

**A REVIEW OF SCOTTISH ENTERPRISE LANARKSHIRE'S
AFTERCARE AND SUPPORTED LEVEL 2 PILOT**

**Final Report:
Scottish Enterprise Lanarkshire**



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A Final Report to:

Scottish Enterprise Lanarkshire

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1 Introduction

Background

- 1.1 Insight Collective, along with IBP Strategy and Research and Alan Brazewell of Alan Brazewell Economics Limited, was commissioned by Scottish Enterprise Lanarkshire (SE Lanarkshire) to carry out a review of its Aftercare and Supported Level 2 Pilot project. The Aftercare project, funded by the Scottish Enterprise Innovation Fund, ran between August 2004 through to June 2005. The project has since been extended up to March 2006.
- 1.2 Aftercare is the concept of continuing support for clients moving into positive outcomes. Aftercare not only aids the transition process but seeks opportunities to help clients progress in their place of work to more secure and higher quality outcomes. It is a relatively new concept in the field of employability but is an approach which has gained increasing prominence in recent years. Aftercare will be an important component in the Scottish Executive's emerging Employability Framework.
- 1.3 The purpose of the Innovation Fund is to test out new approaches which might improve the performance of the various national training programmes delivered by the Scottish Enterprise Network. The SE Lanarkshire Pilot is one of two aftercare projects in Scotland which seek to improve client outcomes arising out of the pre-Skillseekers, Get Ready for Work (GRfW) programme for 16 to 19 year olds.

Study Objectives

- 1.4 Insight Collective, and its partners, was commissioned in August 2005 to review the progress made by the Aftercare Pilot towards its objectives. The study aims were set out in the brief and included:
 - ž reviewing the rationale of the Aftercare Pilot
 - ž assessing the performance of the programme in meeting its objectives
 - ž exploring the qualitative influence of the Pilot on its beneficiaries

- ž assessing the economic impact of the Pilot
- ž making recommendations as to how the performance of aftercare might be enhanced.

Methodology

- 1.5 A methodology was agreed with SE Lanarkshire. This was to include:
- ž a short workshop with members of the Employment Enterprise Consultancy (EEC) team responsible for delivering the Aftercare Pilot
 - ž a telephone survey of the 373 beneficiaries identified on the EEC client database
 - ž ten face-to-face employer interviews – subsequently increased to 30 to incorporate 20 telephone interviews
 - ž 15 consultations with a combination of partner organisations, GRfW providers and other stakeholders.
- 1.6 The database of clients was smaller than anticipated. The correct contact details were available for 230 clients, the remaining 143 having no, or incorrect, contact details. Our own search managed to identify around 20 of the contacts' missing details giving a total contactable population of around 250. Less telephone interviews were completed (114) than expected as a result although the response rate (46%) is sufficiently high to provide a good level of confidence in the results.
- 1.7 More significant problems were encountered in conducting the business interviews. Few of the identified employer contacts recognised the Aftercare Pilot. Further work with EEC suggested that the main barrier was that the contact names provided tended not to be those people within the employers working closely with the client and aware of the Aftercare Pilot. This resulted in a short delay before more relevant contact details were supplied and a total of (18) companies finally contacted.

Report Structure

- 1.8** The following sections present our study findings:
- ž** section two looks at the contextual information regarding the Aftercare Pilot and analysis of statistical data provided by SE Lanarkshire and EEC
 - ž** section three looks at the Pilot from the perspective of the clients based upon the results of the client survey
 - ž** section four looks at the project from the perspective of the employers and other partners
 - ž** section five contains our conclusions and recommendations.
- 1.9** Appendix 'A' contains details of the consultees. Appendix 'B' contains more details from the client survey.

2 The Context

Introduction

- 2.1 This section of the report briefly considers the context within which the Aftercare and Supported Level 2 Pilot takes place before going on to describe how the Pilot works in more detail. It concludes with a review of statistical and monitoring data provided by SE Lanarkshire and EEC which offer some insights into the Pilot's performance.

Context

Get Ready for Work

- 2.2 Get Ready for work (GRfW) is part of the Skillseekers Programme, one of Scotland's national training programmes. The purpose of GRfW is to support young people not quite ready to move into mainstream Skillseekers or other positive outcomes such as education or employment. It contributes to several of the Scottish Executive's Social Justice¹ and Closing The Opportunity Gap² objectives including Objective 'B' of reducing the number of 19 years not old engaged in education, training or work by 2008.
- 2.3 Most commentators recognise that GRfW has been a positive step in preparing young people for mainstream Skillseekers. There continues to be, however, some concern across the Network over the level of outcomes achieved. The Aftercare and Supported Level 2 Pilot has been trailed in Lanarkshire to improve the outcomes achieved through GRfW. An Aftercare programme is also being delivered in Scottish Enterprise Ayrshire although the model here is quite different.

¹ Social Justice - A Scotland Where Everyone Matters, Scottish Executive, 2000; <http://www.scotland.gov.uk/library3/social/sjss-07.asp>

² Closing The Opportunity Gap, Scottish Executive 2004

Smart Successful Scotland

2.4 The Aftercare and Supported Employment Pilot demonstrates a clear fit with the objectives of 'A Smart Successful Scotland' and the Scottish Enterprise Operating Plan³ which outlines Scottish Enterprise's contribution to the Strategy between 2005 and 2008. This is evident in two Skills and Learning objectives concerning:

ž the best start for all young people

ž developing people in work.

2.5 The GRfW Aftercare model also demonstrates a fit with Careers Scotland's objectives. In terms of 'Helping Vulnerable Young People', for example, Careers Scotland has indicated its intention to further develop its support mechanisms for those leaving school and seeking to enter the worlds of work and education. Careers Scotland also intends to provide support to young people to *prevent* them from becoming unemployed.

2.6 At a local level the Local Economic Forum (LEF) Strategy⁴ commits the various partners to working together to enhance employability outcomes for young people. The Strategy also provides a solid platform on which to roll out any lessons emerging from the review through the Routes to Inclusion subgroup of the LEF.

Employability Framework

2.7 The delivery of the SE Lanarkshire Pilot is timely in that the Scottish Executive's emerging Employability Framework will place a much stronger emphasis on aftercare than has hitherto been the case. The Interventions Workstream, for example, views aftercare as an intrinsic aspect of employability:

Employability is the ability to gain a job, but also to stay in work and, even better, make progress as appropriate in work.

³ Delivering Careers Scotland Services – Operating Plan, April 2005 to March 2008

⁴ LEF Changing Gear Towards 2010; Annual Progress Report

2.8 The Employment Demand Workstream also sees a place for aftercare and is likely to promote in-work support mechanisms, especially where these promote progression as well as sustainability. The Workstream identifies business benefits in terms of reduced recruitment costs. More emphasis on aftercare is called for and SE Lanarkshire is cited as an example.

Aftercare Delivery

2.9 The need for aftercare support was identified following an evaluation of the GRfW programme. There was, in particular, a need to improve the monitoring of outcomes and the tracking of clients beyond GRfW. There was also felt to be a need to provide support to young people moving from the 'very supported' environment of GRfW into training, learning and employment with lower or no levels of on-going support.

2.10 In 2003/04⁵, for example, around 10% of GRfW entries (41 clients) in Lanarkshire were 're-entries' – clients dropping moving back into the programme because they had not achieved a positive outcome or had failed to sustain one. Each GRfW placement costs the SE Lanarkshire around £7,500 per client. A total of 41 re-entries alone, therefore, amounts to almost £310,000 of expenditure that might have been saved in Lanarkshire. Other clients that drop-out of a positive outcome might not re-enter GRfW and one estimate of drop-out is 30%.

2.11 Sustaining clients in positive outcomes therefore represents an effective use of resources. This is reflected in the objectives of the Pilot which are to:

- ✘ increase the number of young people sustaining employment, training or a further education place
- ✘ increase the number of vocational qualifications achieved
- ✘ support the transition from GRfW to mainstream labour market opportunities.

⁵ SEL data August 05

2.12 The SE Lanarkshire Aftercare and Supported Employment Level 2 Pilot has been funded from August 2004 onwards. Key funding sources include the Scottish Enterprise Innovation Fund (£75,000 in 2004/05), North Lanarkshire SIPs (£45,000), South Lanarkshire Council (£30,000) and Careers Scotland (£10,000). The total amount of support in 2004/05 therefore was £160,000. This support provides a team of four staff within EEC responsible for the delivery of aftercare support. Support delivered includes:

- ž visits to each of the GRfW providers to make themselves known to potential clients who may elect to receive support
- ž one-to-one support for clients leaving GRfW providers and entering a positive outcome
- ž ongoing support, guidance and encouragement on a two-weekly basis (or less frequently if felt to be appropriate) to clients over a six-month period or until support is no longer required
- ž liaising with employers wherever appropriate to assist the client's retention and progression
- ž monitoring client progress through the Bridges to Employability tool – a measure of client progression involving both the client's perception and that of their employer .

2.13 A number of targets were set for the Aftercare Pilot during its first year (2004/05) of operation. A target of 350 beneficiaries was based upon an initial start date of June 2004 while the project did not actually commence until September 2004. A crude means of factoring this into the analysis of performance is to reduce the targets by one quarter, or 25% (Table 2.1).

Table 2.1: Aftercare targets			
Target	75%	Actual	Comment
Target beneficiaries: 350	262	214	Includes all referrals but not those leaving before contact was made
Trainees supported to SVQ 2: 50	37	No figures	30 clients sustaining SVQ beyond 6 months
Sustaining 3 months: 290	217	144	Below target
Sustaining 6 months: 160	120	124	Exceeds target

- 2.14 Activity levels were lower than anticipated (Table 2.1). A significant factor at play was the decision to offer aftercare support to around 135 GRfW leavers in July/August 2004 already in a positive outcome. Many of this client group were already well-established and did not need or want aftercare support. A proportion had also moved on and was unable to be tracked. The programme costs (£160,000) divided by the number of clients assisted (214) in some way – which excludes those referred but with whom no contact was made – gives a cost per client of £750.
- 2.15 A total of 144 clients were sustained beyond three months – 68% of those worked with. It is positive to note that in spite of the lower than anticipated activity levels the Aftercare Project met its target number of clients sustaining beyond six months. A total of 124 clients (58%) were assisted beyond the six months benchmark, 86% of those who had reached the three month stage. The high proportion of clients reaching three months *subsequently* going on to achieve six months might suggest that this would be a natural ‘review point’ for all clients.
- 2.16 The review team was provided with client data by SE Lanarkshire for the years 2003/04 (prior to the Pilot) and 2004/05. The data allowed ‘re-entrants’ to be identified, that is, clients who had dropped out of a positive outcome and re-joined the GRfW programme.

