowbray (77%).
- In Week 6, 18 out of 22 live in Melton Mowbray.27% of attendees were from Melton Egerton

## Priority Neighbourhoods



- In Week 1, 2 out of 12 live in priority neighbourhood (17%).

- In Week 2, 9 out of 24 live in priority neighbourhood (38%). It is the largest number of individuals from priority neighbourhood across the various week.
- In Week 3, 6 out of 22 live in priority neighbourhood (27%)
- In Week 4, 6 out of 24 live in priority neighbourhood (25%)
- In week 5, 7 out of 26 live in priority neighbourhood (27%)
- In Week 6, 8 out of 22 live in priority neighbourhood (36%)

## Profile – Weekly cohorts

### Summary

- Week 1 key characteristics were :
  - 12 participants.
  - Equal number of men and women (6/)
  - 7 out of 12 were between the age of 18 and 24 (58%)
  - 8 out of 10 respondents were in unemployment for less than a year (80%)
  - 7 out of 12 were claiming benefits (58%)
  - 8 out of 12 were extra attendees (67%)
  - More than 50% of attendees were neutral to self serve.
  - The most important proportion of attendees from a same mosaic group was from group J (33%).
  - 7 out of 12 live in Melton Mowbray (58%)
  - 2 out of 12 individuals live in Egerton priority neighbourhood (17%).
- Week 2 was characterized by:
  - 24 participants
  - 17 out of 24 (70%) were women. It is the largest proportion of women (70%) across the various weeks.
  - A larger number of 18-24. 10 out of 24 were between the age of 18-24 (42%).
  - Largest number of individuals who've been in unemployment between 2-5 years across the various weeks (8)
  - 11 out of 24 were claiming benefits (46%)
  - 19 out of 24 were extra attendees. It is the biggest proportion of extra attendees across the various weeks (79%).
  - 12 out of 24 were unlikely to self serve (50%). It was largest number of unlikely to self serve across the various weeks.
  - 16 out of 24 live in Melton mowbray (67%). 25% of attendees were from Melton Sysonby.
  - 9 out of 24 live in priority neighbourhood (38%). It is the largest number of individuals from priority neighbourhood across the various week.
- Week 3 was characterized by
  - 22 participants
  - 15 out of 22 were women (68%)
  - 10 out 22 were between 25-49 years old (47%)
  - 10 out of 18 respondents were in unemployment for less than a year (55%)
  - In week 3, 12 out 22 were claiming benefits (55%)
  - 13 out of 22 were extra attendees (55%)
  - Approximately the same number of individuals in each cohort.

- 18 out of 22 live in Melton Mowbray (82%). 36% of attendees were from Egerton
- 6 out of 22 live in priority neighbourhood (27%)
- Week 4 key characteristics were
  - 24 participants
  - 13 out of 24 attendees were men. It is the only week with a larger proportion of men (54%)
  - 13 out of 24 attendees were 25-49 years old (54%). It is the largest proportion of 25-49 years old across the various weeks.
  - 15 out of 24 were in unemployment for less than a year (62%). It is the largest number of individuals in unemployment for less than a year across the various week (n=15)
  - 16 out 24 were claiming benefits (67%). It is the largest proportion of individuals claiming benefits across the various weeks.
  - 10 out of 24 were extra attendees (42%). There were the largest number of referrals from JCP (n=7) across the various weeks
  - Largest number of individuals who are neutral to self serve (n=8) and likely to self serve (n=9) across the various weeks. Week 4 had no individuals from group O.
  - 19 out of 24 live in Melton Mowbray (79%). 23% of attendees were from Melton Dorian. 23% of attendees were from Melton Dorian.
  - 6 out of 24 live in priority neighbourhood (25%)
- Week 5 key characteristics were
  - 26 participants
  - 17 out of 26 attendees were women (65%)
  - 11 out of 26 were between the age of 25-49 years old (42%).
  - 11 out of 21 respondents were in unemployment for less than year (52%).
  - 15 out of 26 were claiming benefits (58%)
  - 18 out of 26 were extra attendees (69%)
  - 10 out of 26 were unlikely to self serve (38%)
  - 20 out of 26 live in Melton Mowbray (77%).
  - 7 out of 26 live in priority neighbourhood (27%)
- Week 6
  - 13 out of 22 attendees were women (59%)
  - 11 out 22 were between the age of 25-49 (50%).
  - 27% of attendees were from Melton Egerton
  - 45% of attendees were unlikely to self serve.
  - 11 out of 22 were claiming benefits (50%)
  - 15 out of 22 respondents were referred by various service providers (68%),
  - 10 out of 22 were unlikely to self serve (45%).
  - 18 out of 22 live in Melton Mowbray (82%). 27% of attendees were from Melton Egerton

## Cohorts comparison



The difference between score at the start of the programme and at the end was used to rank the cohorts per questions. (appendix 2 – distance travelled breakdown – week)

		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6						
	Total number of participants	12	24	22	24	26	22						
Q 1	How confident do you feel communicating with others?	1.82	2	0.79	6 X 1.52	4	2.19	1	X 1.64	3	1.29	5	
Q 2	How confident do you feel working as part of a team?	0.77	4	0.63	6	0.76	5	X 1.85	1	X 1.16	3	1.24	2
Q 3	How ready do you feel to return to work?	0.23	4	-0.04	6	0.48	2	0.60	1	0.25	3	0.05	5
Q 4	I am aware of how I behave	0.33	3	0.04	5	0.43	2	X 0.78	1	0.19	4	-0.02	6
Q 5	I am aware of how others behave	0.32	6	0.33	5	0.41	4	X 0.78	1	0.62	3	X 0.73	2
Q 6	I know how my behaviour affects other people	0.60	3	0.25	6	0.43	5	0.59	4	0.81	1	0.71	2
Q 7	I know how other people's behaviour affects me	0.42	4	0.13	6	0.81	3	X 0.98	2	0.31	5	1.17	1
Q 8	How strongly do you rate your interview skills?	1.62	3	1.50	4	1.43	5	1.93	1	X 1.18	6	X 1.67	2
Q 9	How strongly do you rate your understanding of Health & Safety in the Workplace?	1.08	3	0.88	5	0.90	4	1.31	2	0.54	6	X 1.92	1
	Total	33	49	34	14	34	26						
	Mode	3	6	4	1	3	2						
	Median	3	6	4	1	3	2						
	Average	3.6	5.4	3.8	1.6	3.8	2.9						
	Final Ranking	3	6	5	1	4	2						

(X= perception of the score higher than the original score at the start of the programme)

#### Key highlights

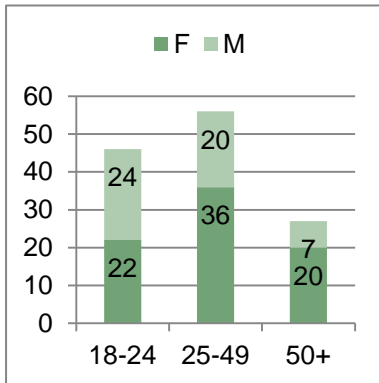
- In week 4, the difference between score at the start of the programme and at the end was the most important for the majority of question asked to the participants. The impact has been the most significant on this particular cohort
- In Week 2, the final ranking is in position 6. An interesting element is that the end score for the readiness to return to work is actually lower that the starting score.

## Assessing the week cohorts

By analyzing the various profiles, it was found that both week 4 and 6 had a more important proportion of individuals who were referred by an external agencies than all the other week altogether. Both week 4 and week 6 had an important number of individuals who were likely and neutral to self serve. Week 2 which rank in the 6<sup>th</sup> position had the largest number of extra attendees and the largest number of attendees who were unlikely to self serve. All other variables (e.g. gender and length of unemployment) were not significant enough to identify particular patterns. The findings suggest a positive correlation between the number of individuals referred by an external agencies and the average distance travelled at the start and end of the programme.

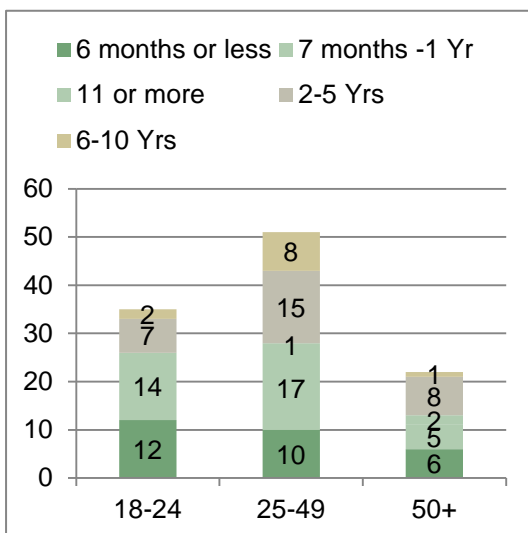
## Age cohort analysis

### Gender



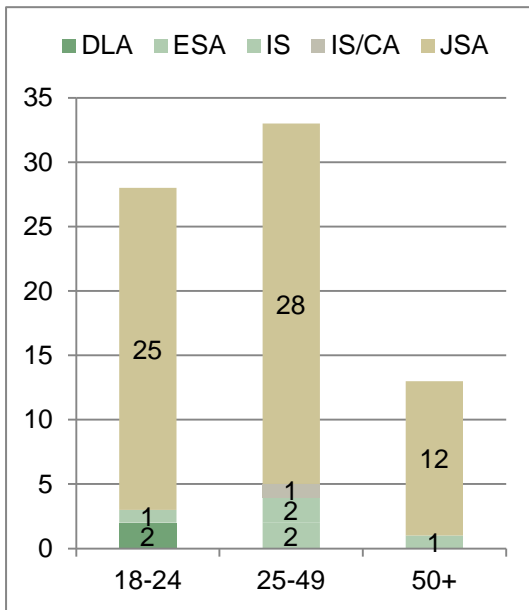
- In the 18-24 age band, 51% of 18-24 were men. It is the largest proportion of men across the various age bands.
- In the 25-49 age band, there were 56 individuals. 36 out of 56 were women (64%)
- In the 50+ age band, there were 27 individuals in total. 20 out of 27 were women (74%).

### Length of unemployment



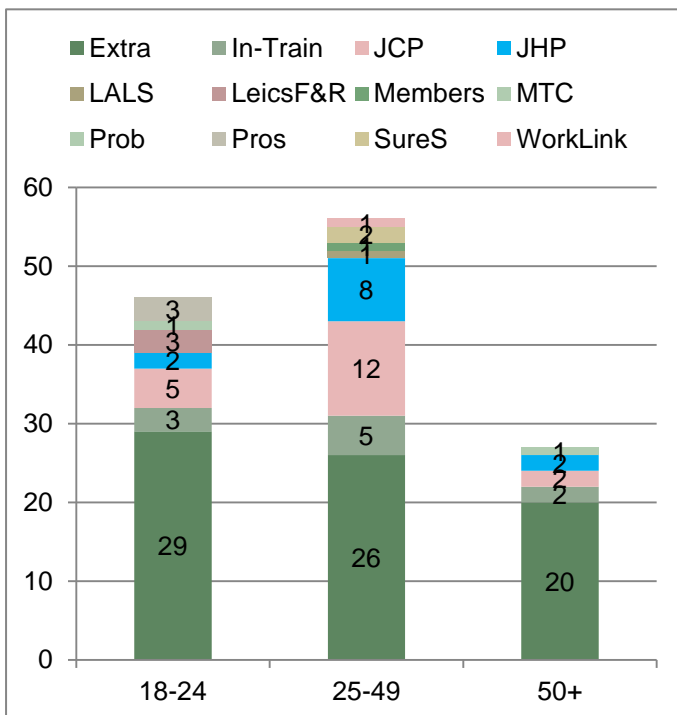
- 26 out of 35 18-24 respondents were in unemployment for less than a year (74%)
- In the 25-49 age band, 27 out of 51 respondents were unemployed for less than a year (53%). 15 out of 51 were unemployed for 2-5 years. This particular age band had the largest number of individuals unemployed in between 2-5 years (15) and 6-10 years (8) across the various age bands.
- 11 out of 22 respondents were unemployed for less than a year (50%). 8 out of 22 respondents were unemployed for 2-5 years (36%).

## Benefits



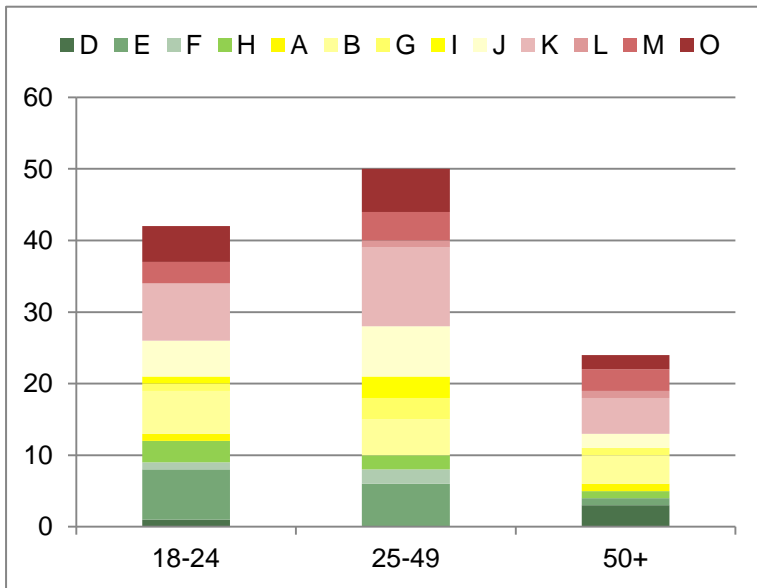
- 27 out of 36 were claiming benefits in 18-24 age band (75%)
  - 34 out of 56 were claiming benefits in 25-49 age band (60%)
  - 13 out of 27 were claiming benefits in 50+ age band

## Referrals



- In the age band 18-24, 29 out of 46 individuals were extra attendees (63%).
  - In the age band 25-49, 26 out of 56 were extra attendees (46%). There were a larger proportion of individuals referred by multiple service providers across the various age bands. A larger number of individuals were referred by JHP (n=8) and JCP (n=12) across the age bands.
  - In the age band 50+, 20 out of 27 were extra attendees (74%).

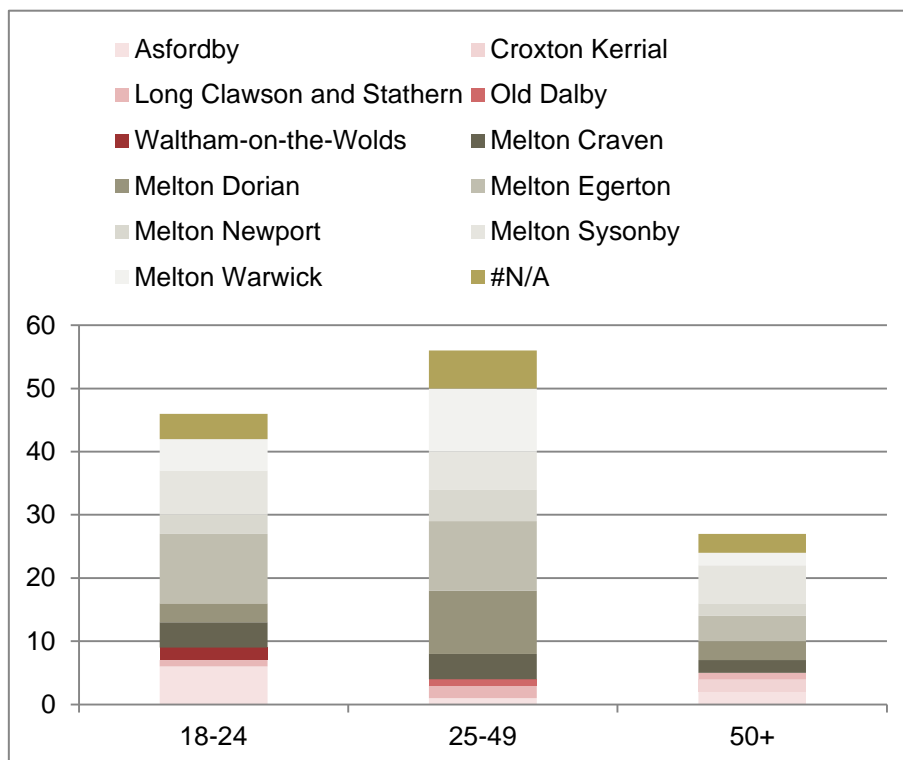
## Mosaic



(41%).

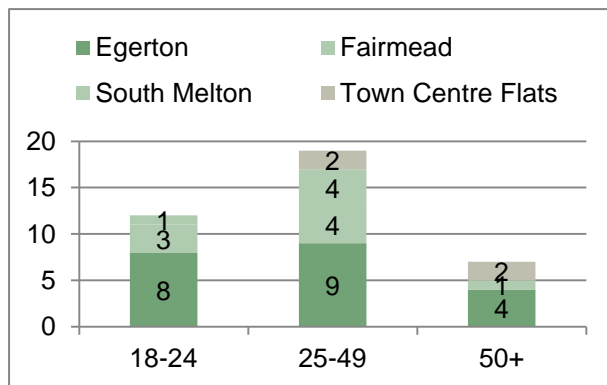
- In the age band 18-24, the majority of attendees were unlikely to self serve (35%)
  - In the age band 25-49, The majority of attendees were unlikely to self serve (39%). It had also a larger proportion of individuals in the neutral and unlikely to self serve across the various age bands.
  - In the age band 50+, The majority of attendees were unlikely to self serve

## Ward Breakdown



- 18-24 age band - 33 out of 46 live in Melton Mowbray (71%). It is the largest proportion across the various age bands.
- 25-49 age band - 46 out of 56 live in Melton Mowbray (82%).
- 50+ - 19 out of 22 live in Melton Mowbray (86%). It is the largest proportion across the various age bands.

## Priority Neighbourhoods



- 12 out of 46 live in priority neighbourhood in the age band 18-24 (26%).
- 19 out of 56 live in priority neighbourhood in the age band 25-49 (34%).
- 7 out of 27 live in priority neighbourhood among the 50+(26%).

## Age cohort Profile

### Summary

- 18-24 key characteristics were:
  - 46 individuals
  - 51% of 18-24 were men. It is the largest proportion of men across the various age bands.
  - 26 out of 35 18-24 respondents were in unemployment for less than a year (74%)
  - 27 out of 36 were claiming benefits in 18-24 age band (75%)
  - 29 out of 46 individuals were extra attendees<sup>3</sup> (63%).
  - The majority of attendees were unlikely to self serve (35%)
  - 33 out of 46 live outside Melton Mowbray (71%).
  - 12 out of 46 live in priority neighbourhood in the age band 18-24 (26%).
- 25-49 key characteristics
  - 56 individuals
  - 36 out of 56 were women (64%)
  - 27 out of 51 respondents were unemployed for less than a year (53%). 15 out of 51 were unemployed for 2-5 years. This particular age band had the largest number of individuals unemployed in between 2-5 years (n=15) and 6-10 years (n=8) across the various age bands.
  - 34 out of 56 were claiming benefits in 25-49 age band (60%)
  - 26 out of 56 were extra attendees (46%). There were a larger proportion of individuals referred by multiple service providers across the various age bands. A larger number of individuals were referred by JHP (n=8) and JCP (n=12) across the age bands.
  - 26 out of 56 were extra attendees (74%) Across the age bands, a larger number of individuals were referred by JHP (8) and JCP (12) in this particular age band.

<sup>3</sup> Extra attendees is how the monitoring recorded self referrals.

- The majority of attendees were unlikely to self serve (39%). It had also a larger proportion of individuals in the neutral and unlikely to self serve across the various age bands.
- 46 out of 56 live in Melton Mowbray (82%).
- 19 out of 56 live in priority neighbourhood (34%)
- 50+
  - 20 out of 27 were women (74%).
  - 11 out of 22 respondents were unemployed for less than a year (50%). 8 out of 22 respondents were unemployed for 2-5 years (36%)
  - 13 out of 27 were claiming benefits (48%)
  - 20 out of 27 were extra attendees (74%).
  - The majority of attendees were unlikely to self serve (41%)
  - 19 out of 22 live in Melton Mowbray (86%). It is the largest proportion across the various age bands.
  - 7 out of 27 live in priority neighbourhood among the 50+(26%).

## Impact of the programme - Age band

(appendix 3 – distance travelled breakdown – age band)

		18-24		25-49		50+	
	Total number of participants	46		56		27	
Q1	How confident do you feel communicating with others?	X 2.09	1	1.43	2	0.78	3
Q2	How confident do you feel working as part of a team?	X 1.79	1	0.88	2	0.44	3
Q3	How ready do you feel to return to work?	0.20	3	0.31	2	0.33	1
Q4	I am aware of how I behave	X 0.32	2	0.37	1	0.15	3
Q5	I am aware of how others behave	X 0.71	1	0.44	3	0.52	2
Q6	I know how my behaviour affects other people	X 0.89	1	0.50	2	0.19	3
Q7	I know how other people's behaviour affects me	0.69	2	0.73	1	0.33	2
Q8	How strongly do you rate your interview skills?	1.78	1	X 1.71	3	0.78	2
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	X 1.12	2	1.42	1	0.44	3
	Total	14.00		16.00		24.00	
	Mode	1.56		1.78		2.67	
	Median	1.00		2.00		3.00	
	Average	1		2		3	
	Final Ranking	1		2		3	

(X= perception of the score at the start of the programme higher than the start score)

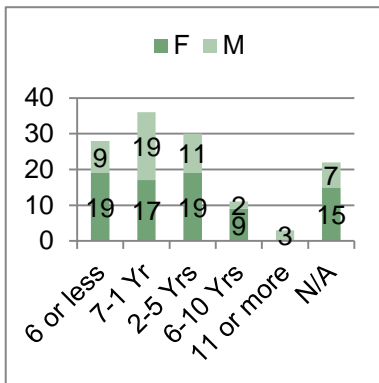
### Key highlights

The distance travelled between the start and end of the programme was the most important for questions answered by 18-24 years old. It suggests a positive impact of the programme on this particular group confidence, particularly in communicating with others and working in a team. It is also amongst the 18-24 years old that the perception of the start score was higher than the score at the start of the programme in more questions than the others' cohorts.



## Length of unemployment analysis

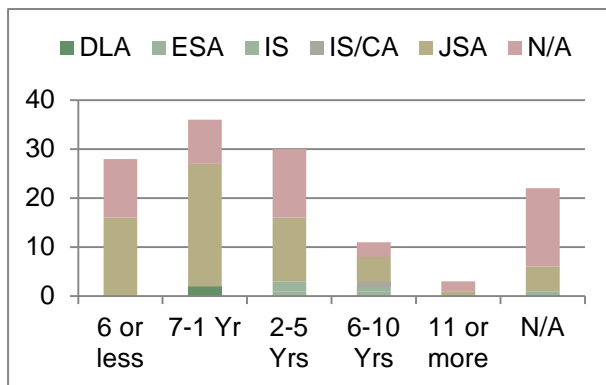
### Gender



- 6 months or less in unemployment - 19 out of 28 were women (67%).
- 36 respondents were unemployed for 7 months to one year. 19 out of 36 were men (52%).
- 30 respondents were unemployed for 2-5 years, 19 out of 30 were women (63%).
- 11 respondents were unemployed for 6-10 years. 9 out of 11 were women (82%).
- All three respondents in unemployment for 11 years or more were male.

- 22 did not indicate how long they have been unemployed for. 15 out of 22 were women (68%).

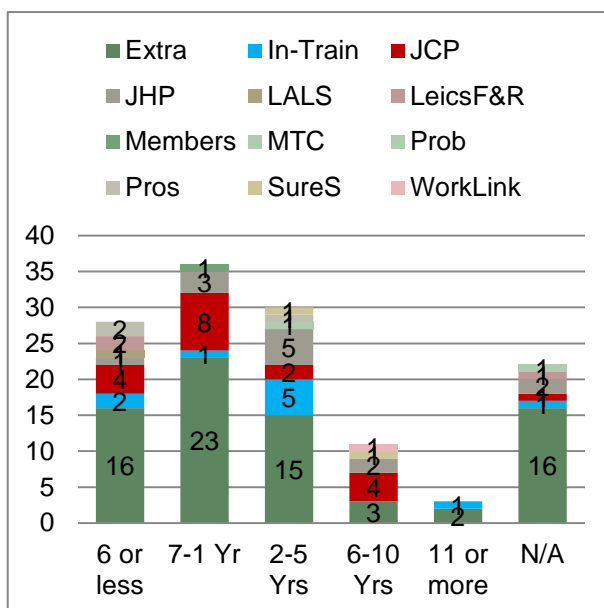
### Benefits



benefits (27%)

- 6 months or less - 16 out of 28 were claiming benefits
- 7-1 year – 27 out of 36 were claiming benefits (75%)
- 2-5 years – 16 out of 30 were claiming benefits (53%)
- 6.-10 years – 8 out of 11 were claiming benefits
- 11 years or more – 1 out of 3 claim benefits
- N/A – 6 out of 22 were claiming