2.17 There was little change over the two years (10.6% to 11.4%) in terms of the percentage of clients re-entering GRfW after having achieved a positive outcome (Table 2.2). Only 17, 4.5% of Aftercare Pilot clients, however, had re-entered GRfW.

Table 2.2: GRfW Re-entries

Year and source	re-entrants (no)	% of population
GRfW 2003/04	41	10.6%
GRfW 2004/05	46	11.4%
Aftercare clients 2004/05 and 2005/06	17	4.5%

2.18 This would suggest that those clients receiving aftercare suggest have been less likely to re-enter GRfW. This is not, on its own, conclusive proof of the success of aftercare in sustaining clients in positive outcomes. It does, however, provide some indication that those clients receiving support have been less likely to drop out and re-enter GRfW.

2.19 Reviewing EEC's monitoring systems and SE Lanarkshire data provides only a partial picture of the Pilot's influence. We look now at the project from the perspective of some of the clients who have been assisted.

3 Client Perspective

Survey Results

Client characteristics

3.1 Information for this section is drawn from the telephone survey of clients. There were 373 clients assisted since the start of the Pilot on the client database provided by EEC. Of these, however, contact details were incorrect or unavailable for 123 individuals. This left a contactable population of 250 clients of whom:

- ✂ 114 completed the survey (46% of available contacts)
- ✂ 21 refused to participate
- ✂ 32 of the 114 clients could not remember receiving support leaving 82 clients who could respond in full to the survey – it is likely that these clients did not need support or may have rejected it.

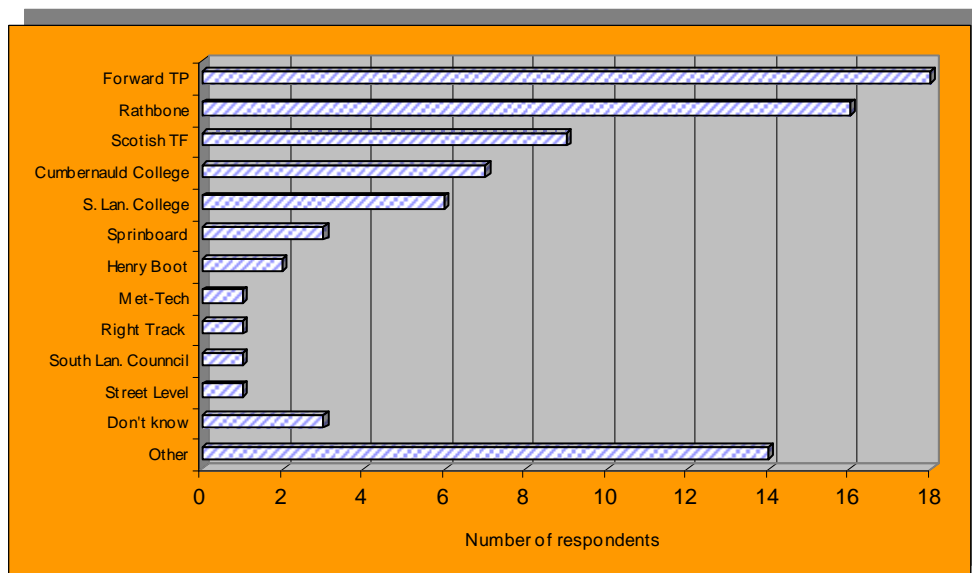
3.2 The profile of the sample is similar to that of the population in terms of gender split (Table 3.1). Two thirds of the sample (67%) was male as was the case with the population (69%) in general. The majority of sample clients had met their Aftercare Worker while aged 16 (48%) or 17 (32%) years.

Table 3.1: Sample characteristics

Gender	Female		Male	
	no.	%	no.	%
Sample	38	33	76	67
Could not remember support	9	28	23	72
Population	115	31	258	69
Age when met Aftercare Worker	15	16	17	18
Number	6	39	26	11
Percentage (%)	7	48	32	13
Status when first received support			no.	%
Employed			50	61
Employed Skillseeker			18	22
Further education			14	17

- 3.3 The vast majority (68, or 83%) of those surveyed were in employment, although only 18 of them (22%) were engaged in Skillseekers. A relatively small proportion (17%) was in further education. This is slightly higher than the population of aftercare clients as a whole.
- 3.4 Clients were asked to give the names of their employers at the point of leaving GRfW. A significant number (49) were unable to provide an answer. The remainder described employment situations in a range of sectors which included hospitality and leisure services (12 respondents), construction (11) and retail (8) amongst others. The numbers are too small to allow for a full sectoral analysis but are used to provide comment where relevant.
- 3.5 Respondents came from a range of GRfW providers, with Forward Training Partnership, Rathbone Training, Scottish Training Foundation and Cumbernauld College accounting for over 60% of clients between them. A significant number gave an ‘other’ response, often the name of their employer.

Figure 3.1: Get Ready for Work Providers



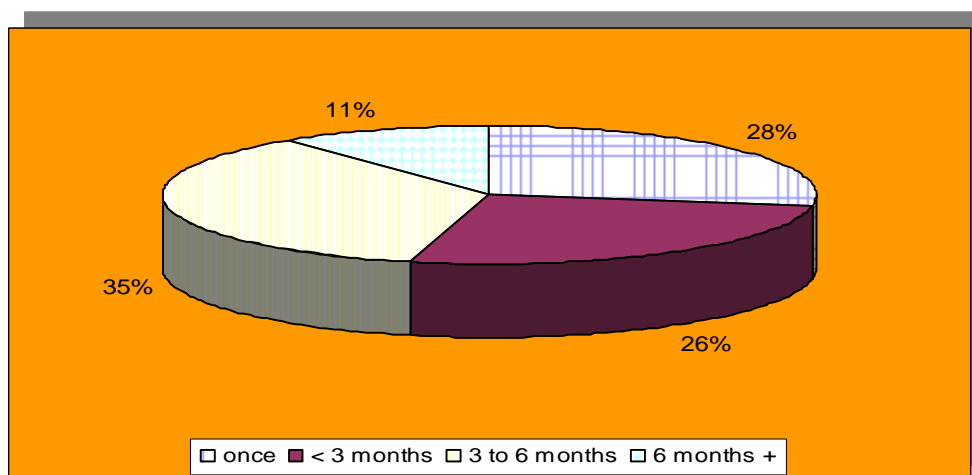
Initial contact

- 3.6 A significant proportion of clients contacted (28%) could not remember receiving support from an Aftercare Worker. This was the case even in spite of the respondent being prompted with the names of the Aftercare Workers.

3.7 The remainder were asked how long they been in touch with their Aftercare Worker (Figure 3.2). Again, a significant minority (28%) suggested that contact had been minimal, only meeting on one occasion. Over half (51%) had been in contact with their Aftercare Worker for up to six months.

3.8 The significant proportion of those only having one contact is not necessarily an issue. Aftercare works flexibly and, in fact, has been delivered with greater flexibility over its duration. Some clients may not need support and would not have been offered follow-up assistance. Other clients, however, may not want support and again assistance would not be continued in these circumstances.

Figure 3.2: Duration of contact (%)



3.9 The Aftercare Workers try to meet clients prior to leaving GRfW. In some instances this will be through a group discussion, during the induction process for example. The survey would suggest, however, that many clients (54 or 66%) do not meet their Aftercare Worker prior to entering employment or learning – or at least do not recall doing so.

3.10 Where clients do remember contact prior to commencement it has generally been perceived very positively. This is important because the transition from GRfW, with high levels of support, to work or college with low levels of support, can be extremely daunting. The difficulty of this transition can be exacerbated by the absence, in some cases, of employed role models in the clients' personal lives. The following benefits were identified:

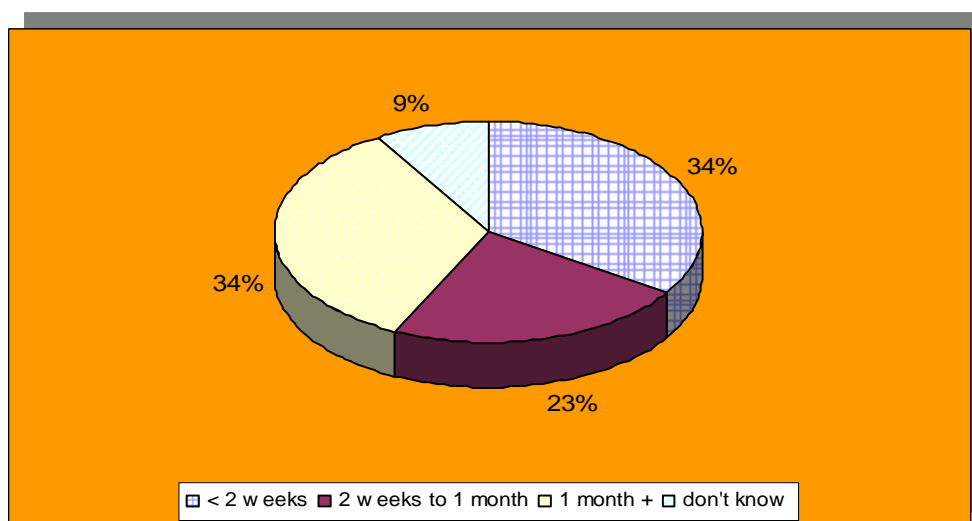
- ž 27 out of 28 (96%) clients recalling a meeting with their Aftercare Worker prior to starting work/further education found this helpful or very helpful in terms of understanding Aftercare support
- ž 27 (96%) clients found it useful in terms of building relationships
- ž 26 (93%) found it helpful or very helpful in terms of knowing there would be someone to assist them
- ž 24 (86%) clients found it helpful or very helpful in terms of addressing worries or concerns about starting work or education.

3.11 The transition from GRfW is clearly an important phase for clients and those having early contact with the Aftercare Worker value it. The numbers recalling contact with their Aftercare Worker are small although a higher number (35) are informed of aftercare by their GRfW provider – the Scottish Training Foundation, Forward Training and South Lanarkshire College performing well in this respect. As many as 33 clients (29%), however, could not recall being informed of aftercare. Scottish Enterprise Lanarkshire may wish to consider how it can strengthen these pre-transition links.

Nature of Contact

3.12 The survey went on to explore how quickly clients were first contacted by their Aftercare Worker. In over a third of cases this occurred within the first two weeks (Figure 3.3) of entering a positive outcome. A similar proportion, however, do not recall having been contacted until after a month. This appeared to be more evident amongst the construction, manufacturing and food sectors although the numbers are too small to draw firm conclusions.

Figure 3.3: Initial contact once in a positive outcome (%)

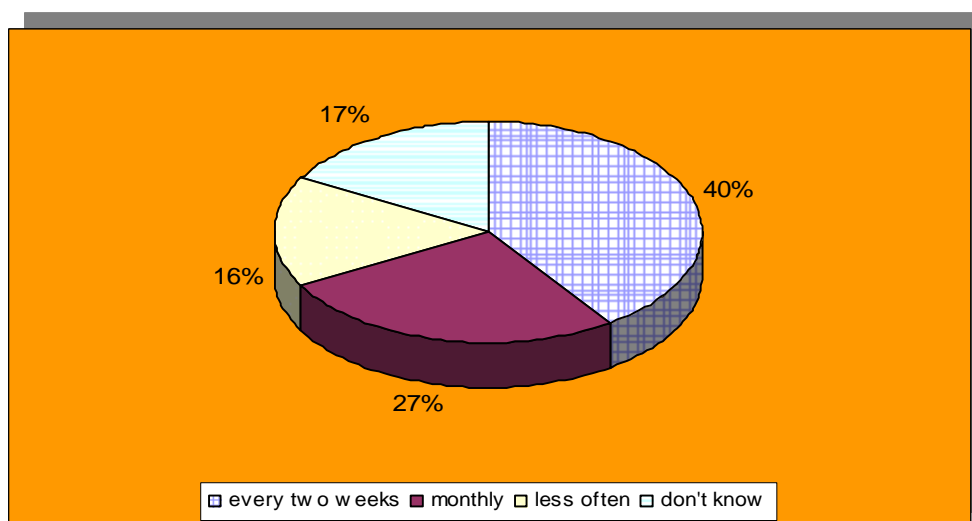


3.13 This may be of some concern. The consultations would suggest that the first month (even the first few days) is crucial. If it is the case that a significant number of those being assisted do not receive support until after a month there is a high risk that some clients may drop-out at this early stage. Information flows between the GRfW providers and EEC need to be stronger.

3.14 The consultations indicate that the GRfW providers may be able to identify many of those likely to be most vulnerable. Scottish Enterprise Lanarkshire may wish to consider whether there are ways in which EEC and GRfW providers can work more effectively to target those most in need of immediate assistance.

3.15 The survey went on to look at the frequency of contact. The results suggest that there is a high intensity of support for a significant number of clients. Forty percent of clients, for example, are contacted as often as every fortnight. Over a quarter (27%), see their Aftercare Worker at least monthly while a smaller proportion (16%) see their Aftercare Worker less frequently.

Figure 3.4: Frequency of contact (%)



3.16 Given the importance of getting the ‘intensity’ of support right and the spectrum of needs exhibited by clients, it is not surprising that there are variations in the level of support experienced. The Pilot itself consciously adopted a more flexible approach after an interim review.

3.17 This leaves open the question as to whether the ‘right clients’ are getting the ‘right level’ of support. The review provides some assurance that this is indeed the case:

- ✂ the level of support for most clients has remained constant over the period of support although 12 clients (15%) noted a reduction which might be expected if clients progress in terms of their employability
- ✂ 68 respondents (83%) consider the degree of support to be ‘about right’
- ✂ the business interviews would support the client view that the level of support has been appropriate.

3.18 One issue of concern might arise in terms of support for clients in specific sectors. The figures are too small to draw firm conclusions but might suggest that clients placed in the construction, personal and leisure service, manufacturing and food sectors tend to receive aftercare support for shorter periods of time and were less likely to feel the level of support was sufficient. This would support the views of a number of consultees that identified the difficulty in working with employers in some of these sectors.

Support provided

3.19 One of the key aspects of support is the Aftercare Action Plan agreed between the client and his or her Aftercare Worker. Ownership of this by the client is important and the fact that 71 clients (87%) could refer to the Action Plan during the interview is positive. Agreeing an Action Plan can be challenging because if not handled well it can damage the relationship between client and worker. In this instance however:

- ž almost all clients (70 from 71, or 99%) recalling an Action Plan agreed that they felt involved in this process, usually ‘highly’ involved
- ž 62 clients (88%) agreed that the Action Plan was important in helping them focus on longer term career objectives
- ž 53 clients (75%) disagreed with the statement that the Action Plan was not relevant to them – although 16 (15%) agreed to some extent.

3.20 The role of the Aftercare Worker is to support clients, help them sustain work or learning by overcoming any barriers that might arise and to work with the client (and employer) to promote progression. We asked clients to identify barriers that had arisen which might have made things difficult for them.

3.21 The support most valued by clients was the encouragement given to stick in and sustain their positive outcomes. The numbers of ‘specified’ barriers are low but clients do appear to have viewed the Aftercare Worker as a source of relevant assistance in most cases (Table 3.2). A very similar picture emerged for the relatively small number of clients receiving support while at college.

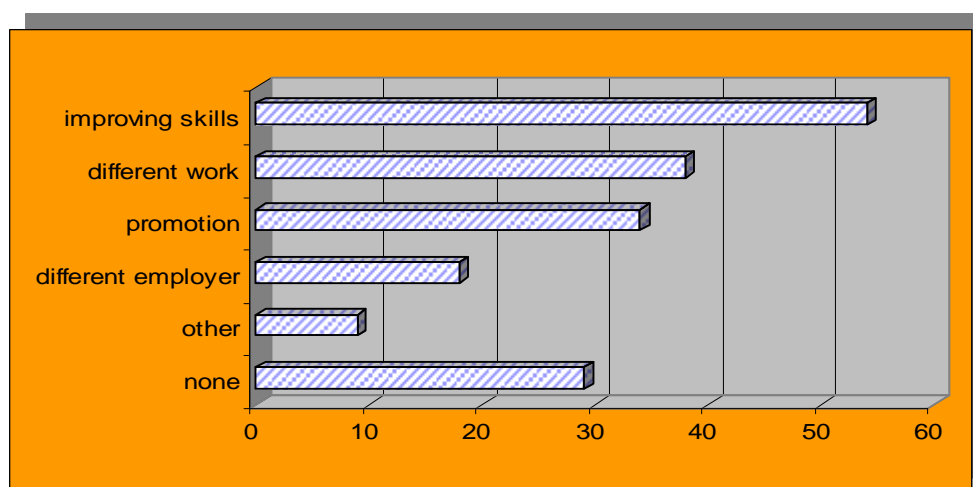
Table 3.2: Barriers at work

Issue	No.	Assistance sought
Encouragement to ‘stick in’	6	5
Dealing with my SVQs	6	2
Dealing with staff	5	3
Needed encouragement to develop myself	4	4
Dealing with work tools	3	2
Money advice	2	1
Transport	1	0
Home issues	1	0
Need for legal advice	1	1
Literacy/numeracy	1	1
Issues in the workplace	1	1
Other support	3	0

3.22 Our experience of aftercare and supported employment programmes elsewhere would suggest that although such approaches provide assistance to sustain positive outcomes they are less effective at promoting progression *in* the workplace. During the workshop with the Aftercare Team we were impressed by the value that the Team attached to this aspect of its service. This is borne out by the results of the survey.

3.23 Respondents were asked whether their Aftercare Worker had encouraged them to think about career development. This was the case for a significant proportion of the 68 clients now in employment (Figure 3.5). Over half the clients (37, or 54%) had been encouraged to develop their skills. Over a third (26, or 38%) had been encouraged to think about different types of work with the same employer and a similar proportion encouraged to consider promotion.

Figure 3.5: Career development (%)

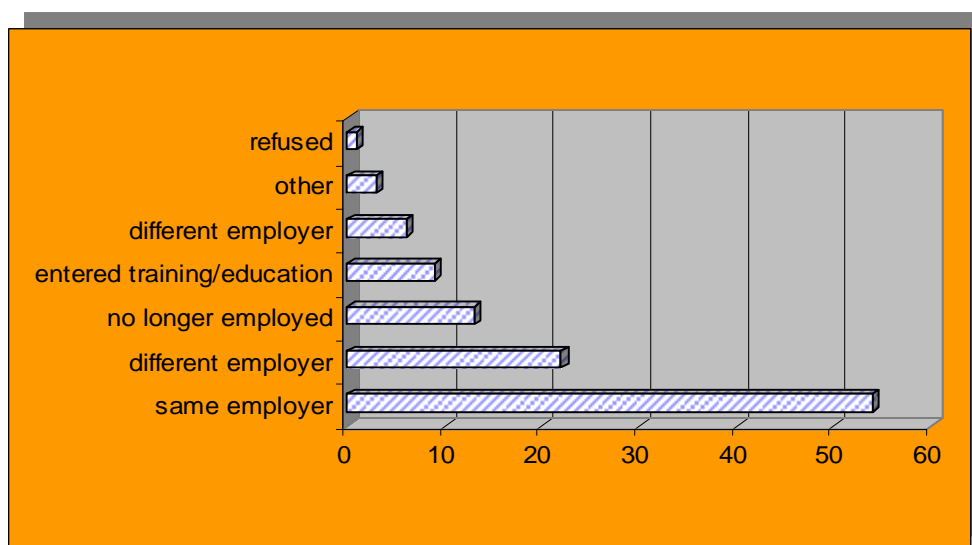


3.24 There were 20 clients (29%) who did not feel they had been encouraged in any of the above respects. This is a significant minority. Some will only have been in employment for a short period of time. The results may suggest, nevertheless, that more could yet be done to encourage young employees to develop in their place of work. Many young people lack the confidence or awareness to recognise that they can influence their own prospects or that very simple measures can be effective in advancing their prospects. The SE Lanarkshire Aftercare Pilot offers a viable means of addressing this.