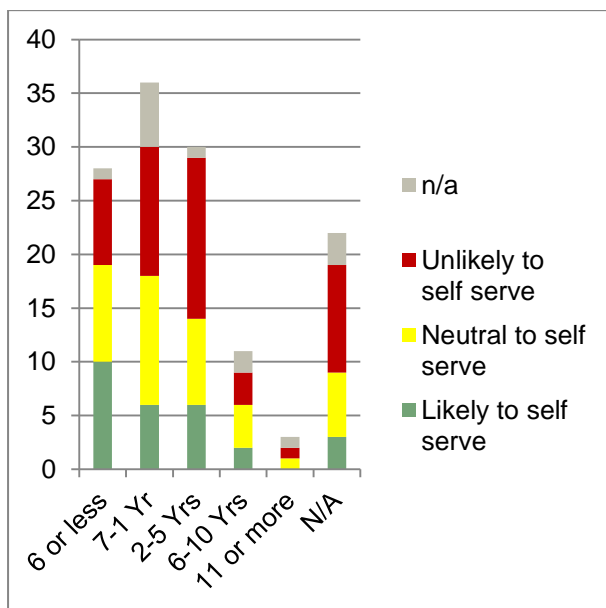
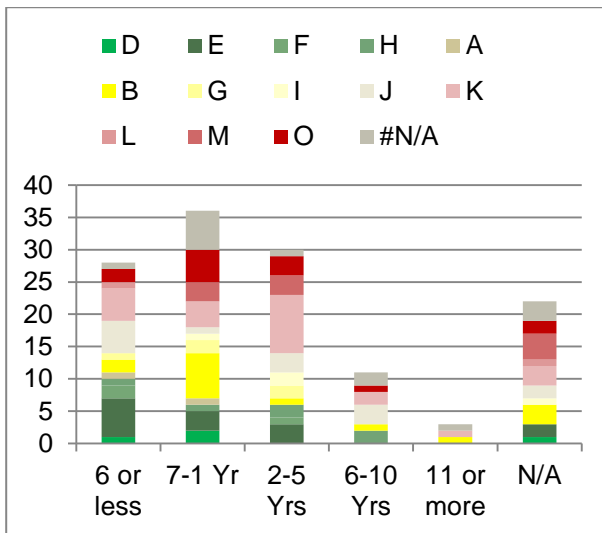
### Referrals



- 6 months or less - 16 out of 28 were extra attendees. (57%), 12 out of 28 were referred by multiple agencies (43%)
- 7-1 year 23 out of 36 were extra attendees. 8 were referred through JCP which is the largest number of individuals referred across the various length of unemployment range.

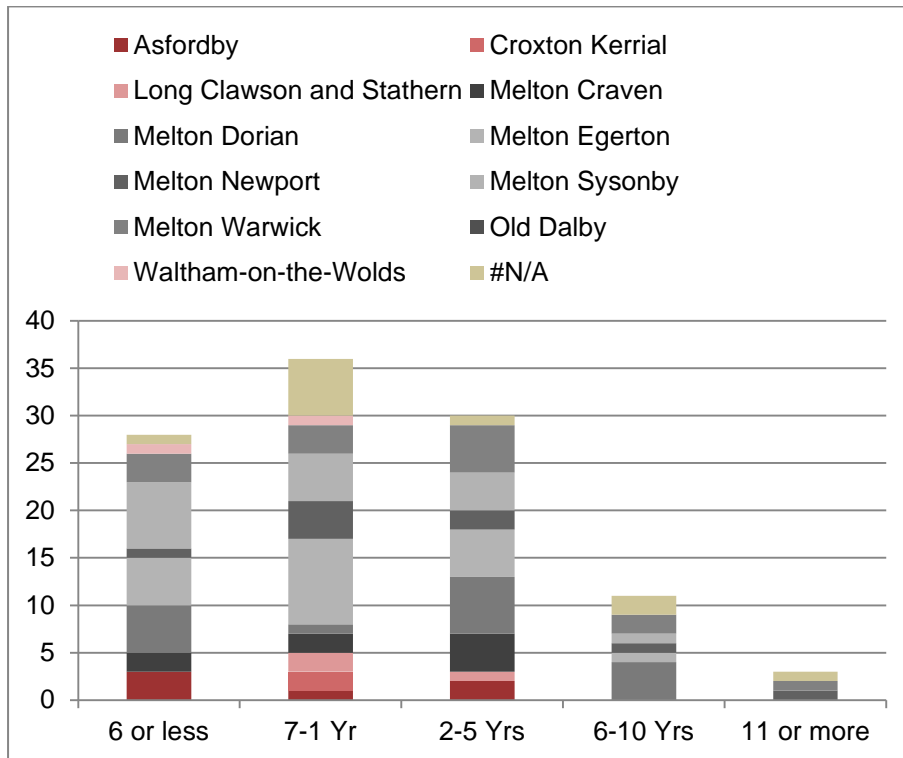
- 2-5 years – Half were extra attendees and the other half was referred by various service providers.
  - 6.-10 3 out of 11 were extra attendees 8 out of 11 were referred by various service providers 4 out of 11 were referred from JCP
  - 11 or more 2 out of 3 were extra attendees 1 out of three were in training
  - N/A For those who did not give any answer, 16 out of 22 were extra attendees (73%)

## Mosaic



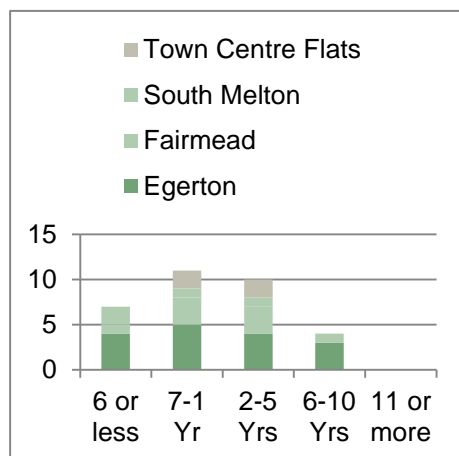
- 6 months or less - 10 out of 28 were likely to self serve (36%)
- 7-1 year There were an equal number of neutral and likely to self serve (12) representing altogether 61% of individuals unemployed between 7 months and 1 year.
- 2-5 years - 15 out of 30 were unlikely to self serve (50%)
- N/A – 10 out of 22 were unlikely to self serve (45%)

## Ward Breakdown



- 6 months or less - 23 out of 28 live in Melton Mowbray (82%)
- 7-1 year 24 out 36 live in Melton Mowbray (66%)
- 2-5 years – 26 out of 30 live in Melton Mowbray (86%)
- 6.-10 – 9 out of 11 live in Melton Mowbray
- 11 or more – 2 out of 3 live in Melton mowbray

## Priority Neighbourhoods



- 6 months or less - 7 out of 28 live in priority neighbourhood (25%)
- 7-1 year 11 out of 36 live in priority neighbourhood (30%)
- 2-5 years 10 out of 30 live in priority neighborhood (33%)
- 6-10 years - 4 out 11 live in priority neighbourhood
- 11 years or more – none live in priority neighbourhood

## Profile – Length of unemployment

- 6 months or less key characteristics
  - 28 respondents were unemployed for less than 6 months
  - 19 out of 28 were women (67%)
  - 16 out of 28 were claiming benefits (57%)
  - 10 out of 28 were likely to self serve (36%), Group E (n=6), J (n=5) & K (n=5) were the largest mosaic groups.
  - 16 out of 28 were extra attendees. (57%)
  - 12 out of 28 were referred by multiple agencies (43%)
  - 10 out of 28 were likely to self serve (36%)
  - 23 out of 28 live in Melton Mowbray (82%)
  - 7 out of 28 live in priority neighbourhood.
- 7months - 1 year key characteristics
  - 36 respondents were unemployed for 7 months to one year.
  - 19 out of 36 were men (52%). It is the largest proportion of men across the various length of unemployment.
  - 27 out of 36 were claiming benefits (75%)
  - 23 out of 36 were extra attendees. 8 were referred through JCP which is the largest number of individuals referred across the various length of unemployment range.
  - There were an equal number of neutral and likely to self serve (12) representing altogether 61% of individuals unemployed between 7 months and 1 year.
  - 24 out of 36 live in Melton Mowbray (66%)
  - 11 out of 36 live in priority neighbourhood (30%)
- 2-5 years
  - 30 respondents were unemployed for 2-5 years
  - 19 out of 30 were women (63%)
  - 16 out of 30 were claiming benefits (53%)
  - Half were extra attendees and the other half was referred by various service providers.
  - 15 out of 30 were unlikely to self serve (50%)
  - 26 out of 30 live in Melton Mowbray (86%)
  - 10 out of 30 live in priority neighborhood (33%)
- 6.-10
  - 11 respondents were unemployed for 6-10 years
  - 8 out of 11 were on benefits
  - 9 out of 11 were women
  - 3 out of 11 were extra attendees
  - 8 out of 11 were referred by various service providers
  - 4 out of 11 were referred from JCP
  - The majority live in melton mowbray. 4 out of 11 live in Melton Dorian.
  - 4 out 11 live in priority neighbourhood
- 11 or more
  - All three respondents were male

- 2 out of 3 were extra attendees.
  - 1 out of three was in training.
- 1 out of 3 were claiming benefits
  - 2 out of 3 live in Melton mowbray
  - none live in priority neighbourhood
- For those who did not give any answer
  - 22 did not indicate how long they have been unemployed for.
  - 15 out of 22 were women (68%)
  - 6 out of 22 were claiming benefits (27%)
  - 16 out of 22 were extra attendees (73%)
  - 14 out of 22 live in Melton Mowbray (64%)
  - 6 out of 22 live in priority neighbourhood (64%)

## Impact – Length of unemployment

### Appendix 4 – Length of unemployment – Distance travelled breakdown

		N/A	<u>6 months or less</u>	<u>7 months - 1 year</u>	<u>2-5 years</u>	<u>6-10 years</u>	<u>More than 11 years</u>						
	Total number of participant	22	<b>28</b>	<b>36</b>	<b>30</b>	<b>11</b>	<b>3</b>						
Q1	How confident do you feel communicating with others?	2.35	1	1.07	4	1.44	3	1.44	3	2.00	2	0.00	5
Q2	How confident do you feel working as part of a team?	1.85	2	0.79	4	0.98	3	0.65	5	2.31	1	0.33	6
Q3	How ready do you feel to return to work?	0.65	2	0.29	4	0.00	6	0.08	5	0.43	3	2.00	1
Q4	I am aware of how I behave	0.50	2	0.29	4	0.16	6	0.20	5	0.52	1	0.33	3
Q5	I am aware of how others behave	1.20	1	0.39	4	0.33	5	0.32	6	0.88	2	0.67	3
Q6	I know how my behaviour affects other people	1.00	2	0.68	3	0.25	4	0.22	5	1.69	1	-0.33	6
Q7	I know how other people's behaviour affects me	0.55	3	0.82	2	0.47	4	0.39	5	1.49	1	0.33	6
Q8	How strongly do you rate your interview skills?	2.15	2	1.46	4	1.27	5	1.25	6	1.71	3	3.33	1
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	0.80	4	1.43	3	0.67	5	0.64	6	2.58	2	3.33	1
Total			19	29	37	40	16	32					
Median			2	3	5	6	1	4					
Mode			2	4	5	5	1	6					
Average			2.11	3.6	4.5	5.1	1.6	3.8					
Primary ranking			2	3	5	6	1	4					
Final ranking			1	2	3	4	-	-					

### Key highlights

For the final ranking, individuals who did not indicate their length of unemployment travelled in average the most distance between the start and the end of the programme. It was followed by those in unemployment for less than 6 months.

## Cohorts

		Likely to self serve	Ranking	Neutral to self serve	Ranking	Unlikely to self serve	Ranking	N/A	Ranking
	Total number of participants	29		42		49		10	
Q1	How confident do you feel communicating with others?	1.7	1	1.5	3	1.6	2	0.9	4
Q2	How confident do you feel working as part of a team?	1.3	1	1.3	1	1.1	2	0.1	3
Q3	How ready do you feel to return to work?	0.2	2	0.2	2	0.4	1	0.1	3
Q4	I am aware of how I behave	0.1	3	0.7	1	0.0	4	0.2	2
Q5	I am aware of how others behave	0.4	4	0.6	2	0.5	3	0.9	1
Q6	I know how my behaviour affects other people	0.5	2	0.7	1	0.5	2	0.3	3
Q7	I know how other people's behaviour affects me	0.7	1	0.7	1	0.6	2	0.3	3
Q8	How strongly do you rate your interview skills?	1.7	1	1.7	1	1.4	3	1.6	2
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	1.5	1	1.2	2	0.8	4	0.9	3
	Total		16		14		23		24
	Average		1.8		1.5		2.5		2.6
	Median		1		1		2		3
	Mode		1		1		2		3
	Final Ranking		2		1		3		4

## Key highlights

- For the final ranking, neutral to self serve travelled the most distance between the start and the end of the programme followed by the likely to self serve.

- The distance travelled in average by the likely to self serve in regard to their confidence in communicating with others was more important than the average score achieved by the other cohorts.
- No change was noticed in the average score achieved by the unlikely to self serve in relation with their awareness of others' behavior.