Outcomes achieved

3.25 The survey went on to look at the current outcomes for assisted clients. How had client circumstances changed for those 68 clients in employment during the period of assistance? The results show that over half (37, or 54%) of those in employment when they first received assistance are still with the same employer (figure 3.6). A further 15 (22%) moved onto a new employer while a small number (4) moved into training or education.

Figure 3.6: Outcomes (%)



3.26 These figures, to an extent, exaggerate the real position. Those people who could not be contacted and those who did not recollect the support would be less likely to report such a positive outcome.

3.27 These are positive figures in spite of the qualification. Over half of the employed clients have sustained themselves in the same job and many of the others are either in another job or in training or education. Similarly positive outcomes had been achieved by the small number of clients in further education while receiving aftercare. Overall, of the 114 clients interviewed:

- ✂ 32 (22%) had no recollection of the aftercare support; bit of the remaining 82;
- ◆ 55 (67%) are in employment
- ◆ 10 (12%) are in education or training

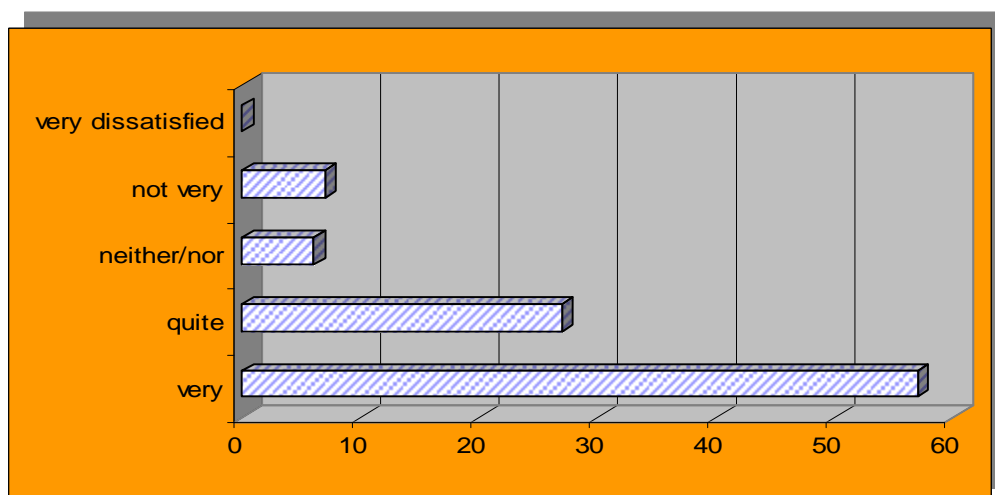
- ◆ 13 (16%) are unemployed currently
- ◆ 4 (5%) have an unknown outcome.

- 3.28 Sixty-five of the 82 clients (80%) have sustained a positive outcome. These outcomes are not, of course, solely attributable to the Aftercare Pilot. Many of the young people involved would have sustained a positive outcome in any case. The survey did, however, ask the small group (19) of clients still engaged with aftercare about the extent to which it had helped them sustain their positive outcome.
- 3.29 Assisted clients took a realistic view of the support received. Almost three-quarters of those asked felt that aftercare support had been either very (4) or quite (11) significant in sustaining their outcome. Two clients felt it had not been particularly significant while three respondents felt it had had no influence at all on their capacity to sustain the outcome. This would suggest that there is a solid level of additionality in terms of the outcomes achieved although the numbers are involved are limited.
- 3.30 Again with the small number still supported, there is some evidence of progression in terms of increased responsibilities, hours of work and skills amongst other things, with a small number of participants also having achieved promotion. Well over half (12) of the clients in this group felt that aftercare had been 'very' or 'quite' influential in achieving these benefits. Again this suggests a solid degree of additionality, albeit based on a relatively small sample.

Satisfaction

- 3.31 For clients who have engaged with the aftercare programme, their experience is a generally positive one. Ninety percent of those surveyed, for example, felt that the Pilot had been adequately explained to them while only six percent did not. Overall the programme achieves a good level of satisfaction amongst those it has engaged. A majority of respondents (57%) were 'very' satisfied and over a fifth (27%) 'quite' satisfied. Only seven percent of clients were dissatisfied.

Figure 3.7: Satisfaction (%)



3.32 Respondents were given scope to express their views on the Aftercare Pilot.

Some of the illustrative comments are highlighted below:

- ž “... has given me good support and guidance...”
- ž “I have a much clearer idea as to what I need to focus on, confidence for example”
- ž “... was really good having someone to talk to”
- ž “... has made me think about the future”
- ž “... it was their support that helped me stick in at work”
- ž “Aftercare was very encouraging. I wanted to leave the job but they advised me to stay until I found something else”

3.33 Very few negative comments were received. One comment made, however was that “I don’t like them coming to my work”. Although the survey does not suggest that this is a major issue the comment does highlight the difficult balance which the Aftercare Worker must tread when carrying out their role.

Key Point Summary:

- § 373 client names were provided but contact details could only be sourced for 250 and a significant proportion of these were uncontactable. Despite this, 114 interviews were achieved (46% of the sample for whom we had contacts), 32 of whom could not remember the support.
- § A significant minority of clients (25%) do not recollect the support suggesting that, for many clients, the degree of engagement with the Aftercare programme is limited.
- § It is unusual for the Aftercare support to have commenced before clients start in employment or education and it is not uncommon for the first client meeting to take place over a month after commencement. Vulnerable clients may 'slip through the net'.
- § When engagement does happen it is generally of a good standard. Action Plans are completed, the level of contact is good, people are given encouragement and specific issues are acted upon whenever they arise.
- § There are very positive outcomes in terms of people sustaining employment or other training and education opportunities. Of these 82 clients, 55 (67%) remain in employment and a further 10 (12%) in training or education. Aftercare makes a solid contribution to these outcomes.
- § There are strong indications of Aftercare support contributing to in-work progressions such as extra hours, new areas of work and additional skills, with some Aftercare clients already having achieved promotion within their job.
- § The Aftercare Worker's contribution to the achievement of these outcomes and progressions has generally been quite. This is particularly so when the contact is current (and, arguably, the client's recollection is most accurate).
- § Overall, for those who have engaged with it, the programme achieves very positive satisfaction ratings, although there must be a concern as to the effectiveness of current systems in reaching those in greatest need.

4 Other Stakeholders

Introduction

- 4.1 This section draws on the interviews with partner organisations (15) and a small number (18) of employers and consulted as part of the review. The first part of the section looks at views on the aftercare concept in general before consideration is given to more specific aspects of its delivery in Lanarkshire.

Aftercare

- 4.2 The concept of aftercare is almost universally welcomed. This is the case amongst GRfW Providers, employers and local partners. Get Ready for Work providers were very aware of the Aftercare Pilot and supportive of the concept. The existence of a Providers Forum facilitated by SE Lanarkshire had been of considerable value in raising awareness and understanding of the aftercare role amongst local training organisations.
- 4.3 There was a recognition amongst providers that some clients would struggle upon leaving GRfW without additional support. Many providers also operate in other Local Enterprise Company areas and valued the additional support not available elsewhere with the exception of Ayrshire.
- 4.4 The aftercare concept was also of interest to other stakeholders in the SE Network and there was a recognition that the support available was unique and qualitatively different from that of more passive client tracking systems. The comparison with the SE Ayrshire model, where support is provided by directly through the GRfW providers, is also of interest. In terms of the Innovation Fund it is clear that this cannot be a long-term source of support and that aftercare must demonstrate:
- ž it's value
 - ž that a model can be developed which meets the needs of clients while also delivering benefits to employers.

Working with GRfW Providers

4.5 Although GRfW providers were supportive of the aftercare concept the view was expressed, with varying degrees of strength, that links with the Aftercare Team could be more productive. Some providers acknowledged that the responsibility for this also lay with their own organisation. Some of the barriers or issues where greater clarity and joint effort may be needed are summarised below:

- ž some GRfW providers do not see aftercare as being relevant to education and learning outcomes as well as employment ones
- ž the GRfW provider role in terms of promoting aftercare to clients is often quite 'passive' – sometimes vulnerable clients most in need of aftercare don't receive it because the relevance of aftercare is not actively promoted by the GRfW provider
- ž some providers also refer clients or encourage clients to receive support as a matter of course yet it is clear that a significant number of clients either do not want or do not need aftercare support – there is scope for more effective targeting
- ž the opportunity for Aftercare Workers to build up links with clients prior to achieving a positive outcome is limited – more scope is needed for Aftercare Workers to become involved in the GRfW programme even if this means more focus on fewer clients
- ž lack of continuity in terms of Aftercare Team staffing has made it more difficult for GRfW providers to build up effective working links
- ž some GRfW providers would like more information on clients once aftercare support is in place.

4.6 There are some natural difficulties. The GRfW programme is flexible. Young people can leave the programme at quite short notice, sometimes failing to inform the provider organisation. Involving the Aftercare Team or providing full details of the client's new employer can be problematic.

- 4.7 The problem is exacerbated by some sectors offering attractive salaries, often through agencies, in difficult working conditions e.g. food processing. As a consultee described it “There is too much focus on job outcomes at the expense of the quality of employment”. One provider seeks to counter this by providing clients with information on what it is like to work in specific sectors. The prospect of peer work, drawing on the experience of those with experience of working in difficult occupations, was discussed.
- 4.8 The above issues appear negative but in fact the GRfW providers felt that the provision of support was valuable. Some good feedback had been received from clients and at least one agency felt there had been a positive impact on GRfW re-entries. Concerns were largely about how aftercare could be structured to ensure more effective targeting of support at those clients most likely to benefit.