## 2. – Experian report

Your area or file:

**Sainsbury Mosaic Profiling 18+**

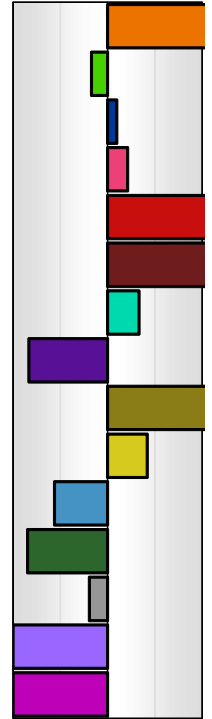
Comparison area or file:

**Local Authorities - Melton (Adults (18+))**



This page ranks the Mosaic Public Sector Groups in your area by percentage. Following this is a description of the top two groups.

Rank	Mosaic Public Sector Groups	Your area/file	%	Comp. %	Pen. %	Index
1	<b>K</b> Residents with sufficient incomes in right-to-buy social housing	24	20.00	2,253	5.78	1.07 346
2	<b>B</b> Residents of small and mid-sized towns with strong local roots	16	13.33	6,263	16.07	0.26 83
3	<b>E</b> Middle income families living in moderate suburban semis	15	12.50	4,438	11.39	0.34 110
4	<b>J</b> Owner occupiers in older-style housing in ex-industrial areas	15	12.50	4,014	10.30	0.37 121
5	<b>O</b> Families in low-rise social housing with high levels of benefit need	13	10.83	550	1.41	2.36 768
6	<b>M</b> Elderly people reliant on state support	10	8.33	1,479	3.80	0.68 220
7	<b>H</b> Couples and young singles in small modern starter homes	6	5.00	1,462	3.75	0.41 133
8	<b>D</b> Successful professionals living in suburban or semi-rural homes	5	4.17	9,760	25.04	0.05 17
9	<b>G</b> Young, well-educated city dwellers	5	4.17	145	0.37	3.45 1120
10	<b>I</b> Lower income workers in urban terraces in often diverse areas	4	3.33	915	2.35	0.44 142
11	<b>F</b> Couples with young children in comfortable modern housing	3	2.50	2,223	5.70	0.13 44
12	<b>A</b> Residents of isolated rural communities	2	1.67	4,249	10.90	0.05 15
13	<b>L</b> Active elderly people living in pleasant retirement locations	2	1.67	804	2.06	0.25 81
14	<b>C</b> Wealthy people living in the most sought after neighbourhoods	0	0.00	416	1.07	0.00 0
15	<b>N</b> Young people renting flats in high density social housing	0	0.00	0	0.00	0.00 0
<b>Total</b>		<b>120</b>	<b>100</b>	<b>38,971</b>	<b>100</b>	<b>0.31 100</b>



### K Residents with sufficient incomes in right-to-buy social housing



#### Key Features

Council tenants  
Right to buy  
Comfortable lifestyles  
Few qualifications  
Hard workers  
Self reliant  
Little anti-social behaviour  
Value for money  
Catalogue mail order

#### Communication Preferences

**Access Information**  
[Local Papers and Face to Face](#)

**Not Magazines**

**Service Channels**  
[Face to Face](#)

**Not Mobile Phone or Post**

### B Residents of small and mid-sized towns with strong local roots



#### Key Features

Strong roots  
Lower incomes  
Varying ages  
Home improvement  
Mixed housing  
Small Towns  
Traditional  
Mid-Market papers  
Grandchildren

#### Communication Preferences

**Access Information**  
[Face to Face, Local Papers and Magazines](#)

**Not Internet, SMS Text, National Papers, Interactive TV**

**Service Channels**  
[Face to Face, Post](#)



Your area or file:

**Sainsbury Mosaic Profiling 18+**

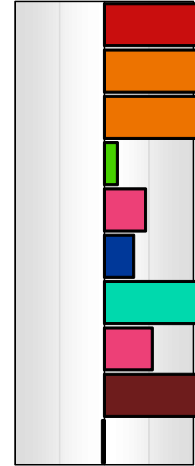
Comparison area or file:

**Local Authorities - Melton (Adults (18+))**



This page identifies the top ten Mosaic Public Sector types in your area ranked on percentage. Following this is a description of the top three types

Rank	Mosaic Public Sector Types	Your area/file	%	Comp.	%	Pen. %	Index
1	68 Families with varied structures living on low rise social housing estates	13	10.83	461	1.18	2.82	916
2	50 Older families in low value housing in traditional industrial areas	10	8.33	660	1.69	1.52	492
3	51 Often indebted families living in low rise estates	10	8.33	966	2.48	1.04	336
4	6 Self employed trades people living in smaller communities	8	6.67	2,269	5.82	0.35	115
5	45 Low income communities reliant on low skill industrial jobs	7	5.83	1,554	3.99	0.45	146
6	19 Self reliant older families in suburban semis in industrial towns	6	5.00	1,467	3.76	0.41	133
7	35 Childless new owner occupiers in cramped new homes	6	5.00	619	1.59	0.97	315
8	46 Residents in blue collar communities revitalised by commuters	6	5.00	1,266	3.25	0.47	154
9	56 Older people living on social housing estates with limited budgets	6	5.00	715	1.83	0.84	273
10	5 Better off empty nesters in low density estates on town fringes	5	4.17	1,660	4.26	0.30	98



68 Families with varied structures living on low rise social housing estates



**Key Features**

- Social housing
- Many children
- Unemployment
- Anti social behaviour problems
- Single parents
- Mobile phones
- Taxis

**Communication Preferences**

- Access Information**  
[SMS Text](#), [Interactive TV](#), [National Papers](#), [Local Papers](#)  
 Not [Internet](#), [Magazines](#)
- Service Channels**  
[Face to Face](#)
- Not [Internet](#), [Mobile Phone](#) or [Post](#)

50 Older families in low value housing in traditional industrial areas



**Key Features**

- Middle aged couples
- Older children
- Industrial towns
- Small houses
- Routine occupations
- Some problem debt
- Few qualifications
- Budget brands

**Communication Preferences**

- Access Information**  
[Face to Face](#) and [Local Papers](#)
- Not [Magazines](#)
- Service Channels**  
[Face to Face](#)
- Not [Internet](#), [Telephone](#), [Mobile Phone](#) or [Post](#)

51 Often indebted families living in low rise estates



**Key Features**

- Large families
- Council estates
- Problem debt
- Shop for convenience
- Areas of deprivation
- Children have say in decisions
- Influenced by advertising
- Income topped up with benefits

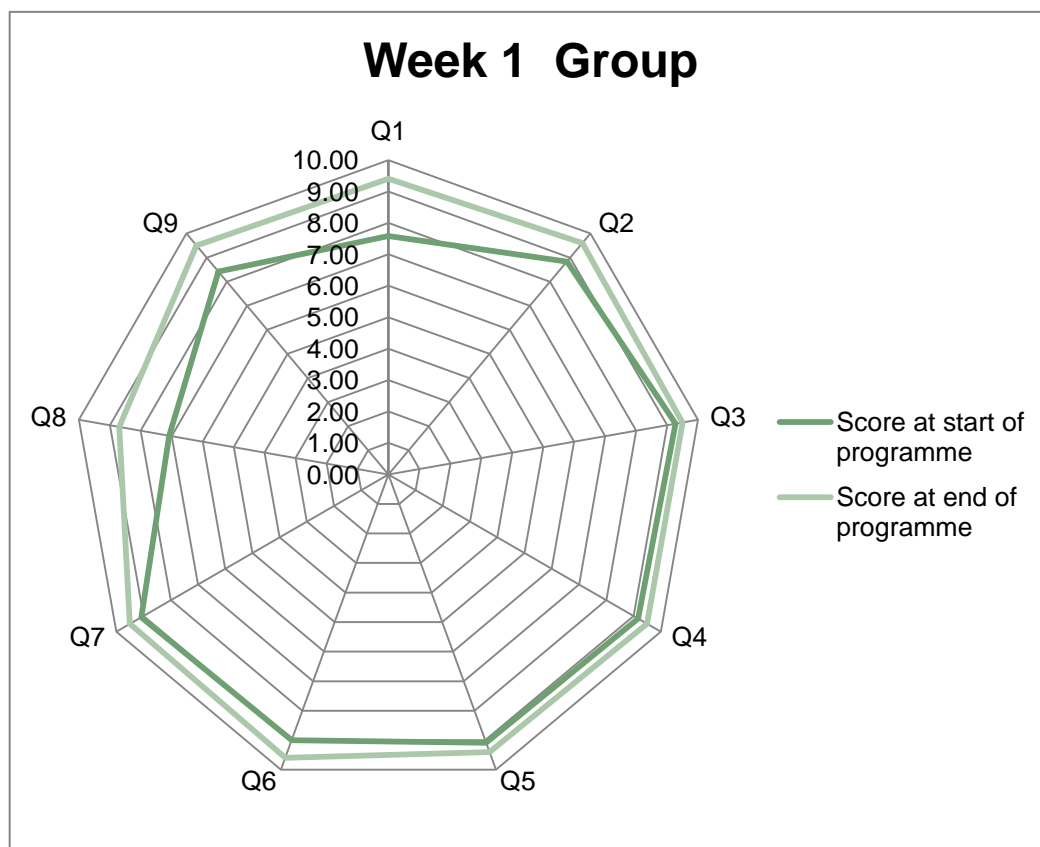
**Communication Preferences**

- Access Information**  
[Interactive TV](#), [SMS Text](#)
- Not [Magazines](#)
- Service Channels**  
[Face to Face](#)
- Not [Post](#)

3. – Distance travelled breakdown - Week

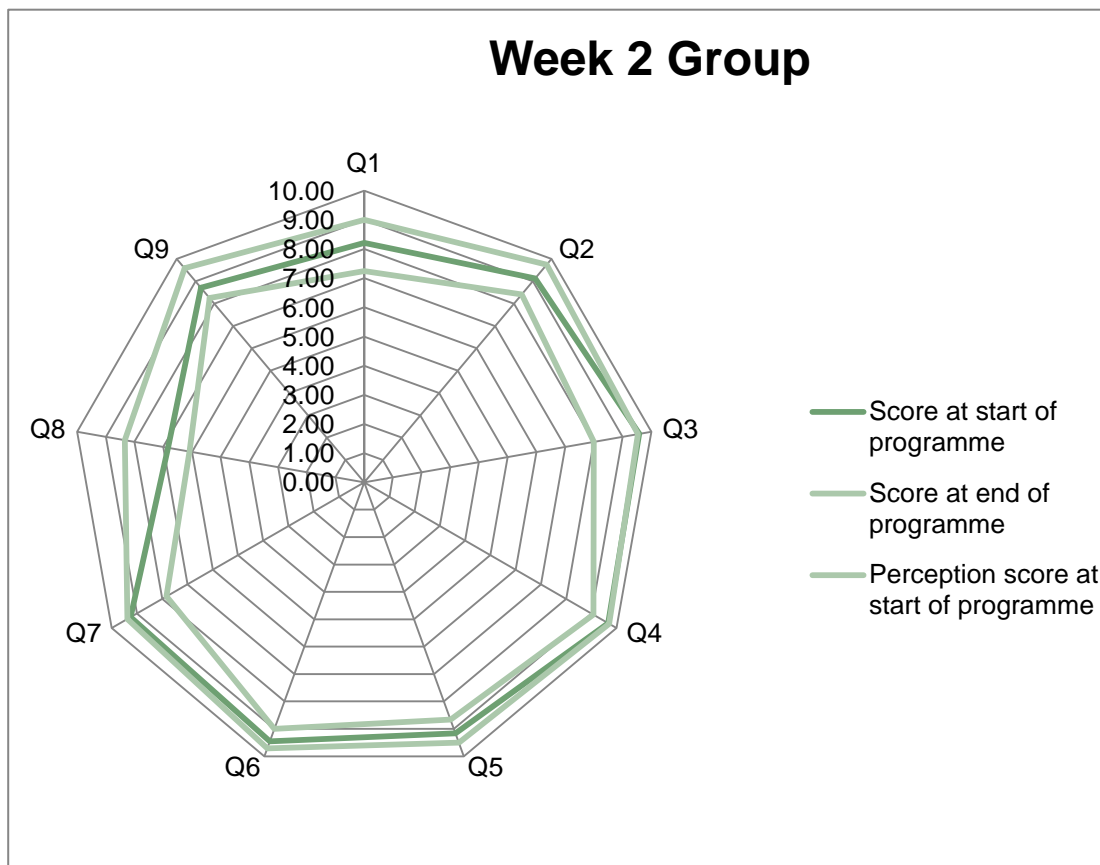
**Week 1**

		Score at start of programme	Score at end of programme
Q1	How confident do you feel communicating with others?	7.58	9.40
Q2	How confident do you feel working as part of a team?	8.83	9.60
Q3	How ready do you feel to return to work?	9.27	9.50
Q4	I am aware of how I behave	9.17	9.50
Q5	I am aware of how others behave	9.08	9.40
Q6	I know how my behaviour affects other people	9.00	9.60
Q7	I know how other people's behaviour affects me	9.08	9.50
Q8	How strongly do you rate your interview skills?	7.08	8.70
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.42	9.50