Working with Employers

The survey

- 4.9 Identifying employers willing to take part in the study proved difficult. Business surveys generally require a high number of potential contacts per actual interview, even where the degree of public sector support is significant. In addition to this, however, many of the business contacts were unaware of the support their employees had received.
- 4.10 The intention was to carry out ten interviews on a face-to-face basis. Midway through the study it was agreed that these ten interviews would be supplemented by an additional 20 telephone interviews. A total of 18 interviews were eventually completed. The employers interviewed represented a variety of sectors (Table 4.1).

Table 4.1: Business survey sectors

Retail and catering (7 businesses)	Light manufacturing
Social care (5)	Food production
Hospitality and leisure (2)	Construction

Contact with Aftercare

- 4.11 Most employers have little awareness of the nature of aftercare support. This is not necessarily a problem. Many employers receive a variety of approaches from the public sector and it is right that aftercare remain unobtrusive. None of the employers interviewed felt that the provision of aftercare had caused any difficulties or had been too intensive. This would suggest that the Aftercare Team is sensitive to the needs of employers as well as clients.
- 4.12 Where the aftercare concept had been explained, usually by an Aftercare Worker, employees felt the explanation was clear and the concept of value. Many of the employers interviewed had considerable experience of employing young people and recognised the challenges, not in terms of recruitment which was rarely a problem, but in terms of retention. Employers valued the aftercare concept, especially where they made the connection between retention issue and the aftercare role.
- 4.13 Most employers are comfortable with the degree of contact they have had with the Aftercare Worker, albeit that in most instances this contact was slight. A small number, upon the concept being explained, expressed an interest in knowing more.
- 4.14 The Aftercare Worker must make a judgement on the appropriate level of involvement of each employer and they would appear, generally, to do this well. The survey suggests, however, that there may be scope to give aftercare a higher profile with more employers than is currently the case, providing the basis for a more productive, three-way relationship.

Benefits for employees

- 4.15 A relatively small number of those interviewed (around half) were able to comment upon the influence of aftercare upon their employees. In most instances aftercare was viewed as a positive influence. None of the employers interviewed reacted negatively to the aftercare service.

- 4.16 In several instances employers were able to say that the young person employed by them might not have sustained the job without additional support. In a small number of cases employers had felt able to use aftercare proactively, raising issues in terms of employee performance which they felt could be addressed through aftercare.
- 4.17 Businesses were asked, based upon their experience of recruiting young people, how long aftercare support might be needed for clients. Most felt that if a client could sustain a job outcome between the three and six month threshold there was a much increased likelihood that that they might remain with them for a much longer period. This would tend to reinforce the view that the Aftercare Team might adopt a more rigorous review system at the three month period.

Benefits for employers

- 4.18 Employers often found it hard to identify business benefits which is not surprising given that the aftercare intervention primarily focuses on the relationship with the employee. The businesses were able, however, to comment on their experience of recruiting young people in the past. Many of the positions described were entry level posts (e.g. care or shop assistant) and a majority of employers did comment that while recruitment was not a problem for these positions, retention certainly was. Most of those recruiting young people regularly could provide examples of clients leaving within the first six months and sometimes within the first few days.
- 4.19 This experience has left some employers wary of employing young people although it should be noted that this is offset for most employers by the lower wage costs. The employers we interviewed were, almost without exception, very happy with the young people supported by the Aftercare Team although they did not necessarily attribute good performance to the Aftercare Worker. The experience meant that they were more likely to continue to employ young people and even, in a couple of instances, increase the number of young people employed.

4.20 The effects of staff turnover in entry level positions often filled by young people are not insignificant. The most frequently identified costs included:

- ž recruitment costs; staff time involved in this, often senior staff, is often more significant than advertising costs – employer estimates are likely to underestimate the costs
- ž training costs; are again significant and included internal training, on-the-job training and external training – again, employer estimates are likely to underestimate these
- ž clothing and materials; in a few instances employees were supplied with clothing and equipment which could not be re-cycled if the employee left
- ž unproductive time; when a new employee begins work the first few months are of less value to the business in subsequent months while the individual develops the skills needed to perform their role – losing someone soon after they start and recruiting again increases the length of unproductive time.

4.21 The Scottish Enterprise Network increasingly relies upon the concept of Gross Value Added (GVA) to assess the economic impact of the support it provides to enterprise in Scotland. Gross Value Added can be thought of as sales minus the costs of goods and services purchased to make a product or provide a service. There is insufficient information from the evaluation to provide a full GVA assessment but the business does provide evidence of the value of aftercare support to the Lanarkshire economy (Table 4.2). In addition to the savings identified above, the table also provides details of assumptions on:

- ž **additionality**; the extent to which any benefits might have arisen in anycase – three-quarter of clients state that aftercare was an influence in sustaining a positive outcome although the majority described the influence as ‘quite’ rather than ‘very’ significant and we have therefore assumed an additionality level of 50%

- ✂ **displacement**; the extent to which any benefits might have been at the expense of other Lanarkshire companies – the assumptions vary according to sector
- ✂ **multipliers**; for each of the three sectors for which information on business benefits was identified – we used Scottish Executive output multipliers for this purpose which include both income and employment effects.

Table 4.2: Business impacts				
Sector	Estimated annual savings	Additionality	Displacement	Multiplier
Retail and catering	<ul style="list-style-type: none"> • £3,200 • £2,300 • £1,850 to £2,100 • £5,000 • £2,340 • £5,000* 	50%	High (75%)	1.7
Social care	<ul style="list-style-type: none"> • £3,200 • £5,300 • £2,500 • £4,200 	50%	Medium (50%) – growth sector	2.1
Hospitality and leisure	<ul style="list-style-type: none"> • £2,700 	50%	Medium (50%) – growth sector	1.5

*includes costs of an Modern Apprenticeship should an employee leave before 6 months

4.22 The results vary across the three sectors for which we have information. Averaging the results for each sector and applying the additionality and displacement assumptions provides the following results:

- ✂ the financial benefits to retail and catering businesses arising from aftercare support amount to £700 per annum
- ✂ the financial benefits to social care businesses arising from aftercare support amount to £1,995 per annum
- ✂ the financial benefits to hospitality and leisure businesses arising from aftercare support amount to £1,012 per annum.

4.23 There are significant sectoral variations. Social Care, for example, produces much more significant net economic impacts for businesses than is the case with retail.

4.24 A crude average across these sectors would provide a financial benefit of £1,235 per business for each client sustaining beyond six months. In the first full year of the Aftercare and Supported Level 2 Pilot 124 clients sustained beyond six months. As a result of the first year's programme, therefore, the total savings for businesses in Lanarkshire would amount to £153,140.

5 Conclusions And Recommendations

Introduction

- 5.1 This final section of the report summarises the key conclusions of the review. It then goes on to look at some issues SE Lanarkshire and its partners may wish to consider in developing the Pilot.

Conclusions

Rationale

- 5.2 The Aftercare and Supported Level 2 Pilot was established because of concerns over the ability of GRfW clients to sustain job and other outcomes. The GRfW providers, and clients themselves, have proven themselves able to achieve job outcomes but anecdotal evidence suggests that many clients have struggled to make the transition from the 'high support' environment of GRfW to employment.
- 5.3 There is a financial incentive to aftercare. Each GRfW place is estimated to cost around £7,500. Ensuring an effective transition from training and preventing re-entries to the GRfW programme helps to sustain the value of that investment in each trainee. A total of 124 clients were sustained beyond six months during the first year. We estimate that 68% of these clients (84 individuals) found aftercare to be of significant help and would assume an additionality rate of between 50% and 75%, equivalent to between 42 and 63 clients. This represents a net cost saving of £315,000 per annum at its lowest and £472,500 at its highest.
- 5.4 The review would suggest that this rationale continues to be relevant. The GRfW providers acknowledge the difficulty in making the transition but lack the resources to provide aftercare support once a client moves on. Employers experienced in recruiting young people also acknowledge the difficulty in retaining young staff and acknowledge the value of aftercare. Aftercare is needed and, if employed effectively, represents a good use of resources.

Objectives and value

- 5.5 The project has not succeeded in meeting the targets in its Innovation Fund application. Given the delayed start date it might have been anticipated that 260 clients would have been assisted in the first year while in fact only 214 were supported.
- 5.6 The Pilot *has* succeeded, however, in meeting its target with regard to sustaining a total of over 120 clients (75% of those assisted) beyond six months. The survey results would suggest that additionality (the extent to which aftercare has contributed to these outcomes) is reasonable, although not absolute. Three quarters of clients currently receiving support feel that it has helped them to sustained a positive outcome. Overall, this is a positive achievement.
- 5.7 The cost per unit of the Pilot is higher than anticipated on account of the lower beneficiary numbers. Taking the number of clients assisted in some way (and excluding those referred but with whom no contact was made) gives a cost per client of £750.
- 5.8 If the performance of the project in terms of its numerical targets has not been as intended, the influence of the Aftercare Pilot, based upon our sample of clients, employers and partners, has been positive. Some of the headline figures include:
- ž 27 out of 28 (97%) clients recalling a meeting with their Aftercare Worker prior to starting work or further education found this helpful or very helpful in terms of understanding what aftercare support was about
 - ž 68 respondents (83%) consider the degree of support received from their Aftercare Worker to have been ‘about right’
 - ž almost all clients (70 from 71, or 99%) recalling an Action Plan agreed that they felt involved in this process, usually ‘highly’ involved

- ž over half the clients in employment (37, or 54%) had been encouraged to develop their skills
- ž sixty-five of the 82 clients (80%) have sustained a positive outcome
- ž a majority of respondents (57%) were 'very' satisfied and over a fifth (27%) 'quite' satisfied – an overall satisfaction level of 83%.

5.9 Aftercare support does not have a high profile with the businesses involved. This is not necessarily a negative finding given that the focus of support is on the client. The business interviews would suggest, in fact, that the Aftercare Team has succeeded in developing a good working relationship with a small number of employers and providing support to clients in a considerable number of other employers in a sensitive and un-obtrusive manner.

5.10 Aftercare support has had an influence on some employers. It has given some more confidence in employing young people and, in a small number of instances, may have increased the number of young people employed. The employer consultations would suggest that retention of young people is a major issue for businesses in Lanarkshire and also a cost. We estimate that by helping 124 clients in its first year of operation, the Aftercare Pilot has reduced costs for local businesses by £153,140.

The delivery model

5.11 A decision must be taken as to whether aftercare constitutes good value for money and how it can be resourced. We would argue on the basis of this review that there is a continuing rationale, that it does represent good value for money and that it ought to be continued.

5.12 Aftercare has been identified by the Scottish Executive as an intrinsic component of its emerging Employability Framework. Practice is still limited and much has been learnt through the Aftercare and Supported Level 2 Pilot. Some aspects of the programme, such as the focus on progression *in* work, for example, would appear to the evaluation team to represent effective practice.

5.13 We do not feel, however, that the model of delivery as it currently stands is achieving the level of value for money that it might. While on the whole the review would suggest that the Aftercare Team has developed effective procedures and processes for the delivery of aftercare, we would highlight a number of areas where processes might be reviewed with a view to improving performance. These are:

- ž staffing continuity; there has been a relatively high staff turnover in the Aftercare Team which is not surprising given the short-term nature of the funding but which has made it more difficult for effective relationships to be developed with clients, GRfW providers and employers
- ž relationship-building between the client and Aftercare Worker is fundamental to success; the degree of interaction between the GRfW provider, client and the Aftercare Team is currently insufficient to develop the client relationships needed in many instances
- ž targeting; a significant number of clients receive some level of support when it might not, in fact, be required – all clients should be offered aftercare but the GRfW providers might play a more active role in terms of identifying clients that do, and do not, need support
- ž speed of response; getting to clients quickly is vital to sustaining more vulnerable clients and currently there is too lengthy a delay for many clients in receiving support; although it should be made clear that this is the responsibility of the GRfW providers as well as the Aftercare Team and that it will always be difficult to deliver support early because of the nature of the client group
- ž flexibility of support; the Aftercare Team offers a flexible and tailored service and in most instances it gets the balance right for both clients and employers – the business survey would suggest, however, that many clients, if they can sustain beyond three-months, need little or no further support allowing resources to be targeted elsewhere

- ✂ relationship-building with businesses; most employers are supportive of the aftercare concept once explained and more might be persuaded to see the Aftercare Worker as a valuable resource when employing young people
- ✂ progression in work; the focus of the Aftercare Team on encouraging client progression is impressive and emerges from the survey results; there may be scope to build on this and spread these benefits.

Recommendations

- 5.14 There are few other models of aftercare on which to draw in order to make comparisons with the SE Lanarkshire approach. The Ayrshire model provides one alternative in that aftercare is provided directly through the GRfW providers. At a surface level at least, this has a number of attractions the key ones being:
- ✂ aftercare workers already have strong links with the clients
 - ✂ the aftercare workers also have existing contacts with employers through the GRfW placement systems.
- 5.15 These are both strong and persuasive features. The SE Lanarkshire model also has natural strengths which this review has identified. The growing expertise of the Aftercare Team, its 'team approach' offering the potential to mix skills and disciplines, the focused nature of support and emphasis on in-work, career development, are all worth retaining.
- 5.16 We would recommend, however that the Pilot be reviewed by SE Lanarkshire and its partners in order to strengthen the links between the GRfW providers and the delivery of aftercare. We would recommend that systems be developed to ensure:
- ✂ better information sharing between the GRfW providers and the Aftercare Team both prior to transition and after

- ž more intense contact between the Aftercare Workers and clients prior to transition – ideally Action Planning should take place prior to transition and would involve the GRfW provider
- ž more involvement by the GRfW providers in targeting vulnerable clients that need immediate support
- ž a stronger sectoral emphasis within the GRfW providers in terms of informing and preparing clients for work with a view to reducing re-entries as a result of unsatisfactory, short-term employment outcomes
- ž the strengthening of existing systems to review support for clients at the three month stage and to encourage greater emphasis on career development for those in positive outcomes after the three-month stage.

5.17 The review would suggest that SE Lanarkshire is well-placed to tackle these issues should it so wish. The GRfW Providers Forum facilitated by SE Lanarkshire provides an effective route through which to address the issues raised.

Appendix A

Consultees

Consultee List

Contact name	Organisation
Lynzi Stirling and Caroline Hyndman	Forward Training
Leslie Miller	Rathbone
Brian Commerford	Henry Boot Training
Bill Cassidy	South Lanarkshire Council
Patricia Tinney	Springboard Trust scotland
Janette Stewart	Unity Enterprise
Joy Codona	Careers Scotland; Team Leader
Marlene Crawford	Careers Scotland; Employability
Anne Shiels	South Lanarkshire Council
Marie Burns	Scottish Enterprise; Access Team
Carol Robertson	Scottish Enterprise; GRfW
Nikki Spence, Helen Millen & Robert Hunter	SE Lanarkshire
Tony Stapleton, Ross McMann and andy Corrigan	Employment Enterprise Consultants