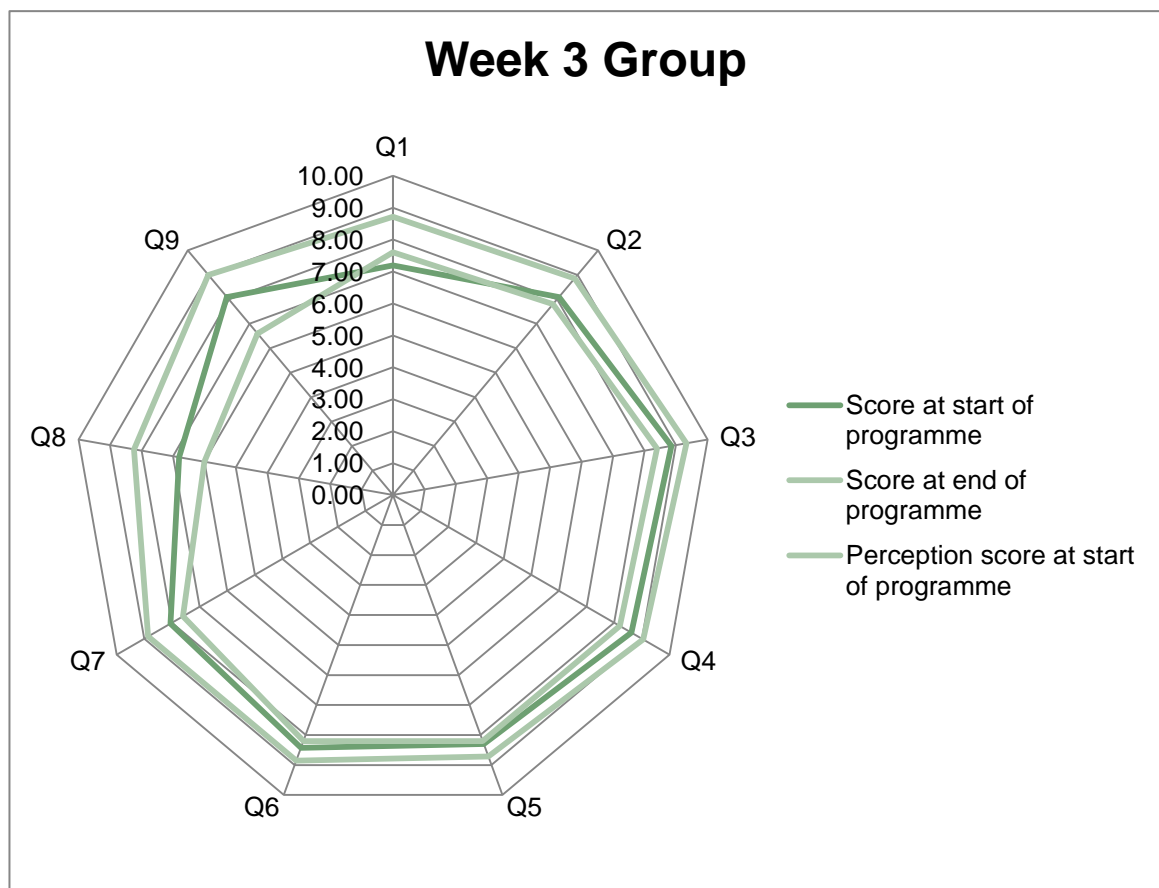
## Week 2

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	8.21	9.00	7.25
Q2	How confident do you feel working as part of a team?	9.13	9.75	8.42
Q3	How ready do you feel to return to work?	9.58	9.54	8.00
Q4	I am aware of how I behave	9.67	9.71	9.08
Q5	I am aware of how others behave	9.17	9.50	8.67
Q6	I know how my behaviour affects other people	9.46	9.71	9.00
Q7	I know how other people's behaviour affects me	9.25	9.38	7.83
Q8	How strongly do you rate your interview skills?	6.83	8.33	6.08
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.71	9.58	8.25



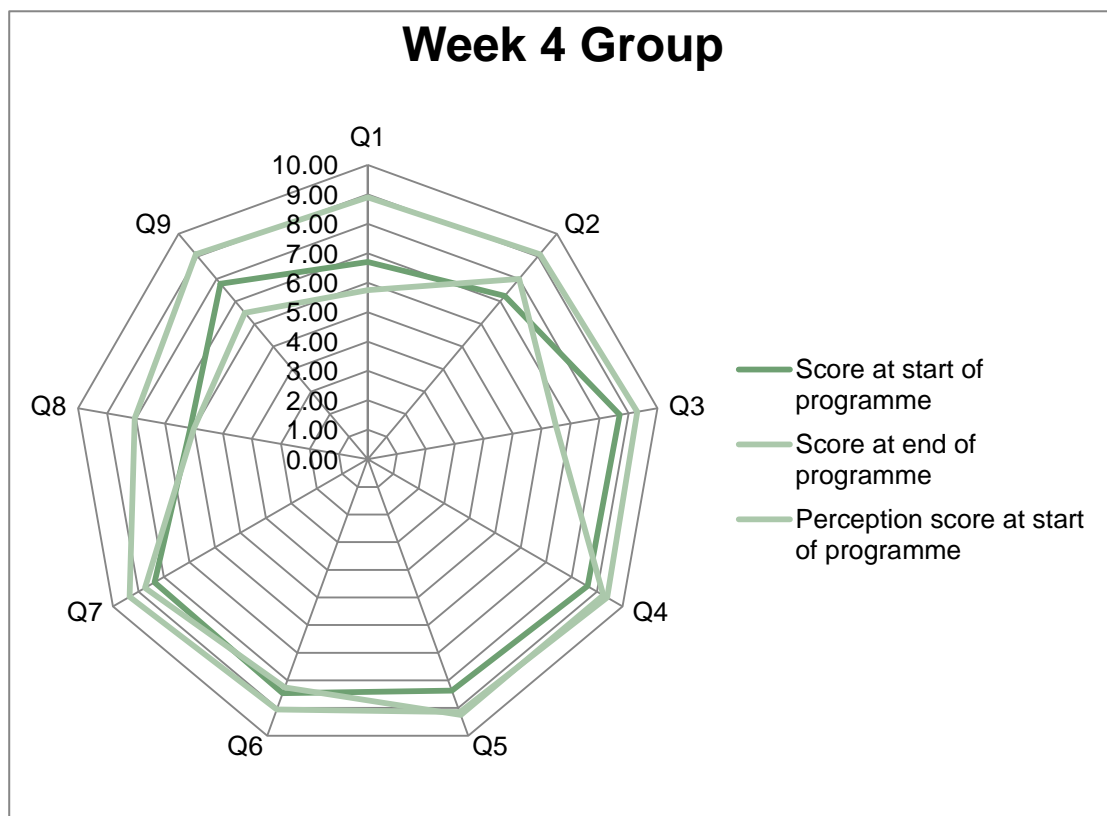
## Week 3

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.19	8.71	7.60
Q2	How confident do you feel working as part of a team?	8.10	8.86	7.80
Q3	How ready do you feel to return to work?	8.86	9.33	8.40
Q4	I am aware of how I behave	8.62	9.05	8.20
Q5	I am aware of how others behave	8.30	8.71	8.20
Q6	I know how my behaviour affects other people	8.43	8.86	8.20
Q7	I know how other people's behaviour affects me	8.05	8.86	7.60
Q8	How strongly do you rate your interview skills?	6.81	8.24	6.00
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.10	9.00	6.60



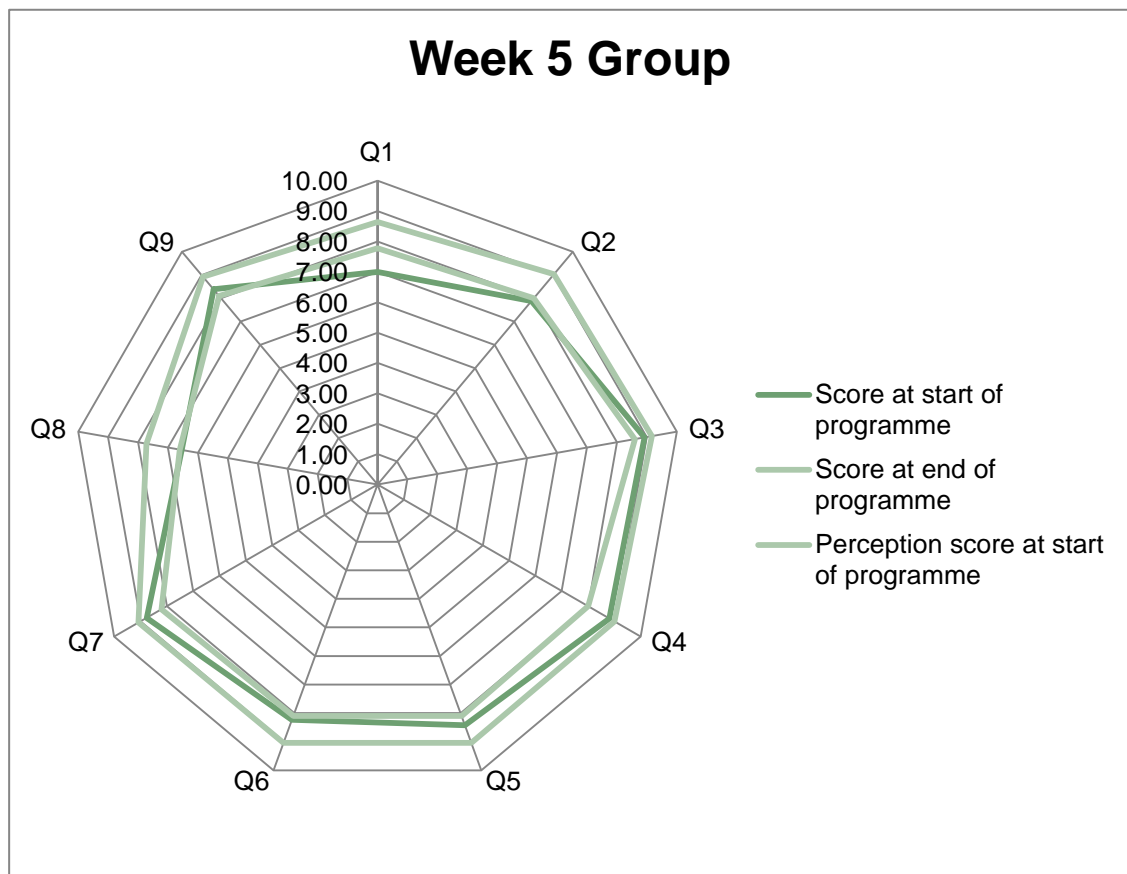
## Week 4

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	6.71	8.90	5.75
Q2	How confident do you feel working as part of a team?	7.25	9.10	8.00
Q3	How ready do you feel to return to work?	8.70	9.30	6.50
Q4	I am aware of how I behave	8.63	9.40	9.25
Q5	I am aware of how others behave	8.38	9.15	9.25
Q6	I know how my behaviour affects other people	8.46	9.05	8.25
Q7	I know how other people's behaviour affects me	8.38	9.35	8.75
Q8	How strongly do you rate your interview skills?	6.13	8.05	6.00
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	7.79	9.10	6.50