Appendix B
Client Survey Results

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	114	-	82	32	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q1b Gender									
Male	76 67%	- -	53 65%	23 72%	5 83%	26 67%	16 62%	6 55%	- -
Female	38 33%	- -	29 35%	9 28%	1 17%	13 33%	10 38%	5 45%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	114	-	82	32	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q1c1 Sector									
Construction, electrical etc.	11 10%	- -	11 13%	- -	2 33%	6 15%	2 8%	1 9%	- -
Personal and social care	3 3%	- -	3 4%	- -	- -	1 3%	1 4%	1 9%	- -
Manufacturing	2 2%	- -	2 2%	- -	- -	2 5%	- -	- -	- -
Food	3 3%	- -	3 4%	- -	- -	2 5%	1 4%	- -	- -
Personal and other services, including leisure	12 11%	- -	12 15%	- -	- -	6 15%	4 15%	2 18%	- -
Retail, including catering	8 7%	- -	8 10%	- -	1 17%	3 8%	3 12%	1 9%	- -
Warehousing and distribution	6 5%	- -	6 7%	- -	1 17%	3 8%	2 8%	- -	- -
Unclassified	49 43%	- -	17 21%	32 100%	2 33%	9 23%	5 19%	1 9%	- -
Training	6 5%	- -	6 7%	- -	- -	2 5%	3 12%	1 9%	- -
College	6 5%	- -	6 7%	- -	- -	2 5%	2 8%	2 18%	- -
Unemployed	8 7%	- -	8 10%	- -	- -	3 8%	3 12%	2 18%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	114	-	82	32	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q1e Control Batch									
Yes	26 23%	-	22 27%	4 13%	2 33%	10 26%	7 27%	3 27%	-
No	88 77%	-	60 73%	28 88%	4 67%	29 74%	19 73%	8 73%	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	114	-	82	32	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q2 Do you currently, or can you remember, getting support from an Aftercare Worker?									
Yes	82 72%	-	82 100%	-	6 100%	39 100%	26 100%	11 100%	-
No	32 28%	-	-	32 100%	-	-	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q4 Which provider were you with?									
Springboard	3 4%	- -	3 4%	- -	- -	- -	2 8%	1 9%	- -
Rathbone	16 20%	- -	16 20%	- -	2 33%	6 15%	4 15%	4 36%	- -
South Lanarkshire Council	1 1%	- -	1 1%	- -	- -	1 3%	- -	- -	- -
Right Track	1 1%	- -	1 1%	- -	1 17%	- -	- -	- -	- -
Cumbernauld College	7 9%	- -	7 9%	- -	- -	5 13%	1 4%	1 9%	- -
UnityEnterprise	- -	- -	- -	- -	- -	- -	- -	- -	- -
Met-Tech	1 1%	- -	1 1%	- -	- -	1 3%	- -	- -	- -
HenryBoot	2 2%	- -	2 2%	- -	- -	1 3%	1 4%	- -	- -
Enable	- -	- -	- -	- -	- -	- -	- -	- -	- -
Scottish Training Foundation	9 11%	- -	9 11%	- -	- -	1 3%	5 19%	3 27%	- -
Tigers	- -	- -	- -	- -	- -	- -	- -	- -	- -
South Lanarkshire College	6 7%	- -	6 7%	- -	1 17%	3 8%	2 8%	- -	- -
Forward Training Partnership	18 22%	- -	18 22%	- -	1 17%	11 28%	6 23%	- -	- -
Street Level	1 1%	- -	1 1%	- -	- -	- -	1 4%	- -	- -
Other	14 17%	- -	14 17%	- -	1 17%	9 23%	2 8%	2 18%	- -
Don't Know	3 4%	- -	3 4%	- -	- -	1 3%	2 8%	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q5 Did your Aftercare Worker speak to you prior to starting work / college?									
Yes	28 34%	-	28 34%	-	5 83%	17 44%	6 23%	-	-
No	54 66%	-	54 66%	-	1 17%	22 56%	20 77%	11 100%	-
Don't Know	-	-	-	-	-	-	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	28	-	28	-	5	17	6	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q6a Knowing there would be someone to help me in my new job									
Very helpful	20 71%	-	20 71%	-	3 60%	12 71%	5 83%	-	-
Quite helpful	6 21%	-	6 21%	-	1 20%	4 24%	1 17%	-	-
Not that helpful	1 4%	-	1 4%	-	-	1 6%	-	-	-
Don't know	1 4%	-	1 4%	-	1 20%	-	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	28	-	28	-	5	17	6	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q6d Calming any worries I had about moving into work									
Very helpful	18 64%	-	18 64%	-	2 40%	11 65%	5 83%	-	-
Quite helpful	6 21%	-	6 21%	-	1 20%	5 29%	-	-	-
Not that helpful	4 14%	-	4 14%	-	2 40%	1 6%	1 17%	-	-
Don't know	-	-	-	-	-	-	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q7 Did your Get Readyfor Work Provider tell you about the Aftercare support ?									
Yes	35 43%	-	35 43%	-	4 67%	18 46%	10 38%	3 27%	-
No	44 54%	-	44 54%	-	1 17%	20 51%	15 58%	8 73%	-
Don't Know	3 4%	-	3 4%	-	1 17%	1 3%	1 4%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	35	-	35	-	4	18	10	3	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q8 How well did the provider explain the role to you?									
Very well	20 57%	-	20 57%	-	4 100%	8 44%	7 70%	1 33%	-
Quite well	13 37%	-	13 37%	-	-	8 44%	3 30%	2 67%	-
Not that well	1 3%	-	1 3%	-	-	1 6%	-	-	-
Don't know	1 3%	-	1 3%	-	-	1 6%	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q9 How quickly after you started work / college did you meet your Aftercare Worker?									
First two weeks	28 34%	-	28 34%	-	2 33%	16 41%	8 31%	2 18%	-
Two weeks to a month	19 23%	-	19 23%	-	3 50%	9 23%	3 12%	4 36%	-
Over a month	28 34%	-	28 34%	-	1 17%	9 23%	13 50%	5 45%	-
Don't know	7 9%	-	7 9%	-	-	5 13%	2 8%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q10 On the whole, are you satisfied that the project was explained to you properly?									
Yes	74 90%	-	74 90%	-	5 83%	36 92%	24 92%	9 82%	-
No	5 6%	-	5 6%	-	-	2 5%	2 8%	1 9%	-
Don't Know	3 4%	-	3 4%	-	1 17%	1 3%	-	1 9%	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q11 How long have you been seeing, or did you see, your Aftercare Worker for?									
Only saw once	21 26%	-	21 26%	-	1 17%	7 18%	8 31%	5 45%	-
Less than three months	20 24%	-	20 24%	-	2 33%	13 33%	3 12%	2 18%	-
Three to six months	27 33%	-	27 33%	-	1 17%	14 36%	8 31%	4 36%	-
Six months to a year	8 10%	-	8 10%	-	1 17%	2 5%	5 19%	-	-
More than this	-	-	-	-	-	-	-	-	-
Don't know	6 7%	-	6 7%	-	1 17%	3 8%	2 8%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q12 How often do you, or did you, see your Aftercare Worker?									
Every couple of weeks	33 40%	-	33 40%	-	2 33%	19 49%	9 35%	3 27%	-
Around once a month	22 27%	-	22 27%	-	2 33%	9 23%	8 31%	3 27%	-
Less often than once a month	13 16%	-	13 16%	-	1 17%	4 10%	5 19%	3 27%	-
Don't know	14 17%	-	14 17%	-	1 17%	7 18%	4 15%	2 18%	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q13 Has the level of contact, or did the level of contact:									
Increase over time	4 5%	-	4 5%	-	-	2 5%	2 8%	-	-
Stay roughly the same	50 61%	-	50 61%	-	4 67%	26 67%	13 50%	7 64%	-
Reduce over time	12 15%	-	12 15%	-	-	4 10%	6 23%	2 18%	-
Don't know	16 20%	-	16 20%	-	2 33%	7 18%	5 19%	2 18%	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q14 Who instigates, or instigated, this contact?									
Mostly me	7 9%	- -	7 9%	- -	1 17%	3 8%	2 8%	1 9%	- -
Mostly my Aftercare Worker	54 66%	- -	54 66%	- -	4 67%	26 67%	16 62%	8 73%	- -
Roughly split me / Aftercare Worker	5 6%	- -	5 6%	- -	- -	3 8%	2 8%	- -	- -
Other	1 1%	- -	1 1%	- -	- -	- -	1 4%	- -	- -
Don't know	15 18%	- -	15 18%	- -	1 17%	7 18%	5 19%	2 18%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q15 To your knowledge, has your employer / college ever invited your Aftercare Worker in?									
Yes	30 37%	- -	30 37%	- -	2 33%	13 33%	7 27%	8 73%	- -
No	47 57%	- -	47 57%	- -	2 33%	24 62%	18 69%	3 27%	- -
Don't Know	5 6%	- -	5 6%	- -	2 33%	2 5%	1 4%	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q16 In your opinion, has the level of contact you received been:									
Too intensive	4 5%	-	4 5%	-	-	2 5%	1 4%	1 9%	-
Not intensive enough	7 9%	-	7 9%	-	1 17%	3 8%	2 8%	1 9%	-
About right	68 83%	-	68 83%	-	5 83%	33 85%	21 81%	9 82%	-
Don't know	3 4%	-	3 4%	-	-	1 3%	2 8%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q17 Was it ever embarrassing being contacted at work / college?									
Yes	6 7%	-	6 7%	-	-	1 3%	3 12%	2 18%	-
No	71 87%	-	71 87%	-	6 100%	36 92%	21 81%	8 73%	-
Don't Know	5 6%	-	5 6%	-	-	2 5%	2 8%	1 9%	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	71	-	71	-	5	33	24	9	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q19b The Action Plan really helped me focus									
Agree a lot	50 70%	- -	50 70%	- -	5 100%	26 79%	14 58%	5 56%	- -
Agree a little	12 17%	- -	12 17%	- -	- -	5 15%	3 13%	4 44%	- -
Disagree	8 11%	- -	8 11%	- -	- -	2 6%	6 25%	- -	- -
Don't know	1 1%	- -	1 1%	- -	- -	- -	1 4%	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	71	-	71	-	5	33	24	9	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q19c The Action Plan was not relevant to me									
Agree a lot	5 7%	- -	5 7%	- -	- -	1 3%	4 17%	- -	- -
Agree a little	8 11%	- -	8 11%	- -	- -	4 12%	3 13%	1 11%	- -
Disagree	53 75%	- -	53 75%	- -	5 100%	24 73%	16 67%	8 89%	- -
Don't know	5 7%	- -	5 7%	- -	- -	4 12%	1 4%	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q21 What were you doing when you first received Aftercare?									
In employment	50 61%	- -	50 61%	- -	3 50%	19 49%	17 65%	11 100%	- -
In employment with Skillseekers	18 22%	- -	18 22%	- -	3 50%	11 28%	4 15%	- -	- -
In college / education	14 17%	- -	14 17%	- -	- -	9 23%	5 19%	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	68	-	68	-	6	30	21	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q22 During employment have you, or did you, experience any difficulties in terms of:									
Transport to work	1 1%	-	1 1%	-	-	-	1 5%	-	-
Childcare help	-	-	-	-	-	-	-	-	-
Home issues	1 1%	-	1 1%	-	-	1 3%	-	-	-
Money advice	2 3%	-	2 3%	-	-	1 3%	-	1 9%	-
Legal advice	1 1%	-	1 1%	-	-	-	1 5%	-	-
Literacy/ numeracy	1 1%	-	1 1%	-	1 17%	-	-	-	-
Dealing with work tasks	3 4%	-	3 4%	-	-	2 7%	1 5%	-	-
Dealing with staff	5 7%	-	5 7%	-	1 17%	3 10%	1 5%	-	-
Talking to my employers about issues in the workplace	1 1%	-	1 1%	-	-	1 3%	-	-	-
Encouragement to 'stick in'	6 9%	-	6 9%	-	1 17%	4 13%	1 5%	-	-
Encouragement to think about developing myself	4 6%	-	4 6%	-	-	2 7%	1 5%	1 9%	-
Dealing with my SVQs	6 9%	-	6 9%	-	1 17%	1 3%	2 10%	2 18%	-
No real issues to deal with	53 78%	-	53 78%	-	4 67%	23 77%	17 81%	9 82%	-
Other support	3 4%	-	3 4%	-	-	3 10%	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	1	-	1	-	1	-	-	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q23f Literacy/ numeracy help									
Advice assistance from your Aftercare Worker	1 100%	- -	1 100%	- -	1 100%	- -	- -	- -	- -
Referral to another agency by Aftercare Worker	- -	- -	- -	- -	- -	- -	- -	- -	- -
No help	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -
Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	3	-	3	-	-	2	1	-	-
Missing									
Information received from GRFW or Aftercare Worker	- -	- -	- -	- -	- -	- -	- -	- -	- -
Q23g Dealing with work tasks									
Advice assistance from your Aftercare Worker	1 33%	- -	1 33%	- -	- -	1 50%	- -	- -	- -
Referral to another agency by Aftercare Worker	1 33%	- -	1 33%	- -	- -	- -	1 100%	- -	- -
No help	1 33%	- -	1 33%	- -	- -	1 50%	- -	- -	- -
Don't know	1 33%	- -	1 33%	- -	- -	1 50%	- -	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	6	-	6	-	1	1	2	2	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q231 Dealing with SVQs									
Advice assistance from your Aftercare Worker	2 33%	- -	2 33%	- -	- -	1 100%	1 50%	- -	- -
Referral to another agency by Aftercare Worker	- -	- -	- -	- -	- -	- -	- -	- -	- -
No help	2 33%	- -	2 33%	- -	1 100%	- -	- -	1 50%	- -
Don't know	2 33%	- -	2 33%	- -	- -	- -	1 50%	1 50%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	3	-	3	-	-	3	-	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q23m Other support									
Advice assistance from your Aftercare Worker	-	-	-	-	-	-	-	-	-
Referral to another agency by Aftercare Worker	-	-	-	-	-	-	-	-	-
No help	-	-	-	-	-	-	-	-	-
Don't know	3 100%	-	3 100%	-	-	3 100%	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	15	-	15	-	2	7	4	2	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q24a Pick the most important above issue and tell us what your Aftercare worker did for you									
Transport to work	-	-	-	-	-	-	-	-	-
Childcare help	-	-	-	-	-	-	-	-	-
Home issues	-	-	-	-	-	-	-	-	-
Money advice	-	-	-	-	-	-	-	-	-
Legal advice	1 7%	-	1 7%	-	-	-	1 25%	-	-
Literacy/ numeracy help	-	-	-	-	-	-	-	-	-
Dealing with work tasks	1 7%	-	1 7%	-	-	-	1 25%	-	-
Dealing with staff	-	-	-	-	-	-	-	-	-
Talking to employer about issues in the workplace	-	-	-	-	-	-	-	-	-
Support to 'stick in'	4 27%	-	4 27%	-	1 50%	3 43%	-	-	-
Support to think about developing myself	1 7%	-	1 7%	-	-	-	-	1 50%	-
Dealing with SVQs	1 7%	-	1 7%	-	-	-	-	1 50%	-
Other support	-	-	-	-	-	-	-	-	-
Don't know	7 47%	-	7 47%	-	1 50%	4 57%	2 50%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	68	-	68	-	6	30	21	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q25 Did your aftercare Worker encourage you to think about:									
Different types of work with the same employer	26 38%	- -	26 38%	- -	2 33%	13 43%	9 43%	2 18%	- -
Improving your skills	37 54%	- -	37 54%	- -	4 67%	17 57%	11 52%	5 45%	- -
Going for promotion	23 34%	- -	23 34%	- -	2 33%	11 37%	6 29%	4 36%	- -
Moving to another employer	12 18%	- -	12 18%	- -	- -	7 23%	4 19%	1 9%	- -
Other	6 9%	- -	6 9%	- -	- -	4 13%	2 10%	- -	- -
None of the above	20 29%	- -	20 29%	- -	2 33%	8 27%	7 33%	3 27%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	68	-	68	-	6	30	21	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q27 Are you still with the employer you joined after leaving your Get Ready for Work Provider?									
Yes	37 54%	- -	37 54%	- -	3 50%	15 50%	14 67%	5 45%	- -
No - employed by someone else	15 22%	- -	15 22%	- -	2 33%	9 30%	3 14%	1 9%	- -
No - entered training or education	4 6%	- -	4 6%	- -	- -	1 3%	1 5%	2 18%	- -
No - in voluntary work	- -	- -	- -	- -	- -	- -	- -	- -	- -
No - no longer employed	9 13%	- -	9 13%	- -	1 17%	3 10%	3 14%	2 18%	- -
Other - please specify	2 3%	- -	2 3%	- -	- -	1 3%	- -	1 9%	- -
Refused	1 1%	- -	1 1%	- -	- -	1 3%	- -	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	68	-	68	-	6	30	21	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q28 Are you still receiving support from your Aftercare Worker?									
Yes	19 28%	-	19 28%	-	1 17%	6 20%	8 38%	4 36%	-
No	49 72%	-	49 72%	-	5 83%	24 80%	13 62%	7 64%	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	19	-	19	-	1	6	8	4	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q31 To what extent would you say your Aftercare Worker has contributed to sticking at your job?									
Aftercare has been very significant	4 21%	-	4 21%	-	-	3 50%	1 13%	-	-
Aftercare has been quite significant	10 53%	-	10 53%	-	1 100%	2 33%	4 50%	3 75%	-
Aftercare has not been very significant	2 11%	-	2 11%	-	-	1 17%	-	1 25%	-
Aftercare has not been a factor at all	3 16%	-	3 16%	-	-	-	3 38%	-	-
Don't know	-	-	-	-	-	-	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	19	-	19	-	1	6	8	4	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q32 Since being employed, have you been able to:									
Take on more hours at work	6 32%	-	6 32%	-	-	2 33%	1 13%	3 75%	-
Increase my responsibilities	13 68%	-	13 68%	-	1 100%	5 83%	5 63%	2 50%	-
Take on new areas of work	8 42%	-	8 42%	-	-	3 50%	5 63%	-	-
Increase my skills	13 68%	-	13 68%	-	1 100%	4 67%	5 63%	3 75%	-
Increase my qualifications	9 47%	-	9 47%	-	1 100%	2 33%	3 38%	3 75%	-
Gain promotion	3 16%	-	3 16%	-	-	1 17%	2 25%	-	-
Other	2 11%	-	2 11%	-	-	-	1 13%	1 25%	-
None of the above	2 11%	-	2 11%	-	-	1 17%	1 13%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	19	-	19	-	1	6	8	4	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q33 To what extent would you say your Aftercare Worker contributed to any of the above?									
Aftercare has been very significant	7 37%	- -	7 37%	- -	- -	4 67%	3 38%	- -	- -
Aftercare has been quite significant	5 26%	- -	5 26%	- -	1 100%	1 17%	1 13%	2 50%	- -
Aftercare has not been very significant	3 16%	- -	3 16%	- -	- -	1 17%	1 13%	1 25%	- -
Aftercare has not been a factor at all	3 16%	- -	3 16%	- -	- -	- -	2 25%	1 25%	- -
Don't know	1 5%	- -	1 5%	- -	- -	- -	1 13%	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	1	-	1	-	-	1	-	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q35j Other support									
Advice assistance from your Aftercare Worker	-	-	-	-	-	-	-	-	-
Referral to another agency by Aftercare Worker	-	-	-	-	-	-	-	-	-
No help	-	-	-	-	-	-	-	-	-
Don't know	1 100%	-	1 100%	-	-	1 100%	-	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	14	-	14	-	-	9	5	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q36a Pick the most important issue above tell us what your Aftercare Worker did for you									
Transport to college	2 14%	-	2 14%	-	-	-	2 40%	-	-
Childcare help	-	-	-	-	-	-	-	-	-
Home issues	-	-	-	-	-	-	-	-	-
Money advice	1 7%	-	1 7%	-	-	1 11%	-	-	-
Legal advice	-	-	-	-	-	-	-	-	-
Literacy/ numeracy	2 14%	-	2 14%	-	-	2 22%	-	-	-
Dealing with work at college	-	-	-	-	-	-	-	-	-
Dealing with staff at college	1 7%	-	1 7%	-	-	1 11%	-	-	-
Encouragement to 'stick in'	-	-	-	-	-	-	-	-	-
No real issues to deal with	4 29%	-	4 29%	-	-	4 44%	-	-	-
Other support	-	-	-	-	-	-	-	-	-
Don't know	4 29%	-	4 29%	-	-	1 11%	3 60%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	14	-	14	-	-	9	5	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q37 Are you still with the college you joined after leaving your Get Readyfor Work Provider?									
Yes	2 14%	-	2 14%	-	-	1 11%	1 20%	-	-
No - undertook a new course	1 7%	-	1 7%	-	-	1 11%	-	-	-
No - entered training or education	2 14%	-	2 14%	-	-	2 22%	-	-	-
No - in voluntary work	-	-	-	-	-	-	-	-	-
Other	6 43%	-	6 43%	-	-	3 33%	3 60%	-	-
Refused	3 21%	-	3 21%	-	-	2 22%	1 20%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	14	-	14	-	-	9	5	-	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q38 Are you still receiving support from your Aftercare Worker?									
Yes	-	-	-	-	-	-	-	-	-
No	14 100%	-	14 100%	-	-	9 100%	5 100%	-	-