## Week 5

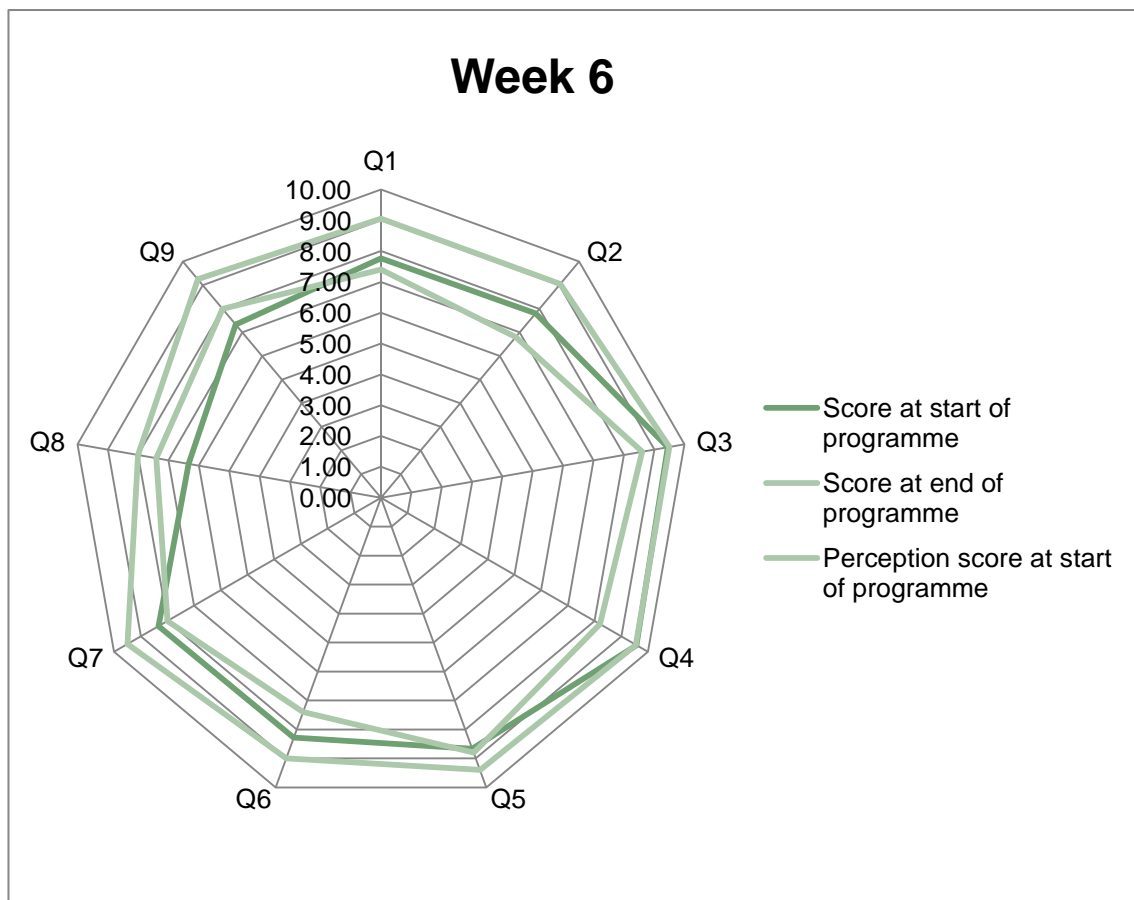
		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.00	8.64	7.78
Q2	How confident do you feel working as part of a team?	7.88	9.04	8.00
Q3	How ready do you feel to return to work?	8.92	9.17	8.60
Q4	I am aware of how I behave	8.81	9.00	8.00
Q5	I am aware of how others behave	8.42	9.04	8.10
Q6	I know how my behaviour affects other people	8.23	9.04	8.10
Q7	I know how other people's behaviour affects me	8.77	9.08	8.20
Q8	How strongly do you rate your interview skills?	6.54	7.72	6.60
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.38	8.92	8.10





## Week 6

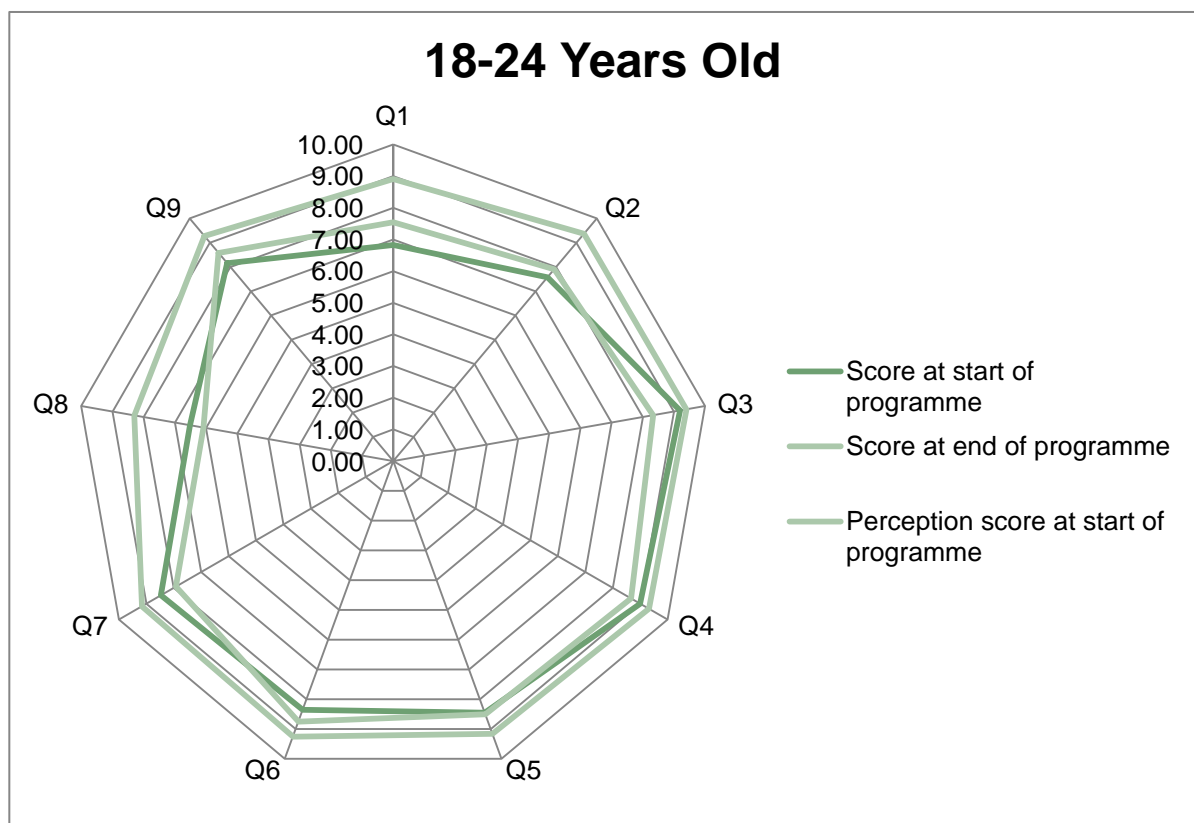
		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.76	9.05	7.40
Q2	How confident do you feel working as part of a team?	7.81	9.05	6.80
Q3	How ready do you feel to return to work?	9.45	9.50	8.60
Q4	I am aware of how I behave	9.57	9.55	8.20
Q5	I am aware of how others behave	8.67	9.40	8.80
Q6	I know how my behaviour affects other people	8.29	9.00	7.40
Q7	I know how other people's behaviour affects me	8.33	9.50	8.00
Q8	How strongly do you rate your interview skills?	6.33	8.00	7.40
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	7.33	9.25	8.00



4. – Age band – Distance travelled breakdown

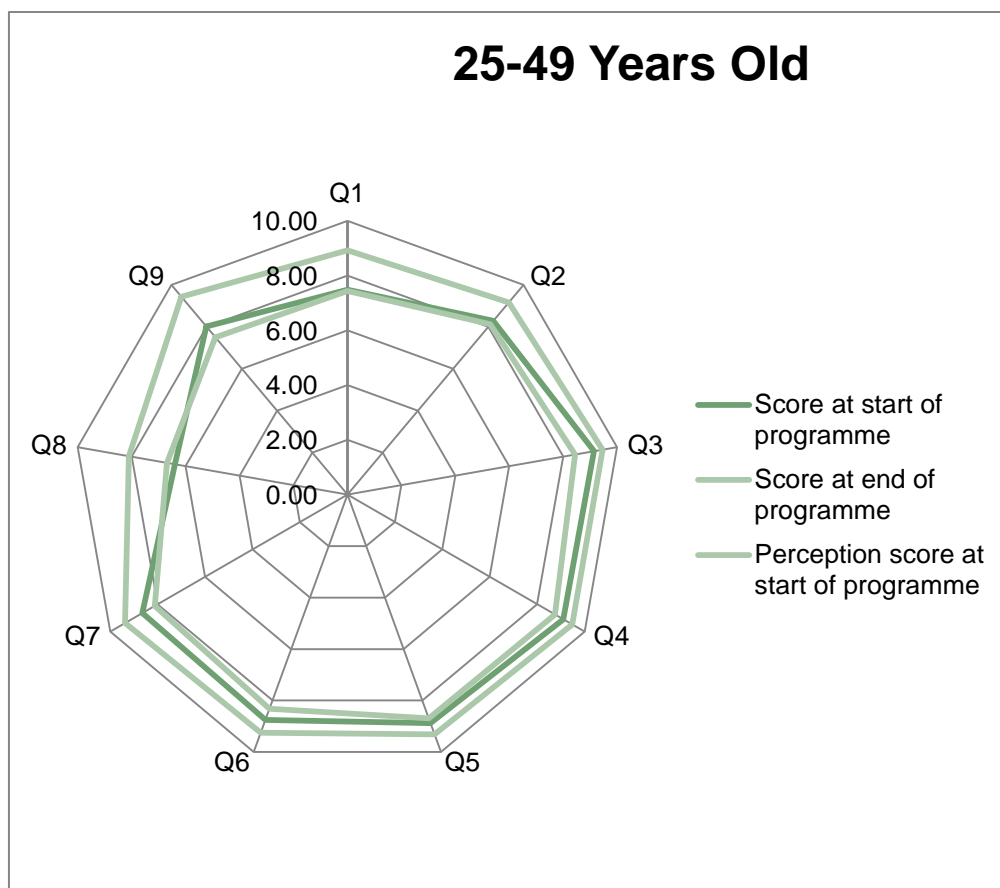
**18-24**

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	6.82	8.91	7.55
Q2	How confident do you feel working as part of a team?	7.58	9.36	7.91
Q3	How ready do you feel to return to work?	9.19	9.40	8.33
Q4	I am aware of how I behave	9.00	9.32	8.67
Q5	I am aware of how others behave	8.44	9.16	8.50
Q6	I know how my behaviour affects other people	8.36	9.25	8.75
Q7	I know how other people's behaviour affects me	8.47	9.16	7.92
Q8	How strongly do you rate your interview skills?	6.51	8.30	6.08
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.16	9.27	8.58



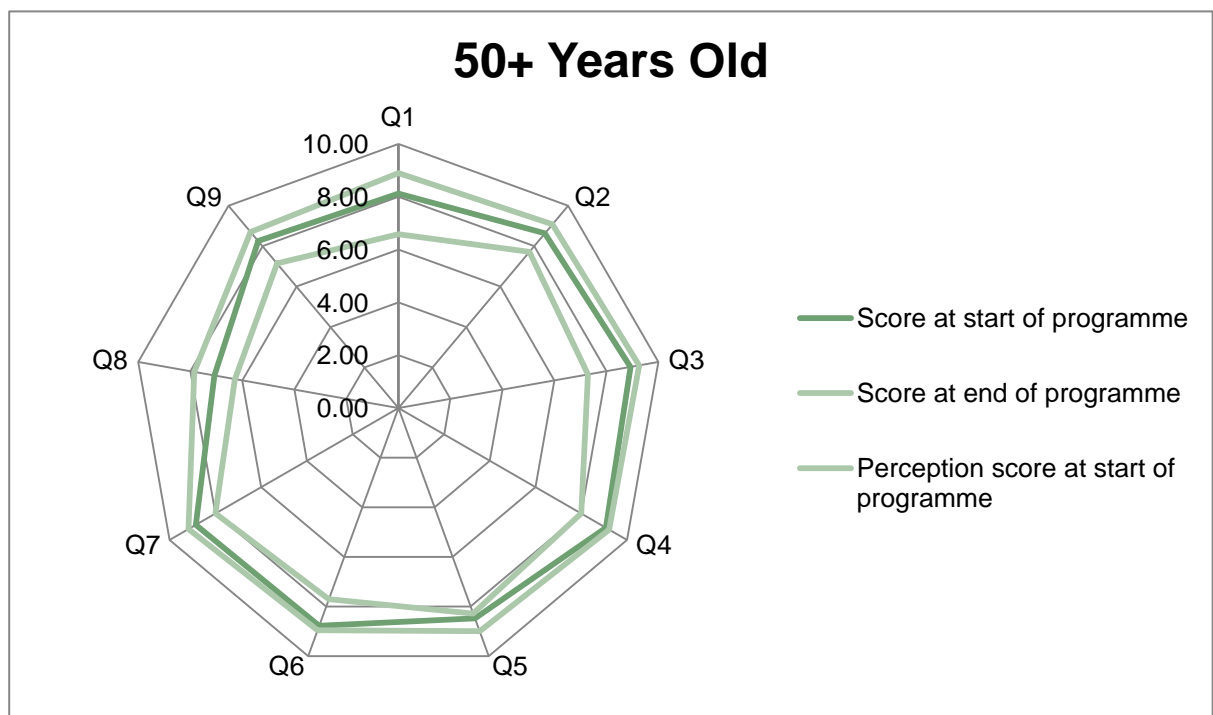
## 25-49

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.48	8.92	7.44
Q2	How confident do you feel working as part of a team?	8.29	9.17	8.13
Q3	How ready do you feel to return to work?	9.15	9.46	8.44
Q4	I am aware of how I behave	9.11	9.48	8.75
Q5	I am aware of how others behave	8.87	9.31	8.69
Q6	I know how my behaviour affects other people	8.75	9.25	8.31
Q7	I know how other people's behaviour affects me	8.64	9.38	8.13
Q8	How strongly do you rate your interview skills?	6.39	8.10	6.69
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.02	9.44	7.50