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	63	-	63	-	5	33	18	7	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q44 Why are you no longer receiving support?									
Got a job and lost touch	15 24%	- -	15 24%	- -	2 40%	9 27%	4 22%	- -	- -
Entered training / education and lost touch	7 11%	- -	7 11%	- -	- -	3 9%	2 11%	2 29%	- -
Doing voluntary work and lost touch	- -	- -	- -	- -	- -	- -	- -	- -	- -
No longer in employment and have lost touch	9 14%	- -	9 14%	- -	- -	4 12%	4 22%	1 14%	- -
Other	18 29%	- -	18 29%	- -	1 20%	13 39%	3 17%	1 14%	- -
Don't know	14 22%	- -	14 22%	- -	2 40%	4 12%	5 28%	3 43%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can you r...		Q3 How long has this been the case?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	22	-	22	-	2	12	6	2	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q45 How long has this been the case?									
Up to 3 months	5 23%	- -	5 23%	- -	- -	3 25%	2 33%	- -	- -
3 months to 6 months	7 32%	- -	7 32%	- -	1 50%	3 25%	2 33%	1 50%	- -
Over 6 months	9 41%	- -	9 41%	- -	1 50%	5 42%	2 33%	1 50%	- -
Don't know	1 5%	- -	1 5%	- -	- -	1 8%	- -	- -	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	63	-	63	-	5	33	18	7	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q46 To what extent would you say your Aftercare Worker contributed to you obtaining the above?									
Aftercare has been very significant	11 17%	- -	11 17%	- -	2 40%	8 24%	1 6%	- -	- -
Aftercare has been quite significant	9 14%	- -	9 14%	- -	-	6 18%	2 11%	1 14%	- -
Aftercare has not been very significant	3 5%	- -	3 5%	- -	-	1 3%	1 6%	1 14%	- -
Aftercare has not been a factor at all	21 33%	- -	21 33%	- -	2 40%	10 30%	6 33%	3 43%	- -
Don't know	19 30%	- -	19 30%	- -	1 20%	8 24%	8 44%	2 29%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	63	-	63	-	5	33	18	7	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q47 Do you think you might benefit from Aftercare support in the future?									
Yes	21 33%	- -	21 33%	- -	2 40%	12 36%	6 33%	1 14%	- -
No	34 54%	- -	34 54%	- -	3 60%	19 58%	8 44%	4 57%	- -
Don't Know	8 13%	- -	8 13%	- -	-	2 6%	4 22%	2 29%	- -

Absolute Break % Respondents	Base	Missing	Q2 Do you currently, or can your r...		Q3 How old were you when you first met your Aftercare Worker?				
		Information re...	Yes	No	15	16	17	18	Don't Know
Base	82	-	82	-	6	39	26	11	-
Missing									
Information received from GRFW or Aftercare Worker	-	-	-	-	-	-	-	-	-
Q49 Overall how satisfied have you been with your Aftercare support?									
Very Satisfied	47 57%	-	47 57%	-	4 67%	26 67%	14 54%	3 27%	-
Quite Satisfied	22 27%	-	22 27%	-	1 17%	8 21%	7 27%	6 55%	-
Neither / Nor	5 6%	-	5 6%	-	-	2 5%	1 4%	2 18%	-
Not Very Satisfied	6 7%	-	6 7%	-	-	2 5%	4 15%	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-
Don't Know	2 2%	-	2 2%	-	1 17%	1 3%	-	-	-