## 50+

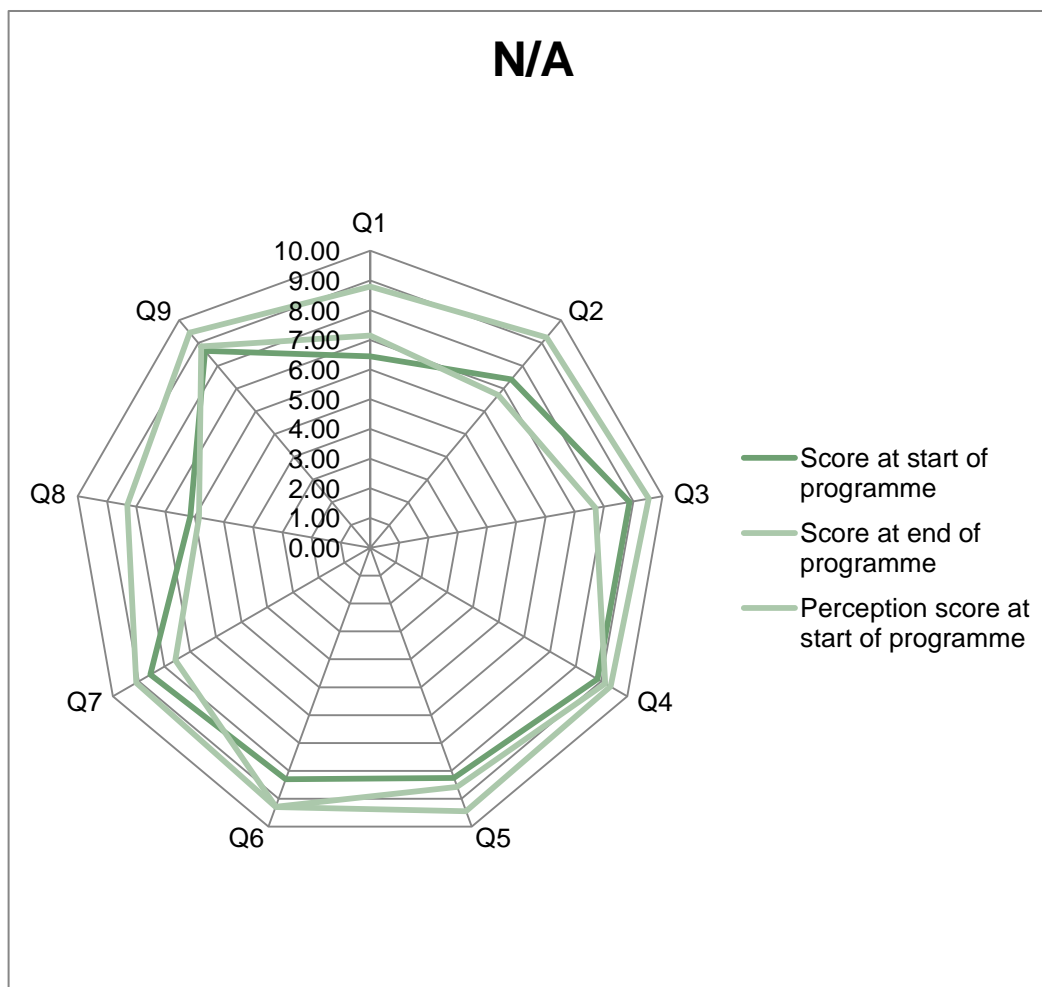
		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	8.11	8.89	6.57
Q2	How confident do you feel working as part of a team?	8.63	9.07	7.71
Q3	How ready do you feel to return to work?	8.93	9.26	7.29
Q4	I am aware of how I behave	9.07	9.22	8.00
Q5	I am aware of how others behave	8.48	9.00	8.29
Q6	I know how my behaviour affects other people	8.78	8.96	7.71
Q7	I know how other people's behaviour affects me	8.85	9.19	8.00
Q8	How strongly do you rate your interview skills?	7.07	7.85	6.29
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.26	8.70	7.14



Appendix 4 –  
Length of  
unemployment  
– Distance  
travelled

N/A

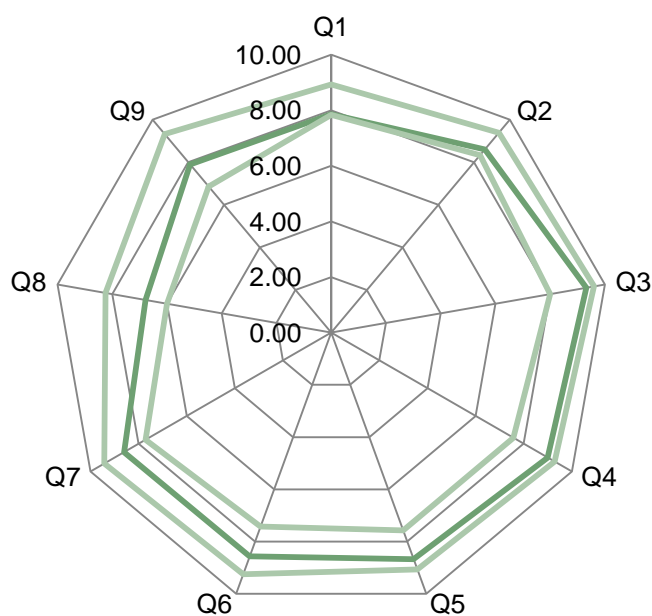
		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	6.45	8.80	7.14
Q2	How confident do you feel working as part of a team?	7.40	9.25	6.71
Q3	How ready do you feel to return to work?	8.88	9.53	7.71
Q4	I am aware of how I behave	8.85	9.35	9.14
Q5	I am aware of how others behave	8.25	9.45	8.57
Q6	I know how my behaviour affects other people	8.30	9.30	9.29
Q7	I know how other people's behaviour affects me	8.55	9.10	7.57
Q8	How strongly do you rate your interview skills?	6.15	8.30	5.86
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.65	9.45	8.86



6 months or less

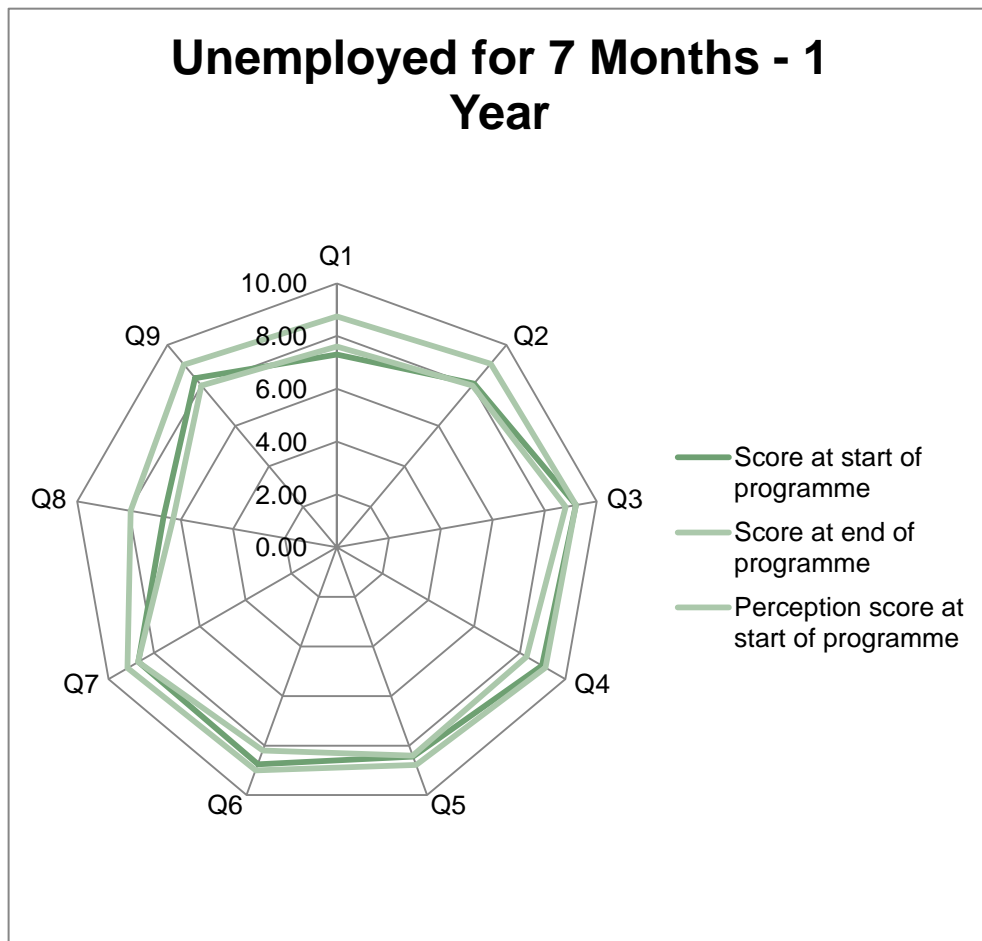
		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.86	8.93	7.83
Q2	How confident do you feel working as part of a team?	8.61	9.39	8.33
Q3	How ready do you feel to return to work?	9.32	9.61	8.00
Q4	I am aware of how I behave	9.00	9.29	7.57
Q5	I am aware of how others behave	8.68	9.07	7.57
Q6	I know how my behaviour affects other people	8.57	9.25	7.43
Q7	I know how other people's behaviour affects me	8.61	9.43	7.71
Q8	How strongly do you rate your interview skills?	6.79	8.25	6.00
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	7.89	9.32	6.86

### Unemployed for 6 Months or Less



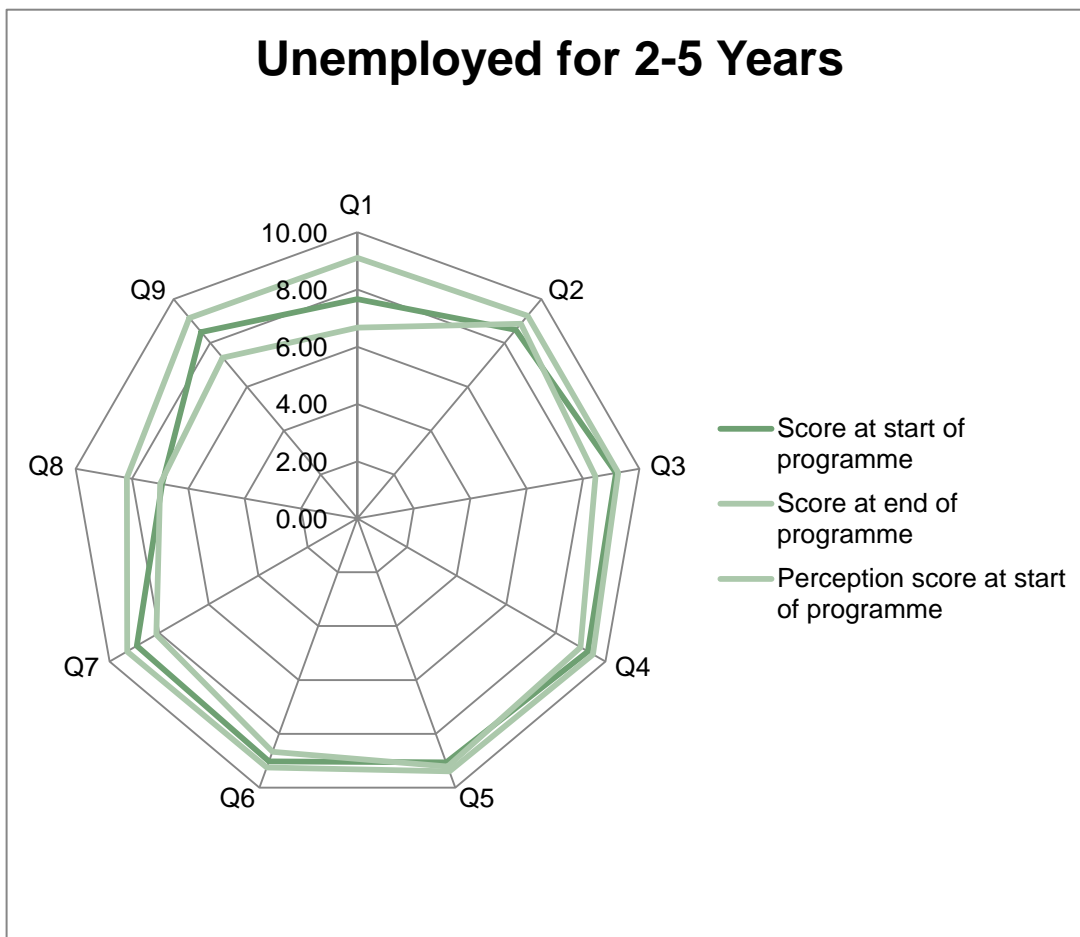
7 months - 1 year

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.31	8.74	7.60
Q2	How confident do you feel working as part of a team?	8.08	9.06	8.00
Q3	How ready do you feel to return to work?	9.19	9.19	8.80
Q4	I am aware of how I behave	8.97	9.13	8.30
Q5	I am aware of how others behave	8.44	8.77	8.40
Q6	I know how my behaviour affects other people	8.75	9.00	8.20
Q7	I know how other people's behaviour affects me	8.69	9.16	8.70
Q8	How strongly do you rate your interview skills?	6.67	7.94	6.30
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.36	9.03	8.00



2-5 years

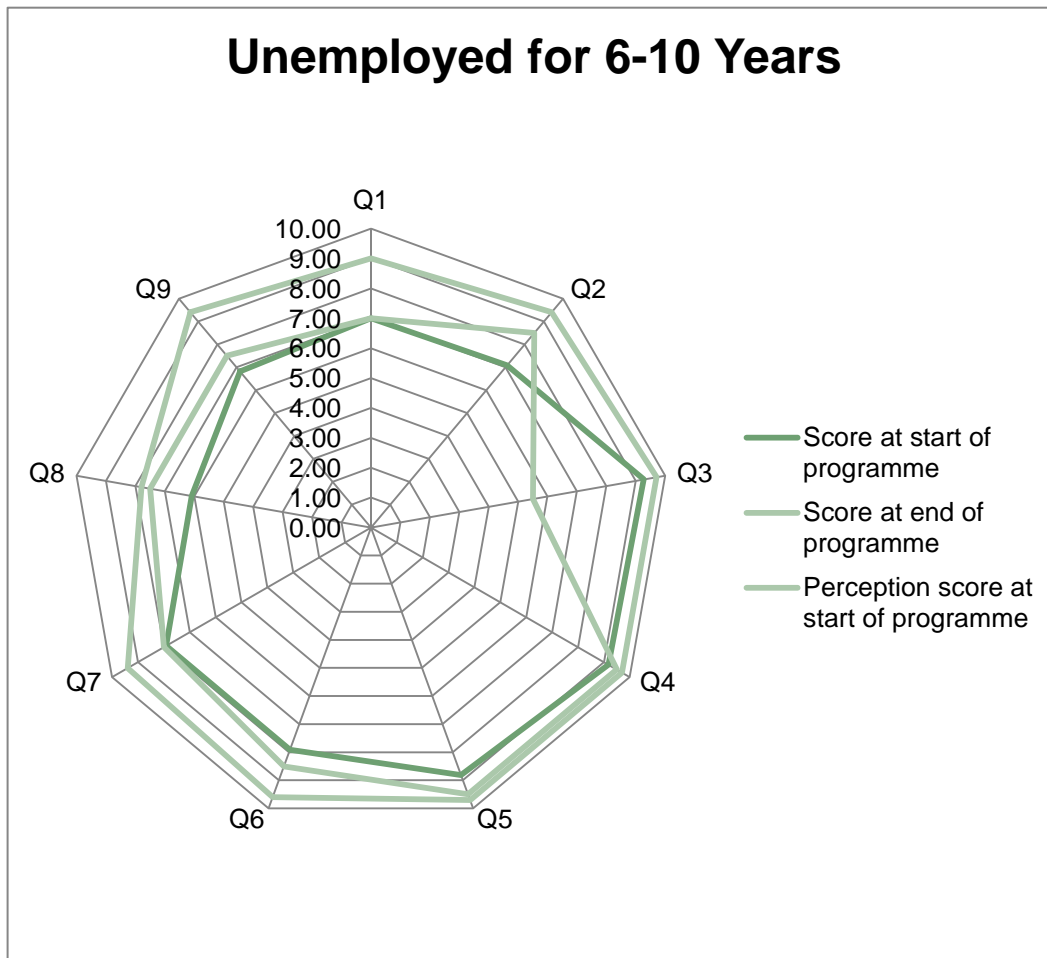
		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.67	9.11	6.67
Q2	How confident do you feel working as part of a team?	8.60	9.25	8.89
Q3	How ready do you feel to return to work?	9.17	9.25	8.44
Q4	I am aware of how I behave	9.30	9.50	9.00
Q5	I am aware of how others behave	9.07	9.39	9.22
Q6	I know how my behaviour affects other people	9.03	9.25	8.67
Q7	I know how other people's behaviour affects me	8.90	9.29	8.11
Q8	How strongly do you rate your interview skills?	6.93	8.18	7.00
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	8.50	9.14	7.33





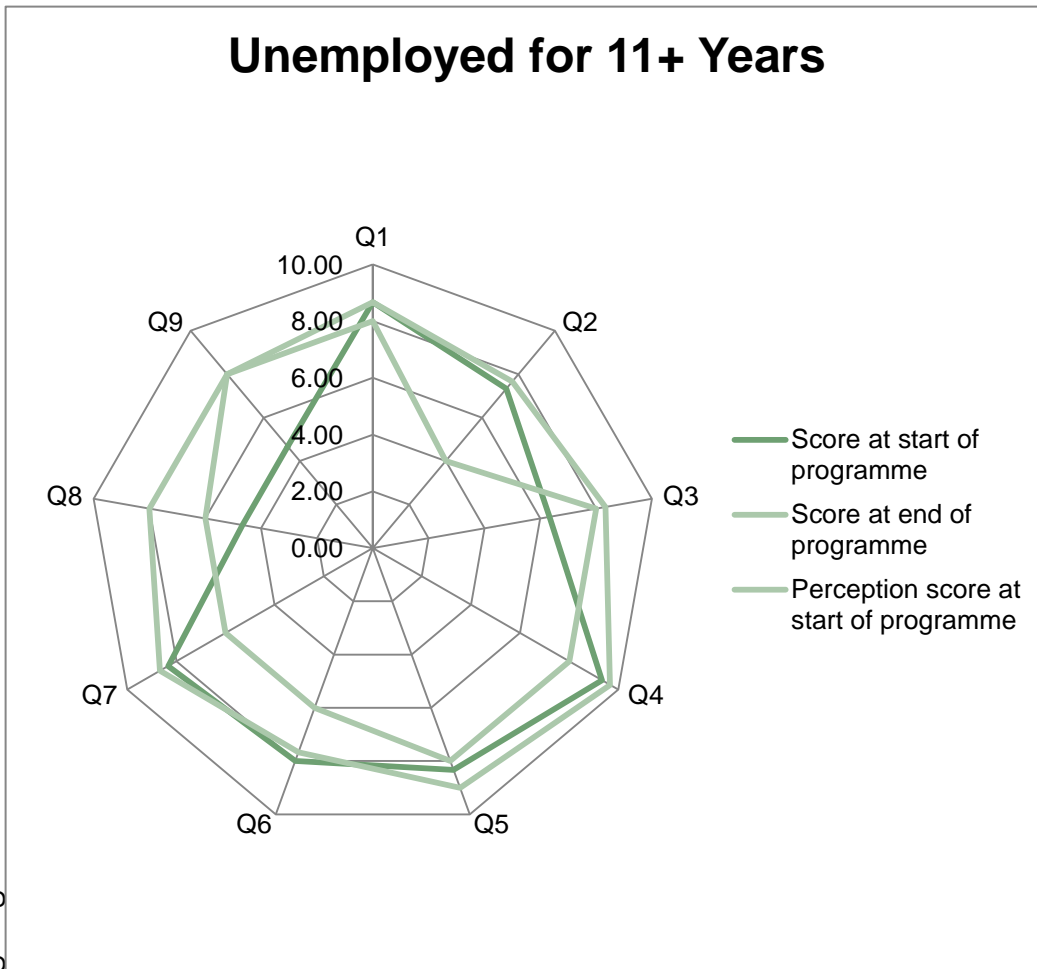
6-10 years

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	7.00	9.00	7.00
Q2	How confident do you feel working as part of a team?	7.09	9.40	8.50
Q3	How ready do you feel to return to work?	9.27	9.70	5.50
Q4	I am aware of how I behave	9.18	9.70	9.50
Q5	I am aware of how others behave	8.82	9.70	9.50
Q6	I know how my behaviour affects other people	7.91	9.60	8.50
Q7	I know how other people's behaviour affects me	7.91	9.40	8.00
Q8	How strongly do you rate your interview skills?	6.09	7.80	7.50
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	6.82	9.40	7.50



11+ years

		Score at start of programme	Score at end of programme	Perception score at start of programme
Q1	How confident do you feel communicating with others?	8.67	8.67	8.00
Q2	How confident do you feel working as part of a team?	7.33	7.67	4.00
Q3	How ready do you feel to return to work?	6.33	8.33	8.00
Q4	I am aware of how I behave	9.33	9.67	8.00
Q5	I am aware of how others behave	8.33	9.00	8.00
Q6	I know how my behaviour affects other people	8.00	7.67	6.00
Q7	I know how other people's behaviour affects me	8.33	8.67	6.00
Q8	How strongly do you rate your interview skills?	4.67	8.00	6.00
Q9	How strongly do you rate your understanding of Health & Safety in the Workplace?	4.67	8.00	8.00



Ap

Ap

## 5. Guaranteed Job Interviews

5 Days of Job Interviews:

Outcomes:

1 interview not accounted for ( Sainsbury's did not produce the information 15 unaccounted for )

Passed	Failed	Failed on Customer Service ( numeracy scoring)	Failed on Attention to Detail ( sentences)	Failed on Maths ( Numeracy)	Failed on Values ( multiple choice tick boxes)
75	40	39	35	4	0

N/B: Within Customer Service, 9 were borderline fails, but as failed attention to detail they failed customer service also.

## 6. Literacy and Numeracy levels.

On the tables á means that the level was rising to applicable Level mentioned.

### Literacy Levels Week by Week

Out of 190 that were assessed, Entry Level 3 was the most frequent assessment, with 61, followed by those rising to Level 1 ( equivalent to D-G at GCSE) at 43.

Week 3 had the highest literacy levels with 17 out of 30 (56%) being assessed at Level 1 or 2. Week 5 had the lowest assessment with 17 out of 30 (56%) having an entry level assessment.

Week 1

Row Labels	Count of English
áL1	8
EL3	11
L1	5
L2	5
<b>Grand Total</b>	<b>29</b>

Week 2

Row Labels	Count of English
?L1	1
áL1	10
áL2	4
DNF	1
EL3	6
EL3`	1
L1	2
L2	4
(blank)	
<b>Grand Total</b>	<b>29</b>

Week 3

Row Labels	Count of English
áL1	3
áL2	2
EL2	2
EL3	6
L1	13
L2	4
<b>Grand Total</b>	<b>30</b>

#### Week 4

Row Labels	Count of English
áL1	4
áL2	2
EL2	1
EL3	10
L1	5
L2	5
<b>Grand Total</b>	<b>27</b>

#### Week 5

Row Labels	Count of English
áL1	7
EL1	1
EL2	3
EL3	13
L1	5
L2	1
(blank)	
<b>Grand Total</b>	<b>30</b>

#### Week 6:

These include those who did not attend the course.

Row Labels	Count of English
áL1	11
áL2	2
EL1	2
EL2	7
EL3	14
L1	6
L2	2
No Form	1
(blank)	
<b>Grand Total</b>	<b>45</b>

#### Numeracy Levels:

Week 5 had the highest levels of Entry Level (1,2, 3) Numeracy. Week 3 had the highest percentage (50%) of Level 1 and Level 2 attendees ( equivalent to D-G and A-C GCSE).

#### Week 1

Row Labels	Count of Numeracy
áL1	6
EL3	7
L1	11
L2	5
<b>Grand Total</b>	<b>29</b>

Week 2

Row Labels	Count of Numeracy
?L1	1
áL1	11
áL2	4
DNF	1
EL3	6
L1	2
L2	4
(blank)	
<b>Grand Total</b>	<b>29</b>

Week 3

Row Labels	Count of Numeracy
áL1	6
áL2	2
EL2	2
EL3	5
L1	11
L2	4
<b>Grand Total</b>	<b>30</b>

Week 4

Row Labels	Count of Numeracy
áL1	3
áL2	1
EL3	13
L1	4
L2	6
<b>Grand Total</b>	<b>27</b>

Week 5

Row Labels	Count of Numeracy
áL1	5
áL2	1
EL1	1
EL2	3
EL3	14
L1	5
L2	1
(blank)	
<b>Grand Total</b>	<b>30</b>

Week 6

Row Labels	Count of Numeracy
áL1	13
EL1	1
EL2	5
EL3	14
L1	10
L2	1
No Form	1
(blank)	
<b>Grand Total</b>	<b>45</b>